



In the spirit of acknowledging and celebrating the hard work of all District personnel, the District's leadership team wishes to present to the Morrow County Health District Board of Directors these highlights of the District's FY 2022-23 accomplishments.

In May of 2023, the board approved a new strategic plan with refreshed mission, vision, and values.

Mission

Bring essential health services to our rural communities that meet the unique needs of the people we serve.

Vision

Be the first choice for quality, compassionate care, and lead the way in promoting wellness and improving health in our communities.

Values

Integrity encompassing honesty and consistently adhering to the principles of professionalism and accountability with our patients, fellow employees, and community partners; integrity is at the heart of everything we do

Compassion being motivated with a desire to assist patients and staff with empathy and kindness and committed to going the extra mile to ensure patients and staff feel comfortable and welcomed

Quality creating standards of performance that surpass ordinary expectations; we want to make this the place where patients want to come, our providers want to practice, and people want to work

Respect recognizing and valuing the dignity and uniqueness of everyone; respect creates a work environment based on teamwork, encouragement, trust, concern, honesty, and responsive communication among all employees and our patients

Financial Responsibility being good stewards of public funds; considering always whether expenditures are in the best interests of patients and the community; ensuring financial sustainability for the future

Clinical Services & District Operations



Boardman Immediate Care (BIC) opened as a mobile health clinic in October of 2022. This was truly a group effort involving nearly every department at the District. With the opening of BIC, the District welcomed two new providers; Dr. Lary Stieglitz and nurse practitioner Jennifer Barden. Since opening, BIC has provided services every day of the year with the exception of Christmas and Thanksgiving. The District's strategic plan includes the renovation of the existing building in Boardman to house BIC.

Pioneer Memorial Clinic (PMC) welcomed three new providers; Dr. Rodney Schaffer, Physician Assistant Amanda Roy, and Licensed Clinical Social Worker Rebecca Humphreys.

Irrigon Medical Clinic (IMC) welcomed two new providers; Physician Assistant Justin Cameron and Licensed Clinical Social Worker Terri Dickens.

A remote scribe service was initiated to reduce the documentation burden for clinic providers.

Provider charge dropping was implemented at all clinics, which eliminated a resource-intensive workflow.

Pioneer Memorial Clinic implemented lab collection / blood draws from the clinic.

Ione Community Clinic added an additional day each week for medical appointments.

An ADA accessible ramp was added to the rear entrance of Pioneer Memorial Clinic to improve infection control capabilities during COVID.

Ione Community Clinic, Irrigon Medical Clinic, and Pioneer Memorial Clinic all achieved Tier IV Patient Centered Primary Care Home (PCPCH) status.





Outpatient lab hours were expanded at Pioneer Memorial Hospital to better meet the needs of fasting patients. (7 a.m. – 5:30 p.m.)

Access controls were updated and new security cameras were installed districtwide.

New fiber connections were installed at various District locations and a backup internet service was retained to prevent downtime due to service interruptions.

A new electronic medical record (Thrive) was implemented districtwide.

The new electronic medical record has improved workflows for releases of information, which allows more timely access to records for both patients and providers.

The staffing model in the emergency department changed so providers are dedicated separately to the emergency department and the clinic, which reduced patient wait times and clinic appointment cancellations.

The District hired six additional EMS staff in Irrigon and converted from an on-call EMS model to a fully staffed model for Irrigon.

The EMS program aligned treatment protocols with regional EMS partners.

AED and mock code training was enhanced to include clinics and home health and hospice.

The emergency department implemented patient follow-up phone calls as a partnership between nursing and EMS staff.

Pioneer Memorial Hospital received a three-year recertification of its trauma program.

Pioneer Memorial Hospital implemented a new contract with OHSU for tele-stroke services.

Automated reports distribution was implemented in radiology, which improved timely provider and patient access to radiology reports.

An agreement was implemented with Central Oregon Radiology Associates, which improved turnaround time for reading of images by a radiologist.

The human resources department welcomed 70 new employees during the fiscal year and a new process was developed and implemented for new hire orientation, which has significantly improved the onboarding process.

The days in accounts receivable (days in AR) was under 65 for the entire fiscal year.

The billing for home health and hospice was transitioned to electronic billing, which significantly reduced the turnaround time on payments.

The maintenance department assisted with a remodel and office setup of the annex to create administrative offices and free up clinical space in the hospital.

A new dryer was installed in the hospital for environmental services.

Central supply converted from manual inventory tracking to electronic ordering and tracking.

The dietary department implemented a 5-week menu program with customizable recipes for dietary restrictions. The new menus have been very well received by staff and patients.

All marketing and design activities were moved fully in-house.

Personnel



Four home health employees received awards from the Oregon Association for Home Care. Jackie Alleman was awarded Volunteer of the Year, Jerry Conklin was awarded Chaplain of the Year, Katilyn Zinter was awarded Home Health Aide of the Year, and Molly Rhea received the Hope Runnel's Award for outstanding leadership, service, and achievement as a pioneer in furthering the scope of home health services in Oregon!

Paola Macias Flores and Nathalie Campos became certified healthcare interpreters.

Katelin Tellechea became a Certified Rural Health Clinic Professional.

Jodi Ferguson became an Emergency Medical Technician (EMT).

MacyPearl Morgan became a registered nurse.

Tonja Lemmon completed OHA Assister and Hospital Presumptive Eligibility training.

Danial Ficek completed the Certified Dietary Manager, Certified Food Protection Professional certification.

Community

Irrigon Medical Clinic won first place in the 2022 Watermelon Festival parade.

Hospice provided a 13-week Grief Share program free to the community.

Free monthly foot care clinics were offered at home health and hospice.

District staff enjoyed participating in a variety of community events, including:

- Morrow County Fair & Rodeo
- Heppner's St. Patrick's Day Festival
- Lone's and Boardman's Fourth of July Parades
- Boardman's Community Night Out
- Lone Community School's Cinco de Mayo Festival
- Lexington's May Day Parade
- Boardman's Harvest Festival
- Irrigon's Watermelon Festival
- Boardman's Children's Fair
- Lexington's Home Health & Hospice "Zinger" Fundraiser
- Heppner's Home Health & Hospice Shamrock Fundraiser

