



BURNETT MEDICAL CENTER

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Hometown HEALTH

A PUBLICATION FROM YOUR HEALTHCARE PROFESSIONALS AT BURNETT MEDICAL CENTER

Don't Delay, Call or Visit us Today!

Burnett Medical Center would like to emphasize how important it is to not ignore your underlying health conditions and to not delay seeking medical care. Chronic conditions like diabetes and high blood pressure do not take a break during a pandemic. Accidents and injuries still happen. Cancer still spreads, and heart attacks still strike. Waiting to be seen may ultimately pose a greater health risk.

You can rest assured that Burnett Medical Center is here – as we have been for the last 90 years – to deliver the safe, quality, compassionate care you need. Our emergency room, clinic and hospital are all open and safe to care for our community. Our staff has been trained, we have personal protective equipment, and we stand ready to serve you.

In alignment with state and federal guidelines, Burnett Medical Center has resumed normal operations, including elective surgeries and procedures. As we progress forward, it is our priority to do everything we can to keep our staff and patients as healthy and safe as possible. Here is what we are currently doing to ensure you and your loved ones are stepping into a safe environment:

Safe Scheduling

When you call to schedule an appointment, we will ask what type of appointment you need—please let us know any symptoms you may be experiencing. We will also inform you

about our screening process at the main entrance, our visitor limitations, and remind you to wear a face covering to your appointment. If you do not have a face covering, we will supply one as you enter the building, but you are strongly encouraged to bring your own to help us conserve our supply. All patients, visitors and staff members are to wear a face covering while in the facility.

Safe Screening

When you arrive, you'll be greeted by a staff member who will take your temperature, screen you for COVID-19 symptoms, provide sanitizer for hand hygiene and, if you don't already have a face covering, provide you with one.

Safe Check-in

For your safety, plexiglass shields are in place at our registration areas. When information in writing is required, ink pens, clipboards and other materials will be thoroughly disinfected after each individual use.

Safe Lobbies

Our lobbies and common areas, including high-touch items such as door handles, tables, and chairs, are cleaned and disinfected frequently throughout the day for your safety. All reading material and brochures have been removed from our lobbies, and we ask that you sit in the waiting rooms to align with social distancing guidelines.

Safe Hands

Good hand hygiene is essential for all staff members, patients, and visitors. When you come to Burnett Medical Center, you will be provided hand sanitizer at the door as you enter the building, before you enter the exam or procedure area and as you exit the exam or procedure area. Sanitizer will also be available for additional use as needed.

Safe Exam Rooms

Burnett Medical Center has always followed rigorous cleaning protocols. For added safety, we have further enhanced those protocols for our patients' safety and peace of mind. Our exam rooms and procedure areas are thoroughly cleaned and disinfected between each patient visit. In addition, the Clorox T360 is an asset to our current cleaning regimen. This machine was purchased by the BMC Foundation and helps reduce pathogens that cause infectious diseases. Its electrostatic sprayer lets the cleaning solution reach spots that normal trigger sprayers, misters, and foggers miss.

Safe Visits

Our family practice clinic now offers telehealth appointments for our patients. If you would prefer to see your primary care provider from the comfort of your home, please call 715-463-5353 or visit our telehealth webpage at www.burnettmedicalcenter.com for more information.

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SERVICES



Healthcare Heroes

Nurses Week

This year from May 6-12, we celebrated National Nurses Week to honor the individuals known as the heart of healthcare. Throughout history, nurses have moved mountains (or crossed them) to get to their patients and drag them back from death's door. Nurses have played a major role in healing humanity and they do a lot for their patients. They assist in medical procedures, advocate for patients' rights, provide health teachings, administer medications, provide bedside care, and so much more. With the long list of things they do, Burnett Medical Center would like to recognize and applaud our hardworking nurses for taking care of our community.

Lab Week

This year from April 19-25, we celebrated Lab Week to acknowledge the risks that laboratory professionals are taking to serve patients during the pandemic, and to appreciate the measures they take to reduce the risks to their colleagues and the communities in which they live and work. Even though these professionals typically work in the background, they are the foreground of our health. While this year is different than most, the staff is excited to announce some changes happening in 2020. A new chemistry analyzer will be installed later this summer allowing us to test for the high sensitivity troponin to identify true acute myocardial infarctions (heart attacks). In addition, two other analyzers were purchased to better test for Lyme disease, influenza, respiratory syncytial virus (RSV), drug screens, and even COVID-19.

