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## Enhancing Patient Experience with Financial Counseling Services

## Support Hunter Health's Mission

Did you know that you can support Hunter Health's mission right on our website?

Go to [HunterHealth.org/donate](https://HunterHealth.org/donate) or scan the QR code to find out how you can support our mission of improving the health and wellbeing of everyone, and make a difference in your community.



## Stay Connected

@ HOME, @ WORK, @ YOUR FINGERTIPS

 [Facebook@HunterHealthClinic](https://www.facebook.com/HunterHealthClinic)

 [LinkedIn@HunterHealthClinic](https://www.linkedin.com/company/HunterHealthClinic)

 [YouTube@hunterhealth](https://www.youtube.com/channel/UC...)

**NEW!**

 [TikTok@HunterHealthClinic](https://www.tiktok.com/@HunterHealthClinic)

 [Instagram@HunterHealthClinic](https://www.instagram.com/HunterHealthClinic)

At Hunter Health, we understand that navigating medical bills and insurance can be a daunting task for our patients. That's why we are excited to offer financial counseling services to help patients better understand their balances and financial options. Rocio Rivera, our Patient Service Revenue Associate, is available on-site every Tuesday and Wednesday to provide personalized assistance for patients in need.

Some patients may not be aware of programs like the Sliding Fee Scale, which offers a discount fee program

to all income-eligible uninsured and underinsured patients. Rocio helps patients learn about these programs and assists them in providing the necessary documentation to qualify. She also offers payment plan options for those who need it, which can extend up to 12 months.

Rocio also helps educate patients about their insurance coverage, such as deductibles and co-payments.

“Our goal is to empower patients with knowledge about their insurance, deductibles, and co-payments, so they can make informed decisions about their healthcare,” she says.

**Follow us.** We're excited to share we recently launched our new TikTok and Instagram pages! These pages are a great way for us to connect with our community and share more about the work we do at Hunter Health. **3**

Please visit our website at [hunterhealth.org](https://hunterhealth.org) and check out everything it has to offer. We look forward to hearing your thoughts and working with you in the weeks ahead to make a difference in the community. **6**

## In This Issue

MAY 2023 | VOLUME 2, ISSUE 5

- 1 Enhancing Patient Experience
- 2 Introducing Ashley Heimerman
- 3 Support Hunter Health
- 4 Meet Frances Casteing
- 5 Celebrating Employee Growth
- 5 A Month of Outreach

## Meet Paige Bailey: Hunter Health's New Advancement Coordinator

We are delighted to introduce **Paige Bailey** as the new Advancement Coordinator at Hunter Health. Paige will be focusing on developing a volunteer program, coordinating recruitment efforts, and working closely with the Advancement team on donor fundraising.

Paige comes to Hunter Health with a wealth of experience in the nonprofit sector, having worked in various roles for the past five to six years. Her background includes working with volunteers, directly assisting at-risk youth, and fundraising. Paige's passion for fundraising and working with people led her to join Hunter Health and contribute her skills to our growing organization.

Having learned about Hunter Health through college connections, Paige shared,

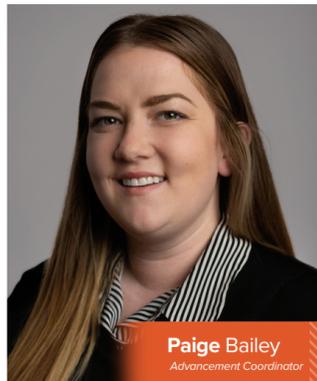
**"I want to provide a way for community members to be involved in Hunter Health, and our mission and goals by *engaging them* in the organization more."** — Paige Bailey Advancement Coordinator

**"Tara Nolen, Community Health Manager, was one of my professors in college, and I worked with her at a nonprofit called Positive Directions. She's always talked so greatly of Hunter Health."**

Another professor, who was a board member here, spoke highly of our organization in class. This exposure to Hunter Health's mission and growth inspired Paige to join our team.

