

Fall 2022

IL RURAL HEALTH ASSOCIATION NEWSLETTER

217-280-0206 Staff@ilruralhealth.org www.ilruralhealth.org



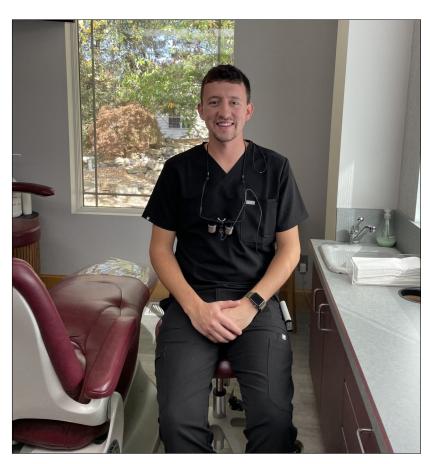
IRHA graduate
level Dental &
Behavioral
Health/Social
Work Scholarship
applications due
Friday, Nov 18^{th.}

Please go to
lruralhealth.org
for criteria and to
apply.

IRHA Scholarship Recipient Providing Dental Care to Rural Patients

After my graduation from SIU School of Dental Medicine in June, my wife and I moved back to our hometown, Newton, in Southeastern Illinois. I started my career as an associate dentist at Robinson Smile Center in the neighboring town of Robinson.

We are enjoying being back home and close to family in the community where we were raised. I feel so fortunate to have had the opportunity to move back home and provide comprehensive dental care to my rural community.



Preston Street, DMD IRHA Dental Scholarship Recipient

1

IRHA Behavioral Scholarship Recipient Providing Social Work Services to Rural Students

Since graduation from the University of Missouri, I have accepted a job as a School Social Worker through the Wabash and Ohio Special Education District. I travel to four different school districts: New Hope, Jasper, Grayville, and Wayne City.

My job includes assisting in the early identification of students' school-related problems as requested by the district, collecting and recording information as a component of a case study evaluation, managing and directing the delivery of counseling services, completing IEP paperwork, and conducting IEP meetings facilitating problemsolving related to student behavior.



LeeAnn Book, MSW, LMSW

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IL RURAL HEALTH ASSOCIATION

33rd Annual IL Rural Health Association Annual Educational Conference a Success

Thanks to everyone who joined in making the Aug 10-11th Annual Educational Conference at the I-Hotel in Champaign a success.

There were a record 165 attendees and 33 exhibitors. General sessions included keynote speaker Brock Slabach's "Federal Rural Health Update" along with a panel discussion put together by AHEC on "Building a Healthcare "Workforce through Academic Partnerships".

Attendees also had 20 break-out sessions to choose from on a variety of topics including "Self-Care Balance and Boundaries for Healthcare Providers", "Behavioral Health for Rural Health Clinics", "Getting Medical Students Rural Specialty Exposure", and "Keeping Patients Local through Telehealth".

Thanks to our sponsors, everyone was able to enjoy our Evening Networking Reception, which featured a dinner buffet, drinks and team trivia.



IL Speaker of the House Chris Welch (D-Westchester) joins Conference attendees.



2022 Conference attendees socialize at Baxter's American Grille



Exhibitors had great opportunities to mingle with attendees.



Thanks to Our 2022 Annual Educational Conference Sponsors:

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Crossroads Community Hospital
Gibson Area Hospital & Health Services
Illinois Farm Bureau

Gold Sponsors

IL-AHEC

Gibson Area Hospital

SIU School of Medicine

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Cancer Treatment Centers of America
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COVID -19 Programs Tech Assistants from National Association of RHCs

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Rural Medical Education Assistance Program

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IL AHEC Network

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To be the model of excellence in community-based healthcare.

www.gibsonhospital.org

IRHA Rural Health Clinic Fall Webinar Series

*Free to IRHA Current Members & Staff of Organizational Members **Non-Members \$55 and includes 12 month membership REGISTER NOW

Wednesday, November 30th at Noon "Compliance for RHCs"

Presented by Kate Hill, the Compliance Team

- Review the RHC regulations
- Learn a good method for self-survey
- Understand how to avoid the most common deficiencies found in RHC surveys

Thursday, December 8th at Noon

"How RHCs can Prepare for the End of the Public Health Emergency Status"

Presented by Charles James, North American Healthcare Management Services Inc.

