

health Connections

SPRING 2024

Seasonal Newsletter of Spencer Hospital

ANNUAL REPORT 2023



Growth
ON THE
Horizon.



A Message TO OUR COMMUNITIES

REFLECTING ON SUPPORT AND SUCCESSES; EMBRACING CHANGE

In reflecting on the past year, we're filled with gratitude for the unwavering support of our community and the dedication of our exceptional staff. A great deal of change has occurred over the past months, and we look forward to continuing to adjust and grow. Embracing the future.

Those of us who live and work in northwest Iowa take extreme pride in preserving our quality of life. Our collective efforts are demonstrated through our neighborliness with one another, our commitment to excellence in the work we each do, and our volunteerism to enrich our communities. At Spencer Hospital, we're doing our part to enhance the quality of life for those who reside or visit our region. Each day we provide highly skilled healthcare services for those in need, while promoting wellness to optimize everyone's health status.

Our dedicated healthcare professionals continue to demonstrate their commitment and compassion. From the frontline workers who tirelessly care for patients to the support staff who ensure seamless operations, each play a vital role in our effort to care for those in the communities we serve. We work collaboratively with our professional medical staff to help meet the healthcare needs of our region, and appreciate the leadership and guidance our trustees and advisory members provide.

In looking back over the past year, here are a few highlights:

- In collaboration with NWIA Bone, Joint & Sports Surgeons of Spencer Hospital, a regular orthopedic clinic at Hartley Family Care was initiated. Dr. Michael Dirx sees patients at this location.
- Spencer Addiction Services, a department of Spencer Hospital, was launched with certified substance abuse counselor Kasey Fear offering evaluation services for individuals needing assistance with abuse or addiction issues.
- In July, University of Iowa Holden Comprehensive Cancer Center and Abben Cancer Center announced a partnership

to support medical oncology services in northwest Iowa. Through the collaboration, Abben Cancer Center's experienced oncology team has access to treatment practices utilized at the university including expanded access to clinical trials and other innovative treatment approaches.

- Avera@Home of Spencer Hospital received notice that our hospice services are ranked in the top 5% nationally in overall caregiver and family satisfaction.
- In February, Spencer Hospital was named a Top 100 Rural & Community Hospital for the ninth consecutive year by the Chartis Center for Rural Health. We're the only Iowa hospital to earn the Top 100 distinction every year since it has been awarded.
- Yet, the honors continued. Earlier this month, Spencer Hospital was notified that not only had the hospital achieved the Top 100 status; the hospital also earned the distinction of being one of the nation's Top 20 Rural & Community Hospitals.

It was a busy, fulfilling year. In addition to those advances and many others, we experienced a leadership change as I transitioned from serving as a patient care and operations executive to assume the role of Spencer Hospital president. The path was made smoother for me, thanks to the exceptional leadership and strong community support provided to Spencer Hospital throughout the years.

We appreciate that continued support as there will be challenges moving forward. Here are some projects we're currently working on for our shared future:

- Construction for a new emergency department is at its midpoint, with completion anticipated in the winter of 2025. The innovative design of the ER will improve patient flow and enhance privacy.
- An ongoing focus on our hospital team to assure career satisfaction and aid in retention and recruitment. Also, continued

efforts to enhance communications and collaboration among our care team.

- Ongoing physician recruitment to maintain and enhance the unique mix of physician specialties serving our region, enabling people to receive care close to home.
- Continued focus on excellence in patient care and maintaining strong operations for ongoing strength of our organization.

As we look ahead, we are excited about the opportunities that lie before us. We will continue to prioritize patient-centered care and embrace change. Our commitment to fostering a culture of empathy and respect ensures that everyone who seeks care at Spencer Hospital feels valued and supported.

Thank you for entrusting us with your care.



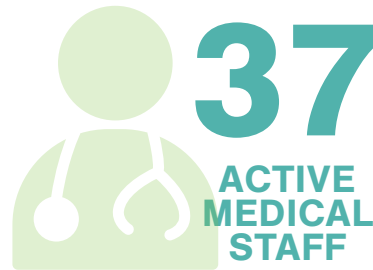
Brenda Tiefenthaler

Brenda Tiefenthaler, President

FY23

SPENCER HOSPITAL THE YEAR IN NUMBERS

TEAMWORK



HEALTHCARE



265
BABIES BORN



6,821
SURGERIES
PERFORMED



8,338
EMERGENCY
VISITS



12,775
DIAGNOSTIC
IMAGING
PROCEDURES



126,610
LABORATORY
TESTS



111,640
OUTPATIENT
VISITS

COMMUNITY

\$54.3M
Annual Payroll
and Benefits

\$20.9M
Purchases from
Iowa Businesses

\$3.5M
Charity and
Uncompensated Care

Board of Trustees, Advisory Members & Administration

Julie Christensen, Chair; Amanda Bare, Vice Chair; Bruce Nystrom, Secretary/Treasurer; Larry Harden; Steve Lensing

ADVISORY MEMBERS: Bridget Bailey, Dr. Casey Baker, John Cotton, Angela McCaulley

SPENCER HOSPITAL ADMINISTRATION: Brenda Tiefenthaler, President; Jen Dau, Vice President of Nursing; Eva Lowry Yore, Vice President of Finance; Jordan Reed, Vice President of Clinic Operations; Susan Zulk, Vice President of Marketing & Fund Development

WHEN HARRY MET VADA: TWO FAMILIES CONNECT AT SPENCER HOSPITAL

SERENDIPITY. FATE. ALIGNED STARS. PERFECT TIMING. ALL THESE WORDS AND PHRASES FREQUENTLY DESCRIBE WHEN THE RIGHT PEOPLE ACCIDENTALLY HAPPEN TO BE AT THE RIGHT PLACE AT THE RIGHT TIME.