In her new role, Paige aims to involve the community in Hunter Health's mission and goals.

This aligns perfectly with our commitment to fostering community involvement and development.



**Paige Bailey**  
Advancement Coordinator

**As a native Wichitan, Paige is excited to contribute to the growth and impact of Hunter Health in her hometown. We look forward to the amazing things she will accomplish in her role as Advancement Coordinator and are excited to have her on our team.**

## Introducing Ashley Heimerman, the Newest APRN at Hunter Health

**We are excited to announce that Ashley Heimerman, a dedicated healthcare professional and Wichita native, has joined the Hunter Health team as an Advance Practice Registered Nurse specializing in Family Practice APRN.**

Ashley expressed her enthusiasm for her chosen field, stating,

**"Healthcare has always been my passion. Ever since I was young, I knew I wanted to be a nurse. My educational journey has led me to care for patients of all ages. I love seeing a diverse range of patients, from newborns to women's health and chronic conditions. I find joy in the variety and building relationships with my patients."**

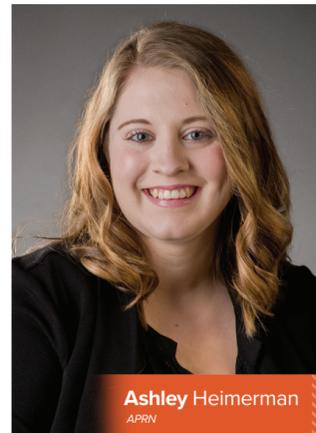
After earning her Bachelor of Science degree in Nursing from Bethel College,

Ashley pursued her Master's in Nursing at Graceland University, ultimately becoming a Nurse Practitioner.

Ashley's extensive professional background spans across long-term care facilities, medical-surgical units, neonatal intensive care units, and primary care, making her a valuable addition to the Hunter Health team.

When asked about her decision to join Hunter Health, Ashley said,

**"I firmly believe that every patient deserves exceptional medical care. I appreciate the diverse patient population, the opportunity to serve the community, and the feeling that I'm truly making a difference."**



**Ashley Heimerman**  
APRN

**We invite you to warmly welcome Ashley Heimerman as she begins her journey at Hunter Health, fostering strong relationships with our patients and making a significant impact in our community.**

## Frances Casteing: Hunter Health's New Community Health Advocate

**Frances Casteing** also joins the Hunter Health family as our Community Health Advocate. With a wealth of experience in Philadelphia community health initiatives, focusing on COVID-19 education and resources, Frances is dedicated to equipping individuals with the knowledge to lead healthy lives and make a positive difference.

**"I truly enjoyed engaging with the community, empowering people, and providing them with vital information to make informed choices for themselves and their loved ones."**

In her role at Hunter Health, Frances collaborates with the University of Kansas School of Medicine as part of the Communities Organizing to Promote Equity (COPE) project. Her efforts help bridge the divide between patients, community resources, and healthcare providers, tackling obstacles that impact health and overall well-being. Frances aspires to establish an all-encompassing resource center at Hunter Health.

**"I hope to see Hunter Health offer more resources, addressing not only medical needs but also social determinants of health, such as access to transportation, clothing, and food."**

**We are thrilled to have Frances join the Hunter Health team and look forward to her continued efforts in promoting health equity and improving the lives of those in our community!**



**Frances Casteing**  
Community Health Advocate

## Celebrating Employee Growth at Hunter Health Jillian Molina and Danielle Basile's Success Stories

At Hunter Health, fostering employee growth and development is at the core of our organizational values. We are proud to share the journeys of Jillian Molina and Danielle Basile as they take on new roles within our organization and continue to contribute to our mission.

**Jillian Molina**, transitioning from Senior Executive Assistant to Integrated Care Operations Manager, is excited to collaborate with the integrated care team to improve systems, workflows, and patient care. With three years at Hunter Health, Jillian is passionate about our mission and eager to grow within the organization.

