

McDowell Transcript 7.6.20

Moderator: [00:00:00] Good evening. Thank you for joining the Mission Hospital McDowell Virtual Community Forum hosted by Mission Health.

Moderator: Leading the discussion this evening we have Mission Hospital McDowell CEO, Carol Wolfenbarger, as well as Mission Hospital McDowell, Behavioral Health Specialist, Tiffany Bush.

Moderator: Before opening the forum to Q&A, they'll be providing an update on the hospital's COVID-19 preparations for careful return to normal operations and an overview of the new Outpatient Behavioral Health Program, as well as highlights from the 2019 Impact Report and vision for the year ahead.

Moderator: [00:00:40] On the line we also have Nancy Lindell a spokeswoman for the hospital.

Moderator: If you have a question at any point during the forum, please dial star-3 and an operator will be available to assist you. The question prompt again is star-3.

Moderator: [00:01:00] I will now turn the call over to the host, Carol Wolfenbarger, to begin the Forum.

Carol Wolfenbarger: [00:01:02] Good evening and welcome. I am Carol Wolfenbarger and I have the great pleasure of serving as the CEO of Mission Hospital McDowell, and we're so glad you've joined us for this virtual community forum that is hosted by Mission Health. I have been looking forward to this day, where we were fully focused on a return to business safely. [00:01:23] And I'm excited about the things that we're going to share with you today.

Carol Wolfenbarger: Because of the community's efforts, the spread of COVID-19 was truly flattened. [00:01:32] This is a testimony to each of you. As many of you may have heard by now, Governor Cooper did extend the reopening of [00:01:40] North Carolina and phase two until July 17th. That's not bad. He's been very responsive to, of course, what he's seeing in the trends. And it's important as ever now that we have more, validated positive COVID patients in our community, that [00:02:00] we are following the three W's. And just to remind you what those are, these are the things that will help you remain safe.

Carol Wolfenbarger: [00:02:07] Wear a mask. Wash your hands. And wait six feet apart. Those things are truly the things that will continue to make a difference and move us forward to phase three reopening.

Carol Wolfenbarger: I have to give two shout-outs before we begin. This community should be extremely proud of the work that our long-term care facilities have done in McDowell to protect their patients and prevent cotangent. [00:02:31] The special, thanks goes to the folks of the McDowell County Emergency Operations Center, which has been led by William Keller and Karen Powell, our Health District Director, on the attention and support provided, as well as the leadership for each of these facilities. You all have made a difference.

Carol Wolfenbarger: As Mission Hospital McDowell moves through the activities and the uncertainty of the impact of COVID-19, our team members were so [00:02:58] honored and [00:03:00] grateful for the numerous displays of support from many churches and organizations across McDowell County. So grateful that if you've not seen it, we would point you to the WLOS website, where there is a video full of thank-you's from the Mission team that you should see. And on behalf of our entire team, your support meant so much to us and continues to do so.

Carol Wolfenbarger: In a moment, I will be sharing with you several updates on Mission Hospital McDowell and our services.

Carol Wolfenbarger: [00:03:30] So first, I would like to introduce you to my team and co-hosts for the evening, Ms. Tiffany Bush, our Program Coordinator for the Outpatient Behavioral Services Program launched here at Mission Hospital McDowell on June 1st. Welcome, Tiffany!

Tiffany Bush: Thank you! I'm so happy to be here. I just kind of wanted to talk a little bit about myself and then talk about the Outpatient Behavioral Health Program.

Tiffany Bush: [00:03:56] I live in McDowell County and I've lived here for 10 years. One [00:04:00] of the cool things of having lived here for 10 years is just to see the expansion that has happened. We have the new hospital. We have new businesses. And it's really great to be a part of this program. So I'm delighted to be here tonight and just thank you for the opportunity.

Carol Wolfenbarger: [00:04:19] Tiffany will be back in just a minute after I give you some updates on Mission Hospital McDowell and what's been going on. So, you know, it's hard to believe that it is June of 2020. It's just a little bit ago that it was January and it feels like a blur to me, and I know lots of you in our community feels the same way, but I want to talk just for a minute about the 2019 impact.

