Fall 2020 Heart to Heart NEWS FROM ST. LUKE COMMUNITY HEALTHCARE

# WRAP AROUND CARE

# New programs support patients at home

AS HEALTHCARE SHIFTS from a fee for service model to a value based system, there are new "wrap around care" programs emerging which focus on prevention, disease management and mental health. St. Luke is committed to supporting patients in the best way possible and has implemented several services to meet our patients' needs. Chronic Care Management, Collaborative Care, and Wrapped in Hope are some of these programs. Although the targeted population of each program differs, the goal of supporting the patient in their home environment remains the same. Chronic Care Management focuses on patients with two or more chronic conditions,

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ST. LUKE PHOTO

Chronic Care Nurse Britta Shirtliff, RN, provides care coordination and management for St. Luke's wrap around care programs.

### FLU VACCINES MORE IMPORTANT THAN EVER

IT FEELS LIKE THE LAST SIX MONTHS have been the fastest and longest six months ever – and given the state of affairs in the world, six months into this COVID experience, that dichotomy seems appropriate. Here are some things to consider and information I want to share:

Thank you to all our staff, especially those on the front lines – our healthcare heroes continue to remain here for you, ready to meet your healthcare needs.

If you are battling a chronic health issue (i.e. diabetes, COPD, hypertension) our chronic care management program might be the right type of service you



One of the biggest challenges faced by healthcare facilities, across the state, as we've seen an uptick in COVID numbers, is the health of our staff. Even basic healthcare services can be a challenge when a healthcare organization doesn't have the staff to provide it. Help us help you by wearing a mask, practicing good hand washing and hygiene, and adhering to social distancing.

The Montana Hospital Association recently held its annual healthcare convention in a virtual format during the first week of October. I am proud to announce that St. Luke

Community Healthcare was recognized as a nominee for "Best Place to Work" and was

Married physicians bring dedication and caring to St. Luke

CHARISMATIC. That's the word that best describes Drs. Joanna and Isaac Billings, married physicians working at St. Luke Community Healthcare. The pair married in 2018.

Their shared passion for working with underserved populations drew them to one another. The couple works to bring improvements to people's lives through their health and by addressing accompanying social issues and challenges. Joanna and Isaac seek to help people who struggle with access not only to medical care but also to healthy food sources, medications and transportation to health facilities. They want to make a difference and plan to be involved in the community solving problems that impact people's lives.

Joanna is from Tennessee and Isaac grew up in Michigan. While in Greeley, Colorado, and prior to dating, they worked together as student and supervisor in a medical facility. Each shared stories about their first interactions and what they most admire about the other.

As a resident at a facility in Colorado, Joanna supervised third year medical student Isaac. She recalls and he confirmed that she critiqued his discharge summaries and directed him to rewrite them. She laughed and says his discharge summaries are written well now.

In fact, she appreciates his dedication to excellence. His work to arrive at the right diagnoses and provide the correct treatment is thorough. She said, "He won't stop until he gets the job done ... very inspiring.' Isaac recollects an incident where his difficulty understanding her southern accent had him wasting some of his crucial time as a third year med student. In response to Joanna's direction as his supervisor, he spent the better part of an afternoon trying to find information about a nursing home that didn't exist. He'd simply misunderstood her. "Joanna is very intelligent," said Isaac. "She is in the top percentile in the nation." He admires her academic scholarship and her ability to connect with people physicians, friends and patients. "She stays in touch with people

ry care physician or please call Britta, our Chronic Care Nurse, at 406-676-3600, to see if this service is right for you.

should consider. Reach out to your prima-

We held our first ever virtual fundraising event for the St Luke Community Healthcare Foundation in September. It was a great success, thanks to our staff and the great support from our business sponsors, donors and com-

munity members. The funds will go to support services and equipment for our maternal and children health programs.

October is Breast Cancer Awareness Month. Our new 3D mammogram with breast tomosynthesis is the most advanced diagnostic tool to help screen for early detection of breast cancer. Please call 406-528-5272 to schedule your mammogram today.

Flu vaccines are available and more important than ever. The flu vaccine will help protect you from the seasonal flu and reduce the potential of our healthcare delivery systems from getting overwhelmed by flu and COVID at the same time. Please don't delay, get your flu shot by calling or coming in to any one of our primary care clinics.