However, Eleanor Graves has no doubts that the best way to describe the circumstances involving an accident, a birth and a growing friendship is divine intervention.

“I believe God put this in motion,” Eleanor said emphatically. “The timing was just impeccable. It was just the way it was supposed to be.”

The series of events Eleanor is referring to all happened in mid-January 2023, where the worlds of two families intersected at Spencer Hospital, changing all of their lives – as they each agree – for the better.

First, Drew and Jenna’s story.

Young couple Drew and Jenna Jacobsen were expecting their first baby. Late in her pregnancy, Jenna attended a routine prenatal appointment where she and her doctor discovered that her blood pressure was elevated. Concerned, her family physician Dr. Amy Jochims, consulted with a perinatal specialist who recommended Jenna have her labor induced the next week when she reached her 37-week mark.

Jenna was admitted to Spencer Hospital’s Birth Center on Friday, Jan. 13, and was induced as planned. Then, she and Drew waited. And, waited.

“Everything was very slow going until early morning Sunday when my water broke,” Jenna recalls. “Finally, I progressed to the point it was time to push. Before I did, the fetal monitor on Vada showed that her heart started tanking. There was a lot of quick thinking by everyone, but her heart was not stabilizing. I heard Dr. Jochims say, ‘We need to get her out ASAP,’ and she told the nurse to call in the surgery team. The nurse replied, ‘They’re already here.’”

Here’s the point the Jacobsens’ and Graves’ stories begin to intertwine. Next, Harry and Eleanor’s story.

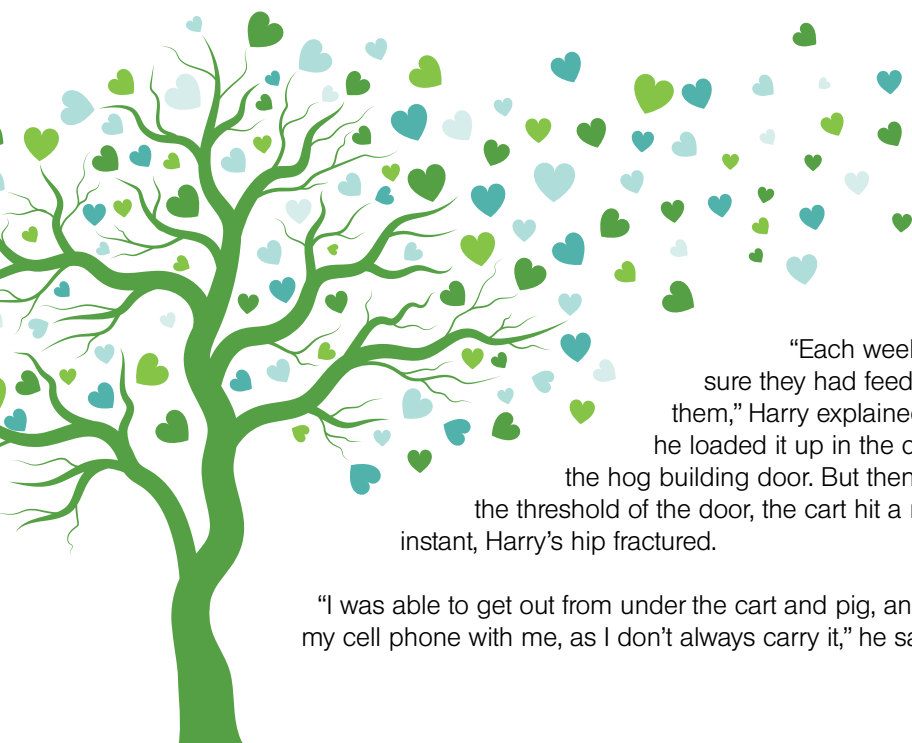


Like many retired Iowa farm couples, Harry and Eleanor haven’t quite gotten the hang of leisurely retirement. While Eleanor was busy with her projects, Harry had many of his own, one of which was doing weekend hog chores at a farm in the Hartley area.

That Sunday morning Eleanor was at home, while Harry was on the farm.

“Each weekend my job was to check the hog building, make sure they had feed and water, and if any of the pigs had died, I moved them,” Harry explained. That Sunday he found a 300-pound pig dead, so he loaded it up in the cart, as he had many times before, and transported it to the hog building door. But then something happened that never had previously - at the threshold of the door, the cart hit a rut and flipped over on top of him, pig and all. In that instant, Harry’s hip fractured.

“I was able to get out from under the cart and pig, and managed to get to the pickup where I fortunately had my cell phone with me, as I don’t always carry it,” he said. He attempted to call a neighbor, but no answer. So,



a bit reluctantly, he called 911. As he waited, he noticed the hog building door standing open that chilly January day, so he attempted to go over to close it. As his right foot stepped in a depression in the ground, he went down again. At that point, Harry couldn't move.