Carol Wolfenbarger: [00:04:46] It feels like there's a way off course, but however, we can't forget about the accomplishments that occurred. I am so thrilled to share with you successes. Success is not only for Mission Hospital McDowell, but for the North Carolina division of HCA.

Carol Wolfenbarger: [00:05:00] It's important to reflect on what didn't change. We've been through many changes and transitions and they're favorable. We are Mission Health. [00:05:09] We are the North Carolina division of HCA, but we remain Mission Health.

Carol Wolfenbarger: We still have the same caring and skilled team members in place to care for you today as we did last year. And we still have the number one focus on the care of our patients. It drives every decision that we make. And I've seen numerous demonstrations of that over the past 12-18 months.

Carol Wolfenbarger: [00:05:32] When you look at 2019, you see a continual impact on what's happening in the Western North Carolina area ensuring convenience and access. [00:05:41] In 2019, there were over 10,000 behavioral health visits. As we moved into

COVID, preparedness and the telemedicine solution became truly a platform to connect their patients to primary care and [00:06:00] behavioral health, even more so than in 2019. So we're thrilled that we already have that foundation in place and that we were able to expand it [00:06:08] during a time when it was truly a needed innovation for healthcare.

Carol Wolfenbarger: Charity care within the Western North Carolina area, we've provided over \$250 million that were reinvested to support our uninsured patients. This was a \$100 million from 2018. From a safety standpoint, and we're going to talk a minute about safety during our pandemic preparedness, but just from a safety investment standpoint, Mission Hospital McDowell enjoys the support of 24-7 healthcare trained security. And that is a true investment in our safety here at Mission Hospital McDowell. The investment in our people has been solid. The education assistants supported over 750 team members at an investment of [00:07:00] \$775,000 for 2019. 1 million additional dollars was paid to colleagues for tuition reimbursement.

Carol Wolfenbarger: [00:07:07] And this year, our team members can tap into a resource of \$5,250 annual reimbursement for tuition. Truly, the development our staff is a key focus for, not only the North Carolina division, but the HCA corporation.

Carol Wolfenbarger: Our nursing development is paramount. That's why we have shared governance activities. Certainly at Mission Hospital McDowell our Chief Nursing Officer leads the share governance, which gives our nursing team members a voice [00:07:40] and how we address the quality component of our care, as well as our evidence based practice.

Carol Wolfenbarger: And then one great investment is our star RN program that is a one year residency for new nurses in their first year. And this is our first year to get to experience that, and I look forward to having team members [00:08:00] get the experience and mentoring and become productive members of our clinical staff.

Carol Wolfenbarger: [00:08:07] When it comes to emergency preparedness, I think 2020 actually tells the accomplishments, which were many, for 2019. In 2019, we have the support of assessment tools to look at how we were prepared for active shooter. And then in 2020, we got to actually touch and palpate the resources we have with emergency preparedness as we planned for a pandemic.

Carol Wolfenbarger: [00:08:36] From a digital database that connects us directly to the corporate office, to guidance from how to best respond to the coordination of needed resources, it is truly been a difference maker as our hospitals have ramped up to care for our community.

Carol Wolfenbarger: [00:08:54] So I'm going to come back to the present. I'm going to come back to 2020 and talk a little bit about our careful [00:09:00] return to operations. One of my greatest concerns as we've moved through the pandemic and people have abided by the stay-at-home order, which they should do, was even the thought [00:09:12] that even if I'm sick, I have to stay at home because I believe wholeheartedly there are patients have been sicker as they've returned to our healthcare facilities. So the message I would want to send to you tonight is that we're safe. We are trained to take care of infectious disease. We have

the protection to take care of you. If you have symptoms that require or need a [00:09:35] physician review or hospital emergency care or urgent care, we're here for you. And the best thing to do is to seek care because early intervention is the best intervention.

