



## YEAR 2 SEA TRAINING BY EVALYN ORMOND, CEO

Hope you all enjoyed year two of our classes on Service Excellence! Our 2019 Service Excellence Advisors showed their compassion and dedication to Customer Service at UGH. 9 classes were taught to about 140 employees. The 9 SEA's were chosen by directors and ambassadors. 2019 SEA's: Ginger Barkley, Emily Love, Rae Lynn Ware, Kaitlin Thompson, Lydia Farrar, Tosha Wyatt, Juandy Black, Komacka Brewster and Pam Mason. They did an excellent job in selecting these ladies- they knocked the presentations out of the park.

The goal of the classes was to instill our behavioral standards in all. We want to walk the talk- live by our beliefs and do the right thing- practice what we preach.

Our goal is to have all UGH employees commit to these standards:

- Supportiveness
- Etiquette
- Respect
- Vitality
- Integrity
- Communication
- Excellence (in service delivery)

We reviewed the impact Winners and Whiners can have on our circle of concern and circle of influence. Are you a Winner or a Whiner? One impactful comment in the sessions was "never have anyone sorry that they have met you"! Wow, something to reflect on daily. What influence are you having on UGH?

(Continued on page 1)

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"Providing Quality Service with Compassionate Care"

The Pulse is also available on the Union General Hospital website [www.uniongen.org](http://www.uniongen.org) and is published quarterly for staff and friends. News and other information may be submitted to Claudia Wade [cwade@uniongen.org](mailto:cwade@uniongen.org). Your comments and recommendations for improvement of this publication are welcomed.

## Message from the Chief Executive Officer of Union General Hospital (continued from front page)

Cycle of Service was a fun exercise during the training. We all realized that each service we delivery is a cycle of service with multiple cycle of services in each. We completed buddy exercises to realize how steps in this cycle of service really impact outcomes and how we can either positively or negatively impact the results.

Do you remember reviewing LEAD? LISTEN, EMPATHIZE, APOLOGIZE AND DEAL WITH IT. These are the steps to address dissatisfaction or concerns in service delivery. Listen to the complaint or issue at hand. Empathize with the patient or co-worker dealing with the complaint or issue. Apologize for their being unhappy with the current situation and Deal with it- What can be done to address the issue. I love the quote- “Listen or your tongue will make you deaf”.

Now that the training is all complete, we are focusing on DO- IT meetings, OASIS teams, huddles and surveys. We will be conducting the employee surveys twice a year. This survey focuses on knowledge of our behavioral standards and working to have the right employee in the right job.

Our three Oasis Teams- Registration, Employee Recognition and Patient Parables are constantly working on goals. Registration is reviewing the entire process from scheduling to billing. Employee Recognition is working on ways to showcase our superstars- employees that exemplify our behavioral standards. Patient Parables is an exciting team. They are actually going to be publishing stories from and about our Union General patients and families.

All of these efforts are to become the Provider of Choice and Employer of Choice. We thank each and everyone one of you for helping us on this journey.











# CUSTOMER SERVICE

## SERVICE EXCELLENCE COMMITTEE = SEC

JULIE DUTY  
DARRA JUNG  
EVALYN ORMOND  
CONNIE GINN  
DIANNE DAVIDSON  
BRITTANY SMITH  
MAGGIE VOORHEES  
CALLIE NUTT  
CINDY BRANCH  
KATE COOK  
CLAUDIA WADE  
BRENT CRANFORD  
SHERI TAYLOR



**QUESTIONS AND/OR  
CONCERNS- CONTACT  
PRIVACY OFFICER- JULIE  
DUTY- COMPLIANCE**

**OFFICER 318-368-7077**  
[jduty@uniongen.org](mailto:jduty@uniongen.org)

## ALL DIRECTORS = MT

## AMBASSADORS = AMB

DONNA BANKS  
TINA DENDY  
ROSANNE SNYDER  
STEPHANIE COLSON  
THERESA MOON

## SERVICE EXCELLENCE ADVISORS = SEA

JUANDY BLACK  
KOMACKA BREWSTER  
PAM MASON  
LYDIA FARRAR  
TOSHA WYATT  
GINGER BARKLEY  
RAE LYNN WARE  
KAITLIN THOMPSTON  
EMILY LOVE



# INFECTION PREVENTION

**Flu season is coming, and it could be a nasty one. Avoid being the 8% and get a shot now, CDC says.**



## THERESA MOON, INFECTION PREVENTION NURSE

Flu season is fast approaching, and it could be a nasty one.

The [Centers for Disease Control and Prevention](#) says about 8% of Americans are sickened by the flu each year and that thousands die from the flu and related illnesses. The CDC doesn't like to forecast whether the coming season will be relatively harsh or not, but the agency says the impact will be lessened greatly if people get

vaccinated – and soonest is best.

The season generally starts in October and peaks in February before winding down with spring.