As the Public Health Emergency winds down, the webinar will cover:

- What will happen to waivers granted during the Public Health Emergency?
- What is the status of Telehealth reimbursement? What can be expected AFTER the COVID PHE ends?
- What billing changes given during the PHE will be extended?
- What should be happening with Emergency Preparedness plans

Tuesday, December 13th at Noon "How to Structure Your RHC, Start to Finish"

Presented by Charles James, North American Healthcare Management Services Inc., and Kate Hill, The Compliance Team

- Learn how to begin the RHC process
- Discuss the Federal regulations required for staying in compliance as an RHC
- Learn how to move forward once you get your CCN, what's next, Doing it right!
- Discuss NPIs and Enrollment



Charles James, North American Healthcare Management Services Inc.,



Kate Hill The Compliance Team

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Accreditation Organization

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IL RURAL HEALTH ASSOCIATION

American Heart Association Announces 3-year Quality Initiative that Aims to Eliminate Rural Health Disparities

By: Mindy Cook Sr. Director, Rural Health Care Quality, American Heart Association

A <u>new three-year initiative</u> by the American Heart Association (AHA) will provide up to 700 rural hospitals no-cost access to add new Get With The Guidelines quality programs for coronary artery disease, heart failure, and stroke.

People who live in rural communities live an average of three years fewer than urban counterparts and have a 40% higher prevalence of heart disease, a gap that has grown over the past two decades. Rural communities face many challenges with access to care including a critical shortage of health care professionals, and low health literacy, while experiencing higher rates of food insecurity, hypertension, diabetes, obesity and tobacco use. The American Heart Association is committed to



bringing equitable care to all. For that reason, we are focused on closing the gap between rural and urban hospital care as a top priority.

Rural Accelerator hospitals also receive access to on demand continuing education courses for health care professionals, AHA facilitated learning collaboratives, 1:1 quality improvement consultation, an online rural community to support model practice sharing, and collaborative innovation and complimentary AHA professional membership for program leads.

As part of the initiative, the Association will convene rural clinical experts and leaders to develop and publish rural quality and outcomes research.

Interested hospitals can <u>sign up online</u> to receive more information.





Healthcare providers working with cancer surviors

If you are a:

healthcare provider, professional, specialist, and counselor

AND

work with cancer patients in rural communities

...if you use telehealth to contact with your patients

The CONNECT Project, a research study at Northwestern University is conducting 1-hour interviews to learn about how those living in rural areas access telehealth to navigate cancer care and mental health services

You can participate by telephone, virtually, or in person and will not have to travel to participate



Telehealth includes phone calls, video calls, MyChart, and text messages

All participants will receive at least \$25

Please call **312.503.1986** or email us at **central@northwestern.edu** and a study team member will get back to you soon

Principal Investigator: Dr. Marquita Lewis-Thames

NU IRB #: STU00215192

SIU School of Medicine Launches Certified Recovery Support Specialist Training Program By Elizabeth Raleigh, Program Director - SIUSOM Office of External Relations

A Certified Recovery Support Specialist (CRSS) is a professional with lived experiences with mental health and/or substance use challenges, who have been trained and certified to help others as they move forward in their own recovery.

There are many pathways to recovery. As someone who has experienced their own pathway to recovery, a CRSS serves as a role model and encourages hope for others on their pathway to recovery.

SIU launched the CRSS Program starting in August 2022 at three campuses, Northern IL, Central IL, and Southern IL. The first cohort of program participants will graduate in May 2023 and begin their work experience before taking the exam to become certified.