Carol Wolfenbarger: Our team of expert clinicians are ready to care for you. It is safe to come to the hospital or your physician office, just don't delay your care.

Carol Wolfenbarger: [00:10:00] I want to shout-out, you know, we've talked a lot about heart attacks. We talked a lot about strokes. That this is a reminder that Mission Hospital McDowell is a certified acute stroke ready hospital. And today, we received our second quality award from the American Heart Association for our work on caring for patients with strokes.

Carol Wolfenbarger: [00:10:19] So just as a reminder, we are here. We continue to focus on those things we need to do to make sure you've got timely and expert care when you present for any need that you would have at our emergency department.

Carol Wolfenbarger: So as we return to operations, we want to make sure you understand those interventions we're continuing to do as we care for you. Everyone who enters our hospital wears a mask. [00:10:45] Doctors, nurses, support staff, vendors, clinical technicians, our visitors, and even our patients [00:11:00] who when interacting with them may be asked to wear a mask.

Carol Wolfenbarger: We have what we need to take care of you. As we watch the pandemic unfold [00:11:09] and the issues around supplies that were happening across the nation, we have been blessed to have rigorous processes in place to make sure we were monitoring our inventory so that we would have protected equipment for our team members to take care of you and the equipment we may need. To date, we have had no issues related to access to personal protective equipment, and we will continue to diligently monitor that status to ensure we are ready.

Carol Wolfenbarger: Everyone who enters our facility is [00:11:36] screened for signs and symptoms of potential infection, including a fever. Neither employees or visitors are allowed to enter the building any further if there is any concern about an infection and they're referred to the primary care physician for follow up. Our environmental services team carefully cleans every [00:12:00] patient area with additional methods to promote the safest environment possible.

Carol Wolfenbarger: [00:12:06] I want to reassure you that our care team is ready to care for you.

Carol Wolfenbarger: [00:12:11] In May of this year, as we were monitoring the trends of the spread of the infection, we began to see that we could return safely to elective procedures and diagnostic studies. And so methodically and carefully, as I've outlined with you, we put [00:12:32] protections and screening processes in place. I'm happy to report that all of our services are available, including outpatient surgery, imaging, and cardiac testing. Mission My-Care Now McDowell, as part of our strategy to be ready for an influx of patients, was closed temporarily and we opened a Sugar Hill Clinic across the road that operated Monday

through Friday. I'm pleased to announce [00:13:00] that last Thursday, we relocated My Care Now back on the hospital campus. It opened at 7 AM on June 18th. And we are glad to have them back on campus.

Carol Wolfenbarger: [00:13:09] The hours of operation for My Care Now are Monday through Friday, 7:00 AM to 7:00 PM and Saturday and Sunday, 11:00 AM to 7:00 PM. We're glad they're back on campus and we're glad we're here to serve you. And just as a reminder, as we moved to My Care Now back to the campus, we no longer have the need to have [00:13:30] the walk-in clinic at Sugar Hill. So walk-in services are here on campus at My Care Now.

Carol Wolfenbarger: Patient's presenting to My Care Now are also screened for signs and symptoms for precautions taken as they enter that clinic area, just like they are in the hospital. Yesterday was a big day for us, as we changed our visitation restrictions. [00:14:00] I'm happy to announce that we are now at level two visitor restrictions, and here's what that means.

Carol Wolfenbarger: [00:14:05] One adult who is greater than 18 years of age, who also passes those rigorous screening requirements and is fever free, is allowed to visit with a patient between the hours of 9:00 AM to 8:00 PM. [00:14:23] Visitors are not allowed for COVID-19 positive patients or patients who may have COVID-19.

Carol Wolfenbarger: We have technology available to connect those patients to their loved ones through Facetime and readily have those available for your connection to your loved one. Additionally, our hospital is seen as focused on speaking with a patient advocate by phone to ensure improved communication.