Vote! Your voice is important. If you have already sent your ballot in – great! If you haven't, please find it, fill it out and send it in.

only one of two hospitals in the state that received a quality improvement award from the Performance Improvement Network for the 12th year in a row!

Don't delay your routine checkups and preventative services – there have been several stories of patients that have waited, as they were concerned about accessing health-

care during the pandemic, only to find that their chronic condition had deteriorated or a cancer had progressed.

Remember that having a family practice physician is the best bet for your health care dollar. If you have insurance, it typically covers a preventative visit 100% - that means no cost to you. For additional primary care physician services, the average cost is well under \$500 per year per person. Spend your health care dollar wisely.

Gratitude – Add a little gratitude to your life in everything you do. Studies show that people who practice gratitude routinely are healthier, happier and more productive. Take a little time each day to reflect and ask yourself what you are grateful for. Keep these things in mind as you go about your day and remember to share your appreciation with others.

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### married physicians

(from page 1)

from high school, college, medical school, her residency and patients. She really connects in a wonderful way ... she genuinely cares," Isaac confided.

Isaac is excited to be here because moving to Montana has been a dream since childhood. As a 12-year-old young man, his family took a memorable trip to Montana, Glacier Park and Troy because as newlyweds, Isaac's parents worked as wildland fire fighters in Troy.

Unlike Isaac, Joanna had only traveled through Montana on her way to Idaho, prior to working at St. Luke Hospital. She enjoys living in Ronan and "really loves the people ... great community." After living in Colorado, she especially appreciates the area's lack of traffic.

Joanna and Isaac appreciate Montana's outdoor opportunities and particularly enjoy hiking, back-packing, horseback riding, skiing and canoeing. The couple are enjoying working more normal hours following medical school, appreciating more time together and getting involved in their new community.



Doctors Joanna and Isaac Billings look forward to making an impact in their community both at work and in their personal lives.

# Chronic Care Management is a critical component of primary care that promotes better health and reduces overall healthcare costs.

### wrap around care (from page 1)

Collaborative Care works with patients dealing with increased mental health concerns, and Wrapped in Hope is designed to support pregnant patients.

Chronic Care Management (CCM) is a critical component of primary care that promotes better health and reduces overall healthcare costs. Chronic diseases and conditions are now the most common health problems in the United States. A chronic condition is defined as an ongoing medical problem that must be managed to maintain the best possible health. It's reported that 65% of Medicare recipients have two or more chronic conditions, and 85% of healthcare spending is on patients with chronic illnesses. Every day patients with chronic diseases such as diabetes, high blood pressure, arthritis, heart disease, hypertension, and depression come to St. Luke to learn to understand their chronic health condition and how to live successfully with it.

Improving care delivery and outcomes for persons with chronic illnesses is a high priority for both St. Luke Community Healthcare and the Centers for Medicare & Medicaid Services (CMS). Chronic Care Management (CCM) was introduced by CMS in 2015 to improve the quality and coordination of care for chronically ill Medicare patients. Chronic conditions - such as diabetes, hypertension, COPD, heart arrhythmias, and depression - are a CMS focus because of their high prevalence and related death rates, substantial health service delivery costs, and burden on patients and health systems.

The St. Luke CCM program is designed to help patients improve their health by simplifying their care and providing increased support to help manage two or more chronic conditions through a teambased approach looking to all members of the patient's care team including physicians, nurses, pharmacists, dieticians, behavioral health specialists, and care navigators to coach patients, promote selfcare, and connect patients with resources and support. Patients who receive chronic care management experience less emergency room visits, fewer hospitalizations and less pharmaceutical complications.

Chronic Care Nurse Britta Shirtliff, RN is an integral member of the St. Luke's primary care team and is responsible for providing care coordination and care management services to patients who are at risk for poor outcomes, health deterioration, comorbidities and preventable hospitalizations. CCM at St. Luke includes a range of activities intended to improve patient care and reduce the need for medical services by helping patients and caregivers more effectively manage health conditions. "St. Luke's CCM program is a great way for people with multiple chronic conditions to get help managing their health. It is very individualized to what the patient needs and is designed to offer extra support to what the physicians are already doing," says Britta.