"Now is the best time to get your flu shot," CDC press officer Scott Pauley told USA TODAY. "You want to get it before the season really starts."

In Australia, the flu season is winding down. Ogonnaya Omenka, an associate professor and public health specialist at Butler University, says the number of confirmed flu cases there was the highest in history – more than 270,000, compared to almost 60,000 in 2018.

That may not bode well for the U.S., he says.

"It definitely is concerning because the U.S. flu season comes after Australia's," he said. He added that a U.S. child who tested positive for influenza died earlier this month.

Thank you for reading, [tmoon@uniongen.org](mailto:tmoon@uniongen.org).



DRIVE IN AND

*get your*

**FLU**  
**shot**  
*now!*



## "FLU VACCINE CLINIC"

Get your routine flu shot to  
**PREPARE FOR FLU SEASON!**

**First Baptist Church**

**Tuesday, Oct. 8**

**7:30 a.m. - noon**

**UGH will be offering the FLUBLOK vaccine  
to those 18 years and older.**

**Also, offering a high dose vaccine for  
those 65 years and older.**



All insurances accepted. This includes Medicare, HMO Medicare, Medicaid and Private. If paying cash, no insurance coverage cost is \$75.00 for both the FLUBLOK or HIGH DOSE.

# News and Updates

August 2019

Union General Rural Health  
1025 Marion Hwy  
Farmerville LA 71241-9314

Dear Union General Rural Health:

Congratulations on improving your final **2018** Healthcare Effectiveness Data and Information Set (HEDIS®) and patient safety Humana Star rating by **+0.5** points or greater over the prior year. To show our appreciation for your commitment to patient care, we have enclosed a certificate acknowledging your achievement.

Humana continues to promote improvement in quality and to recognize primary care physicians for the care they provide to patients enrolled in Humana Medicare Advantage plans.

If you have questions about this letter or HEDIS and patient safety Humana Star rating reports, please contact your Humana representative.

We congratulate you once more, and we look forward to your continued success.

Sincerely,



Dina Perkins  
Director Stars Improvement

The information transmitted is intended only for the person or entity to which it is addressed and may contain CONFIDENTIAL material. If you receive this material/information in error, please contact the sender and delete or destroy the material/information.

**Humana.**

7853ALL0519-B

[Humana.com](http://Humana.com)

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**CERTIFICATE OF ACHIEVEMENT**  
YEAR-OVER-YEAR IMPROVEMENT



**Union General Rural Health**

has demonstrated improvement in final HEDIS and patient safety Humana Star ratings by **+5** points from measurement **2017** to **2018**.

Presented on **August 2019**, thank you for supporting the Humana Stars program and enabling better health outcomes for patients with Humana coverage.

*[Signature]*  
Regional Vice President  
Provider Experience

*[Signature]*  
Regional President



# UGH WALKING PATH PROJECT UPDATE

The walking path is now open to the community. The path will provide a great way to exercise and enjoy the natural beauty of Union Parish.

"It extends 900 feet (approximately 6 laps make a mile) and includes commercial heavy weight grade park benches and trashes receptacles at each area (located adjacent to lights), a water fountain and surveillance cameras so the community and hospital employees, patients and visitor can walk and exercise.

Bicycles, roller skates, roller blades, nonmotorized scooters, skateboards, and other similar nonmotorized forms of transportation are not permitted.

Please help us keep our walking path clean and beautiful by putting the garbage in the trash cans located around the path.

To keep our visitors safe we have installed a camera system and the path is being monitored 24/7.

The project was largely funded by a grant from The Livingwell Foundation and the tax payers of Union Parish.

## **Walking for Good Health**

Walking is a great way to improve or maintain your overall health. Just 30 minutes every day can increase cardiovascular fitness, strengthen bones, reduce excess body fat, and boost muscle power and endurance. It can also reduce your risk of developing conditions such as heart disease, type 2 diabetes, osteoporosis and some cancers. Unlike some other forms of exercise, walking is free and doesn't require any special equipment or training.

Physical activity does not have to be vigorous or done for long periods in order to improve your health. A 2007 study of inactive women found that even a low level of exercise – around 75 minutes per week – improved their fitness levels significantly, when compared to a non-exercising group.

Walking is low impact, requires minimal equipment, can be done at any time of day and can be performed at your own pace. You can get out and walk without worrying about the risks associated with some more vigorous forms of exercise. Walking is also a great form of physical activity for people who are overweight, elderly, or who haven't exercised in a long time.