Carol Wolfenbarger: [00:14:53] Our exceptions for those visitation restrictions include pediatric patients. [00:15:00] Additionally, in our emergency department, contingent upon what is happening in the emergency department, like it is how it's always been, we will allow one patient advocate back with that patient. We would ask that the visitor stay in the room and that they do not exchange for one more person. [00:15:18] It is just a one visitor per patient.

Carol Wolfenbarger: [00:15:23] We were really pleased because we know the importance of what that means for your loved ones and for their care. And we'll continue to monitor and keep our environment safe.

Carol Wolfenbarger: From a service perspective, I'm really thrilled to date to have with me, Tiffany Bush as our program coordinator, because one of the things that we had been planning prior to our preparation for COVID-19 was the implementation of outpatient behavioral health services. It is a great need here in McDowell County.

Carol Wolfenbarger: [00:15:55] And while we were in a very different trajectory in February, we [00:16:00] knew that it was still a key strategy for us as this community has moved through the impact of COVID-19 on all of us from a business standpoint to economic standpoint, to personal standpoint, to, you know, separating ourselves from each other. And so it's key that we have access to her expertise here in McDowell County.

Carol Wolfenbarger: [00:16:25] Now, I'm laughing about this because I asked her today about something. I use a really cool app, I won't tell you what it is, but it's an app that [00:16:32] helps you manage and maintain your mindfulness and manage your stress. And so I asked her this morning and she's going to give us the answer here. I said, so does it work if you're doing your 10 minutes stress exercise? And it's telling me to do all this, but you're multitasking at the same time. [00:16:51] I think the answer is no, but Tiffany's expertise is going to help us answer that question. So Tiffany, welcome to Mission Hospital McDowell. We're thrilled to have you.

Tiffany Bush: [00:17:00] So my answer to Carol's question this morning was that's not really how stress apps are supposed to work. She was hiding it, you know, getting ready for the day and she had the stress app to kind of lower her stress level at the beginning of the day, but she was multitasking with the emails and all of that. The purpose of a stress app is to give you this time to kind of reconnect with yourself physically and mentally, and just to kind of slow things down.

Tiffany Bush: [00:17:29] So I told her maybe it might be better if she comes in and gets everything taken care of at the beginning of the day, and maybe at the end of the day, when everything is somewhat and [00:17:39] kind of handled to look at the stress app as a way to kind of reduce stress before you go home. So she doesn't take all of this stress and activity from work home. So if you have a stress app, and you're vacuuming and doing all of these things while you're using your stress app, but that's probably not really how it was really intended, and you may find it may not be reducing your stress much.

Carol Wolfenbarger: Thank you for that.

Tiffany Bush: So my name is Tiffany Bush and I'm going to tell you a little bit about myself. I live in McDowell County. And me and my family have lived here for about 10 years. Actually, both of my kids graduated from McDowell High School. Like I said earlier, it's been great to see all the progress in this county, and all the new businesses, and the new hospital and kind of how the hospital is meeting everybody's needs.

Tiffany Bush: A little bit more about myself. [00:18:28] I'm a licensed clinical mental health counselor, as well as being a licensed clinical addiction specialist. So what that means is I can address behavioral health or mental health concerns and issues, as well as substance use slash addiction issues. So I'm delighted to be here. This is a great program. I think it's needed in our community. So kind of a little bit about the outpatient behavioral health program.

Tiffany Bush: [00:18:52] We opened June 1st so it's a brand new program. The services that we're offering right now are virtual, so we use WEBX, [00:19:00] which is the HIPAA compliant platform. There is some kind of, and in my presentation instead of saying face to face, I say mask to mask, since face to face isn't really a thing anymore, but there are some options for who don't have access to the internet or don't feel comfortable doing things virtually there are some possibilities of doing a face to face, as long as the individual passes the vigorous screening that the hospital offers.