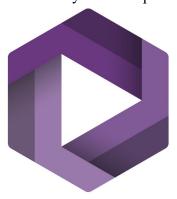
Southern Illinois University School of Medicine, Center for Rural Health and Social Service Development seeks to increase the number of CRSS's in Illinois by providing:

- Free Certified Recover Support Specialist Courses
- Personal support throughout the program
- Supervised work experience
- Stipends available to help with costs associated with attendance

rant funding for the CRSS Program was received from the State of IL Department of Mental Health and the Federal Government.

CRSS and **CPRS** career opportunities

Certified Recovery Support Specialists and Peer Recovery Specialists have a variety of job titles and can hold many different positions. They can sometimes be referred to as a Peer Support Specialist, Peer



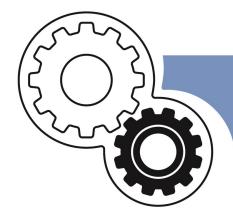
Recovery Support Specialist, or Recovery Coach. Potential careers in the following settings: Behavioral Agencies Mental Health Agencies Medication-Assisted Recovery Clinics/Programs Problem Solving Courts Law Enforcement Agencies Policy Reform Advocacy Juvenile Justice Programs Schools Community Outreach

For additional information or to speak with a program director, please complete this form:

https://www.siumed.edu/orp/crhssd/webform/certified-recovery-support-specialist-training-program







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Gibson Area Hospital & Health Services (GAHHS) is Taking Addiction Medicine Head On

Dr. Katherine Austman's passion for addiction medicine is contagious. At the onset of the pandemic, and throughout 2020, Dr. Austman embarked on a journey to St. Louis, MO to complete an addiction medicine fellowship at Saint Louis University. Dr. Austman has not stopped advancing her mission of educating and treating addiction medicine since that time; her days simply get busier.

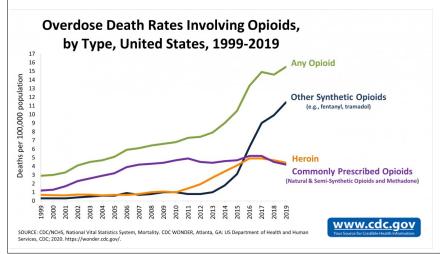
Fast-forward to 2022, Dr. Austman's new clinic, Gibson Recovery Optimizing Wellness (GROW) has opened in Gibson City; she still provides her family practice patients but has added Medication Assisted Recovery (MAR) to her services. GAHHS now has a physician-based clinic that includes a multi-disciplinary approach to optimizing wellness for those with substance use disorder. Dr. Austman provides the following services at GROW; Addiction Medicine with OB care for women that need MAR services and Family Practice. Other services available are addiction medicine and family practice provided by Emily Quaid, PA-C, and addiction medicine, family medicine, mental health and geriatric behavioral health provided by Wamaitha Sullivan, DNP. In addition, support staff are trained for substance use disorder (SUD), Opioid Use Disorder (OUD), and MAR treatment programs.



Katherine Austman, MD

With the expansion of MAR services, we are now able to provide a Peer Recovery Specialist; a person with lived experience of substance use that is in sustained recovery to help with motivation and support through their journey of recovery. Future plans also include the addition of a substance abuse social worker to offer a more universal approach to treatment in recovery from substance use.

SMART Recovery (Self-Management and Recovery Training) is offered in Gibson City, Watseka, Paxton, and coming soon to Mahomet, IL. SMART Recovery is a group that fosters self-empowering ways to overcome negative behaviors. Many team members have completed training to facilitate these meetings. Beyond the individual seeking assistance, soon there will be meetings available for the support of "Friends and Family" because all too often, these loved-ones are overlooked.



