CHANGE
Kids' Health
CHANGE
The Future
Our Cover
The 2019 Summer issue traditionally features the many facets of Children’s Miracle Network (CMN). From the effective impact of generous donors to various special events to the 2019 CMN Champion, this issue provides an overview of what it means for United Regional to be a CMN hospital.

Changing The Future...One Kid At A Time.

I recently Googled the word “children” and found 8.31 billion results. Findings in every imaginable category appear on countless pages, making it a seemingly endless experience of choices. Simply said, children, and the magnitude of subjects they create, are a significant and integral part of our world – always have been, always will be.

They help us experience all the emotions to the max – happiness, sorrow, anger, surprise, trust, anticipation and also fear. When a child is hospitalized for illness or injury, fear and uncertainty will sometimes grip our emotions, producing stress and worry.

This issue of Cornerstone focuses on our efforts to assist unwell and injured children through Children’s Miracle Network (CMN) at United Regional. From the tiniest miracle babies through the teen years, CMN provides life-saving equipment and treatments, as well as education and support groups. Last year, CMN helped more than 20,000 kids do things like taking their first steps, hear mom’s voice for the first time, riding a bike, and picking his or her dream college. They are our future, as we were to generations before us.

In my personal life, my husband and I became grandparents for the first time this past summer. I had always heard from other grandparents how extraordinary it was emotionally, and how much more fun it was than having your own children. I was not convinced.

In August, little Josephine came into the world and indeed brought a new level of unbelievable joy. To those grandparents who tried to tell me it would, I apologize for doubting you.

My hope for all children is that they are loved and well cared for, just like Josephine. At United Regional, a Children’s Miracle Network hospital, we are doing all we can to help children become healthy and stay healthy with the help of your generous giving.

Thank you for all you do to lift up the world’s most important resource in our community.

Gratefully yours,

[Signature]

Executive Director,
United Regional Foundation

P.S.: If you are close to the corner of Grace and 13th streets, please drop in and visit. We would love to say hello, share a cup of coffee, and get to know you better!

"Last year, CMN helped more than 20,000 kids..."
You Have Made a Big Impact

Through YOUR donations made to Children’s Miracle Network at United Regional, we are able to provide specialized equipment and treatment programs to help local kids become healthy and stay healthy. In 2018, you donated more than $600,000 to your CMN hospital through various events, a direct mail program, or through corporate partners that include eight local credit unions, Walmart, Dairy Queen and Ace Hardware.

Your gifts helped change over 20,000 kids’ health and change their future, most cases $1 at a time.

So how does $1 make miracles?

From every dollar raised in 2018:

42¢: went to advancement services – which means $200,000 went to the expansion of Bridwell Center for Emergency Care.

2¢: provided charitable care – one miracle meal was provided to each pediatric patient’s family per meal time.

42¢: purchased new equipment – birthing beds and Panda Warmers, for example, which promote family-centered care while delivering thermos-regulated technology.

14¢: went to patient services – activity packs, car seat safety information and seats, juvenile diabetes education, and SIDS prevention sleep sacks.

100% of donations stay at United Regional to benefit local kids!
Emma: 2019 CMN Champion

Emma’s Type 1 Diabetes journey began on July 16, 2013. Emma’s diagnosis was sort of unusual because she was not showing signs of uncontrolled diabetes when she was diagnosed. Instead she was at a sick call visit for what was thought to be a stomach bug.

As the visit was about to end, the nurse thought to run one more test, a urine test. That test came back abnormal, leading to a blood test. It felt like an eternity waiting the next 24 hours for the blood test results.

“Pack an overnight bag and make your way to United Regional.”

Those were the words her pediatrician said when he called midafternoon with the results of Emma's Hemoglobin A1c test. Her A1c was a 10.1; anything above 6.5 signals diabetes. Her family made it to United Regional, where Emma was immediately admitted to the Pediatric Unit, and so began a flurry of activity. One of the first people that Emma was introduced to was her Diabetes Educator, Nicole. Nicole explained some of the basics of diabetes as well as what would be going on for the next few days. Since Emma was actually not fully symptomatic yet, things were not as dangerous as they could have been.

