Mission: Provide excellent health care by promoting wellness, education and healing through trusting relationships.

Vision: To be the regional center of excellence in health care to support the communities we serve.

Samaritan Center Awarded $4 Million SAMHSA Grant

Good Samaritan is proud to announce that the Samaritan Center recently received a $4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). The grant will be awarded over two years and will be used to expand services that they can offer as a Certified Community Behavioral Health Center.

Kristi Scherer, Executive Director of the Samaritan Center, explained that the Samaritan Center currently offers all of the components of a Certified Community Behavioral Health Center, but certification requires more formal programming than was previously offered. “Because we agreed to these certification requirements, we were able to apply and receive this grant to further expand services within our communities.”

A new service that will be available to the community is a Mobile Integrated Care Unit. This mobile “office” will provide access to services for those living in remote, underserved communities who struggle to seek care due to financial and/or transportation issues. The mobile unit will be staffed at all times by a registered nurse, mobile unit coordinator, and a community resource specialist. A family nurse practitioner, psychiatric nurse practitioner and licensed social worker will alternate weekly on the mobile unit.

Another portion of the grant dollars will be used for the Samaritan Center’s new Clubhouse Program that will support reintegration in the community for those with mental illness and improve access to supportive services. “The clubhouse will focus on helping our patients join society through education, employment and other forms of assistance,” said Scherer. “The location of the Clubhouse is still being assessed.” Another part of the Clubhouse will be the purchase of a ten-passenger van that will be used for transportation of clients to and from the clubhouse.

With the help of the grant funding, the Samaritan Center also plans to expand System of Care to encompass all ages throughout the service area and introduce a partial hospitalization program for substance abuse. The program will be a comprehensive and highly structured form of substance abuse treatment conducted on an outpatient basis. The program will consist of 20 or more hours per week of clinically intensive programming that will bridge inpatient substance abuse treatment with traditional outpatient treatment.

“We are very excited about the additional services, expansion of services, and the integration of behavioral and physical health this grant will allow,” said Scherer.

“Our Samaritan Center does a terrific job providing services and support to our communities,” added Rob McLin, President and CEO. “I am so proud that we received the SAMHSA grant and am excited to see what the future holds for our organization and patients.”

DEADLINE EXTENDED!

Are you or someone in your family graduating? Each spring, Good Samaritan recognizes members of employees’ families who are celebrating an educational milestone, graduating high school or college. Graduates’ names will be displayed in a special graduation publication that will be printed in July. Please send the graduates’ name, school and degree, along with the related employee’s name, title and department via mail to Marketing or by email to ekubow@gshvin.org by July 3, 2020.
The June Shining Star Winner is Liz Condra

Elizabeth ‘Liz’ Condra is the June Shining Star for always going above and beyond for her client’s and her staff. Liz received a phone call one day for a family she used to provide services to and learned that they were in desperate need of food. Without hesitation, Liz went to the store and purchased groceries for the family, as they were completely out of food and unable to provide for themselves and the children in the home. Liz even delivered the food and educated the family on local resources they could utilize as well. Liz is also always willing to listen to her staff, and address all concerns quickly and professionally. She is a wonderful asset to the Good Samaritan team!

The May Cultivating Care Winner is Katlyn Meyer

During one of her shifts, Katlyn Meyer, PCT on LaSalle Behavioral Health, encouraged and assisted multiple patients shower and shave. Personal hygiene is incredibly important for a person’s mental health and Katlyn’s actions and attitude helps the care of her patients. She goes above and beyond to take care of her patients and makes their satisfaction a priority. She is the definition of an awesome caregiver.

PATIENT EXPERIENCE SCORES

First Quarter 2020

Congratulations to those areas who met or exceeded their patient experience goals in the first quarter!

Hospital Inpatient CAHPS scores are reported as a percentile rank. For example, a score of 70% means we are scoring the same as or better than 70% of organizations we are being compared against. Other surveyed area scores are reported on this scorecard as Net Promoter Score (NPS) and Overall Rating. The Net Promoter Score (NPS) is taken from the “likelihood to recommend” question. Based on their response, each consumer is categorized into one of three groups - Promoters (loyal and enthusiastic consumers), Passives (satisfied consumers) and Detractors (unhappy consumers). The NPS score is taken from subtracting the percentage of detractors from the percentage of promoters. The score for “Overall Rating” for the Real-Time survey areas represents the percentage of patients who gave us a positive response.

On our Outpatient Scorecard, we roll up the five outpatient service question pods together. They include: Outpatient Testing, Outpatient Physical Medicine, Outpatient Series (CDU), Radiation Oncology, and Outpatient Oncology/Infusion Center.
For Your Benefit - In the Midst of COVID-19, We Are Here For You!

Our benefit vendors have taken steps to assist you with questions even though they are unable to travel to Good Samaritan for their monthly visits.

UMR has established a dedicated email box to answer your Health Insurance and Flexible Spending Account questions. Email your questions to GSHQuestions@umr.com.

Empower Retirement is now holding one-on-one retirement planning meetings on their regularly scheduled dates. These meetings are held via video conferencing. You will need to find a private location for your meeting. You can use your work or personal computer, tablet or smartphone to join. If you do not have a private place to meet, you can go to Human Resources about 5 minutes before your meeting time and see Renée McQuain or Sherri Ricketts and they will help you get set up for the meeting in a private location. To schedule your one-on-one video conference, please visit www.gshvinretire.com to pick the date and time that works best for you.

If you have questions about your benefits, please contact the Employee Benefit Coordinators: Renée (x3315) or Sherri (x3375).

June Site Visits:
• UMR (Health Insurance) - June 24th (tentative, if restrictions are lifted)
• Empower Retirement (via video conference) - June 3rd and 17th

June Celebrations
• Men’s Health Month
• Alzheimer’s & Brain Awareness Month
• National Safety Month
• National Cancer Survivors Day
  June 7
• Healthcare Risk Management Week
  June 14 - 20

Submissions for Highlights are due by the 15th of each month prior to the publication month. To submit information for Highlights, email Mallory at mnhughes@gshvin.org.

Click the links below to see the June New Hires, Promotions and Anniversaries.
Employee Anniversaries
Physician Anniversaries
New Hires
Promotions
PATIENT EXPERIENCE SCORES

First Quarter 2020

Congratulations to those areas who met or exceeded their patient experience goals in the first quarter! The following departments/units received the highest scores. To qualify for this recognition, the department needed 30 or more responses, and reached the goal in Likely to Recommend and Overall Rating.

**ICU / 2GM** had the highest score for the Likely to Recommend and Overall Rating patient survey questions.

**Ambulatory / Same Day Surgery** had the highest score for the Likely to Recommend and Overall Rating patient survey questions.

**Dr. Arnett’s office** had the highest score for the Likely to Recommend patient survey question.

**Nuclear Medicine** had the highest score for the Likely to Recommend patient survey question.

**VOSC Therapy** had the highest score for the Overall Rating patient survey question.

**Dr. Hippensteel’s office** had the highest score for the Overall Provider Rating patient survey question.

**Ambulatory**

**Inpatient**