The sheriff and ambulance crew arrived, transporting Harry to Spencer Hospital. Eleanor was called and rushed to the hospital to await the outcome of the surgery. She waited. And waited some more.

Meanwhile, here's what was happening in the surgery center.

"They prepped me for surgery and took me back to a curtained area by the operating rooms," Harry recalls. "I then heard a lot of commotion and underneath the curtain, I could see people hurrying, but they weren't coming to get me."

That's because at that moment, the surgery team had turned their attention to Jenna and her distressed, unborn baby.

Jenna recalls, "I was wheeled into surgery and put under as I heard the words, 'When we get this baby out, be ready to start compressions.'" Unbeknownst to the sedated Jenna, though her husband Drew was all too keenly aware, once their little daughter Vada was born, she wasn't breathing on her own

nor was her heart beating. For 13 minutes the care team performed resuscitation measures, and to everyone's great relief, they succeeded. Vada's heart started beating on its own.

Assisting Dr. Jochims in Vada's delivery and life-



saving measures were the surgical team and physicians Dr. Brian Wilson, OB/gynecology; Dr. Amanda Young, family medicine physician; and Dr. Michael Dirx, the orthopedic surgeon who initially was at the surgery center to care for Harry.

"A nurse came in and told me they had an emergency OB," Harry said. "She explained it had been a stressful situation for everyone involved so my surgery was rescheduled for the next day."

Eleanor admits that initially, she and her family were disappointed in the delay. "We were focused on Harry because even though he was on pain medication, he was still awaiting surgery," she said. "But the next day Dr. Dirx came in Harry's room, and said, 'I want you to know Harry saved that baby's life. It would have been 15 minutes for a surgical team to arrive and that baby didn't have 15 minutes.' At that moment it hit me what a miracle it all was."

Harry says, "Afterwards, we couldn't stop thinking about that baby and her parents." At a follow-up visit with Dr. Dirx, they expressed their curiosity and good wishes for the special baby and her family, but understood and respected the family's privacy. Dr. Dirx suggested they write a letter and the hospital team would make sure it got into the right hands.

Jenna says, "My privacy was carefully taken into account, but this was something we always dreamed about. We always thought 'I wish we could meet that man that broke his hip that day,' and then the opportunity was right in front of us in that letter."

Throughout the following months, letters and photos were exchanged. It wasn't until this January, shortly after Vada's first birthday, that the two families met.

"Seeing that little girl was so wonderful," Eleanor commented. "It was so marvelous to get together with them."

Harry added, "It was a blessing. She is such a sweetie. Few people can say they feel good about having an accident like I had, but after hearing the situation, I was glad everything happened as it did."

Jenna remarked, "Our little Vada was saved because everything lined up that day and furthermore, she is thriving! She is truly a miracle, and we consider Harry one of her heroes – alongside Dr. Jochims, Dr. Young, Dr. Wilson, Dr. Dirx and all of the nurses and response team members who were there that day. We are truly fortunate to have the staff we do at Spencer Hospital. Drew and I both have said we can't imagine if this had happened to us at any other place."

PHARMACISTS SERVE AS CRITICAL COMPONENT OF SPENCER HOSPITAL'S HEALTHCARE TEAM

WHEN WE THINK OF OUR HOSPITAL CARE TEAM, OUR FIRST THOUGHTS TEND TO GO TO THE PHYSICIANS, NURSES AND AIDES AT THE BEDSIDE. HOWEVER, ANOTHER CRITICAL LINK OF THIS CAREGIVER TEAM IS THE PHARMACY PROFESSIONALS.

"People don't always realize there are pharmacists in hospitals so sometimes I'm met with surprise when I explain where I work," said Micaela Maeyaert, Spencer Hospital pharmacy director. "In reality, we're a vital component as every type of medication prescribed for someone receiving inpatient or outpatient services at the hospital goes through a pharmacist."

Hospital pharmacists are the guardians of medical safety and efficacy. They ensure each prescription aligns with the patient's needs, medical history and potential interactions.

Spencer Hospital pharmacists verify every medication order at the hospital. Behind every medication given, there is a pharmacist and a highly trained pharmacy team.

"Our hospital pharmacy team is invaluable in the knowledge and support they provide our care team," remarked Dr. Sonia Sather, a hospitalist at Spencer Hospital. "We consult with our pharmacists routinely to assure the medication plan meets the individualized needs of each patient. Plus, our pharmacists wear many hats - they provide expertise in medication management, ensure optimal drug therapies, and promote patient safety through medication reconciliation and education."

Safety and security are at the forefront of every pharmacist's and pharmacy technician's mind.



Pharmacist, Luke Carlson, consulting with Dr. Sather, Hospitalist.

"Medications can do some amazing things for patients and yet, if given incorrectly, can have life-threatening consequences," Maeyaert cautioned. "When zero harm is the goal, one must maintain consistently high levels of safety and quality over time. We layer multiple safety steps within our systems to catch and eliminate human errors."

"Assuring the right dose is administered to the right patient at the right time involves a series of protocols," Maeyaert explained. A few of the steps to assure medication safety include the following:

Medication reconciliation – A pharmacist double-checks a patient's medication list with those ordered in the hospital setting to verify accuracy and avoid drug interactions.

Pharmacist review – The pharmacists also review each patient's medical chart and any medications to determine effectiveness for their health concerns.