COVID-19 Rapid Antigen Test NOW AVAILABLE

COVID-19 testing has expanded nationally and in Wisconsin. As a result, Burnett Medical Center is now able to conduct in-house testing via a SARS (Severe Acute Respiratory Syndrome) Rapid Antigen Test. This antigen test is for **symptomatic patients only**. It is encouraged that you speak with your healthcare provider prior to testing.

How does the test work?

These diagnostic tests quickly detect fragments of proteins found on or within the virus by testing samples collected from the nasal cavity using swabs. The antigen test can provide results in minutes; however, antigen tests may not detect all active infections. This means, positive results from antigen tests are highly accurate (100%) and sensitive (93.8%) to reduce the chance of false negatives. Negative test results are confirmed with another test to prevent the possible spread of the virus due to a false negative.

How fast is the test?

The test includes approximately 1 minute of extraction with a 15-minute run time. Results should be known in as little as 15-20 minutes.

Who can receive an antigen test?

Anyone with symptoms consistent with COVID-19 or at a higher risk due to travel or exposure to potential carriers should contact their health care provider for evaluation. The provider can then order the antigen test. Asymptomatic patients needing preoperative testing will follow BMC's current process and are not eligible for the antigen test.



SAME NAME, NEW LOOK



Burnett Medical Center is pleased to announce the launch of its new brand identity, redesigned logo, and updated website. These changes come at a time when Burnett Medical Center is working diligently to evolve the patient and employee experience.

During the designing process, Burnett Medical Center sought feedback from various audiences, including patients, employees, community members, and other stakeholders. The goal was to create a new brand identity that better represents the relationship between Burnett Medical Center's patients, caregivers, and the community.

The logo was designed using color theory, blue was chosen to show trustworthiness. Purple evokes a feeling of compassion and comfort. The icon design characterizes the letters 'B', 'M', and 'C', while the 'M' can also be interpreted as an EKG reading.

The newly redesigned website features easy-to-navigate pages and updated messaging for a seamless user experience. The visual design showcases Burnett Medical Center's modern appearance, while also highlighting the high quality, professional services our patients can expect to receive.

Transition to the new logo will occur over the next several months, beginning with a new advertising campaign and a new website. The rest of the rebranding is expected to be finalized this summer and implemented this fall/winter.

You Have Spoken, We Have Listened

At Burnett Medical Center, we know how vital it is to understand the needs of our patients and community to provide the best care possible. Through conversations with community members and analysis of patient satisfaction surveys, it has been determined that we need to focus on improving our customer service and communication. We recognize that caring starts the moment you walk through our doors.

As a result, we are engaging the assistance of Capstone Leadership Solutions (Capstone). Capstone, a Michigan-based company, is a coaching and training firm that specializes in assessing, planning, and executing evidence-based strategies that create great results in healthcare. This partnership will assist BMC in planning and implementing solutions to improve the patient and employee experience.

To start the process, Jane McLeod and Sue Tetzlaff, Co-Founders of Capstone, assessed BMC's operations, evaluating results/data, and listening to physicians, patients, and employees. This assessment has led to the creation of an annual action plan which will guide the activities of a newly devised team structure. This team structure model is leader-led, yet employee-driven, to engage the front-line employees in creating the changes. The teams of leaders and employees that have championed these efforts include: The Steering Team, Employee Experience Team, Patient Experience Team, Nursing Team, Training Team, and Community Team.

A re-assessment will be conducted by Capstone in a year to evaluate the progress and results of the changes and to create a second-year action plan. The goal is to have the assessment reveal measurable improvements in the established patient satisfaction and employee satisfaction goals.

BUY A BRICK

The Burnett Medical Center Foundation is creating a community memorial garden in honor of Dr. Stillwell, who passed away unexpectedly in May 2019.

The memorial garden will be located at the North Continuing Care Center and Visitor entrance. The garden will be decorated with customized engraved bricks that can be purchased by community members. All proceeds will be going to the Burnett Medical Center Foundation to advance healthcare for Burnett Medical Center patients. All other donations are welcome.

If you would like to buy a brick to honor or remember a loved one, or have any questions, please call 715-463-7285 or visit www.burnettmedicalcenter.com to fill out a brick order form.