# Community Programs Adolescent Health Calendar

"The Pulse"

## September 2019 - July 2020

It's A Girl Thing UPHS (Purple)  
 Drug Prevention UPJHS (Orange)  
 It's A Girl Thing UPHS 21<sup>st</sup> Century (Thursday's)  
 Drug Prevention DCCS (Red)  
 No Class (Yellow)  
 IAGT Monthly Meetings (Turquoise)

### February

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

2 - Groundhog Day  
 12 - Lincoln's Birthday  
 14 - Valentine's Day  
 17 - President's Day  
 22 - Washington's Birthday  
 25 - Mardi Gras

### September

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

2 - Labor Day  
 30 - No School

### March

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

17 - St. Patrick's Day  
 30-31 Spring Break

### October

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

14 - Columbus Day  
 31 - Halloween  
 14-15 Fall Break

### April

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

1 - April Fool's Day  
 1-3 Easter Break Continue  
 10 - Good Friday  
 12 - Easter  
 22 - Earth Day

### November

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

11 - Veterans Day  
 28 - Thanksgiving Day  
 25-29 Thanksgiving Break

### May

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

10 - Mother's Day  
 25 - Memorial Day

### December

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

25 - Christmas  
 23-31 Christmas Break  
 31 - New Year's Eve

### June

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

14 - Flag Day  
 21 - Father's Day

### January

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

1 - New Year's Day  
 1-3 Christmas Break Continue  
 20 - Martin Luther King Day

### July

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

4 - Independence Day

The dates available for Anti-bullying/suicide prevention classes are the Wednesdays that are not highlighted on the calendar

Call (318) 368-7075 to schedule a class

## October National Bullying Prevention Month

This October, **UNION GENERAL HOSPITAL** is proud to participate in National Bullying Prevention Month. Bullying can cause school absenteeism, mental and physical stress, poor school performance, and poor self-esteem. It has been proven when adults and children stand together, bullying ends.

### Prevent Bullying: Quick tips for parents

Bullying is when a child tries to hurt another child physically or emotionally. Kids who bully use their power (like being popular or physically strong) to control or hurt others.

There are different kinds of bullying. Bullying can be:

- Physical – like hitting or pushing
- Verbal – like name-calling or teasing
- Social – like spreading rumors or leaving someone out on purpose

Bullying can be done in person, online, or with other technology (like cell phones). Bullying usually happens over and over again.

Talk with your child about bullying – even if you don't see signs of a problem.

Teach your child that bullying is wrong.

Tell your child why you are concerned about bullying.

- “In our family, we believe that everyone deserves respect. When you say mean things, leave other kids out on purpose, or push and hit, that’s not being respectful.”
- “It’s hard to know what to do if someone is picking on you. If you ever have a problem, we can figure out what to do together.”

Play the “what if” game with your child.

Try asking your child questions, like “What would you do if:

- ...you saw someone getting picked on?”
- ...someone sent you a mean text message?”
- ...you hurt someone’s feelings?”

Thinking through the answers to questions like these can help children be more prepared to handle difficult situations.

Look for the warning signs of bullying.

- Talk with your child about what’s going on at school. Your child might be being bullied if he or she:
- Doesn’t want to go to school
- Has cuts or bruises
- Is acting unhappy or anxious
- Complains of headaches or stomachaches

Your child might be bullying other children if he or she:

- Has a hard time controlling anger
- Is very rough or aggressive
- Is getting in trouble at school
- Has friends who are bullying other children

Speak up if you see signs of bullying.

- Talk to your child’s teacher or school counselor if you think your child is involved in bullying.
- If your child is bullying others, she may need help learning how to deal with anger or other problems.
- If your child is being bullied, tell him you support him and you'll figure out what to do together. Encourage him to get help from a teacher or school counselor. Remember, "fighting back" isn't a good way to deal with bullying.

Help your child learn kindness and respect.

- Encourage your child to participate in activities with other children. This can help her build confidence and learn how to work well with others.
- Help your child learn how to be kind and respectful to others by setting a good example. You can teach your child a lot by treating him and others with respect.

Learn more about bullying.

Talk to other parents and your child’s school to find out how to handle bullying.

- Find out about the school’s policies on bullying.
- Ask other parents how they help their kids stay safe on social media sites.
- If you have a smart phone, get the KnowBullying app from [store.samhsa.gov/apps/knowbullying](https://store.samhsa.gov/apps/knowbullying). It has simple conversation starters to use with your child.

## UNION PARISH IS A:



October


# National Breast Cancer Awareness Month

This October, **UNION GENERAL HOSPITAL** is proud to participate in National Breast Cancer Awareness Month. Breast cancer is one of the most common kinds of cancer in women after skin cancer. About 1 in 8 women born today in the United States will get breast cancer at some point.


The good news is that most women can survive breast cancer if it's found and treated early.

- If you are a woman age 40 to 49, talk with your doctor about when to start getting mammograms and how often to get them.
- If you are a woman age 50 to 74, be sure to get a mammogram every 2 years. You may also choose to get them more often.

Talk to a doctor about your risk for breast cancer, especially if a close family member of yours had breast or ovarian cancer. Your doctor can help you decide when and how often to get mammograms.