Many people who are diagnosed with diabetes are admitted into the hospital because they are unaware they have the condition. Their blood glucose level climbs so high that they go into a life-threatening condition known as diabetic ketoacidosis. Emma’s blood glucose levels had not yet reached those levels, so she was able to take things a little slower. By late afternoon she was given her first insulin injection versus having to receive an insulin IV drip like many in diabetic ketoacidosis have to receive. The next day Nicole came back to Emma’s room and continued giving the crash course in diabetes care. Emma was taught how to test her blood glucose by doing a finger prick. Nicole brought her a selection of different glucose meters for her to choose from, which apparently is a difficult choice to make for a 10-year-old girl.

The education continued throughout the day and, by the end of the day, Emma was giving herself her own insulin injections. One funny moment came toward the end of the second day when her pediatrician came to make rounds. Emma asked him when she would receive her own insulin pump like her father. Her father is also a Type 1 diabetic, so she was slightly familiar with diabetes. Emma’s pediatrician told her she needed to first learn the basics and then she would be able to get an insulin pump, but she was such a quick learner he told her he knew she would have her own pump very soon. Emma did receive her own insulin pump in October of 2013.

Emma was such a quick learner about the basics of diabetes.

Her amazing care team, which still includes the Diabetes Education staff at United Regional, has helped her to gain valuable knowledge. She has really done an amazing job since being diagnosed with Type 1 Diabetes.
For over 20 years of partnership, local credit unions have impacted the care and health of more than 400,000 children.

Credit Unions for Kids® is the brand through which the credit union movement raises funds for the industry’s charity of choice, Children’s Miracle Network. In our community, credit unions are the largest corporate partner of CMN at United Regional.

The generosity of the eight local credit unions, employees and members help ensure families with children who are diagnosed with critical illnesses or injuries that there’s no better place to go for exceptional care and treatment than their local CMN hospital.

Together they have raised $929,103 FOR THE KIDS through Change A Child’s Life, Miracle Jeans Day, Icon Campaigns, Skip-a-Payment, and much more!
Miracle Maker

Krystal Pike

A pediatric patient recently had surgery. During his visit, he lost his most treasured possessions: two Grinch plusses.

Being non-verbal and autistic, the boy relies heavily on familiar things and favorite possessions. After a long search to find his belongings, they were nowhere to be found. Krystal later called the family, telling them that she had purchased replacements because she knew how important they were to this boy. He was so very happy when Krystal handed them over. His sadness quickly vanished. The family expressed their amazement of Krystal’s act, of how she did this on her own time and with her own money, just to put a smile back on the boy’s face. The family said they will be forever grateful.

Krystal, thank you for showing compassion and providing excellence to this boy and his family.

RECOGNITION: Robins Family ACE Stores  MORE THAN $7,300

Robins Family ACE stores in Bowie, Burkburnett, Vernon and Wichita Falls are committed to giving back to the community and are proud to help make miracles happen for local hospitalized children. During their 2018 winter round-up campaign, they raised more than $7,300.

RECOGNITION: Panda Express  MORE THAN $7,000

Panda Express in Wichita Falls raised more than $7,000 in 2018 for pediatric patients served at United Regional. What an accomplishment for Panda Express associates and generous customers! We are very grateful for your support!

RECOGNITION: Dairy Queen  MORE THAN $9,000

Local Dairy Queen franchise, the Richeson Group, helps raise funds for CMN through their annual golf tournament. Over $9,000 was raised at this May 2019 event.

Here’s how You can make Miracles happen!

JUNE 10 – JULY 25
Walmart & Sam’s Club

JULY 25
Miracle Treat Day at Dairy Queen

AUGUST 2, 3 & 4
ACE Hardware Bucket Days

AUGUST 27 – SEPTEMBER 30
Love’s Travel Stop
PLAYING BALL FOR A CAUSE!

On March 28, community all-stars stepped up to the plate in support of Children’s Miracle Network at United Regional. Because of the all-stars, sponsors and volunteers, as well as community support, the softball game raised over $50,000! Every dollar raised through this event will provide specialized equipment and treatment programs to help local kids become healthy and stay healthy.

