



Gilot followed in father's footsteps – sort of

In Haiti, following in your parent's footsteps is a very, very deeply-rooted tradition, and with a father who is a surgeon and a mother who is a psychiatric nurse, it was a given that Max Gilot's career would be in the medical field. However, when Max decided to become a Physical Therapist instead of a medical doctor, he wasn't sure how his father would react.

"In Haiti it seems like everyone is either a doctor or a lawyer, and children feel the pressure of being better than their parents," Max explained. "Growing up people would say 'oh, so you're going to be a doctor...' that's just what I was expected to be.

"I was planning on being a doctor – a gynecologist or a plastic surgeon – because I do like working with patients. But, I decided I wanted to pursue something different because I didn't think I would be able to have the family life I wanted to have if I went into one of those fields. When I was in college I talked with my father and told him I didn't want to be a medical doctor, despite taking and acing the MCAT. He was very supportive and told me to do what I wanted to do and what would make me happy. That was a big turning point for me."

After graduating high school in Haiti, Max came to the United States to attend Stony Brook University in New York, and graduated with a degree in biology and neuroscience in 2006. He went to work for YAI (Young Adult Institute) as a vocational trainer helping mentally and physically disabled patients prepare for jobs.

"I enjoyed that, but I realized I wanted to do something more," he said.

Max went back to school at Touro College in New York and earned his doctorate degree in physical therapy as well as a bachelor of science in health management. He graduated in September 2013, took his boards in October, and began working at Wilbarger General in January 2014.

"Working here has been very fulfilling," he said. "For a first full time job I wanted something where I could experience many different settings and things. Wilbarger General has been perfect for that. One of the things I like is that I get to follow my patients through the entire continuum of care -- from inpatient, to home health, to outpatient to discharge. From day 1 of their therapy until the last day of treatment I get to follow them and adjust their treatment plan according to how they progress. Having that consistency is great for the patient. And, it is great for us in rehab as well."

While there are definitely some differences between living in Haiti and Vernon, there are also some similarities. "In Haiti it is summer all of the time, but the summer's here are very similar to our weather in Haiti," Max said. "But, I miss the beach. I wish there was a beach close by. This area is also very religious and Haiti is the same way. In Haiti everything is in the hands of God. Also, I didn't grow up on a farm, but my father has some farm land and grew fruit, raised some cattle and



Max Gilot, Physical Therapist

tended to beehives, so I understand the agriculture aspect that is here."

After living in and around New York City for 12 years, Max said the biggest shock for him was the difference between Vernon and New York City.

"The people here are so nice and genuine," Max explained. "When I first came here I would be in a store and people would catch me, and say 'hi, how are you doing?' and then they would want to know where I was from and what I was doing here. That's just so different from New York, where everyone is in their own little world and focused on where they are going and what they are doing."

In the three-and-a-half years Max has been a resident of Vernon, he has become very involved in the community. He has been an instructor for a yoga class at Vernon College, given soccer clinics for members of the Boys & Girls Club, and also served as a soccer referee for the Boys & Girls Club.

"I love to play soccer," said Max, who suffered a knee injury while playing the sport about a month ago and had to undergo arthroscopic surgery. "I really enjoy all sports. I decided to become a physical therapist because I wanted something a little more sports related. I enjoy working out and being active. Although, both my mother and my wife have told me I'm not going to be allowed to play soccer anymore," he added with a laugh.

While Max already has his doctorate degree, he has continued to further his education. He recently became a Board Certified Orthopedics

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Achievements galore over past 12 months

As I write, we are entering the second week of August and I cannot help but be astonished at how quickly our fiscal year is coming to an end. It seems like only yesterday, in August of 2016, we were preparing the initial launch of a host of key initiatives we believed would change our organizational trajectory for the better.



While it would be impossible to name every successful strategy our team deployed over the past 12 months, I would be remiss by not mentioning a few of them. So join with me as I recount some of the most vital project implementations of our calendar year-to-date.