**2019**  
**19th Breast Cancer**  
**Education and**  
**Survivors Reception**  
**Friday, October 11th**  
**2:00 p.m.**  
**Union General**  
**Hospital**  
**Conference Room**  
**RSVP**  
**Janice Wyatt**  
**318-368-9751**  
**Ext. 7399**



**UNION**  
**GENERAL**  
**HOSPITAL**

901 James Avenue  
Farmerville, LA 71241  
(318) 368-9751  
[www.uniongen.org](http://www.uniongen.org)



# SUSAN G KOMEN RACE FOR THE CURE 2019

3<sup>rd</sup> year in a row that Union General Hospital participates





# 3D DIGITAL MAMMOGRAPHY AT UNION GENERAL HOSPITAL



**Together** We Can Make a Difference



## **Radiology Department**

(318) 368-9751 \* [www.uniongen.org](http://www.uniongen.org)  
901 James Avenue  
Farmerville, LA 71241  
**DOCTOR'S ORDER IS REQUIRED**

OCTOBER

is

DOMESTIC

*Violence*

AWARENESS

MONTH



*Do  
Something!*

[inKhappi.com](http://inKhappi.com)

## OCTOBER IS NATIONAL DOMESTIC VIOLENCE AWARENESS MONTH

National Domestic Violence Awareness Month is an annual designation observed in October. For many, home is a place of love, warmth, and comfort. It's somewhere that you know you will be surrounded by care and support, and a nice little break from the busyness of the real world. But for millions of others, home is anything but a sanctuary. The U.S. Department of Justice estimates that 1.3 million women and 835,000 men are victims of physical violence by a partner every year.

Every 9 seconds, a woman in the U.S. is beaten or assaulted by a current or ex-significant other. 1 in 4 men are victims of some form of physical violence by an intimate partner.

Sometimes, people don't know if they are really in an abusive relationship because they're used to their partner calling them crazy or making them feel like all the problems are their own fault. Here are a few ways to know if you're in an abusive relationship that you need to get out of.

1. Your partner has **hit you, beat you, or strangled you** in the past.
2. Your partner is **possessive**. They check up on you constantly wondering where you are; they get mad at you for hanging out with certain people if you don't do what they say.
3. Your partner is **jealous**. (A small amount of jealousy is normal and healthy) however, if they accuse you of being unfaithful or isolate you from family or friends, that means the jealousy has gone too far.
4. Your partner **puts you down**. They attack your intelligence, looks, mental health, or capabilities. They blame you for all of their violent outbursts and tell you nobody else will want you if you leave.
5. Your partner **threatens** you or your family.
6. Your partner **physically and sexually abuses you**. If they EVER push, shove, or hit you, or make you have sex with them when you don't want to, they are abusing you (**even if it doesn't happen all the time.**)

The logo for the National Domestic Violence Hotline is displayed on a dark purple background. It features the text "FREE. 24/7. CONFIDENTIAL" at the top, followed by "NATIONAL DOMESTIC VIOLENCE" in a smaller font. The word "HOTLINE" is written in large, bold, white capital letters, with a purple ribbon icon integrated into the letter 'O'. Below "HOTLINE" is the phone number "1(800) 799-7233" in a white, sans-serif font.

FREE. 24/7. CONFIDENTIAL  
NATIONAL DOMESTIC VIOLENCE  
**HOTLINE**  
1(800) 799-7233

# November American Diabetes Month

From: [American Diabetes Association](http://AmericanDiabetesAssociation.org)

Diabetes is one of the leading causes of disability and death in the United States. It can cause blindness, nerve damage, kidney disease, and other health problems if it's not controlled.

One in 10 Americans have diabetes — that's more than 30 million people. And another 84 million adults in the United States are at high risk of developing type 2 diabetes.

The good news? People who are at high risk for type 2 diabetes can lower their risk by more than half if they make healthy changes. These changes include: eating healthy, getting more physical activity, and losing weight.

In the United States there are over 25 million children and adults with diabetes.

Approximately 79 million people have pre-diabetes and do not even know it! Diabetes is the 7<sup>th</sup> leading cause of death.

Without changes in diet and lifestyle, these numbers will only rise. Fortunately, Union General is striving to make a difference in our community through Medical Nutrition Therapy.



## Union General Hospital

901 James Ave.

Farmerville, La 71241

318-368-9751

[www.uniongen.org](http://www.uniongen.org)

“Providing Quality  
Service with  
Compassionate Care”

## Medical Nutrition Therapy



901 James Avenue  
P.O. Box 398  
Farmerville, LA 71241  
Tel: (318) 368-9751  
[www.uniongen.org](http://www.uniongen.org)





## Medical Nutrition Therapy

*Personalized strategies for healthful living*

**Are you Diabetic?**

**Do you have high blood sugar?**

**Do you want to improve your health?**

**Do you need a refresher on how to count carbohydrates?**

If you answered yes to any of these questions, you may be eligible for Medical Nutrition Therapy.

