

# HealthBeat

FALL 2020



*"The future of healthcare is more patient-driven than ever before."*

—Patti Banks, CEO, Ely-Bloomenson Community Hospital

With recent emphasis on health and safety, it's the perfect time to remind patients to advocate for their own healthcare. "Make the most out of appointments," reminded Patti Banks, CEO of EBCH. "Have questions. And if you need screenings or labs, request them where it's convenient," she continued. "Providers want what's best for you. If a test is ordered elsewhere, ask if it's available locally. When possible, your provider will happily accommodate you."

Especially as winter approaches, traveling for testing is not only time-consuming, it can be dangerous. If something is available locally, you can save the commute and stay safe. "It's okay to tell the doctor or scheduler that you'd like labs, testing, or X-rays done where it's convenient for you," she added.

Providers are committed to their patients. By learning your preferences, they can customize your care. "Patients are programmed to listen, but doctors

encourage an open dialogue," Patti said. "As healthcare changes, empower yourself. Providers want to know how to serve you; they're here to help."

Ely-Bloomenson Community Hospital is open and ready to safely provide care. "We've spent months implementing protocols to keep everyone safe," Patti said. "By working with the health department, the CDC, and following all guidelines, we're ready to take care of people. That's what we're here for."



# OUR TEAM IS THE HEART OF EBCH

## Individualized care. Individual reasons.

While their reasons for choosing Ely-Bloomenson Community Hospital vary, our teammates' commitment to provide a superior patient experience—at a healthcare system where they feel empowered and appreciated—is consistent. Thank you to all of our EBCH teammates who are at their best every day. For every patient.



### Cortney, Registered Nurse

"I love helping others be the best/healthiest version of themselves," shared registered nurse Cortney. A natural nurturer, Cortney's thoroughness and persistence serving in case management and utilization review, means she carefully evaluates the care each patient receives and constantly looks for ways in which the EBCH team can make improvements, implement necessary changes and help ensure that the quality of care administered is always the very best, and customized for all patients. Dedicated to both her patients and her team, Cortney's passion to help her patients heal and live their healthiest lives is matched only by her appreciation and devotion to her EBCH teammates.

### Heidi, Chemotherapy Registered Nurse

Confident. Caring. Committed. Chemotherapy registered nurse and Epic-credentialed trainer, Heidi, credits a strong team and an even stronger dedication to the health of the community—for why she chose healthcare—and Ely-Bloomenson Community Hospital. Motivated by her father's cancer diagnosis, Heidi understands how empathy can impact patient outcome. And her devotion to provide every patient with the compassionate care they need inspires her to be her best every day. For every patient—and every family member.



### Tommy, Cardiopulmonary Team Leader

A commitment to community and creating connections with every patient he meets—Tommy's reasons for choosing healthcare and Ely-Bloomenson Community Hospital? He followed his heart, of course! As the cardiopulmonary rehabilitation team leader, Tommy combines a personal commitment to fitness and his strong determination to help people live healthier, happier lives. "I've always had a passion for exercise and fitness," shared Tommy, who added that he wanted to use those gifts to help others. By facilitating the diagnosis and treatment of cardiac disease for patients, Tommy creates customized care plans—and puts his heart into every patient he helps.



**Tiffany, EBCH registered nurse and staff educator/infection prevention coordinator**

## EBCH health leaders collaborate with community during COVID-19

When information about the COVID-19 pandemic first unfolded, the committed staff at Ely-Bloomenson Community Hospital set out to help their neighbors navigate this unique time.

"As our team was learning more about infection protection, and putting things together to help keep people safe, we wanted to become a true community health leader," said Patti Banks, CEO of Ely-Bloomenson Community Hospital. What started as an employee suggestion to become more involved, prompted an ongoing partnership. "We listened to concerns and reached out to community partners to learn where we could provide support and offer our services," Patti shared. "Then we worked together with community leaders to brainstorm how we could help keep the public safer." From collaboration to activation, the groups joined forces to "get things done."

Tiffany, EBCH registered nurse and staff educator/infection prevention coordinator, is passionate about safeguarding people from infection, and has been long before COVID-19. "I love watching people grow with education," she said. "By working hard to prevent infections among patients and staff, the community stays strong."

Tiffany's commitment to lifelong learning has made her the perfect community partner and EBCH health leader. "She's approachable and fun when she delivers her message,"

Patti said. "We try to take some of the scariness out of things, to keep people safe."

As this challenging time continues, Patti reminds the community that EBCH will continue to seek opportunities to provide support, assistance and guidance.

### **EBCH's many community collaborations include:**

- Worked with the Chamber of Commerce to train business owners about proper mask use and infection prevention measures.
- Provided donning and doffing training—safe practices to put on and remove personal protective gear—to first responders, police, fire and rescue workers.
- Continued involvement with schools to help implement processes, provide supplies (like thermometers) when possible and educate administrative staff about infection prevention procedures.
- Coordinated with area mask making and distribution efforts.
- Collaborated with several local healthcare partners to produce the Mask Up photo campaign to stress the importance of masking.