**"This new role allows me to continue growing, challenging myself alongside our leaders and staff while serving our mission and making a difference in the lives of those we serve."**

**Danielle Basile** has advanced from HR Manager to Human Resources Director, focusing on high-level compliance, legal matters, and program planning to enhance the employee experience. Danielle emphasized the benefits of Hunter Health's organizational structure and how it benefits employees.

**"I've never been in an organization that encourages collaboration and provides so much professional development opportunity for the employees,"** she said.

**The journeys of Jillian and Danielle exemplify Hunter Health's dedication to creating a positive, supportive work environment where employees can thrive and contribute to the organization's mission. We celebrate their accomplishments and look forward to their continued success.**



**Jillian Molina**  
Integrated Care Operations Manager



**Danielle Basile**  
Human Resources Director

## A Month of Outreach: Reflecting on Our Engagements with the Community

**The past month has been a whirlwind of activity for Hunter Health, marked by impactful community outreach events as we shared vital health resources and strengthened our ties with the community.**

We began our journey with **Take Back the Night**, an inspiring event hosted by the Wichita Area Sexual Assault Center (WASAC). We were honored to stand with survivors, share our health resources, and take part in a meaningful march. The evening was filled with powerful testimonies and several engaging activities, all aiming to create safer communities.

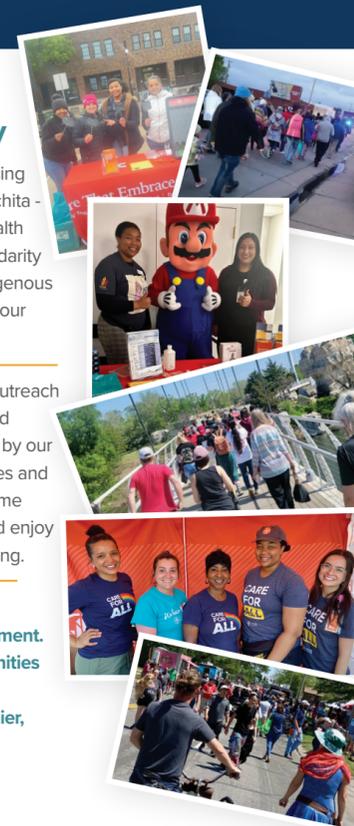
Next up was our involvement in **La Feria De Hispanidad**, where we had the opportunity to cater to the needs of our local Hispanic community. We were thrilled to provide crucial resources and enjoyed the chance to meet Mario! Special thanks to Interlingual Interpreting Services for hosting and providing multilingual support.

We then had the privilege to walk alongside our community members in the annual event,

**Walk to Remember** organized by Missing and Murdered Indigenous Women Wichita - KS Chapter. Our dedicated Hunter Health staff joined many others to walk in solidarity and honor missing and murdered indigenous women. We are proud to have shared our voices to raise awareness.

Finally, we wrapped up our month of outreach at **Open Streets ICT - NoMar**. We loved engaging with everyone who stopped by our booth, sharing important health services and information. Seeing our community come together, support local businesses, and enjoy outdoor activities was truly heartwarming.

**These events have truly underscored our dedication to community engagement. We eagerly anticipate future opportunities to connect with our neighbors and collaboratively work towards a healthier, more connected Wichita!**



## WSU Masters of Social Work Students Help Hunter Health

**We are delighted to share that we recently had the privilege of working with three talented Wichita State University Masters of Social Work students at Hunter Health.** Under the guidance of our dedicated Social Work Clinicians, they have gone above and beyond in providing support and care to hundreds of our patients.

This month, we celebrated **Angie, Emily, and Courtney**, our three incredible WSU students who recently left Hunter Health after completing their program. Their hard work, dedication, and passion for helping others have made a significant impact on our patients and our community. We are truly grateful for their contributions and are excited to see where their bright future takes them.

