



"We put people first by providing excellent, professional and compassionate healthcare."

# Community Report Spring 2024



"She a very special doctor, so kind and understand!"

**Darlene Hoog**

"Dr. John made me feel especially comfortable."

**Pam Koby Zielinski**



"I have switched doctors and am going to him now. I have so much to thank him for. He call me on the phone to literally see how everything is going. Can't ask for anyone better in my book."

**Carolyn Meyer**



### 2023 United Healthcare Medicare Advantage United Hero Award – Drs. Bird and Chowdhury

"Congratulations! Dr. Bird helped me so much during a rough time last year. He was so compassionate."

**Nan Evers**

"Congratulations To both of these amazing Doctors!"

**Kathy Renaud French**

We are delighted to commemorate a significant milestone in our community's healthcare journey as we celebrate the 55th anniversary of the Ste. Genevieve County Memorial Hospital (SGCMH). Since our beginning our hospital has been providing exceptional healthcare services, and practicing compassion as we serve the needs of our community. It's a moment to reflect on the journey, achievements, and the profound impact SGCMH has had on the lives of countless individuals.

### A Legacy of Compassionate Care

Opening in 1969, SGCMH was born out of a collective vision and a solid commitment to provide excellent healthcare services to the residents of Ste. Genevieve County and surrounding areas. For over five decades, SGCMH has been dedicated to delivering personalized and compassionate care to our neighbors, friends, and families. These principles have been the driving force behind every milestone and accomplishment achieved over the past five decades. We have continued to grow and adapt to the needs of the community and changes in the healthcare industry guiding us through various challenges and triumphs, and ensuring that our community receives the best possible medical care.

### Continued Growth and Expansion

We are pleased to continue the remarkable growth and innovation that have defined our hospital. Over the years, we have expanded our services, invested in cutting-edge technology such as MRI and CT, and recruited talented healthcare professionals to meet the evolving needs of our community. We have over 270 employees that have worked at the hospital for more than ten years.

### Looking Ahead

As we celebrate our 55th anniversary, we also look towards the future with optimism and determination. Ste. Genevieve County Memorial Hospital remains steadfast in its mission to provide exceptional healthcare services, and strengthen the health and well-being of our community for generations to come. With your continued support, we are confident that we will continue to make a positive impact and uphold our legacy of compassionate care with our goals of safe, effective and connected.



### SGCMH Welcomes New Board of Trustee Member

On this 55th anniversary of SGCMH, we welcome Brock Gibson to its Board of Trustees. Gibson, won his election to the post on April 2, and replaces Mark Fallert who did not run for re-election.



### Thank You for Your 25 Years of Service!

SGCMH recognizes Mark Fallert for his dedicated service for 25 years and wish him the best.

### SGCMH Board of Trustees



Rodney Scherer  
*Chairman*



Kurt Basler  
*Secretary*



Veronica Sharlow  
*Treasurer*



Bruce Giesler  
*Member*





## Meditech ExpansE and Patient Portal

SGCMH implemented a new electronic health records system (EHR) called Meditech ExpansE on May 1. The new system is a top-rated electronic health record solution recognized for being usable and reliable. The new EHR system that will standardize medical records and billing across all departments and give providers easier access to a patient's complete medical history. Additionally, the new system will provide:

- Improved patient safety and health by giving providers easy access to a patient's full medical history
- Improved patient care by helping providers share patient data
- Integrated data analytics that will help providers make better decisions about patient care
- A new patient portal that will allow patients to schedule appointments, request medication refills, and message their providers, view statements and pay bills via portal



Early in this transition, there may be some delays in your appointment time as we update your patient information and ensure that your record is accurate. When you come to the hospital for an appointment or visit; remember to bring your ID, medication list and insurance information. Our staff will be ready to assist you with your health care needs. They are committed to quality service and ask for your patience as we get to know our new system. There will be a few minor changes but we will make sure you receive the same personalized and compassionate health care as always. We have new electronic signature pads at the registration desks instead of signing paper. Feel free to ask questions. We look forward to the new system and all it will do to make a better record for you.

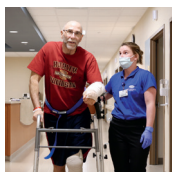
### Patient Portal

The patient portal is ready for you. Your provider will be able to readily see your old health records. Your username and password will remain the same. No, need to re-register, you are already in the system. To view information for services provided on or after May 1, 2024, please log into the patient portal at [stegenevievehospital.org](http://stegenevievehospital.org) using your same username and password.

## Our Focus

### SAFE

SGCMH monitors and evaluates patient safety for fall reduction and our numbers are lowering and giving us good results. For the year, we are on pace for a number of less than 9, which is a 50% less for falls.



### EFFECTIVE

#### Neonatal Safe Sleep

SGCMH is recognized by the National Safe Sleep Hospital Certification Program as a Bronze Level Safe Sleep Hospital for their commitment to best practices and education on infant safe sleep. Helping Every Baby Sleep Safer. All nurses have completed yearly training for Safe Sleep Competency. All infants have their bassinet evaluated for Safe Sleep practices while in the hospital. All mother receive information.



### CONNECTED

#### Community Services Forum

SGCMH is a proud member of the Ste. Genevieve Community Services Forum. The Forum plays a vital role in fostering a strong, connected, and thriving community by addressing issues, advocating for change, and supporting the well-being of its residents.

#### Parish Nurse Program

The Parish Nurse program, a partnership between SGCMH and the Ste. Genevieve Catholic Church, which aims to enhance the overall health of the community by providing various opportunities such as GriefShare, a 13-week program, with Basler Funeral Home.

#### Hospital Week May 12-18

Join us during Hospital Week for a Blessing of the Hands ceremony on the hospital campus. Fr. Nemeth will lead us in a prayer and bless the staff and hospital.

### Auxiliary

The SGCMH Auxiliary is one of the largest service groups in the Ste. Genevieve area, with more than 175 members. The primary goal is to enhance patient care and support the hospital's growth and expansion. For more information visit [stegenevievehospital.org](http://stegenevievehospital.org)



### Friends Foundation

The Friends Foundation supports SGCMH to help ensure that the county hospital can meet the medical needs of the community. Your donations fund the purchase of new technology, equipment, staff education, community programs and more. The next fundraiser is our 21st Annual Friends Golf Classic, Friday, June 28, 11 am, Ste. Genevieve Golf Club. Contact Terri Thomas, 573-883-7725.



## Your Voice Matters

We are continuously gathering information from our satisfaction survey, to improve our services and response rate. If you receive a Press Ganey survey from SGCMH, we encourage you to fill it out and let us know how well we did with your care.