- In August of 2016 we launched our Hospitalist Program. Within a matter of weeks, our census nearly doubled.
- In September of 2016 we opened our Family Practice Clinic, providing a critical link to make primary care more accessible for our community.
- In the months of January and February 2017, we welcomed Dr. Travis Lehman and Dr. John Lang to Wilbarger General's Medical Group. This has helped us serve more patients and resulted in additional increases in our Average Daily Census and number of surgical cases. In addition, Dr. Lehman's focus on care management has resulted in a 19% decrease in our Average Length of Stay, thus getting patients out of the hospital and home to their families sooner.
- Following the arrival of Dr. Lehman, FNP's Kimberly Babb and Veronika Harris joined the growing family at the Wilbarger General Medical Group and have enabled us to further expand our mission of caring for the community in both hospital and clinic medicine.
- In March of 2017 Concord Medical Group came on board as our new provider of Emergency Room physicians and we experienced an almost immediate increase in ED patient satisfaction.
- In an effort to support healthy lifestyles, we opened our campus to a Tuesday afternoon Farmer's Market. By all measures, it has been a resounding success.

● Wilbarger General Hospital and our Medical Group have expanded medical service offerings to include in-patients who require short-term ventilator support and telemetry/critical drips and out-patients who need a Vaccination Clinic, Allergy Testing, and even other specialized ambulatory services.

While we still have many opportunities for continued improvement, we need to take this time to be grateful for and celebrate our many achievements. From a fiscal year-to-date, point of view, we are hitting the ball out of the park! Here are some selected statistics to help you see what I mean:

- In one year, admissions have increased by 80%
- In one year, average daily census has increased by 46%
- In one year, surgeries have increased by 8%.
- In one year, Home Health visits have increased by 20%.
- In one year, Medical group visits have increased by 212%.

All of this new business has been managed with minimal increases to operating expense, meaning our entire team is functioning with benchmark-level efficiency.

The increased revenues and nearly flat operating expenses have resulted in WGH out-performing budget expectations by 66%.

WOW! What an incredible journey and what an amazing story! Our success proves that with the right vision and the commitment to bring that vision to life, a dedicated team can achieve great things. Our only limitations are those we impose on ourselves and at Wilbarger General, our team has proven we believe in and are willing to work to capture the unlimited potential we know awaits those who strive to achieve it.

Thank you to all of you for your extraordinary work this year. The way you have cared for our community through your work here at WGH is impressive, honorable, and truly inspirational. I am proud to call each of you my colleagues and I look forward to the rest of this fiscal year and the new year to come.

*Claudia A. Eisenmann
Chief Executive Officer*

Wilbarger General ER retains Level IV trauma status

After receiving a perfect score on an inspection in June, Mary Thompson, ER Nurse Manager, received word in July that Wilbarger General Hospital's ER will retain its Level IV Trauma Center status. The ER must pass a survey every three years to keep the Level IV designation.

"During the exit interview the inspector said we had a perfect score, so we were pretty confident that we would keep our Level IV status, but we had to wait on the official word," Mary said.

The inspector's report goes to the Texas EMS Trauma & Acute Care Foundation, who reviews it before sending it on to the Texas Department of State Health Services, who reviews the report and then forwards it on with a recommendation to the Commissioner of Health. The commissioner then approves or denies the recommendations.

During the inspection in June, the inspector reviewed 10 trauma charts, toured the hospital, visited the departments that are involved in traumas – laboratory, radiology, med/surg, PACU and surgery – and interviewed staff from those departments, checked all of the equipment the hospital is required to have for traumas and also interviewed Vernon EMS.

"They basically interview anyone who may have hands-on contact

with a trauma patient," Mary explained. "With our Level IV status we're a member of the North Texas Regional Area Council. By being a member, the council reimburses us for some classes we have to take and buys equipment for us once a year. We're lucky to be a member of the council."

To have a Level IV designation, the hospital has to demonstrate an ability to provide advanced trauma life support prior to transfer of patients to a higher level trauma center. A Level IV ER provides evaluation, stabilization, and diagnostic capabilities for injured patients.

"We have to be able to quickly identify the patient's injuries, stabilize the patient, determine where they need to be transferred to, and transfer them all within two hours," Mary said. "Air Evac helps immensely with us being able to hit that two-hour timeframe."

"I'm very happy we did so well on the inspection and retained our Level IV designation," Mary continued. "I can put the program guidelines together, but it is really the nurses who have to take that information and utilize it in our ER. If our staff didn't have the dedication that they have, or work as hard as they do to make each and every patient better, we wouldn't have done as well as we did on the survey."

Plenty of SLB events for employees to enjoy

There will be plenty of activities around town this weekend for our employees and their families to enjoy, as the 28th annual Summer's Last Blast will kickoff Thursday evening and events will continue through Saturday.

A car show will be held from 6:30 p.m. to 8 p.m., Thursday, at Vista Living of Vernon, and Friday there will be a car show at the Waggoner National Bank and a Redneck Car Show at Sumner Colley Lumber Company. Both of those events will be from 9 a.m. until 2 p.m.