We hear some amazing success stories from Britta about patients as the result of receiving CCM services. One such story Britta recently shared was a 61-yearold diagnosed with Type 2 Diabetes and multiple other chronic conditions. Monthly CCM phone calls focused on improving food choices and medication education. As a result of working together, the patient was able to decrease his hemoglobin A1C from 10.7% to 7.0% in three months. For people with diabetes, the lower the A1C value, the better the diabetes control and the lower the risk of developing complications such as eye, heart, and kidney disease. The patient reported feeling better throughout the day, weight loss and improved self confidence. He's also enjoyed increased endurance while hiking.

Some of the benefits to Chronic Care Management include:

At least 20 minutes of chronic care management services per month

Assistance from a dedicated health care professional who will work with patients to create a personalized care plan

Coordination of care between pharmacy, specialists, testing centers, hospitals, and more Phone check-ins between doctor visits to help keep patients on track

Expert assistance with setting and meeting health goals

Help connecting to community resources and services

The CCM program focuses on keeping you healthier at home between your regular doctor appointments. Talk with your doctor and other members of the health care team at your next visit to see if CCM might be beneficial for you.



For those experiencing suicidal thoughts, or know someone who is: please reach out.

1-800-273-8255 SuicidePreventionLifeline.org Text MT to 741-741

### FOUNDATION **NEWS:** First online fundraiser a success!

ST. LUKE COMMUNITY HEALTHCARE FOUNDATION would like to express our deepest appreciation to everyone who made our first ever, online fundraising event successful. From our Signature Event Sponsor, Glacier Bank, and all of our event sponsors, to those who donated items and those who participated by bidding on and/or purchasing auction items, we thank you. Our committee worked hard to change gears quickly, and provide an alternative to our "normal" event this year. We knew we had to raise funds for our maternal and child health services that have become far more urgent over

the past few years. Addressing underlying issues such as anxiety, depression, substance use disorders and other issues, we are far more likely to see positive outcomes for the children in those families as well. We have some exciting partnerships in beginning stages that will help us work toward improving outcomes for families, including keeping families together whenever possible, with the kind of strong supports they need. We are also a Safe Sleep certified hospital, and our focus is on ensuring safe sleep environments, through education and the provision of safe cribettes where needed.

Funds raised this year are crucial

in our evolution in integrating social determinants of health into the way we provide healthcare. Statistics from the Robert Wood Johnson Foundation, a health data organization, and other reputable sources underscore this point: A quarter of all parents raising young children are food insecure, 1 in 5 parents are concerned about their children's safety, and 65% of families believe adult lifestyles in the home play a role in the health of young people. The more we know about what's driving health issues, the more we can work toward providing healthcare that improves health and wellbeing for the whole family.

### **EMPLOYEE** OF THE QUARTER

### Quarter 4: Britta Shirtliff SLCC-R

Britta has taken on the role of Clinical Care Coordinator with incredible determination,

positivity, and dedication. In conjunction with Behavioral Health, she has directly impacted the physical and emotional well-being of her patients and improved their quality of life. Thank you, Britta, for the time and effort you put into your work every day. The outcomes are rewarding and deserving of recognition!



# Early detection saves lives

TALENTED CHADWICK BOSEMAN'S DEATH FROM CO-LON CANCER CAUGHT MOST EVERYONE BY SURPRISE.

Most colon cancer however, doesn't have to be a surprise and can be prevented.

Colon cancer ranks as the third most common cancer and the second most deadly cancer in the United States. Why is it so deadly? It is generally silent, giving very few early warning signs. In some cases a patient might experience blood in their stool or a change in bowel habits, but many times the cancer is discovered in later stages.

Prevention is the key and a colonoscopy is the answer.

Medical guidelines generally suggest that routine colonoscopy exams begin at age 50. Since most colon cancers occur in individuals in their 60s, the importance of beginning routine screening exams in your 50s can't be exaggerated. Simply said, this procedure saves lives by preventing polyps from growing into cancer.

What is a colonoscopy?

It is a process that requires emptying the digestive system so the colon can be examined. Most people hear about how uncomfortable preparation for a colonoscopy is. The improved "prep" for the procedure now involves drinking one-half of

### This is personal.

"She was the cornerstone of our family. But my mother died of colon cancer when she was only 56. Let my heartbreak be your wake-up call.

