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BirthPlace experience earns raves from new mom

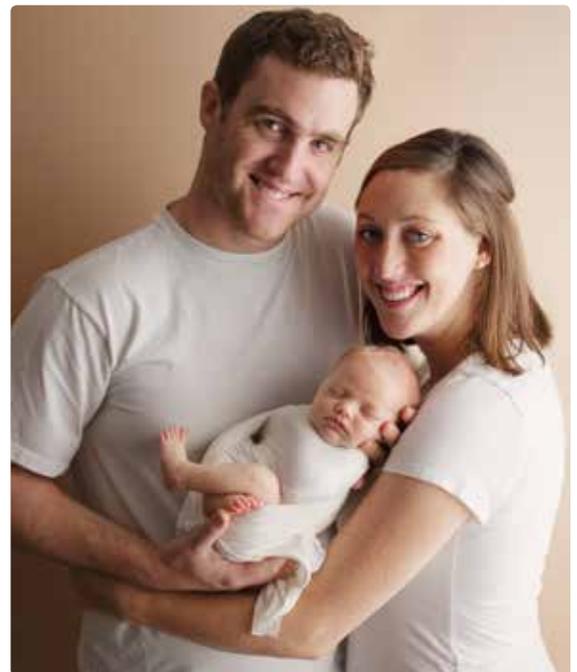
When Kate Kitchell found out she was pregnant with her first child, she immediately turned to BirthPlace for information.

Thanks to your support, Kate and her husband were able to take three classes offered through BirthPlace – labor, newborn care and breastfeeding. “Our teacher Tracey was amazing and was so supportive,” said Kate. “She gave us the confidence to embark on this new journey with courage!” Kate is a nurse manager at Providence Medford Medical Center. “Although I had seen BirthPlace as an employee many times, it was great to see it through the eyes of a patient. I am always impressed with the beautiful, big rooms.”

Kate was in BirthPlace for four days. “My husband, family, new little daughter and I all had the best care possible – they truly took care of my whole family. My extended family couldn’t stop raving about ‘how nice everyone is around here,’” she said.

Kate’s BirthPlace experience didn’t end when she went home. Follow up appointments with lactation coach Gaea were invaluable. “It was so easy to be overwhelmed with the massive changes my body was experiencing, both physically and emotionally. I had some challenges with breastfeeding and Gaea truly eased my way. It felt as though I was visiting with a trusted aunt. She listened, offered suggestions and never made me feel inadequate,” said Kate.

Thank you for your gifts to BirthPlace that support baby safety features, educational materials and ongoing assistance for patients during and after delivery. ■



Brian and Kate Kitchell with newborn daughter Kamryn



Jason Kuhl, M.D., chief medical officer, Providence Medford Medical Center

Providence roots run deep for chief medical officer

Jason Kuhl's relationship with Providence began at birth. He was born at Providence St. Vincent Medical Center, where his mother was a nurse on the open heart team. Soon after his family moved to Montana, where he grew up.

He returned to Oregon for medical school. "During my seven years of education at OHSU, my fondest memories and experiences come from time spent on rotation at Providence St. Vincent, Providence Portland Medical Center and Providence Milwaukie – where the Mission was clearly a common thread weaving these ministries together," said Dr. Kuhl.

He met his wife in medical school and after they completed their residencies, they moved to Medford, where he joined Providence Medical Group Medford Family Practice.

"Since joining Providence Medford, I continue to feel at home, grounded in the Mission and my personal Catholic faith," he said. "I have been humbled by the numerous opportunities Providence has provided me." Dr. Kuhl was named chief medical officer for Providence Medford Medical Center in 2018. He recently received a graduate certificate from Harvard Medical School's Safety, Quality, Informatics and Leadership Program.