Barcoding and electronic medication administration records – Each unit of medication is individually packaged and barcoded, with all medications prescribed recorded in each patient's chart. Nurses scan both the patient's wristband and the barcode on the medication to assure accuracy prior to administering.

Patient education – Providing patients with information about their medications empowers them to take an active role in assuring they're safely and appropriately taking their medications.

Auditing and reporting – Hospital pharmacists routinely audit charts to ensure appropriate handling and usage of medications.

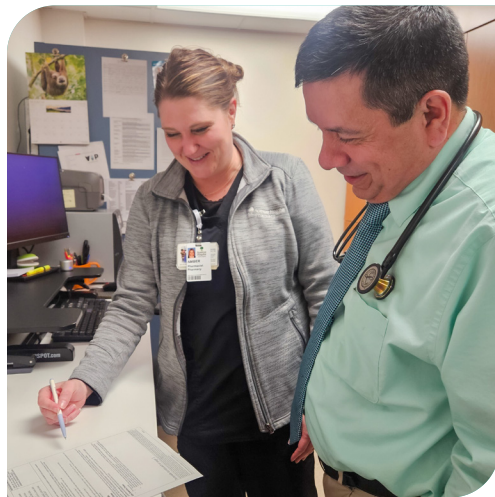
"Medication safety can be compared to achieving high reliability principles in aviation," Maeyaert said. "When flying a plane there is a lot of complexity and high potential for catastrophic failure. Yet catastrophes are avoided daily due to effective processes and continuous improvement. Managing medications in healthcare can be complex because every patient and their healthcare journey is unique. You can think of your pharmacist as the medication pilot of your healthcare team."

The pharmacy team manages all forms of medications, including oral tablets and liquids, injections, topical creams and ointments, drops, implants, inhalers and more.

The hospital has two sterile compounding suites, which are strictly tested and monitored to ensure the environment exceeds sterile compounding requirements. Additionally, compounding medications is a specialized skill that requires staff to continually undergo training and pass validations annually. Examples of compounded medications include IV chemotherapy, epidurals for laboring moms in the Birth Center and IV doses for pediatric patients.



Pharmacy Technician, Allison Cacek, compounding medication in the Pharmacy's sterile compounding suite.



Oncology Pharmacist, Amber Dodds, discussing treatment plans with Dr. Cuervo, Medical Oncologist at Abben Cancer Center.

“As pharmacy professionals, we’re life-long learners as there are always new medications and treatment strategies being developed,” Maeyaert shared. “Our pharmacy team is supported and dedicated to staying current with the latest evidence-based clinical

information. New treatments in oncology are especially fast paced,” she added, noting that the pharmacy staff includes two pharmacists specializing in oncology pharmacy.

“I cannot emphasize enough the importance that pharmacy is to an oncology clinic. Having pharmacists within the clinic has enabled us to develop an efficient and collaborative relationship to continue to ensure our patients with the highest quality care and standards of safety.

- Dr. Luis Cuervo, Medical Oncologist at Abben Cancer Center

“I am so proud of our entire team,” Maeyaert emphasized. “Whether we’re behind the scenes or at the bedside, our entire team is collaborating to help make a positive difference in the health and well-being of each patient.”

PYXIS MACHINES DISPENSING MEDICATION SAFELY

Pyxis machines are an additional tool used by the pharmacy team at Spencer Hospital to assure patient safety and medication security.

“When a patient is admitted to the hospital as an inpatient or for outpatient services, their healthcare provider selects and prescribes the right medications, doses, and how often they should be taken,” explained Kim Hurlburt, one of Spencer Hospital’s pharmacy technicians. “The Pyxis machine is stocked with those needed medications, allowing staff to access medications securely and easily, when needed.”

When it’s time to administer a patient’s medication, each staff member has a unique login to access the needed medications. Each medication is individually packaged and barcoded, and each patient wears a wristband that also features a unique barcode. Verification is accomplished by reviewing the chart, checking the patient’s wristband and scanning its barcode, and also scanning the medication’s barcode for a match, prior to giving it to the patient.

“We have Pyxis units strategically located in multiple areas of the hospital, enabling us to dispense medications quickly and accurately,” emphasized pharmacy director Micaela Maeyaert.

Besides dispensing medications, the Pyxis machine also helps manage inventory by tracking medication use and stock levels, alerting staff when supplies are low or medications are close to expiring. This proactive approach helps prevent shortages and ensures efficient inventory management.



Pharmacy Technician, Kim Hurlburt, dispensing medication from one of the hospital’s Pyxis machines.

THE CLINICAL PHARMACISTS: JUST WHAT THE DOCTOR ORDERED

MANAGING YOUR OWN HEALTHCARE CHOICES CAN BE CHALLENGING, PARTICULARLY FOR THOSE WHO HAVE THE ADDED COMPLICATION OF MULTIPLE PRESCRIPTION MEDICATIONS.

To assist those with complicated medication lists, Spencer Hospital has added clinical pharmacy services, a new outpatient resource to help patients better understand their prescriptions and how those medications are used to optimize their health.

“Our clinical pharmacists meet one-on-one with patients, providing a thorough assessment of their medications, education for the patient and, if needed, working with their physician to make adjustments,” explained Micaela Maeyaert, director of pharmacy services. “The role of our clinical pharmacist services isn’t to dispense medications, but instead they serve as an additional touch point as part of a patient’s healthcare team.”