The Santa Rosa Belles is sponsoring the concert Friday night, which features Elvis Presley impersonator Kraig Parker. The concert starts at 7 p.m., at the Wilbarger Auditorium.

There is also an extreme air bike show at 8 p.m., Friday, and the Burn-Out Contest will begin at 8:30 p.m. Both of those events are on Laurie Street.

Power Wheels Drag Races for the kiddos will begin at 10 a.m., Saturday, on Pease Street. A bicycle obstacle course is also planned.

The SLB Car Show will be held from 10 a.m. until 2 p.m., Saturday at Orbison Park, and the Nostalgic Cruise will be held from 7 p.m. until 9:30 p.m., Saturday. A great place to watch the cruise is in front of the hospital.

There will also be a free concert at 10 p.m., Saturday, on the east side of the courthouse square featuring a KISS impersonation band.

The WGH family suffered a loss on Monday, July 10, 2017, when Doyle Patrick, husband of Carol Patrick, Materials Management, and father of Kelly McMillan, Business Office, passed away. Doyle, 66, was born Tuesday, Nov. 7, 1950, in Lubbock. He and Carol were married on July 11, 1981, in Vernon. He had served in the U.S. Air Force for 9 years and in the Army National Guard for 11 years. He had worked for the Federal Prison System as a Correctional Officer before retiring in 2015. Additional survivors include sons, Doyle W. Patrick II, of Blunt, S.D., and Teddy Guffee of Oklahoma; daughter Stormie Guffee of Oklahoma; three brothers; and 7 grandchildren and 1 great-grandchild.

After returning to work, Carol wanted to thank her WGH family for supporting her and Kelly during this time. In a note to all WGH team members, Carol wrote, "Thank you for your kindness following the loss of my sweet Doyle. Kelly and I are so grateful for everything you have done to support us during this sad time. We appreciate all the support, cards, flowers, meals, texts, visits and calls. Thank you for attending Doyle's services. It meant a lot to us. Please know I appreciate everything you all have done for me and I know we are loved by our WGH family."

The Vernon Burnin' Bike Ride will be held on Saturday, Aug. 19, and for the third year in a row the hospital will be manning a rest stop along the bike route. Due to some road construction in the area, ride officials have had to alter the regular route, so the hospital's rest stop has been moved to the intersection of Hwy 70 and FM 1207, which is past Lockett near the Western Trail Cowboy Church.

We will need volunteers to man the rest stop from 7 a.m. until approximately 11:30 a.m. We need two or three volunteers to work from 7 a.m. until 9 a.m., and two or three volunteers to work from 9 a.m. until the last rider comes through, which should be around 11:30 a.m. If you would like to volunteer, please contact Kathy McClellan at extension 2804.

Mitchell Melugin, son of Christina Edmonds, Business Office, will have family day on Thursday, Aug. 24 and will graduate from Basic

Training at 10 a.m., on Friday, Aug. 25. Mitchell, a 2017 graduate of Vernon High School, joined the U.S. Army in June, and went through Basic Training at Fort Sill in Lawton, Okla.

Amy Manwell, Clinical Educator/Disaster Preparedness Coordinator, became the bride of Danny Regis on Friday, July 21, 2017, in Las Vegas.

Bailey Shiplet, daughter of Tammy Shiplet, Rehabilitation, and her fiancé Colby Durham will be exchanging wedding vows on Saturday, Oct. 7, 2017, in the chapel on the campus of Texas Tech University in Lubbock. A reception will follow in the Merket Ball Room on the Tech campus. On Saturday, Aug. 12, the couple will be honored with a shower and shrimp boil in Vernon.

Frances Hartman, Compliance, has a new grandson, as Avery Lane Hartman was born Monday, July 10, 2017 in Pine Bluff, Ark. The newborn, son of Sean and Lori Hartman, weighed 5 pounds, 14.5 ounces and was 19 inches in length.

Landon Saylor, son of Leah Saylor, Infection Prevention/Employee Health, competed in the Special Olympics Swim Meet that was held at the Vernon College swimming pool in July. Landon won the gold medal in the 15-meter Water Walk.

Kathy McClellan, Marketing & PR, and her partner, Donnie King, took first place in their flight in the Quanah Country Club Guys & Dolls Golf Tournament that was held July 8 and 9. They had the best score in their flight on Sunday and also won the calcutta. The weekend of July 15 and 16, Kathy played in the Hill Crest Country Club 4 Person Scramble with Ruben Vargas, and Calvin and Celeste Littlecreek. The foursome took second place in their flight, and tied for the best score of the day in their flight on Sunday.