To say Dr. Austman's passion for educating and treating addiction medicine is contagious is an understatement. It is, without a doubt, spreading geographically but it is also spreading to all that come in to contact with her. Whether it be in her clinic (GROW), as an employee or a patient, her dedication is appreciated and her passion is driving awareness and change to many who seek change, help, and recovery,

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Sen. Doris Turner Honored by IRHA for Graduate Loan Repayment Law

The Illinois Rural Health Association presented Sen Doris Turner (D-Springfield) with an award in appreciation for her chief sponsorship of SB 3017, which expands Undeserved Physician Workforce Act, so that in addition to doctors, PAs and APNs can also qualify for loan repayment if they practice in an underserved area for at least 2 years.

The new law also expands the criteria so that healthcare providers who work for privately owned hospitals and Rural Health Clinics will qualify. Governor Pritzker signed the law in May, but the Illinois Department of Public Health has to adopt administrative rules which they are in the process of doing before it can be implemented.



Pictured left to right: IRHA Treasurer Meghan Hyman, IRHA President-Elect Charles James, Sen. Turner, IRHA Executive Director Margaret Vaughn, and IRHA Board Member Cassie Beesley at award presentation held at Springfield Clinic.





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[^] Estimated savings based on average cost per kWh/therm and depends on age and condition of current equipment.

Public Health Dental Hygienist Recognition

Happy Autumn,

Exciting events have occurred involving the Illinois Public Health Dental Hygienists! Several Registered Dental Hygienists (RDH) and Public Health Dental Hygienists (PHDH) were honored as recipients of the Golden Toothbrush Award from the Erie Family Health Foundation. These hygienists have been involved in various aspects to effectuate the PHDH model in Illinois. Laura Baus, Sherri Clough, Sherri Foran, Sherri Lukes (not present), and Laura Scully received the award at the "Erie 2022 Health Equity Impact Awards and Gala" themed "Advancing the Heart and Science of Healthcare" held on October 13, 2022.

You may wonder, "What is the difference between an RDH and a PHDH?" The Illinois Dental Practice outlines the specifics in detail, for a brief explanation, it is illegal for an RDH to provide preventive services for new patients prior to an exam by a dentist. However, if an RDH completes the PHDH certification training, they can collect assessment data, provide prophylaxis (teeth cleaning), place scalants (protective barriers in the grooves of



Laura Scully MS RDH PHDH CDA, IDHA Access to Care Committee Chair

prophylaxis (teeth cleaning), place sealants (protective barriers in the grooves of teeth), and apply fluoride to the teeth of new patients of all ages prior to an exam by a dentist.

"How is this possible?" A dentist signs a collaborative agreement with a PHDH outlining standing orders or policy guidelines for procedures that are to be carried out for each location, although the dentist need not be present when the procedures are being performed. If the dentist works out of several locations, new patients may still receive care, where in the past – care would be postponed or not provided at all. Closing the access to care gap.

Initially, the allowable settings included FQHC, State, county and local health departments, WIC, SNAP locations, school-based, and head start programs. Starting in January 2023, the permitted settings expands to include prisons and long-term care facilities.

Other news - The **Illinois Department of Public Health** is currently utilizing grant funding to expand the number of local health departments (LHDs) and Federally Qualified Health Clinics (FQHCs) that want to not only implement the PHDH model but also to expand clinic hours because of the utilization of the Public Health Dental Hygienist (PHDH) model.

The workgroup is choosing 3 (could be more) worksites to fund, per year, for 4 years. This initiative could be beneficial in situations where the PHDH model is not fully understood or underutilized. Your administrators will be provided a business plan that should demonstrate how the PHDH model can effectively increase access to care and increase clinical hours. Which of course, should increase revenue for your clinic.

If you are currently working as a PHDH and feel your services are underutilized and currently work in one of these settings, please reach out to send me your information. If you are an administrator and would like more information about the PHDH, please also reach out to Sherri Foran, Oral Health Consultant, IDPH Sherri.Foran@illinois.gov

(Continued on following page.)

Public Health Dental Hygienist Recognition (Cont.)