Maeyaert emphasized, “A clinical pharmacist doesn’t take the place of your local community pharmacy team. Everybody should get to know their local pharmacists. Our clinical pharmacists are integrated members of the healthcare team, having access to your physician’s care plan and important laboratory values.”

While all ten of Spencer Hospital’s team of pharmacists provide care and consultation with patients receiving hospital services, two of the pharmacists on staff - Lacey Ferguson and Marisa Zweifel – serve as clinical pharmacists, meeting with patients on an outpatient basis.

“We both really enjoy the clinical consultations as we can help patients better understand their various medications,” said Zweifel. “Through better understanding, we can help people reach their health goals, especially for those faced with chronic health conditions such as high blood pressure, diabetes or heart failure.”

Ferguson added, “The first step is to visit with your physician who will determine if a referral to us is appropriate. We will ask you to bring all your medications, including any over-the-counter medications, vitamins and herbal supplements you use. We’ll review everything with you, explaining when and how to best take various medications, discern if the combination of medications is effective for you, and discuss side effects you may experience.”

To access the services of a clinical pharmacist, patients should visit with their primary care provider who can make a referral. Insurance may cover all or part of the appointment fee to see a clinical pharmacist. A Spencer Hospital financial counselor can be reached at (712) 264-6124 to help you determine your insurance coverage for clinical pharmacy services.

Marisa Zweifel
Clinical Pharmacist

Lacey Ferguson
Clinical Pharmacist



Spencer Hospital Pharmacy Services

- 10 Pharmacists & 7 Pharmacy Technicians
- Over 20,000 medication doses given each month
- Over 135,000 medication orders verified annually
- Nearly 250,000 doses of medications dispensed using Pyxis machines yearly
- Each chemotherapy is clinically reviewed by two pharmacists

AVERA MEDICAL GROUP WELCOMES DR. HOLMES

AMBER HOLMES, M.D., JOINED THE MEDICAL TEAM OF AVERA MEDICAL GROUP SPENCER IN MID-NOVEMBER.

Dr. Holmes provides a range of personalized services including yearly checkups, care for chronic conditions, treatment for minor illnesses, weight management and immunizations.

Dr. Holmes earned her Bachelor of Science degree in biology from the University of South Dakota and graduated Cum Laude from the University of South Dakota Sanford School of Medicine. She completed her family medicine residency in Sioux Falls, SD. She also served as a clinical instructor for the USD Sanford School of Medicine. To schedule with Dr. Holmes, contact AMGS at (712) 264-3500.



*Dr. Amber Holmes, Family Physician
at Avera Medical Group Spencer*

NEW PROVIDER JOINS SIOUX RAPIDS FAMILY CARE



EXPERIENCED NURSE PRACTITIONER BRIANNE BENJAMIN, DNP, HAS JOINED SIOUX RAPIDS FAMILY CARE AS THE PRIMARY PROVIDER.

Brianne is skilled in diagnosing and managing a variety of medical conditions, and when needed, she collaborates with other medical professionals for patients who need specialty care. Prior to relocating to northwest Iowa, Brianne served as a nurse practitioner at University of Iowa Hospitals & Clinics in Cedar Rapids. She earned her Doctorate of Nursing Practice from the University of Iowa.

To schedule an appointment with Brianne at Sioux Rapids Family Care, call (712) 283-2723. The clinic is open from 8 AM to 5 PM each Monday through Thursday.

*Brianne Benjamin, Nurse Practitioner
at Sioux Rapids Family Care*

ADDED HEALTHCARE PRACTITIONER ENHANCES EMERGENCY CARE

SPENCER HOSPITAL'S BUSY EMERGENCY DEPARTMENT GAINED ADDITIONAL SUPPORT AS EXPERIENCED EMERGENCY NURSE COURTNEY THOMPSON HAS JOINED THE CARE TEAM TO SERVE AS AN ADDITIONAL PROVIDER DURING TRADITIONALLY PEAK ER HOURS.

Spencer Hospital's emergency department provides 24-hour physician coverage. The addition of Thompson to the schedule helps manage patient volumes more effectively.

"Courtney has been a valuable part of the hospital's emergency team as a registered nurse for several years prior to earning her degree and certification as a nurse practitioner," commented Ray Sencenbaugh, Emergency Department director. "She has made a smooth transition from nurse to practitioner, providing excellent support to our physicians and care for our patients."



*Courtney Thompson, Nurse
Practitioner at Spencer Hospital ER*

CARE TEAM PROVIDES COMFORT & GUIDANCE THROUGH WOUND HEALING JOURNEY



Patient, Mary Ann Morfitt, with Hyperbaric Oxygen Therapy technician, Rachel Neeman.

HEALTHCARE TREATMENT IS OFTEN DESCRIBED AS A JOURNEY; A ROAD FILLED WITH HIGHS, LOWS, AND BUMPS ALONG THE WAY.

On such challenging travels, it's comforting to have companionship and a guide. Mary Ann Morfitt is grateful for all those who were alongside her during her health journey, including her family, friends and caregivers.

Mary Ann's skin cancer was successfully treated; however, afterwards, she still had a significant, hard-to-heal wound on her arm. Fortunately, the professional care team of Spencer Hospital's Wound Healing & Hyperbaric Medicine Center was there to guide her on the path toward healing.