Colorectal cancer is the 2nd leading cancer killer in the U.S., but screening helps prevent this disease." Terrence Howard, actor/musician

If you're 50 or older, please get screened. Screening saves lives. 1-800-CDC-INFO (1-800-232-4636) • www.cdc.gov/screenforlife





a gallon of liquid over a four or five hour period. This is a much more tolerable process than the two-gallon and one-gallon processes of the past.

According to Dr. Zach Hovorka, general surgeon at St. Luke Community Healthcare, "patients drift off to sleep. The procedure only takes 20 to 30 minutes and most people wake up and don't believe anything happened."

A painless procedure, some patients endure a colonoscopy with no sedation or medication and remain completely awake during the procedure. However, sedation is generally used.

Following light sedation, where you breathe on your own, a scope

is used to examine the colon. Dr. Hovorka explained, "Almost always two or three polyps are found (and) every time we remove polyps we make it so (patients) don't get colon cancer in the future." Ninety to 95 percent of colon cancers can be prevented using this procedure.

Findings from the colonoscopy dictate how soon a repeat procedure needs to take place. Dr. Hovorka customizes repeat exams for each of his patients. If no troubling findings occur, patients return in 10 years. Some exams are repeated more frequently because of a history of polyps or family cancers.

To make an appointment, call 406-676-3600.

## **Annual mammograms after 40 recommended**

### OCTOBER IS NATIONAL BREAST CANCER

AWARENESS MONTH and the awareness is well-deserved, as one in eight U.S. women will develop breast cancer in her lifetime. Here on the Flathead Reservation the cancer rate is 30% higher than Montana overall, according to MT DPHHS. These staggering statistics illustrate how critical early detection is in the battle against breast cancer. St. Luke recognizes this and follows the American College of Radiology (ACR) recommendations, which include an annual mammogram for all women over the age of 40,

unless otherwise directed by their provider. St. Luke's 3D Mammogram technology is able to detect 41% more invasive breast cancer and 21% more of other breast cancers than 2D imaging alone. By producing images from varying angles, 3D mammograms create a complete picture of the breast tissue, which is clearer and more accurate. The process is also more comfortable and provides lower radiation exposure. St. Luke is a certified "Softer Mammogram" provider. Cushioned MammoPads help patients relax, ensuring more even compression of the breast tissue and, therefore, a better picture. In addition to optimal service, the friendly and experienced staff in the Imaging department have created a warm, welcoming environment, where patients can feel comfortable asking any questions they may have. "It's important to us that our patients feel at ease and not rushed during what can otherwise be a fairly intimidating process. We want them to have a positive experience," says Dian Hickethier, a registered Mammographer and Radiologic Technologist at St. Luke. One patient who can attest to the importance of regular mammograms is DeeDee Haines. DeeDee works as a Registered Nurse at St. Luke, but also happens to be a patient, and she experienced first-hand the benefits 3D mammography provides. DeeDee was diagnosed with stage one breast cancer in February of this year, just six days before her cousin's memorial, who succumbed to stage four breast cancer. She admits it was scary to hear the words "we found a suspicious lesion", but she felt well supported by her medical team, her friends & family, and her faith. "I couldn't even say the word cancer at first and the time spent waiting was a huge challenge. It would have been incredibly difficult to get through it all without my faith and my support network."

technology (and skilled Technologist, Melissa Hoppe) caught the lump, which was too small and too close to the chest wall for DeeDee to feel herself. Faced with many treatment options and with limited time to make decisions, DeeDee says the process felt very stressful at times. She elected for a lumpectomy and radiation and, while her surgery was slightly delayed due to the pandemic, the lump was removed six weeks after her diagnosis. She had her follow up screening on October 1<sup>st</sup>, which showed the cancer was gone.

"You can bet I'm going to stay on schedule with my annual mammograms," DeeDee says, "and I want others to do the same. Gals, go get your mammo!" Other suggestions that DeeDee has are:

Stay grounded – DeeDee leaned on her family, friends, and faith to get through the process. She even started a prayer group at

work, so she and her co-workers could support each other through all the challenges 2020 has brought. There are many support groups available to those fighting breast cancer. Ask your Oncologist if you need help finding one!