**WE ARE
FOR
THANK**

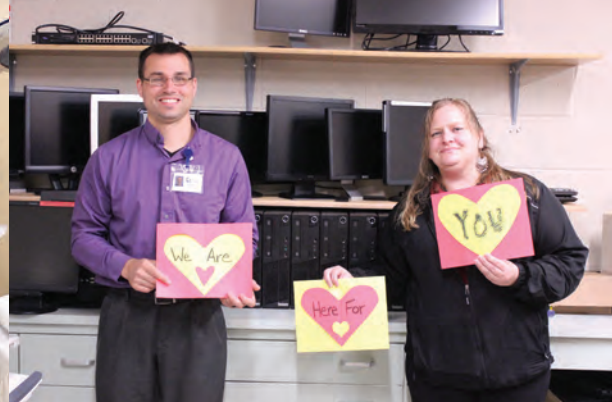
Thank you, health care workers, for your dedication, hard work, and heart for our community. Your work, and heart, are greatly appreciated during these difficult times. We thank our community for the various people who have donated equipment, gift cards, and staff, and for your support of your local hospital here for you, 24 hours a week, 365 days a year. You and your loved ones are the quality, compassionate





WE ARE HERE FOR YOU, THANK YOU!

Healthcare workers, donors, and our dedication, hard felt gestures are needed during these times. We would like to thank you for donating personal protective equipment, meals to our staff, and general support of our mission. Know that we are here for you 24 hours a day, 7 days a week, to provide the best care possible and ones with expert, compassionate care.



COVID-19 & BMC

While the Coronavirus (COVID-19) is new, preparing for potential epidemics and pandemics is not new for Burnett Medical Center. With frequent emergency preparedness training, Burnett Medical Center is prepared and has stepped up its preparedness activities by working closely with the Centers for Disease Control (CDC), the Wisconsin Department of Health Services (WIDHS), and the Burnett County Health Department to ensure providers and staff have the proper training and materials to help keep themselves and the public safe.

There are important steps individuals can take to help minimize the risk of COVID-19 from spreading:

- Perform frequent hand hygiene, using hand sanitizer or soap and water when visibly soiled.
- Cover coughs and sneezes.
- Stay home when sick.
- If you have traveled in the past 14 days, please stay home and self-monitor, self-quarantine and call your health care provider if symptoms like fever, cough, or difficulty breathing are present.
- If you suspect exposure, please call ahead before arriving at a health care facility.

BMC's COVID-19 Testing Guidelines

COVID-19 testing has expanded nationally and in Wisconsin. As a result, Burnett Medical Center is now able to conduct in-house testing via a SARS (Severe Acute Respiratory Syndrome) Rapid Antigen Test. This antigen test is for symptomatic patients only and takes 15-20 minutes to receive the results.

Asymptomatic patients needing preoperative testing will follow our current process and are not eligible for the antigen test.

Burnett Medical Center has the ability to test anyone with or without symptoms but should contact their health care provider to schedule an appointment prior to testing.

If You're Experiencing Symptoms

Staying home and in isolation is the best way to protect yourself and others if you are concerned that you have been exposed to COVID-19. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or a combination of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Remain in Your Home Until:

- At least 3 days (72 hours) without fever without fever-reducing medications, AND
- Improvement in respiratory symptoms (e.g., cough, shortness of breath), AND
- At least 10 days have passed since symptoms first appeared.

If you are experiencing symptoms, you are encouraged to call BMC's COVID-19 triage line at 715-463-7245. Please visit an emergency room for evaluation and treatment if you are experiencing severe symptoms, such as increasing shortness of breath.

Visitors

To provide the best protection and allow for appropriate social distancing, we are taking these precautionary steps to ensure the health of our patients:

- All visitors to Burnett Medical Center will be screened for symptoms and COVID-19 risk at each visit.
- Visitors will be asked to wear a mask or leave the location for the safety of our patients and staff.
- Patients under 18 in the Emergency Department, hospital wing, or Surgical Services may have one visitor age 18 or older.
- Surgical patients may have one visitor 18 or older accompany them to the preop room, if necessary.
- Outpatient/clinic patients may have one visitor 18 or older accompany them to their appointment, if necessary.
- The Continuing Care Center is meeting gating criteria, therefore are allowing limited pre-appointed outdoor visits. Please call 715-463-7315 to arrange a visit.
- Inpatients may have one visitor, 18 or older, per day during visitor hours (8am-7pm).
- Exceptions may be made for compassionate care.
- Individuals who are sick and not seeking care or have known exposure to COVID-19 are not allowed to visit.