Dr. Kuhl works with our team of health care experts to provide southern Oregon patients with the highest level of quality, compassionate care focusing on five key areas:

- 1. Quality:** To ensure the best care for patients both in the hospital and in our clinics, we require a lot from our doctors, nurses and care teams. This includes meeting quality standards and reporting requirements, reducing hospital-acquired infections, and meeting consistent quality measures.
- 2. Value:** We work to reduce the high costs of medical care and ensure that our resources are being used wisely – without sacrificing excellent patient care.
- 3. Medical records:** Patients receive the best care when all members of their health care team can access their medical records. We continually work to improve our shared, confidential electronic health record system.
- 4. Access:** We're committed to expanding access to health care. This includes a focus on improving the health of large groups of patients (population health), and on improving transitions of care between inpatient and outpatient settings.
- 5. Patient safety:** We champion patient safety, both in our hospitals and our clinics, by becoming what is known nationally as a "high reliability" health care system.

Dr. Kuhl and his wife have two young sons, both born at Providence hospitals. He enjoys spending time with his family and the various outdoor activities that southern Oregon has to offer, including alpine skiing, hiking, mountain biking, fishing and hunting. ■

Scholarship leads to leadership

Jeremiah Jackson, RN, is the clinical coordinator for spine, orthopedics, inpatient rehabilitation and acute medical departments. He was awarded a Beverly Lowman Scholarship in 2018.

“The Beverly Lowman Scholarship has made it possible for me to pursue my Bachelor’s in Nursing (BSN) without incurring more student debt. This means a great deal to my family and me,” said Jeremiah.

“This education has not only given me the tools to become a more effective leader, but when completed, it will allow me to advance my nursing career and apply for positions that were previously unavailable to me,” he said. “I seek these leadership positions because I believe I am a good advocate for Providence patients as well as our staff members. Without the Bev Lowman Scholarship, I would not be enrolled in the BSN program. Words cannot express how thankful I am for this opportunity.”

The Beverly Lowman Nursing Scholarship Fund was started by the family in 1985 in memory of Bev, a long-time nurse at Providence Medford. The fund provides yearly scholarships to Providence Medford Medical Center employees studying for an undergraduate, graduate or professional certification in nursing or rehabilitation. ■



Jeremiah Jackson, RN, is pursuing his bachelor’s in nursing, thanks to your support.



Benjo Bolido, RN, asks a patient to rate their pain level using the new whiteboard.

Whiteboards improve communications in the Emergency Department

Being in the emergency department can be stressful and confusing. Thanks to your generosity, new patient whiteboards have been installed in each room to address patient experience.

The new whiteboards make it easier to communicate for both patients and caregivers. Patients have commented that the boards make it easier for them to understand their care plans. This new tool is one piece of a focused effort to improve the patient experience.

“We have seen dramatic improvement in the patient satisfaction scores over last year,” said Linda Smith, RN, manager in the

Emergency Department. “Being able to have a tool, such as the whiteboard, to communicate clearly with our patients and their families, is extremely helpful. Thank you.” ■



Bill and Melanie Haden

Meet board member Bill Haden

Attracted to the Providence Mission to serve all, especially those who are poor and vulnerable, Bill Haden joined the Providence Community Health Foundation 12 years ago. "It's an amazing story that the Sisters of Providence came to Medford over 100 years ago and often traded medical services for chickens, eggs or dry goods," said Bill.

"I get a huge sense of satisfaction knowing that through our work on the foundation we have helped to improve the quality of health care in our community and serve the poor and vulnerable," he said.

Bill is a past president emeritus and currently serves as treasurer on the foundation board and takes his role as steward of donor gifts very seriously. He generously provides expert financial guidance

to the board. Bill has volunteered with many other local non-profits, and he is the senior vice president and team leader at People's Bank of Commerce at a Medford branch.

He and his wife will celebrate their 50th wedding anniversary this summer with their three children, seven grandchildren and two great-grandchildren. He also has a 2-year-old golden retriever named Duck. He enjoys traveling and camping with his family.

"I have been blessed with a wonderful family and many good friends," said Bill. "I hope I have been a constructive force through my charitable and volunteer activities." ■

Your gifts make a difference every day. *Thank you.*

Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Values

Compassion, Dignity, Justice, Excellence, Integrity

Inspiring Generosity ♥

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