

Hospital studies comments to improve service

By Sharon Corcoran

The Goodland Star-News
Goodland Regional Medical Center of-
ficials are studying people's comments,
looking for ways to improve the hospital's
service.

Director of Patient Relations Brenda
McCants talked about the quarterly cus-
tomer satisfaction report with the hospital's
board at its regular meeting last week.

The hospital received both positive and
negative comments, McCants said, but the
complaints were not about health care.
Most are about service issues, she said;
these are things the staff can work on.

The most complaints concerned interper-

sonal communication, McCants said, and
professionalism and quality of service were
others.

"The report shows where our weaknesses
are," she said, "and what we can do about
them."

Hospital employees need training on
communication, she said. The hospital
needs to require professionalism and re-
ward those who succeed.

McCants suggested training on tele-
phone etiquette for receptionists and de-
partment scorecards to show progress.

She said she has been disappointed that
she hears through the grapevine people
were not happy but they had not reported

to the hospital.

"It concerns me there are conversations
in the community that aren't getting back
to us," she said. "If there is a problem, we
need an opportunity to do something about
it."

Debbie Hickman, director of patient care
services, said the nurses self-report their
problems.

"If we know of a problem," she said, "we
report it to Brenda."
In other business:

• Administrator Jay Jolly said the hospi-
tal has received state designation as a criti-
cal access hospital, and the next step is for
Medicare to do a survey.

• Rural Health Ventures interim clinic
manager Scott Focke said he had met with
Wallace County officials seeking assis-
tance on the rent for the Sharon Springs
clinic. He said the Tribune clinic is already
getting assistance.

• The board presented plaques to Pete
Whalen and Ardy Showalter for their ser-
vice. Whalen served on the board from June
25, 1966, to Oct. 5, 1970, and from June 18,
1990, to Nov. 8, 2003. Showalter served
from Jan. 2001, to June 2003.

• Dale Shields, director of human re-
sources for the hospital and director of the
Northwest Kansas Area Medical Founda-
tion, reported the foundation received

\$3,500 from its Caring Kind fund drive.
The foundation hoped to raise \$5,700 for
equipment and materials to start a new pro-
gram in the hospital's physical therapy de-
partment to help patients with inconti-
nence.

Although the full amount wasn't raised
by Caring Kind, Shields said, the founda-
tion went ahead with the program.

The hospital also received through the
foundation \$30,000 from the Senior Hous-
ing Corp. and nearly \$1,900 from the Bob
Baker Foundation.

• The board scheduled its next meeting
for 6:30 p.m. Monday, Feb. 23.

Latest addition to sales staff

The new smiling face on the ad-
vertising staff at *The Goodland
Star-News* belongs to Jennifer
Arntt, who started Jan. 23.

"I think it's a good opportunity,"
Arntt said. "I'm good
with people and love to be
around them."

She joins advertising
co-ordinator Doug Jack-
son and Anne Hamilton in
the ad department at the
paper. Another sales per-
son, Bill Wagoner, is on
sick leave. Her territory
basically is west of Main
and west of K-27.

Arntt worked for Jill's Helping
Hand since last October after re-
turning to Goodland from Joes,
Colo., where she was a housewife
and did some office work for the
family trucking business.

Except for her time in Joes and a
short stay in Salina, Arntt is a life-
long resident of Goodland. In high

school, she was an active in DECA,
serving as the club's parliamentar-
ian. After graduation in 1999, Arntt
studied office/computer technol-
ogy at Northwest Kansas Technical
College.

In May 2000, she went
to work for Orscheln Farm
and Home Supply in
Goodland, moving to the
Orscheln store in Salina
that December. Returning
to Goodland in February
2001, she worked for Jill's
until moving to Joes in
April 2002.

Arntt married her hus-
band, Steve, on Oct. 1, 2002. He is
an owner/operator for Dusty Trails
Trucking in Joes. Arntt is the daugh-
ter of Bruce and Tina (Baker) Roe
of Goodland.

"I like to hunt, fish and basically
anything to do with the outdoors,"
Arntt said. "Also, I like to spend
quality time with my family."



Arntt

Exploring the alternatives



Junior Drew Wilkens (left) explained some of the work he and
other students did on Goodland High's latest model of electric
car to school board members Ron Schilling (second from right)

and Danny Whalen (right). The board took time during its meet-
ing Jan. 26 to see some of the projects being done by vocational
students.
Photo by Greg Stover/The Goodland Star-News

Historical society plans mortgage burning for Fourth

By Tom Betz

The Goodland Star-News
For Fourth of July fireworks, the
Sherman County Historical Society
plans to burn the mortgage at the
Ennis-Handy House, but to reach
that goal they need to raise another
\$30,000.

The family of Marion and Betty
Parker have offered a challenge
grant which would raise about
\$10,000 of the money needed to pay
off the mortgage.

Lloyd Holbrook, new president
of the historical society, said the
family will pay one dollar for every
two pledged by other donors.

Robert Parker, a son who lives in
Chicago, was in Goodland last

week and spoke to several groups
about the history of the Ennis-
Handy House. He made a special
donation to the society of a photo
collection his father had gathered
and cataloged.