CMN Specialist Shelby Reese said, “I am thankful for the support our community poured into CMN at United Regional! The funds raised help United Regional continue to improve kids’ health and encourage a healthier future.”

Fits to a Tee!

Get yours and support CMN!

Long or short sleeved—with or without characters!

Purchase direct - delivered to your door!

http://cmn.splatinkwf.com/
Jeannie Robertson brought awareness of heart health to over 650 who attended this year’s Heart of a Woman event. Jeannie shared her own hilarious life experiences, proving that almost every situation has a funny side. She also spoke of her own heart health experience when she had become unresponsive from a heart attack while in a South Carolina hospital. There, all hospital employees had been trained to administer CPR and because of this, a facilities worker was able to perform CPR until others arrived to help.

The event raised $174,000 to support Cardiology Services at United Regional. The Bryant Edwards Foundation was the presenting sponsor and the Joe & Nan Johnson Family Foundation underwrote Mrs. Robertson’s appearance.

Two stories from the heart demonstrated that heart disease can take you by surprise. Sharon Lear was the first cardiac ablation patient here in Wichita Falls. Thankfully she paid attention to changes in her heart rhythm and rushed to United Regional’s emergency department. Sharon was seen by Dr. Ved Ganeshram, cardiologist, who referred her to Dr. Darpan Kumar, electrophysiologist. Dr. Kumar had recently started seeing patients in the new electrophysiology lab. After her procedure, Sharon’s energy level is back to normal and she is doing well.

Sherri Hitchcock was planning a trip to NYC but she needed to refill her Lasix, which she had been on for many years. Sherri’s primary care physician didn’t feel comfortable refilling this prescription without her seeing a cardiologist first. At her appointment with Dr. André Désiré, cardiologist, he found she had a benign tumor called a mixoma inside a chamber of her heart which was quite large—the size of a golf ball! Dr. Désiré referred Sherri to Dr. Shafi Mohamed, cardiothoracic surgeon, to remove the tumor. Sherri is doing great and was able to make her trip to New York one to remember.
People Helping People

Through the Community Care Fund at United Regional

United Regional has launched an initiative to create an environment that reaches beyond the walls of the hospital and into the community, providing innovative care and services to some of the most vulnerable populations.

Food security, medication assistance, transportation services, and alignment with appropriate community services have been identified as a starting place to begin to address the social determinants of health.

The Transition Clinic at United Regional was developed as a primary intervention/prevention service to help with the overall wellness of our community.

- The Transition Clinic is made up of nurses, educators, a physician and social workers — helping to identify patients’ needs and align them with services to improve access to the right care at the right time.
- Staff makes arrangements for patients — many of whom make choices between food, medication and medical care — to go into a permanent medical home for ongoing care, preventative and wellness services.
- And our staff works with various community partners who offer additional support resources such as housing/utility assistance, job/technical training, home health services, wound care services, infusion services and mental health/behavioral health referrals.

The Community Care Fund allows donations to assist the needs for patients of the Transition Clinic. Federal regulations prohibit use of hospital funds for the provision of these supplies and services to Medicare, Medicaid, and Tricare patients. Therefore, donations made to the Community Care Fund help ensure the delivery of the supplies and services to ALL patients in need.

Supplies and services made available through the Community Care Fund include:

- **Diabetic supply kits** — Provides uninsured patient with insulin, syringes and testing supplies for 60 days.
- **Food box program** — Provides patients who frequently experience difficulty accessing the food necessary to maintain health and general well-being. United Regional has partnered with the Wichita Falls Area Food Bank to provide heart-healthy food boxes.
- **Nebulizers** — Nebulizers turn medication in to a mist that can be inhaled to treat lung diseases that make it very difficult to breath.
- **Medication assistance** — United Regional and Guffey’s Pharmacy have partnered to provide medication necessary to maintain health and manage chronic illnesses.
- **Transportation assistance** — This program provides transportation for uninsured patients to obtain medical care and prescriptions.
- **Hygiene kits** — Provide basic items necessary to maintain good hygiene, thus preventing illness and infections from viruses and bacteria.