# EBCH IS OPEN AND SAFER THAN EVER



## Your health can't wait—even now!

If you've been putting off wellness visits, immunizations, preventative screenings or care for chronic conditions, EBCH has implemented the most current safety protocols to our already high standards to keep you safe. Don't delay the important care you need. Your health—and quality of life—could depend on it.

As always, your safety is our top priority. Call **218-365-3271** Monday through Friday, 7:30 a.m. to 4:30 p.m., with questions or concerns.

## Convenient drive-thru flu shot clinics

It's more important than ever to protect yourself!

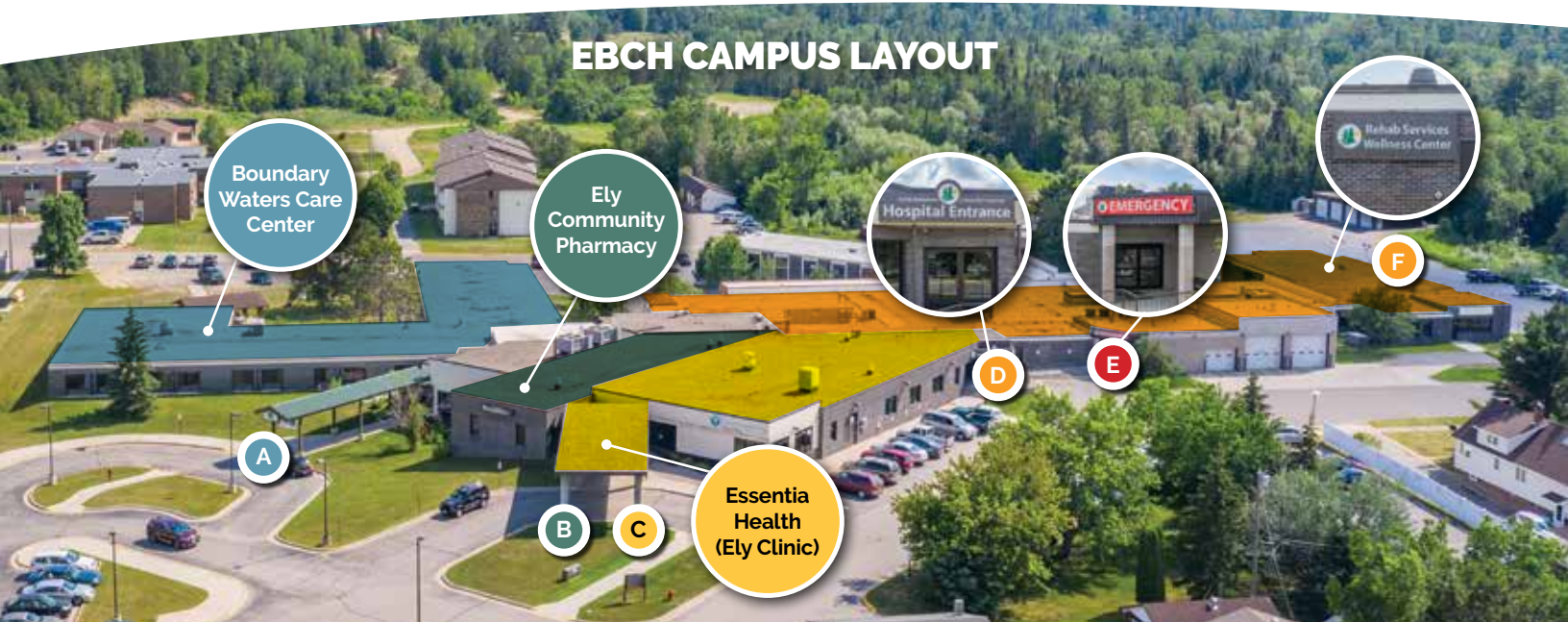
The Ely Health and Hospital Foundation provides 1500 **FREE** flu vaccinations every year! Get complete details at the event. For more information and to download consent forms, visit [ebch.org](http://ebch.org).



### EBCH Drive Thru Flu Shot Clinics

Saturday, October 3—8:00 a.m. to 4:00 p.m.

Saturday, October 24—8:00 a.m. to 4:00 p.m.



## EBCH CAMPUS LAYOUT

### EBCH Campus Entrance Key

- A** Boundary Waters Care Center Entrance
- B** Ely Community Pharmacy Entrance (EBCH-owned)

- C** Essentia Health (Ely Clinic) Entrance
- D** EBCH Hospital Entrance

- E** EBCH Emergency Department Entrance
- F** EBCH Rehab/Wellness Center Entrance