Tiffany Bush: [00:19:28] Service wise, we have an anxiety and depression clinic. And kind of the way that this program is designed is for maybe somebody that has a primary care doctor that is on medication for anxiety and depression. And they're just kind of another thing either their symptoms are still creating problems with their daily lives or they're kind of noticing that they've been on medication for a while and it's not helping as much as it was. So this is just kind of 8 to 12 week program and the way that it works is that it is [00:19:55] an hour individual counseling a week as well as an hour of [00:20:00] therapy a week. And there is also collaboration with our Mission Health.

Tiffany Bush: The other program we have is a mental health substance use intensive outpatient program. So this is maybe for somebody that has noticed their daily life has really decreased significantly. They may have had to go to the hospital, either addiction or mental health issues, they may have been through detox and are just really struggling and need kind of a structured environment to help them regain that kind of control of their daily living.

Tiffany Bush: [00:20:30] So how this program works is that it is a five to eight week program. It's three hours of group therapy three times a week. Typically the way that the schedule is Monday, Wednesday, Friday 9-12. And there is a weekly medication management with our psychiatrist. A referral line kind of eligibility wise. Referrals can come from a bunch of different courses.

Tiffany Bush: [00:20:54] Your primary care doctors are kind of recommending maybe they are seeing some concerns and a [00:21:00] little bit of extra support that could be your referral. You can get a referral from the community. My Care My Now, given resources at your job, by your pastor or religious leader has suggested a little bit more kind of support. You can also self-refer, you know, if you're just kind of noticing, I feel like I need a little bit of support or encouragement, or maybe, you know, I've been doing the same thing over and over again here and it's just [00:21:29] not working for me anymore. A little bit of help learning different tools. Eligibility wise, 18 years and up is the way that our program is currently designed. And payee wise at the hospital, we do take private insurance as well as Medicaid and Medicare.

Tiffany Bush: And how to access our services, there's a couple of different ways that you can [00:22:00] access. [00:22:00] You can call the outpatient behavioral health program main line number, which is 828-655-2585. [00:22:09] Again, that number is 828-655-2585.

Tiffany Bush: [00:22:15] Also, you can call the main hospitals switch board and just our outpatient behavioral health program. My email is Tiffany.Bush@hcahealthcare.com. They're also fax number for referrals, which is 695-5423. So I wanted to just say thank you so much for the opportunity to come and speak about this wonderful program. [00:22:46] and I'm just really excited to answer any questions you might have.

Tiffany Bush: So we will turn it over to the moderator.

Moderator: Thank you, Tiffany and Carol. The forum will now open to Q&A. If you have a question, please dial star-3 and an operator will be able to assist you. The question prompt again is star-3.

Moderator: To get started, we have a question that was submitted online. Megan writes: What are some tips for coping with stress during the coronavirus pandemic? Tiffany, we'll let you start with your response.

Tiffany Bush: Sure. So some of the tips that I have for managing during the Coronavirus are [00:23:28] ... So one of the biggest kind of suggestions I have as [00:23:36] a mental health slash addiction therapist, is just kind of doing a check in. A check in is a check in with yourself. Initially, people just do a physical check in. So it's kind of like just checking in from head to toe. Am I having a headache? Am I feeling [00:23:58] a lot of tension in [00:24:00] my shoulder? In my back? How am I doing physically? And then the emotional check in is just kind of checking in with how you're feeling. Am I'm crying a lot? Am I angry a lot of the time? Am I just kind of feeling like I'm moving in quicksand a little bit? One of the other check-ins I always tell people to kind of look at how are you doing is your sense of connections.

Tiffany Bush: [00:24:22] Spiritually, how are you feeling? Are you feeling disconnected from your community? Are you feeling disconnected from your family and friends? One of the other ways to manage stress during COVID is communication. Basically, kind of being honest, and saying I am really struggling right now. I feel really isolated or, you know, I just kind of need a little bit of support. [00:24:45] Could you call me a little bit more than you have?

Tiffany Bush: For sure, one of the biggest recommendations is limiting screen time. I think that's really hard for all of us, but for sure, limiting how much news you're watching or how much time you're spending on social media. Exercise is probably one of the stress is just kind of getting outside, going for a walk, doing something physical, being outdoors in the sunshine for sure is super, super helpful. [00:25:16] There's a lot of different wellness apps as Carol has used. Maybe there's a few different ways than she did.