In the coming months, you will see donation requests to this fund. Your gift, should you choose to contribute, will go directly to our patients. You can know that not only are you making an impact on an individual’s health, but on the long term determinants of health initiatives, which are changed because of your generosity.
DONOR APPRECIATION NIGHT
Celebrating United Regional Foundation Donors
and CIRCLE OF FRIENDS

The United Regional Foundation hosted a room full of SUPERHERO generous donors at the Wichita Falls Museum of Art at MSU Texas on May 7.

The evening served two purposes: pay tribute and thank donors who have made a gift of $1,000 or more within the past year, and featured a presentation on our new electronic health record – Epic.

The appreciation event and Circle of Friends semi-annual event were coupled this time because the invitees represent many of the same people who are deeply committed to our passion, and they are community-centered individuals who are also our patients. The presentation answered the “why” of our transition to Epic and the importance of it to our community, our patients and to them.
True Unspoken Amenities

Sometimes people share their deepest thoughts during the hardest time in one’s life. Karla was one of those guests, sending this letter only two months after her father passed away. We are thankful we were able to be a part of her life in her darkest hours.

Dear Rathgeber Hospitality House Family,

Let me begin by expressing my heartfelt appreciation for Rathgeber Hospitality House. When my Dad had his stroke and brain bleed on April 19, 2016 in Quanah and was transferred to United Regional, I felt a crushing sense of panic as I began my drive from Benbrook. My Dad was in ICU, and the neurosurgeon and neurologist communicated to me the seriousness of his condition. I knew this was the beginning of possibly a long journey. My aunt told me about the Rathgeber Hospitality House and said you guys welcomed all families to stay there, regardless of the age or specific diagnosis of the patient. Thankfully, you all had a room available for me. I stayed for 16 days.

I would spend most of my days at the hospital helping to care for my Dad and making sure his needs were met. In the evening, I would always be greeted by a friendly staff member. After my initial shock wore off of my Dad’s condition, there were many nights I would return to the Rathgeber Hospitality House with a steady stream of tears flowing down my face. The very minute I walked through that front door and your staff member saw me crying, she would get up from behind the desk and give me a warm embrace. She would continue to hug me and say, “I’m so sorry for your pain. It is ok. Get it all out.” If I asked if we could pray together, it was never denied. I felt safe, comforted, at peace, protected, cared for and loved. These are the true unspoken amenities of the Rathgeber Hospitality House.

My room was meticulously clean! I loved the simple touches: the survival kit, the prayer rock, the art work in the hallways. The free laundry facilities were a huge convenience. I found it comforting that, when I could not sleep, I could go into the kitchen and make myself some “Sleepy Time Tea.” Several times, there would be other family members up in the middle of the night, and we would share stories and be supportive and encourage one another. The value of the Rathgeber Hospitality House is the sense of the community, family, support, encouraging environment, and it is a home away from home – not just another hotel.

My Dad passed away peacefully and without pain on July 1, 2016. It had been a long 2½ months for me. I will never forget this place. When my emotions were so raw, real, exposed and deep, you all were there for me. Your entire professional, specifically-trained staff made a lasting impression on me. Rathgeber Hospitality House has set a new level of excellence in customer service. You have found your niche, and no hotel can compete because the bar is too high. Thank you to all those involved with this magnificent organization.

Very truly yours,
Karla Kay Fouts Hilton, August 26, 2018

As Rathgeber Hospitality House runs solely on contributions, gifts in the form of cash, check or credit card are always appreciated or you may wish to consider a gift of one or more of the following items. For a complete list of items wished for, call (940) 764-2400.

- Clorox Bleach
- Regular Coffee
- HE Laundry Detergent
- Individual Snacks
- 16 oz Styrofoam cups
- Scrubbing Bubbles Aerosol
- Travel-Size Toiletries
- Gift Cards—Sam’s Club/Walmart
LEADERSHIP
The work of United Regional Foundation is overseen by a board of volunteer professionals, committed to community leadership and the betterment of regional health care endeavors.

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