Union General Hospital is now offering outpatient **MEDICAL NUTRITION THERAPY!**

Our outpatient program offers one-on-one education sessions for anyone with diabetes who meets certain blood sugar requirements. Each patient is allowed up to three 1-hour visits with the dietitian for the first year. The sessions are individualized and can be scheduled at your convenience. Most insurance companies cover the entire cost of this service.



***Don't delay, ask your provider about getting an appointment at Union General Hospital for Medical Nutrition Therapy with the Dietitian.***

Or contact our Registered Dietitian, Brittany Smith, about further information about being referred to Union General Hospital for **Medical Nutrition Therapy.**

Once the dietitian receives the referral, she will contact you to set up an appointment at your convenience.

Brittany Smith, RD, LDN, MS  
**Call today: (318) 368-9751**



# 2019

United  
Way



give

- 1. JEANS AND BLUE TOPS DAY WEDNESDAYS (NOT- T-SHIRTS)** Employees will be allowed to wear jeans and blue tops October 16 - November 27. \$5.00 each Wednesday or \$25 in advance. You can give your money to any of the members of the United Way team.
- 2. October 10 – Campaign Kickoff Luncheon 12-1**, side parking lot. Burgers by Billy Jung, chips and cookies. Any employee that donates at least one hour's pay per month during the luncheon will have the chance to win a day off with pay. There will be three winners. Drawing will be November 26. Any pledge form turned in during luncheon will receive a thank you gift.
- 3. November 8 - Chili Cook Off** in parking lot. Any employee individually or group could enter their chili in the contest. Each chili entry would have their own tent set up for them to decorate. There will be a winner for the best chili and the best decorated tent. Winner would get a trophy and bragging rights. Kitchen would not cook this day for the employees. Chili Bowls \$5
- 4. November 26 - Sweets/Casserole/Dip Auction 12:30 in Conference Room** Employees will need to use their cooking skills
- 5. December 2-6 – Silent Auction** . We need as many items as possible donated for this auction. Items can be donated from businesses or personal donations. Items due to Sandy by 11/27
- 6. Split the Pot** – For \$1.00 you can purchase a ticket for your name to be put into a drawing for Split the Pot. The hospital will start the pot off with \$50. Drawing will be November 26. All money made from ticket sales will be split between the winner and the United Way Campaign. Maggie Voorhees, Kaitlin Thompson, LaQuanta Atkins and Sara Mason will have tickets if you would like to buy some.

**Please help make our UGH United Way  
Campaign a success.  
[www.uniongen.org](http://www.uniongen.org)**





**FINANCIAL FRIDAYS  
UGH CONFERENCE ROOM  
OCTOBER 2, 2019  
Presented by: Bill Sobers  
Senior Retirement Consultant  
UBS Financial Services (602) 667-8113  
EMAIL: bill.sobers@ubs.com**

- Do you need strategies to help build an emergency savings?
- Do you need strategies to help manage and reduce debt?
- Do you need to put a budget in place?
- Do you have student loan debt to pay down?
- Do you know your credit score and how it impacts your financial well-being?
- Do you know the interest you pay on personal debt and how to negotiate a lower rate?
- Do you know what interest rate loan companies charge?

Employee group meetings to kick-off Financial Planning (Financial Friday). If you need assistance with any of the above issues, you don't want to miss this.



**Group Meeting Times**

**7:30, 9:00, 10:30 AM  
1:00, 2:30, 4:00 PM**

**Bill will be available to meet one on one  
between group meetings**

# PUBLIC NOTICE



Effective January 1, 2020, Union General Hospital and the Union General Rural Health Clinic will **no longer accept** Aetna Medicare Advantage, United Medicare Advantage, or WellCare Medicare Advantage insurance. We were unable to negotiate contracts with these 3 companies, and the rates that they currently pay us are lower than our costs to provide services.

For the remainder of 2019, for our patients that are currently covered under an Aetna, United, or WellCare Medicare Advantage Plan, we will continue to accept your insurance.

For our Medicare patients, in order to continue to use Union General Hospital or Union General Rural Health Clinic for elective services, **beginning on January 1, 2020**, you'll need to have coverage under **Traditional Medicare** or through one of the company's plans listed below.

We have agreements in place with the following companies, and **will continue to accept** patients covered under their **Medicare Advantage** plans:

- **Blue Cross & Blue Shield**
- **Humana/ChoiceCare**
- **Vantage**
- **Dignity Health Care**
- **People's Health Network**

If you have questions about your Medicare plan, or would like to discuss your coverage, please give us a call at (318) 368-9751, and ask to speak with our Business Office Director, or stop by the Business Office between 8:00 AM - 5:00 PM Monday through Friday.