Tiffany Bush: [00:25:27] There's something called sleep hygiene, which is just basically having a nighttime routine, kind of telling your brain that it's time to kind of slow down, limit the amount of tapping that you have after, I think it's seven o'clock at night, turn off your TV and just have a real bed time routine.

Tiffany Bush: [00:25:45] This biggest thing is that we all are functioning under a lot of stress right now. Right now, we're living in different times. None of us have experienced this before. [00:25:55] Just kind of giving yourself permission to slow down a little bit and just kind of take care of your [00:26:00] own personal needs. Have some quiet time and just try and relax a little bit. So those are my quick and easy tips to manage stress during COVID.

Moderator: Thanks, Tiffany. Those are some really great tips there.

Moderator: [00:26:15] Now, Carol, I know that the hospital has done a lot to make sure that the team members have some tools for stress management. Any additions to add there?

Carol Wolfenbarger: [00:26:26] One of the things, especially as they started approaching the clinical impact of hours that could occur should we have an influx of patients, was access for our nursing staff to a support program. So that was rolled back out in April and it's been a tremendous help to our nursing staff as they move through.

[00:26:49] They're trained to take care of our patients with infectious disease and infection, at the same time, that challenge has been their own personal challenge [00:27:00] of perhaps coming down with COVID-19 and the impact on their family. So they're worried and word of mouth picked up fairly quickly so we were just very blessed to have that tool and [00:27:16] resource for our team members.

Moderator: Thanks, Carol.

Moderator: [00:27:24] Just a reminder to the listeners on the line, if you have a question, please dial star-3 and an operator will be able to assist you. That question prompt again is star-3.

Moderator: [00:27:34] Next, we'll take another question that was submitted online. Jill writes: I was laid off during the COVID closures and our health coverage runs out at the end of the month. What options are available to families in my position?

Moderator: Carol, we'll start with your response.

Carol Wolfenbarger: During a time of pandemic and lots of impact to the economy and businesses, this has been probably one of the greatest [00:28:00] concerns for all of us.

Carol Wolfenbarger: [00:28:01] I'm so very sorry for that scenario. We invite you to call our free confidential hotline to discuss your options. We have the number for that hotline is 833-541-5757. Again, that hotline number is 833-541-5757. And it is staffed Monday through Friday from 8:00 AM to 6:00 PM.

Carol Wolfenbarger: [00:28:30] We also invite you to learn more and browse the resources that we have available online. You can access those at MissionHealth.org/COVID-19. This gives some resources for you as you navigate this change in your situation. There is on that website, a button that you click on that for unemployed health insurance hotline. [00:28:57] And it's located in the sidebar on that [00:29:00] website. And we hope that that can provide you some resources that you currently do not have.

Moderator: [00:29:09] Thank you, Carol. And we'll make sure to repeat that number at the end of the call too for the listeners.

Moderator: Next, we've got another question that was submitted online. Sarah writes: What services are offered through the virtual outpatient behavioral health program? And how will I know if I'm a good fit for the program?

Moderator: Tiffany, we'll pass this question to you.

Tiffany Bush: [00:29:28] Sure. So the services that are available are we have an anxiety and depression clinic, as well as the mental health substance abuse intensive outpatient program. I think addressing, you know, whether this would be a good bet or not, I would just say, just call and let us have a conversation. And we can kind of talk about what your needs are and what services [00:29:53] we can offer. A lot of the services that are provided at the outpatient behavioral [00:30:00] health program are person-centered. So they're kind of designed to meet individual needs. So whether or not it'd be a good fit is just having a

conversation about what your needs are and then, being able to kind of provide the services that are going to benefit the individual, as well as the community as a whole.

Moderator: Thanks, Tiffany.

Moderator: [00:30:27] Just a reminder, if you have a question, please dial star-3 and an operator will be able to assist you. The question prompt again is star-3.