Stay educated - We all know genes play a big role, It take time to learn what you can do to improve your odds of avoiding breast cancer and put them into practice (ex. healthy eating, regular exercise). Stay present – If a lump is found, there are typically a series of tests done to determine if it is benign or malignant. "If you get a call back, it could still be benign. Try not to jump to the worst conclusion right out of the gate, it's the wrong focus for your energy. Just take it one step at a time.'

### PROVIDER **DIRECTORY**

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Mariah Bonner, DO James Clough, DPM-Podiatry Tyler Thorson, MD Gage Henderson, PA-C Mary Velk, PA-C

### St. Luke Community Clinic – St. Ignatius **Family Medicine and Obstetrics** 406-745-2781

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Morgan Kellogg, MD 406-327-4646 Matt Weiss MD

Oncology Michael Goodman, MD 406-528-5383

Screen <u>\_\_\_\_life</u>

At her annual screening mammogram, St. Luke's 3D

Be Brave – "It can be a bit intimidating, but the Techs here at St. Luke are amazing. They're gentle, professional, and tend to all of your personal needs. I felt like I was in really good hands."

Don't Delay - The pros of getting regular mammograms far outweigh the cons of not getting them. St. Luke has ample safety and screening measures in place, so you can stay up-to-date on your mammogram even during the pandemic.

DeeDee wants to serve as a resource to others, as so many women were amazing resources for her. "I know what it feels like to have a million questions," she says. "Please feel free to reach out to me at St. Luke, if I can help answer some of your questions or just be a sounding board. This year more than ever, we're all in it together!"

406-327-4646	Ophthalmology
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Robert Minor, MD	
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	Stephen Latter, DPM
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ogy est Imaging 406-676-4441

### Neurology

406-327-4283

Kurt Lindsey, MD 406-752-5095

**Sleep Medicine** Kim Damrow, MD

406-676-4441

### ECF PROFILE: Marie Jensen Rustad

MARIE JENSEN RUSTAD WAS BORN IN 1924 "IN A SMALL CABIN BY A LAKE" in rural North Dakota. The oldest of 11 children, Marie grew up quickly, learning to care for her siblings at a young age. She even helped her mother deliver one of the babies! The children all walked five miles roundtrip every day to school, if they had shoes to walk in. If not, they didn't go to school that year.



Marie Jensen Rustad

Marie started working when she was 15, as a nanny for local families. She also looked after the homes of her clients and tended to their livestock ... a Jill of all trades, to be sure! Marie married her neighbor, Albert, and they were happily married for 53 years. Together, they had three children, all boys ... Allen, Clayton and Steve.

Marie was a devoted wife and mother. She loved spending time her family and enjoyed gardening, canning and sewing. She humbly admits she was a skilled seamstress. "Some folks didn't feel like their wardrobe was complete until they had something I'd made in it." She raised animals alongside Albert, who was a hobby farmer and worked during the day for the city. They moved to Montana in 1975 "and I'm sure glad we did!"

Albert passed away in 1996 and Marie went on to marry Norman, an old friend from North Dakota. They split their time between the states and enjoyed travelling together. The couple were married for 7 <sup>1</sup>/<sub>2</sub> years before Norman passed. Marie continued to live



Marie and Albert

into the nursing home, Marie commented that "some might have seen it as a sad thing, but I didn't. I just saw it as another move, like I did from North Dakota to Montana. Just another step." Gifted with a sunny outlook, Mang her time coloring – she's colored

independently for many

years, supported by her

Christian Congregation

loving family and her the

of Jehovah's Witnesses in

Polson, who all care about her dearly. Upon moving

rie enjoys spending her time coloring – she's colored more than 80 books! She likes to be "out and about," not in her room too much, and she tries to exercise in the sun room every day. "Not bad for 96," she says!

Marie prides herself on her large family. Her children all live locally and she has 14 grandchildren, 30 great-grandchildren, and 6 great-great-grandchildren! She adores them and they adore her as well. Marie loved having company frequently until COVID came around, but says she still enjoys the phone calls and the window visits. When asked what advice she might have for others, given that she's made it almost a century in this world, Marie says, "Live one day at a time. Get up and enjoy the fact that you're alive." Marie says she leans on her faith as well, and that it helps her get through days that might otherwise be a struggle.