In treating any wound, the wound care team first assesses the size, depth, location and severity to determine appropriate treatment. They also take into consideration other conditions that may impact healing.

"Typically, we explore how well the wound responds to traditional treatment prior to using hyperbaric oxygen therapy to treat the wound," explained wound care nurse practitioner Kayla Vanderhoff. Mary Ann's wound wasn't responding well to usual medications and treatments, and at that point, hyperbaric oxygen therapy (HBOT) was prescribed to enhance the healing process."

When a patient is in a medical-grade hyperbaric chamber, they're breathing in pure oxygen at higher-than-normal pressure. This helps increase the amount of oxygen in the bloodstream, which promotes healing by delivering more oxygen to damaged tissues. Essentially, it helps the body's natural healing process work better and faster, especially for wounds that aren't healing well on their own.

"I had 60 treatments for which I spent two hours a day, each Monday through Friday with Rachel," Mary Ann said, speaking of Rachel Neeman, the center's hyperbaric technician. "She was so great. She visits with you and makes you not feel so anxious."

Mary Ann says she became much more comfortable with the treatment, thanks to the support of her caregivers, and started seeing improvements after the first couple of weeks.

"The care staff is amazing!" she exclaimed. "Everyone is so personable. They care and really become part of your life."

Dr. Jeffrey Helmink and Dr. Patrick Slattery serve as co-medical directors of Spencer Hospital's Wound Healing & Hyperbaric Medicine Center. The care team includes nurse practitioners Kayla Vanderhoff and Lindsey Keonin, and physician assistant Rachel Dirx, as well as wound care nurses Hope Reinholdt and Kyla Petrich; Rachel Neeman, HBO tech; Tanya Snarski-Carlson, reception; and Jordan Achterhoff, the center's director.

The care team encourages patients who suffer from chronic wounds to visit with their healthcare provider about treatment options. A practitioner's referral is required for HBOT and other wound care services.

TWO SPENCER HOSPITAL NURSES HONORED AS 2024 GREAT IOWA NURSES

THERE ARE SO MANY POSITIVE WAYS TO DESCRIBE SPENCER HOSPITAL'S TERRIFIC NURSES SO IT'S NO SURPRISE THAT TWO OF THEM – ANGEL SMITH AND JERRICA WALLING - WERE INCLUDED AMONG THE 2024 GREAT IOWA NURSES HONOREES.

"We're so proud of Angel and Jerrica who are such outstanding nurses," commented Jen Dau, Spencer Hospital VP of Nursing. "They both are such great co-workers and also are making a difference by sharing their skills and knowledge with others."

The Great Iowa Nurses program annually honors Iowa nurses for their contributions to the nursing profession. Nominations are reviewed by a committee of individuals from a variety of healthcare organizations across Iowa. Great Iowa Nurses are chosen on the basis of demonstrated service to patients, leadership, and mentoring or serving as a role model.

Since the recognition program's inception in 2004, 33 Spencer Hospital nurses have been honored as recipients of a Great Iowa Nurse award. Often, multiple Spencer Hospital nurses have been recognized with this award during the same year.

Angel Smith serves as Clay County Public Health director and is a valuable asset to the community and her healthcare partners. In part, here's what her nominator shared:

"Angel is valued by the medical community for her knowledge of public health resources. She is the go-to person for her immunization expertise and provides consults to other healthcare providers, schools, and the public. She has helped teach others about public health practice through nursing student experiences. She is very kind, flexible, knowledgeable, a great team player and easy going with patients. Families have praised Angel for her patience and teaching skills during home visits or immunization encounters. She is always learning and contributing."

Jerrica Walling cares for patients as part of Spencer Hospital's ICU (Intensive Care Unit) team. She was nominated by a co-worker who noted:

"With Jerrica being one of our more senior ICU nurses, I can always count on her to help me with a critical patient. Her knowledge of critical care is so important in a unit with many newer nurses. Even when it is a rough shift, I know Jerrica will make it a little easier with her help and support. She cares for others so deeply; it's an infectious quality. She serves as a preceptor for new ICU nurses and nursing students. She recently became a nurse clinical instructor at a local community college as well. Jerrica has a passion for teaching other nurses, and she is incredibly gifted at it."

Congratulations, Angel and Jerrica, our Spencer Hospital honorees among the 2024 Great Iowa Nurses!

Jerrica Walling
Intensive Care
Unit Nurse

Angel Smith
Director of Clay
County Public Health



CELEBRATING A LEGACY OF COMPASSION

THREE NURSES RECOGNIZED FOR LIFETIME ACHIEVEMENTS

THIS PAST YEAR, SPENCER HOSPITAL HAD THE PRIVILEGE OF HONORING THREE ESTEEMED NURSES WITH LIFETIME ACHIEVEMENT AWARDS FROM THE DAISY FOUNDATION. THIS SPECIAL RECOGNITION IS RESERVED FOR NURSES WHO HAVE DEDICATED THEIR LIFE'S WORK TO THE COMPASSIONATE CARE OF OTHERS.

Congratulations to outstanding nurses Carole Feldhacker, Colette Rossiter, and John Lyon. Each of these exceptional individuals concluded their distinguished careers with Spencer Hospital in 2023, leaving behind a legacy of unwavering commitment and meaningful contributions.