Moderator: We'll take another online question. Tracy writes: With the state starting to ease restrictions, what are some of the steps I can take to stay safe?

Moderator: Carol, we'll start with your response.

Carol Wolfenbarger: [00:30:50] Yes, we know that all of us are anxious to get out and about and be back to business, but the things we can do right now is really the three W's.

[00:31:00] Wear a mask, any barrier will do, and wash your hands. I know our moms are so proud of where we are today versus last year. And social distancing. So the six feet apart, and I know Luke Combs has a beautiful song out there about staying [00:31:19] six feet apart. It was very timely. I think that will give stress management another way. But anyway, the six feet apart is really key to prevent the transmission airborne disease. And that's really the key as we get out and about, have your mask on, try to keep the social distancing, respect the person in front of you, and practice that social distancing. Those truly are the things that you can do to help protect not only yourself, but our community.

Moderator: [00:31:55] Thanks, Carol. Tiffany, anything to add there?

Tiffany Bush: [00:32:00] Like I said earlier, just to check in with yourself, how are you doing physically? How are you feeling emotionally? In COVID times, I think our sense of connection is a lot different. We have for sure, as this forum is showing, we're [00:32:11] using technology a lot more. So the biggest thing is checking with yourself and just be aware of what your needs are and what your wants are and how to go about getting those met.

Moderator: [00:32:31] Thanks, Tiffany. Again, if you have a question the line is now open. Just dial star-3. The question prompt again is star-3 and an operator will be available to assist you. The question prompt again is star-3.

Moderator: We'll take another question that was submitted online. Kevin asks: Is there a referral required to become a patient at the virtual outpatient behavioral health program?

Moderator: Tiffany, we'll give you that question.

Tiffany Bush: Referral wise, you can self-refer [00:33:00] yourself to the outpatient behavioral health program. [00:33:00] You can also have your primary care doctor refer, individuals in the community, if you have a pastor, EMS, My Care Now. So the referrals there's a lot of different ways that you can access the services that the outpatient behavioral health.

Moderator: Thanks, Tiffany. That is all the questions we have received this evening.

Moderator: [00:33:35] For daily updates, please follow Mission Hospital McDowell on Facebook or remain on the line to leave a message with your email and question or comments. Just a reminder, we've opened a hotline for anyone whose insurance coverage has been impacted by a life changing event, such as job loss or reduced income. Our advisors are ready to assist to get help understanding [00:33:56] your options for health insurance coverage. Please call our advisors at (833) 541-5757. That number again is (833) 541-5757.

Moderator: I will now turn the call over to Ms. Wolfenbarger for closing remarks.

Carol Wolfenbarger: It's certainly been my pleasure, and I know Tiffany's pleasure, to speak with you virtually tonight. And again, we still look forward to the time when they can, again, be face to face safely. In the meantime, continue to practice your three W's as we've talked about.

Carol Wolfenbarger: [00:34:32] In April, I shared with you, if you were on the line, a quote from one of my little favorite books called *Together is Better* by Simon Sinek. And I'll have to leave you this evening with the same quote. And it's really about leadership and what our joy is because I've seen her many wonderful things, not only here at Mission Hospital McDowell, but within McDowell County. It says, *"The greatest joy a leader has is to see those in charge do more than they thought they were capable of. The group take care of each other and to see the team work together to solve unsolvable problems."*

Carol Wolfenbarger: I'm tremendously proud of Mission Hospital McDowell team and their accomplishments and how they pulled together to care for you and this community.

Carol Wolfenbarger: [00:35:19] We're thankful and grateful for all you did for us which meant so much as we move through the preparation for COVID-19. And while we're not out of the woods yet, we still are very blessed here at Mission Health McDowell to be part of a community that pulls together their resources to address all the challenges and needs. So we thank you for your time this evening. We thank you for your support. And remember, we're here to care for you and we're here to care for you safely. And we look forward to meeting your healthcare needs. Good evening.