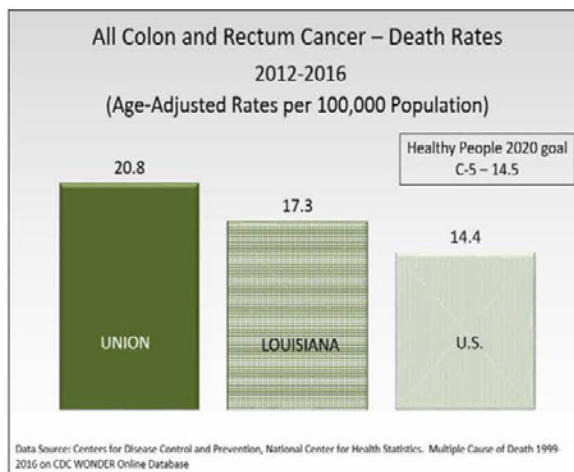


# COLORECTAL CANCER SCREENING AND EDUCATION PROGRAM

## FREE AT-HOME TEST

### COLORECTAL CANCER SCREENING SAVES LIVES

CALL UNION GENERAL HOSPITAL LAB OR CLAUDIA WADE FOR YOUR **FREE** AT-HOME TEST  
LAB: 318-368-7080  
CLAUDIA WADE: 318-368-7075 [cwade@uniongen.org](mailto:cwade@uniongen.org)



Colorectal cancer screening provides early detection. Colorectal polyps may be removed before they become cancerous.

The death rate in **Union Parish** from colon and rectum cancer was higher than the State and U.S. rates for the years 2012-2016.

### Screening for Colorectal Cancer It's the Right Choice

Providing Quality Service With Compassionate Care



901 James Avenue  
Farmerville, LA 71241

Phone: 318-368-9751  
E-mail Address: [cwade@uniongen.org](mailto:cwade@uniongen.org)

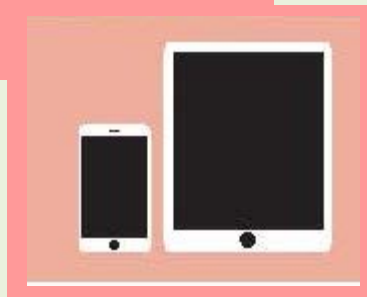
[www.uniongen.org](http://www.uniongen.org)  
By Claudia Wade



# MANAGING YOUR MEDICAL RECORDS AT YOUR FINGERTIPS

Union General Hospital has made it easier to manage your medical records and health information from home or on the go with our Patient Portal.

<https://uniongen.yourcarecommunity.com./#/>



Union General Hospital Rural Health Clinic has made it easier to manage your medical records and health information from home or on the go with our Patient Portal.

[https://www.ughrhc.org:4443/pls/apex/f?p=2020:LOGIN:0::NO::G\\_DB\\_PORTAL\\_ID:299&tz=-6:00](https://www.ughrhc.org:4443/pls/apex/f?p=2020:LOGIN:0::NO::G_DB_PORTAL_ID:299&tz=-6:00)

# HAPPY BIRTHDAY October

Jung, Darra	10/07
Pearson, Deborah	10/01
Banks, Donna	10/04
Banks, Jacquelyn	10/10
Lee, Lakeisha	10/27
Oglesby, Deborah	10/09
Fields, Gloria	10/20
Nation, Courtney	10/08
Wade, Claudia	10/28
Williams, LaQuisha	10/11
Farrar, Lydia	10/23
Scott, Ronald	10/29
Brass, Vanessa	10/03
Cash, Miranda	10/05
Finklea, Ann Marie	10/13
Hodge, Evan	10/14
Haulcy, Shakeia	10/24



# NOVEMBER

Benson, Mary	11/27
Turner, Leslie	11/25
Anderson, Tammi	11/09
Peterson, Patrick	11/14
Boyette, Glenda	11/21
Ginn, Bonnie	11/07
Jones, Bridget	11/12
Hodge, Wendy	11/01
Roberts, Katelyn	11/16
Hudson, Taylor	10/23

# December

Ormond, Evalyn	12/02
McLelland, Jessie	12/16
Moon, Theresa	12/24
Ware, Rae Lynn	12/03
Wyatt, Janice	12/20
Banks-Atkins, LaQuanta	12/17
Barron, Remona	12/13
Dison, Cindy	12/13
Pauley, Paula	12/06
Rosson, Bonnie	12/31
Thomisee, Brandi	12/14
Sheehan, Jamie	12/16
Holiday, Anita	12/24



# WELCOME

## NEW EMPLOYEES

**Larke Binford**

**Mckenzie Cranford**

**Amanda Harper**

**Jody Loyd**

**Belgica Martinez-Rodriguez**

**Kiara Mims**

**Shelli Neal**

**Jason Thomas**

**Antoria Traylor**

**Ryan Williams**

**IT**

**ER**

**Therapy**

**Nursing**

**Dietary**

**Housekeeping**

**Business Office**

**Nursing**

**Nursing**

**Maintenance**

Union General Hospital is committed to providing quality healthcare in a safe environment to the residents of our community and surrounding areas, and to be recognized as the hospital of choice for Union Parish.