Please contact IDHA at <u>publichealthidha@gmail.com</u> for information on how PHDHs can work with a dentist in your area. To sign up for the PHDH review and exam, guidelines are outlined at: https://www.idha.net/PHDH



Pictured: Lee Francis, MD, MPH, Laura M. Scully, MS, RDH, PHDH, CDA, Sharon R. Clough, MSEd, RDH, Laura Baus, MDH, BS RDH PHDH EMT, Sherri S. Foran, MPA, BSDH, RDH, PHDH

Not pictured: **Sherri M. Lukes**, FAADH, MS, RDH





Complex Pediatric Asthma: Beyond the Guidelines

This activity has been approved for AMA PRA Category 1 Credits™

January 19 - April 6, 2023

Every Thursday from 8:00 AM - 9:00 AM CST

ECHO-Chicago at the University of Chicago provides advanced training via Zoom to support primary care providers and health professionals in implementing evidence-based practices to manage common chronic conditions. This series expands primary care provider knowledge and skills to better administer care for pediatric patients with Complex Asthma.



Participants receive:

- Practical tips and tricks on managing persistent asthma, preventing exacerbations, and helping families adhere to medical recommendations
- Access to pulmonary specialists throughout the series & afterwards
- Opportunities to discuss patient cases and gain strategies for managing your patient panel
- Free practice inhaler and spacer
- Up to 12 CME credits certified by the University of Chicago at no cost

Visit our website to learn more about us: echo-chicago.org





Contact Isa Rodriguez,
Associate Director of Outreach
irodriguez@bsd.uchicago.edu
773-834-0232

SAVE THE DATE!

IRHA 34th Annual Educational Conference August 9-10, 2023

Registration starts in January at www.ilruralhealth.org





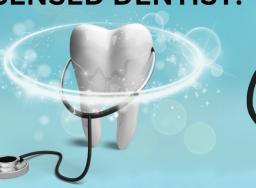
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IRHA Rural Physician Lifetime of Service Awards Patricia Johnson, MD Lifetime of Service Award Award Presentation held Oct 7th in Gibson City

Oncologist Dr. Patricia Johnson has served patients in central Illinois since 1982 when she started her work with Carle and in since 1990 has been providing care to rural patients on behalf of Gibson Area Hospital since 1990. Dr. Johnson has made treating rural cancer patients a top priority and feels it is important for them not to have to travel far for specialty care during their most challenging times. She also

serves as the Medical Director for Iroquois Memorial Hospice.



Pictured left to right 1st row seated: Dr. Johnson and her husband Robert Shoop. Standing: IRHA Board member Ken Ryan with the IL State Medical Society, IRHA Board Member Susan Bence, IRHA President-Elect Diane Potts, Dr. Johnson's son Robert Johnson, Gibson Area Hospital CEO Rob Schmitt and IRHA Executive Director Margaret Vaughn

WHAT IS NATIONAL RURAL **HEALTH DAY?**



Since 2011, the National Organization of State Offices of Rural Health, the 50 State Offices of Rural Health, and rural health stakeholders from across the country have set aside the third Thursday of November to celebrate National Rural Health Day (NRHD). This day promotes the "Power of Rural," which brings much-needed attention to the ongoing efforts to communicate, educate, collaborate, and innovate to improve the health of an estimated 57 million rural Americans. Over the years. NRHD has transformed from a daylong event to a sustainable movement.

KEY MESSAGES

- Rural America is a great place for missionminded health professionals to provide individualized care.
- Rural America is fueling an innovative rural health infrastructure.
- Rural America offers a beautiful and challenging landscape, requiring unique approaches.



Together, we make a bigger impact!

3 WAYS TO GET **INVOLVED ON NRHD 2022**

Utilize NRHD Tools

Download and share the customizable resources offered in the NRHD Promotional Toolkit to enhance your outreach efforts to schools, churches, local media, businesses, etc.

2. Plan an Event

> Visit PowerofRural.org to discover creative ways to engage your organization and community in NRHD special events and activities.

Be Social 3.

> Highlight the impact of your rural work and share your celebration via social media and other communication channels! Use #PowerofRural in all social media postings!