Carole Feldhacker: A 19-Year Journey of Compassion and Leadership

Throughout her 19-year tenure at Spencer Hospital, Carole exhibited a gentle nature, positive attitude, and an unwavering dedication to patient care. Her significant contributions extended beyond individual patient interactions; Carole played a vital role in the development of the hospitalist program at Spencer Hospital, serving as the Hospitalist RN Coordinator since 2015.

Colette Rossiter: 38 Years of Impact Throughout our Medical Community

During her 38 years at Spencer Hospital, Colette made substantial contributions across various departments including the Medical-Surgical unit, Birth Center, Staff Development, Home Health, and Community Health Services. Colette served as a trusted colleague and mentor, while also emerging as a passionate advocate for patients, community members, and staff. During her time working for Clay County Public Health, Colette helped spearhead several community initiatives including H1N1 flu vaccine coordination, measles outbreak investigation, credentialing for the Best Care for Better Babies & Children program, and of course, the sharing of information and vaccination appointments during the COVID-19 pandemic. Throughout her nursing career, she has always been committed to improving the health of our community.

John Lyon: From Nurse's Aide to IT Maestro

With a career spanning 34 years, John Lyon, a valuable member of Spencer Hospital's IT team, is renowned as the "guy who can fix anything" or the "gadget man" as he always has a tool that works or an idea to solve an issue. What may not be widely known is that John began his journey at Spencer Hospital as a nurse's aide. His commitment to patient care and the hospital's mission propelled him to obtain a nursing license, subsequently serving as the Surgery Center director before transitioning to the Information Technology department. John's dedication and multifaceted contributions have positively impacted Spencer Hospital and patients served.

As we celebrate the remarkable careers of Carole Feldhacker, Colette Rossiter, and John Lyon, Spencer Hospital extends its gratitude for their profound impact on our healthcare community.



Carole Feldhacker



Colette Rossiter



John Lyon

DAISY AWARD HONORS OUTSTANDING NURSES

TWO BIRTH CENTER NURSES DELIVER EXCEPTIONAL CARE

AMID THE JOY OF WELCOMING THEIR SWEET BABY GIRL ASHLYNN INTO THE WORLD LAST APRIL, JAYCEE AND DIRK BENSON EXPERIENCED A FEW SCARY MOMENTS. HOWEVER, THEY WERE COMFORTED BY THE PROFESSIONALISM, CARING AND DEDICATION OF THEIR SPENCER HOSPITAL BIRTH CENTER TEAM.

In a surprise gathering last November, nurses Madi Dorhout and Morgan Roberts learned they were both selected as Daisy Award recipients.

When Jaycee arrived at the birth center last April, Morgan was one of her nurses that first night. “We could tell right away we were in good hands with her,” Jaycee noted in her nomination letter. “Morgan was right there, reassuring us of everything.” When Madi came on shift the next morning, Jaycee was in active labor. As Jaycee noted, “Every step of the way, Madi made sure I was comfortable.” Meanwhile, Morgan’s shift had officially ended, but she stayed.

“Once Ashlynn was born, we found out I had a retained placenta and was rushed to the OR. I asked Morgan to stay with me as I was terrified, and she never batted an eye. She stuck with me and helped get my mind off everything through casual conversation,” Jaycee shared. Meanwhile, Madi stayed with Dirk and baby Ashlynn. Jaycee commented, “Madi walked him through everything and made sure he was calm and updated on my condition. Madi checked on me in recovery, and then took my phone to grab some photos of my little girl, whom I had very little time with before being rushed away. Once I made it to ICU, Madi walked Ashlynn and

Dirk to me. Seeing my daughter was exactly what I needed.”

When Jaycee and Ashlynn were scheduled to be released a few days later, Jaycee’s hemoglobin tested low, requiring a transfusion. Jaycee wrote, “Morgan happened to be on shift again and helped us through that process with ease, reassuring me every step of the process. I’ll never forget the extra miles she went for us throughout our stay and in some of the scariest times of our birth story. She was the ray of sunshine that kept us calm and collected.”

Congratulations to these two incredible nurses, Madi and Morgan!

The Daisy Foundation was established in 1999 to recognize outstanding nurses. Locally, Spencer Hospital awards two Daisy Awards each spring and two each fall.

Nominate Someone Fantastic!

Anyone - a coworker, manager, patient, family member or physician - can complete a nomination form for either a GEM or DAISY nominee. You can nominate anyone who works at Spencer Hospital or any of the Spencer Hospital clinics - including the two off-site dialysis centers, Northwest Iowa ENT, Hartley Family Care, Milford Family Care or Sioux Rapids Family Care. The online nomination form can be found at SpencerHospital.org under the “Patients & Visitors” tab and then clicking on “Recognizing Our Finest.”



Morgan Roberts & Madi Dorhout
Birth Center Nurses

GEM AWARD RECOGNIZES EMPLOYEES WHO "GO THE EXTRA MILE" CARING FOR PATIENTS

THREE PROFESSIONALS OF SPENCER HOSPITAL WERE RECENTLY HONORED FOR SPRING 2024 GEM (GOING THE EXTRA MILE) AWARDS, ACKNOWLEDGING THEIR EXCEPTIONAL CARE AND SERVICE THEY PROVIDE.

The latest recipients of the GEM Award include Jordan Ostrander, respiratory therapist, and Team GEM Award recipients, Chris Meyer, director of ambulance services, and Brian Trojahn, paramedic.