As a community-based hospital, our priority for 44 years has remained the same meeting the healthcare needs of our community through progress and a commitment to excellence.

Our dedication to our patients can be seen through the compassionate care that comes from our physicians, nurses, technologists, volunteers and other healthcare professionals who work together to care for you and your family.

### **Mission**

Providing Quality Service with Compassionate Care

### **Vision**

Union General Hospital will be the facility of choice for patients, physicians and health care professionals for the delivery of high quality and cost-effective clinical health care services.

### **Values**

**I Integrity** – Communicate honestly, behave ethically and accept responsibility for our actions.

**C Compassion** – Create an environment conducive to healing and well-being and to respond to patients needs with kindness and compassion.

**E Excellence** – Setting the highest standards for safety

## UGH'S HEARTFELT CORNER

**Father God, we humbly pray for:**

**Dr. Duke McHugh** – recovering from stroke

**Sheri Taylor** – recovering from breast cancer

**Janice Wyatt** – continued prayers for heart

**Jeff Pohl** – Abbie Moon's brother in law recovering from Non-Hodgkin's lymphoma

**Vada Powell** – Evalyn Ormond's niece with brain tumor

**Kim Bowen** – Leukemia treatments

**David Wade** – Health issues.

**Philippians 4:6-7** *Do not be anxious about anything, but in everything by prayer and supplication with thanksgiving let your requests be made known to God. And the peace of God, which surpasses all understanding, will guard your hearts and your minds in Christ Jesus.*

## **THANK YOU!**

Thanks to everyone for all the calls, texts, and messages in the passing of my father.

The love that was shown was overwhelming. I appreciate the support at this difficult time.

Sandy Smith  
Purchasing Director



# Need More Time to Heal?



Private newly renovated rooms.



Patients have access to a patio and Healing garden to comfort the body, mind and soul.



Newly renovated emergency department.



## Try Union General Hospital's Skilled Nursing Short-Term Rehabilitation Program

Our short-term rehab program, often called "Swing Bed" is unique to small, rural hospitals and offers a variety of benefits:

Here you'll find:

- ✓ Nursing care with 24 hour registered nurse coverage
- ✓ 24 hour emergency department physician and staff on site to address any emergent needs
- ✓ Therapists visits by physical, occupational, speech or respiratory therapists 5-7 days a week based on your needs
- ✓ Daily visits with physician to address any change in condition or need
- ✓ Staffing with high nurse to patient ratio with average of 6 patients to 1 nurse
- ✓ On-site lab and radiology
- ✓ Registered dietician

### For more information call one of the following:

Jessie McLelland, RN  
Case Manager  
318-368-6503

Tammi Anderson, LPN  
Nursing Services  
318-368-9751 ext. 7356

Darra Jung, RN, CCRN  
Director of Nurses  
318-368-7095

Janice Wyatt  
Social Services/Activities  
318-368-9751 ext. 7399



901 James Avenue  
Farmerville, LA 71241  
(318) 368-9751





## Gingersnap Sweet Potato Praline Pie

*This luscious mix of sweet potatoes, spices and nuts is like serving pecan pie and sweet potato pie together. Bake it and watch everyone devour it. —Emily Hobbs, Ozark, Missouri*

**TOTAL TIME:** Prep: 35 min. Bake: 30 min. + chilling **YIELD:** 8 servings.

### Ingredients

- 1-1/2 cups crushed gingersnap cookies (about 30 cookies)
- 1/4 cup butter, melted
- **FILLING:**
- 1/4 cup butter, softened
- 1 cup plus 3 tablespoons packed brown sugar, divided
- 1-1/2 cups mashed sweet potatoes
- 1 teaspoon ground cinnamon
- 1/2 teaspoon ground ginger
- 1/4 teaspoon ground nutmeg
- 1/4 teaspoon salt
- 3 large egg yolks
- 1 can (5 ounces) evaporated milk
- 1 teaspoon vanilla extract
- 1-1/4 cups pecan halves
- **TOPPING:**
- 1 cup heavy whipping cream
- 3 tablespoons maple syrup

### Directions

**1.** Preheat oven to 325°. In a small bowl, mix crushed cookies and melted butter. Press onto bottom and up sides of an ungreased 9-in. pie plate. Bake 8-10 minutes or until set. Cool on a wire rack.

**2.** Increase oven setting to 375°. In a large bowl, cream butter and 1 cup brown sugar until light and fluffy. Beat in sweet potatoes, spices and salt until blended. Beat in egg yolks, milk and vanilla. Pour into crust.