Find it all at:

powerofrural.org

info@nosorh.org



Congratulations to our 2022 Healthcare Award Winners

Administrator of the Year Amy Marley Lawrence County Health Dept RHC- Lawrenceville



Amy Marley, RN, MSN serves as the administrator of both the Lawrence and Crawford County Health Departments. In order to serve more people in the community, she is currently spearheading the purchase and renovation of a new facility which will include dental services.

Her leadership and dedication tackling the COVID epidemic was unmatching, ensuring patients were given COVID resource tracking kits, arranging for those in isolation to have groceries and medications delivered and was responsible for the first Max Vax event that resulted in 1,200 vaccinations being given a single day of sub-zero temps.

The Price of Depression Is a Burden No One Should Bear

Depression and anxiety send healthcare costs soaring, yet 80% of seniors go untreated.





423-648-9880 UltraGroupHealthcare.com

Congratulations to our 2022 Healthcare Award Winners

Clinician of the Year Jennifer Mahannah, NP Kirby Medical Group Quick Care – Monticello



Jennifer Mahannah, NP has over 35 years of experience in the healthcare industry. Her passion for nursing is exemplified not only in the exceptional and thorough care she provides her patients but also in her dedication to training new staff to also provide quality care.





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IRHA Rural Physician Lifetime of Service Awards

IRHA has established the Rural Physician Lifetime of Service Award. This distinction is designed as a "Lifetime Achievement Award" who have devoted their entire careers to rural practice (minimum of 25 years) and have gone above and beyond the call of duty to improve the quality of life for their communities.

Congrats William Ribbing, MD Award Presentation held Sept 13th in Anna

Dr Ribbing as served patients with Rural Health Inc, an FQHC in Anna since 1990. He has also served as the President of the Medical Staff of Union County Hospital. Among his many career highlights was the creation of the Medicated Assisted Treatment Clinic, which has helped break the cycle of addiction for many and improve the quality of life in his community, as well as his successful advocacy working to eliminate the ratio of PAs to physicians for underserved areas.



Pictured above (Left to right) IRHA President-Elect Diane Potts, State Representative Patrick Windorst (R-Metropolis), Representative Dr. Paul Jacobs (R-Pomona), Dr. Ribbing, Margaret Vaughn, Rural Health Inc, Administrator Cindy Flamm and nminator Don Diemer, Director of SIU's PA Program.

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SOMEONE YOU CAN TALK TO





RMED Program Welcomes Medical School Class of 2026

The Rural Medical Education (RMED) Program at the University of Illinois College of Medicine Rockford is pleased to introduce the RMED Class of 2026. The 25 students that comprise this year's RMED class have pledged to practice rural medicine upon completion of medical school and residency training. The Class of 2026 is comprised of students from 17 downstate Illinois counties and four additional states, including California, Arizona, Michigan and North Carolina.

For students to be selected for the RMED Program, they must possess "ruralality" or the understanding of the rural lifestyle and culture. Students are interviewed by a panel of 15 individuals from rural Illinois and selected for the RMED Program based on their understanding of rural people, rural communities, rural healthcare and their passion for practicing rural medicine. While in medical school, RMED students get a traditional medical school education, but also take a supplemental four-year curriculum that focuses on rural healthcare, rural community research and a 16-week clinical rotation at one of 30 rural teaching hospitals affiliated with the RMED Program.

To date, the RMED Program has enrolled over 500 students in the rural-focused program since its inception in 1993. With 70% of graduates practicing rural medicine, RMED is the premier rural medical education program in the nation. With the addition of the RMED Class of 2026, the RMED Program has over 100 students enrolled in medical school and participating in the internationally recognized rural medical education program.

For more information about the RMED Program at the University of Illinois College of Medicine Rockford, please visit www.ncrhp.uic.edu or contact Mark Meurer, Associate Director of Recruitment/Public Relations, RMED Program, at 815-395-5782 or mmeurer@uic.edu.