She'd like to tell her family and friends that she thinks of them all often and that she could use a few more coloring books. We would all be wise to follow in Marie's footsteps. Don't take yourself too seriously and don't worry too much about coloring in the lines. Just enjoy the day and take it one step at a time!

### Marijuana can be problematic for some users

A GROWING NUMBER OF STATES HAVE STARTED TREATING MARIJUANA LIKE ALCOHOL AND TOBACCO. Montana has now joined the list of states where voters will see adult use cannabis legalization on their ballots this November. Both advocates and critics present compelling arguments, but the evidence indicates that strong claims about cannabis legalization, whether by advocates or opponents, are still questionable. Moreover, there's differences between legalization, commercialization, decriminalization and medicalization. But as health care providers, we're concerned about the health risks for people who use marijuana, especially youth and young adults, and women who are pregnant or nursing.

Marijuana can have very complex effects on the brain and body. Some of the medical issues with chronic marijuana use that health care providers are concerned about include: cannabis hyperemesis syndrome; risks of smoking cannabis while using hormonal birth control; risk of psychosis from cannabis use; risk of cannabis use during pregnancy; and, cardiovascular risk related to cannabis use.

Views of marijuana are changing and increasing numbers of Americans support the legalization of marijuana, but recreational marijuana use can be problematic for some users. One of the tools our primary care providers use for facilitating early identification of risky substance use is Screening, Brief Intervention, and Referral to Treatment (SBIRT) - a public health approach to the delivery of early intervention and treatment services for individuals at risk of developing substance use disorders (SUDs) and those who have already developed these disorders.

Regardless of the referendum's outcome, the 9th U.S. Circuit Court of Appeals has upheld a lower court's decision to dismiss a fired marijuana user's lawsuit against his employer. The federal appeals court concluded that a state's legalization of marijuana won't necessarily override a company's drug-free workplace policy stating that the Montana Medical Marijuana Act (MMA) "doesn't prevent employers from prohibiting their employees from using marijuana."

# NUTRITION CORNER

# Setting Your Family up for Success



AS CHILDREN RETURN TO SCHOOL AND FAM-ILIES ESTABLISH new routines, this is a great time to step back and check our daily habits. The 5210 framework for healthy living is a simple tool that can help identify areas that may need special attention in order to set your family up for success. Ask yourself these questions each day: Did we consume **5** servings of fruits and vegetables? Did we keep our recreational screen time below **2** hours? Did we engage in at least **1** hour of physical activity? And did we drink **0** sugary beverages? If one of these goals was not reached, try to make a special effort to improve in that category the following day.

Given that many kids are learning virtually, and COVID restrictions may keep kids and adults from partaking in their usual activities (especially in the winter months), it is going to take a conscious effort to meet the activity and recreational screen time goals. Involve the whole family in planning and coming up with creative ideas in order to get everyone engaged and make it fun. Here are some tips to get you going:

**Place a large calendar on the wall**. This calendar will be just for planning activities and setting fun activity goals. For example, one day might have a goal of completing 500 jumping jacks, and another day's activity plan might be to make an obstacle course around the house and to complete it five times successfully.

**Set specific times for activity.** This could be an hour from 5-6 pm every day or you could break activities up into smaller chunks and complete them during class breaks at home or before and after school.

**Try new activities often**. Variety is key to keeping the whole family interested and from feeling like a chore. Have each family member write suggestions on paper and draw ideas from a hat to mix it up.

Use what is available to you. With current restrictions, this could mean that you take advantage of free yoga classes on YouTube, use monkey bars at the park, or build a sledding hill together.

**Schedule family time**. Set aside some time each day where the whole family puts their gadgets and screens away. To avoid boredom, pull out a board game, cook dinner together, or go outside as a family.

Although it can seem challenging without the usual PE time, team sports, or gyms, it *is* possible to meet your activity goals. Get into your creative mindset and get ready to make lasting memories with your family. Shift to the positive by seeing this as encouragement to get out of our ruts and try new things!





# **POSTAL CUSTOMER**

Heart to Heart is produced by *Valley Journal* for St. Luke Community Healthcare

### **IN POLSON:**

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