**3.** Arrange pecans over filling; sprinkle with remaining brown sugar. Bake 30-35 minutes or until a knife inserted in the center comes out clean. Cover edge loosely with foil during the last 20 minutes if needed to prevent overbrowning. Remove foil. Cool completely on a wire rack. Refrigerate at least 2 hours before serving.



## DRY NEEDLING

Available to qualifying patients. You will need a doctor's order for Physical Therapy and our PT Lance White will determine if Dry Needling is appropriate for your care.



Dry needling is a technique physical therapists use (where allowed by state law) for the treatment of pain and movement impairments. The technique uses a "dry" needle, one without medication or injection, inserted through the skin into areas of the muscle.

Other terms commonly used to describe dry needling, include trigger point dry needling, and intramuscular manual therapy.

Dry needling is not acupuncture, a practice based on traditional Chinese medicine and performed by acupuncturists. Dry needling is a part of modern Western medicine principles, and supported by research.

### **What is a Trigger Point?**

A trigger point is a taut band of skeletal muscle located within a larger muscle group. Trigger points can be tender to the touch, and touching a trigger point may cause pain to other parts of the body.

### **What Kind of Needles Are Used?**

Dry needling involves a thin filiform needle that penetrates the skin and stimulates underlying myofascial trigger points and muscular and connective tissues. The needle allows a physical therapist to target tissues that are not manually palpable.

Physical therapists wear gloves and appropriate personal protective equipment (PPE) when dry needling, consistent with Standard Precautions, Guide to Infection Prevention for Outpatient Settings, and OSHA standards. The sterile needles are disposed of in a medical sharps collector.

### **Why Dry Needling?**

In cases when dry needling is used by physical therapists, it is typically 1 technique that's part of a larger treatment plan.

*Dry needling, often combined with physical therapy, involves gently inserting tiny needles into certain areas of the muscle known as trigger points. Dry needling, which may cause a slight ache but for many is painless, can help relax certain muscles.*

*For questions or to make an appointment with our Therapy Department, call 318.368.7092.*

**[www.uniongen.org](http://www.uniongen.org)**



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# Tobacco-Free Campus

Union General Hospital is a tobacco-free environment. No one - doctors, patients, staff, visitors, volunteers, students, emergency medical staff, contract staff or vendors - is allowed to use tobacco products including, but not limited to, cigarettes, cigars, smokeless tobacco products, pipe smoking and electronic smoking devices, in any Union General properties, outdoor common areas or walkways.

This use is prohibited in all buildings, parking lots, garages and grounds of all Union General properties any vehicle on the properties, any facility-owned vehicle, and office/ property owned, leased or operated by Union General Hospital.

The Joint Commission and Louisiana law (RS40; 2115) require all hospitals to maintain a tobacco-free environment. Violating this law may result in a \$500 fine and/or community service. Please respect our right to provide a smoke free environment.

Patients are at the hospital to rest and heal, so please be respectful of this if you use tobacco products before you arrive to visit any of our campuses. Often, the smell of smoke on a visitor's clothes can help trigger additional health issues and does not promote an ideal environment for healing.

The Louisiana Tobacco Quitline, 1-800-QUIT-NOW, is available 24 hours a day and is a confidential, free tobacco cessation helpline which links people who want to quit using tobacco with trained tobacco cessation specialists who create an individualized plan to quit. For more information, visit <http://quitwithusla.org/pages/detail/73/Louisiana-Tobacco-Quitline>.

## Dating Rights Word Search

Healthy relationships are built on a foundation of respect. This means that both people can talk openly, honestly and freely to each other - without feeling pressure to act or think a certain way. People in healthy relationships take turns making decisions, support each other and talk things through to make sure both people are heard. Healthy relationships are a choice. But to get respect you have to give respect. Identify the characteristics that will help you give and get respect in any relationship you have.

F X N H D E T Y Q Y H Y Q Y S  
 E S G F W L T L O V E O N T A  
 E E S F U I O H Y Q V O G I P  
 U N D E R S T A N D I N G L P  
 E Y C U N S L S I T J Y Y I R  
 C H C O U R U T A A H C T B E  
 G E O R U P I C M A O A E I C  
 S N T N P R I A P L Z M F S I  
 R V I O E N A P F E S I A N A  
 E E R R U S I G T E T T S O T  
 S T K M A N T C E B Q N D P I  
 P B M F E C H Y C M M I E S O  
 E O T S V E C O N S E N T E N  
 C S S Y T I L A U Q E N R R Z  
 T Y H T A P M E N S A A T I R

### Word Bank

Appreciation  
 Empathy  
 Happiness  
 Respect  
 Support

Caring  
 Encouragement  
 Honesty  
 Responsibility  
 Trust

Communication  
 Equality  
 Intimacy  
 Safety  
 Understanding

Consent  
 Fairness  
 Love  
 Security