Parker said he felt helping the his-
torical society pay off the mortgage
was something his parents would
have wanted. His dad died two
years ago and his mother in Novem-
ber.

"This is a way to help with the
mortgage," he said, "and helping
this historical society this way will
allow them to pursue other histor-
ical projects and work to continue to
improve the old house."

Parker said when he was a kid, his

parents lived near the house, which
housed the Bower Funeral Home
then, and he mowed the lawn and
help dig dandelions.

His father came to Goodland in
1915. His family lived in a sod
house in Bethune, Colo. in 1885.

Marion Parker worked for the
Rock Island Railroad as a shop man,
and later ran the Rocket passenger
train from Goodland to Denver. He
had the last Rocket run to Denver,
and helped with several historic re-
enactment runs.

He said his father got into the col-
lecting photos in the 1960s when
John Reed was the superintendent
of schools and the area's historian

"When Reed died, his family did

not know what to do with all the his-
tory he had collected, and most of
it went into the trash," Parker said.
"My father felt this was a real trag-
edy, and with the help of his wife,
who had a photo studio, they began
collecting old photos."

"They would interview old set-
tlers and take their photos. He and
mom got to be counted on for their
historical information and photos.
They rode in the centennial parade
in 1988 as the Historians."

The collection, called the Marion
and Betty Parker Research Library,
has over 1,500 photos which are all
identified, cataloged and cross re-
ferenced.

Parker said he graduated from

Sherman County High School in
1947. He had played in the band and
used that experience to play in the
band at football games at the Uni-
versity of Nebraska, where he
graduated in 1951 with a degree in
business administration.

He spent four years in the Air
Force, three on Okinawa. He mar-
ried Billie Albert in 1951, and she
lived with him on Okinawa.

Before leaving Okinawa, they
bought a Ford car, and went to De-
troit to pick it up in 1955. Parker
went to work for Ford, and went
back to school at night at the Uni-
versity of Detroit where he got his
Master of Business Administration
degree in 1959.

He and his family were sent to
England by Ford, and he worked for
about 16 years in England and Eu-
rope handling parts purchasing and
supply.

When he came back to the United
States, he went to work for Interna-
tional Harvester as a vice president
of purchasing, transportation and
facilities. He left after nine years
and formed Parker Management
Associates in 1981 with his wife.

"We helped people with business
relationships," he said. "Some of
our clients were Motorola, Harley-

Davidson, Amoco (now BP) and
Chrysler.

"It was real neat traveling around
the world doing consulting and
training seminars.

"My wife did all the travel ar-
rangements and she would plan our
travel out to give us time to do see
the sites.

"One time we had a series of
seminars in Europe, and the dates
kept changing, but my wife had ar-
ranged for tickets to a special show
in Belgium. That meant that no
matter how the scheduled changed
for the other seminars, she kept the
dates for Belgium the same."

He and his wife retired a couple
of years ago, but they still do semi-
nars once in a while, "when they are
interesting," he said.

He has two sons. Greg is in Ann
Arbor, Mich., where he has opened
a special classic bicycle web store
(bicycleclassics.com). Jeff is a neo-
natologist in Cherry Hill, N.J. They
each have two sons.

Holbrook and Dave Branda, the
immediate past president of the his-
torical society, said they are look-
ing for ways to help raise the match-
ing money. One suggestion they are
looking at is an antique auction later
this spring.

City gets grant to help company start up

GRANT, from Page 1

The commission approved the
application on a 4-0 vote. When the
meeting opened, it was noted that
Commissioner Chuck Lutters was
absent. Bruggeman and City Man-

ager Ron Pickman said Lutters did
not want there to be any question
about a conflict of interest since he
took the job as plant manager with
Aircraft Seal and Gasket.

"This economic development
loan through the state is something

the city has never applied for," said
Pickman, "but in this instance it is
helpful we were able to qualify for
this program to help a company
open a plant here. The people of
Kansas pay this money in and it is
good to get some of it back to help
stimulate our local economy."

The Community Development
Division of the Commerce Depart-
ment administers the block grant
program in rural areas. Economic
development grants are given to cit-
ies or counties which, in turn, loan
the money to private businesses to
create or retain permanent jobs.

corrections

The Goodland Star-News will
correct any mistake or misunder-
standing in a news story. Please call
our office at (785) 899-2338 to re-
port errors. We believe that news
should be fair and factual.

Accident kills man

An employee loading crates af-
ter a tool sale Saturday at the
Sherman County Fairgrounds
died when he was accidentally
crushed by a forklift, Sheriff
Doug Whitson said.

Danny Mutziger, 30, of Wil-
son, Okla., was pronounced dead
at the scene by the deputy cor-
oner, Dr. Travis Daise.

Wilson worked for Homier of
Huntington, Ind., which was
holding an annual tool sale at the
fairgrounds.

Sheriff Whitson said it ap-
peared Mutziger was loading
crates on the back of a semitrailer,
and did not have the forks high
enough. The forklift hit the trailer,
and Mutziger, who was not wear-
ing a seatbelt, was thrown forward
into the framework of the lift. At
the same time, his body appar-
ently hit the lever lowering the
forks and the load fell, crushing
him.

Whitson said the sheriff's office
got the call at 6:25 p.m.

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