RMED Class of 2026

Front row l to r: Bella Swan, Nayyab Sohail, Alyssa Steege, Catalina Desmond-Lopez, Samantha Siefken, Shruthi Mekala Middle row l to r: Blaine Calloni, Kennedy Franklin, Chris Koegler, Megan Saltsgaver, Allie Herron, Brianna James, Anna Snider, Olivia Barbee, April Oertle

Back row l to r: Michael Suntrup, Kale Oglesby, Nate Marz, Will Conroy, Carson Florkowski, Laura Berger, Cheyenne Carr, Heather Moser

Not in photo: Chase Decker, Olivia Balsley-Saltus



KATMAI ONCOLOGY

IS PROUD TO ANNOUNCE THE IMPLENTATION OF CASPR TECHNOLOGY

WHY CASPR

"As the State of Alaska's largest Oncology Provider, we are proud to partner with CASPR Technologies to protect our patients, staff, and visitors with this state-of-the-art Continuous Air and Surface Disinfection Technology. Ensuring peace of mind and creating disinfection for indoor spaces is what CASPR does, and what more important environment can there be than where patients are being treated, are immunocompromised, and recovering from their illness. Katmai strives to provide the best care, and that includes implementing the best technology, and medical expertise for Alaska's cancer patients. My experience with the CASPR team and the technology has been phenomenal." Practice Administrator, Katmai Oncology Group.



ABOUT CASPR

The CASPR solution begins to disinfect immediately. It is designed to work effectively in occupied spaces, which are subject to ongoing insults to their environmental surfaces. Decreases bioburden levels continuously and increasingly over time. In lab testing bioburdens of MRSA on surfaces have been reduced by more than 90% in 6 hours and 99.9% in 24 hours.

PROVEN TO KILL

MRSA, as well as other ESKAPE Pathogens: VRE, Klebsiella Pneumonia, Acinetobactor Baumonii, Pseudomonas Aeruginosa, and Enterobacter Species. Also kills C-Diff, Asperaillas Niger. & SARS-CoV2

ENVIRONMENTAL DISINFECTION

Environmental disinfection is the removal, destruction, or deactivation of microorganisms in the air and on surfaces. The ultimate purpose of Environmental Disinfection is to improve caregiver and patient health by reducing reservoirs, where such microorganisms may reside and be transmitted to a nearby host. Environmental Disinfection breaks a link in the chain of infection by eliminating microorganisms on surfaces that can be transmitted to a host. This is critical in reducing HAI's.

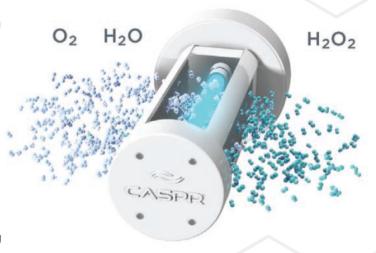


Meet CASPR.

NDS CASPR

CASPR is an innovative "no-touch" disinfection technology that works without an operator to provide continuous reduction of micro-burdens facility wide. Proven in independent lab test to effectively reduce clinically relevant pathogens like MRSA, Norovirus, Aspergillus Niger, VRE, C. difficile and more, before they spread.

- Safe to use in occupied spaces
- · Works on all surfaces, including floors
- No operator or maintenance required
- · Affordable for facility-wide use
- Strategic enough for unit specific targeting





You couldn't ask for anything better.

CASPR is continuous disinfection.

You don't have to have the staff involved because it is no-touch. It is completely automated.

-LORI TOWNSEND

MSN, CIC, CPHQ Infection Prevention, St. Luke's

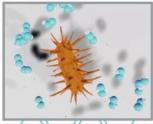
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Proven Results

Installed and studied in multiple hospital trials, CASPR has demonstrated the ability to reduce average bacterial and fungal micro-burdens by up to 80% while significantly eliminating the incidence of MRSA and VRE. In the latest trial in the ICU of a 532-bed hospital, the installation of CASPR contributed to a reduction in employee absenteeism.³















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