One new employee joined the WGH team in July. The new addition to the WGH staff was Stephen Nelms, physical therapy technician, Rehabilitation.

Sixteen team members will be celebrating birthdays in August. Those with birthdays this month include: 3 – Christina Schoonover; 5 – Dale Owen; 8 – Elaine Crews; 10 – Rubi Guerra; 11 – Celina Boyd; 14 – Malissa Riggins, Beverly Foley; 15 – Mar Goco; 17 – Stephen Nelms; 18 – Seth Roberson, Melissa Trejo; 22 – Laci Danner, Jim Parmer; 24 – Sharon Turvaville; 25 – Ashley Hall; 29 – Michelle Creason.

Mark Your Calendar



Happening
This Month!

Aug. 10 -- QAPI

Noon -- Boardroom

Aug. 22 -- EOC/Safety Committee

9:30 a.m. -- Boardroom

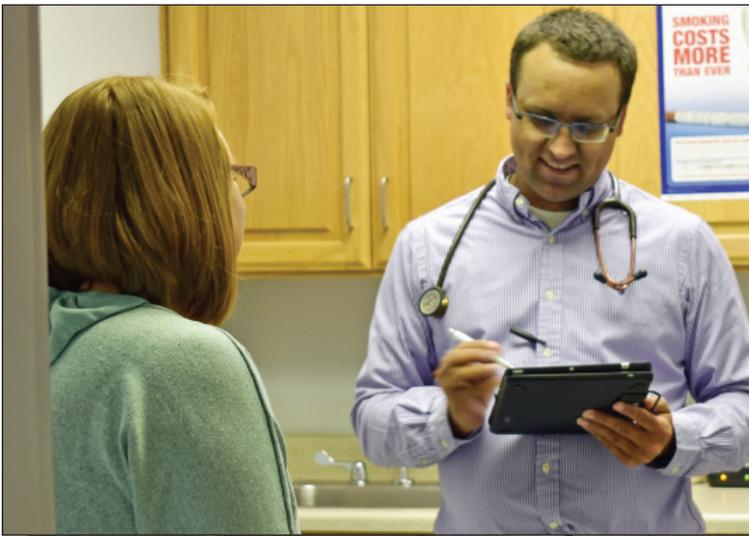
Aug. 22 -- Board Meeting

Noon -- Boardroom

Aug. 23 -- Manager's Meeting

1:30 p.m. -- Cafeteria

Scenes from WGH commercial shoot



The week of Aug. 7-13 Vernon will be featured in KAUZ Channel 6's Hometown Series, and Wilbarger General is one of the sponsors. We will have a commercial airing approximately 20 times during the week. Here are shots of a few of the scenes that will make up the 30-second commercial.



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Clinic Specialist. This specialization attests that members are expert at providing orthopedic care using the most current evidence for optimal treatment. Currently, only about 6% of the physical therapists in the entire United States have this specialization. Approximately 4% of the physical therapists in Texas have this specialization.

He is currently studying to become a Certified Orthopedic Manual Therapist, with his ultimate goal being to earn a Fellowship in Manual Therapy.

“Becoming an orthopedic manual therapist just gives me better tools to help our patients either before or after orthopedic surgery, and patients who may have chronic orthopedic issues,” Max explained. “A Fellowship would allow me to be more involved in research and up to date on current treatments. Or, I could also teach college courses for physical therapy students or other physical therapists. Being able to share knowledge with other people is one of my greatest joys.”

Another one of the greatest joys in Max’s life is his 10-month-old

daughter, Claire. Max’s wife is the former Annie Groth, who grew up in Vernon.

“I’m getting less sleep now, but Claire brings me nothing but joy,” he said with a beaming look on his face. “Seeing her every day when I get home from work and how excited she is to see me – there’s nothing that can replace that.”

When Max accepted Wilbarger General’s job offer in 2014 he didn’t really plan on being here in 2017.

“I really didn’t think I would like it here and it wasn’t in my plan to stay,” he admits. “I knew the job was a good opportunity for my first job out of college, so my plan was to come here for a couple of years and pay off my student loans, and then go back to New York. But, I really like it here and I plan to be here for a while.”

And while he is here there is one thing he would like to mark off his bucket list. “I’ve been here three-and-a-half years and have still never been on a horse,” Max said with a laugh. “I’m waiting on an invitation from someone. That’s something I would like to do.”