Please know we understand these visitor restrictions may be difficult for our patients and their families. Our top priority is to protect the health and safety of our patients.

Make a Mask

Many members of our community have reached out and asked if they can help us by making masks. These masks can be used by those in health care who are not taking care of patients with Coronavirus. This allows the personal protective equipment to be used exclusively for health care professionals who are at higher risk of exposure.

If you'd like to help, we would ask you to sew masks with the specifications on our website.

When you come to donate masks, please look for a mask donation sign and a bin inside the main entrance. Please place masks in a zip-lock bag and place the masks in that bin. We would love to have you include your name and address with your masks, so we can reach out and thank you personally.

Thank you to those who have donated masks already, your support is greatly appreciated!

If you have questions regarding COVID-19, please call us on our COVID-19 nurse triage line at 715-463-7245.

This information and its conclusions and recommendations reflect the best available information at the time it was prepared. The results of future studies may require revisions to reflect new data. For up-to-date information regarding BMC and COVID-19, please visit www.burnettmedicalcenter.com and click on COVID-19.

CONTINUING COMPASSIONATE CARE

Burnett Medical Center would like to recognize the important services our Continuing Care Center (CCC) staff provides. These frontline caregivers are heroes who work hard every day to protect the health and safety of our most vulnerable population. Their tireless work has gone on for months despite facing tremendous challenges.

COVID-19 is a previously unidentified virus, which means care providers of all types—including those working at organizations like CCC where older adults receive care—are learning about it in real time. And, because public health officials have identified older people as high risk of getting very sick from COVID-19, our very own CCC staff are on the front line. Every day they do their part to aggressively prevent and mitigate the spread, while continuing to deliver compassionate care.

Through it all, the services CCC

provides are fundamental to the lives of the people we serve, their families, and our community. CCC is driven by a higher moral purpose to serve this population in accordance with BMC's mission. They care deeply about the role they play—to provide much-needed care, services, and support in people's lives.

Rest assured CCC is proactive in communicating with local public health departments, their residents, residents' family members, their employees, and state officials since the beginning of this public health emergency. Our caregiver heroes deserve our utmost respect and support for the work they do. A big thank you is being sent to these caregivers for taking extra measures and precautions to continue caring for our residents under the most challenging of circumstances.

100%

COMMITTED

On June 16th, BMC's Continuing Care Center had an unannounced, COVID-19 Focused Survey, to determine our compliance with Federal requirements related to implementing proper infection prevention and control practices to prevent the development and transmission of COVID-19. The Continuing Care Center was found to be in substantial compliance with participation requirements and no deficiencies were cited.

Thank you to our staff for being 100% committed to our resident's safety and quality of care everyday!

PODIATRY SERVICES ARE JUST A FOOT AWAY

You are just a foot away from getting the care you need. At Burnett Medical Center, our new visiting podiatrist, Dr. Natwick, diagnoses and treats conditions affecting the ankle, foot, and other related structures to the leg, including, but not limited to:

- Amputations
- Bunionectomy
- Hammer toe surgery
- Injections
- Ingrown nail procedures
- Evaluate for orthotics
- Plantar Fasciitis

Contact BMC today to schedule an appointment. If you need a referral, please feel free to schedule a visit with one of our primary care providers, by calling 715-463-5353.





BURNETT
MEDICAL CENTER

257 W. St. George Ave.
Grantsburg, WI 54840
715.463.5353 | 800.293.5353

www.burnettmedicalcenter.com

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EDITOR: Halle Pardun

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Hometown
HEALTH

Hometown Health is published for the patients and friends of Burnett Medical Center. Information in this publication is not meant to replace the advice of your personal healthcare provider.



FUNDRAISING ASSISTANCE REQUESTED

Due to the unforeseen events with COVID-19, the 15th annual Carlyle Sherstad 5k/10k race was cancelled for 2020. Burnett Medical Center organizes the race and donates all the profits to a specific local community organization. This year's recipient was the Burnett County Salvation Army.

We would like you to still support the Burnett County Salvation Army and all the great work they do for our community.

You can make a donation online by visiting <https://donate.salvationarmywi.org/give/285261/#!/donation/checkout>

OR Mail your donation to: Burnett County Salvation Army, 7764 W. Main Street, Siren, WI 54872.

These donations will help Burnett County Salvation Army's local programs including: Faith House homeless shelter, the Backpack Program and emergency assistance for utilities/rent in Burnett County.

Thank you in advance for your generous gesture!