In her role as a respiratory therapist, Jordan consistently goes above and beyond for her patients. One notable instance exemplifies her dedication. Jordan had noticed a patient who had been in isolation for an extended period, was experiencing feelings of loneliness and low spirits. Without hesitation, Jordan decided, "I'm going to go get her out of her room and away for a while so she can stop feeling stuck and isolated." True to her words, Jordan took action, significantly improving the patient's day and putting a smile on her face. Jordan demonstrates a compassionate heart in her daily endeavors.

Paramedics Chris and Brian earned nominations for their life-saving efforts during a critical incident late last summer. Denise Steffen of Sutherland nominated these two professionals after the Peterson Community Response Unit requested assistance for the care of a severely injured woman at an accident scene. Denise, who had been horseback riding with friends, experienced a creek bank collapse that resulted in both her and her horse falling. Unfortunately, Denise was accidentally stepped on, suffering from 10 broken ribs, a broken clavicle, and other internal injuries. Facing this dire situation, the two paramedics swiftly decided to call for a medical helicopter to transport Denise to a trauma center. In her nomination, Denise emphasized, "Had they not been courageous and proactive to request a lift from the scene, I may not have survived. They are my heroes. How do you thank someone for saving your life? They did. Brave, rapid decisions made the difference for me. Thank you!"



Jordan Ostrander
Respiratory Therapist



Brian Trojahn & Chris Meyer
Paramedic & Director of Ambulance Services

Save the Date : 2024 Survivor's Day Event

The Incredible Power of Laughter | Guest Speaker: Desi Payne

WEDNESDAY, JUNE 5TH • 6:30 PM • SPENCER COMMUNITY THEATRE

Come join us for Abben Cancer Center's Survivor's Day Celebration - all are welcome!

Desi will be teaching about the power of laughter and more!

FOUNDATION FUNDS SUPPLIES FOR NEWBORNS

NEONATAL HI-FLOW OXYGEN SUPPLIES PURCHASED TO IMPROVE RESPIRATORY CARE



EACH BABY'S BIRTH STORY IS UNIQUE, OFTEN A MIXTURE OF HAPPINESS AND A LITTLE STRESS TOO. FOR SOME BABIES, THEIR STORY INCLUDES A FEW CHALLENGES WHEN TRANSITIONING FROM RELYING ON THEIR MOTHERS FOR SURVIVAL TO BREATHING INDEPENDENTLY.

"Some babies just need a little extra help with that transition and the sooner we can intervene, the better," explained Mandy Fine, Respiratory Therapy director. "For many babies, cold air is not well-received and can lead to breathing difficulties."

When respiratory issues arise, sometimes babies are transferred to larger facilities for care. However, thanks to the generous donors of the Foundation, the respiratory care team at Spencer Hospital has acquired specialized equipment that will enable them to provide neonatal support to help keep more babies at home.

"Many times all a baby needs is a gentle amount of pressure to inflate their lungs with warmed air, which our specialized respiratory staff is trained to do," Fine said. "The new equipment and supplies designed just for newborns that was purchased through the Foundation will help reduce potential transfers and the need for intensive care unit stays, and minimize separation from birth parents. We greatly appreciate the support from the Foundation and community, helping make a difference for the families we serve."

FOUNDATION SUPPORTS PATIENT SAFETY WITH NEW STANDARDIZED CRASH CARTS

IN AN EMERGENCY MEDICAL SITUATION, SECONDS COUNT. MOBILE UNITS KNOWN AS "CRASH CARTS" ARE LOCATED THROUGHOUT VARIOUS AREAS OF SPENCER HOSPITAL, EACH CONTAINING MEDICATIONS AND EQUIPMENT NEEDED FOR EMERGENCY CARE.

As part of their ongoing training efforts to support the patient care team, nurse educators Emily Wildeman, Molly Lovin and Kylee Zinn, pictured to the right with foundation director Sara Taylor, discovered that while all of the hospital's crash carts were similarly equipped, each cart was slightly different, resulting in supplies being stored in various areas.

To standardize the location of the necessary tools, the carts all needed to be replaced. The educators took their request to the Spencer Regional Healthcare Foundation Board, which supported the purchase of 10 new crash carts. Nine of these units have been equipped identically and placed in various areas of the hospital. The tenth cart is used for training purposes, to familiarize staff with equipment placement. In critical situations, time is of the essence, and these crash carts play a crucial role in ensuring that the hospital care team can continue to deliver exceptional care to our patients and their families.



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2023 Donor Facts

\$650,050 Donated



672
Active Donors
in 2023



Total Gifts

1,143

\$5 Smallest Gift
Greatest Need

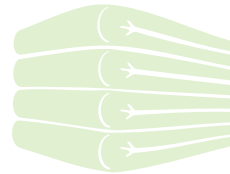
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\$770,175 Invested in Services

Just a few examples of what your donations made possible:



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3,000
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6
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50+
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EMPOWER YOUR LEGACY: CONSIDER THE FOUNDATION IN YOUR ESTATE PLANS

As we embark on a New Year, it is a great time to take a moment to review your estate plans and ensure they align with your current wishes and goals. One area that often goes overlooked by many is considering the inclusion of charitable organizations that hold personal significance. If you have an interest in supporting the Spencer Regional Healthcare Foundation through your estate plans, we encourage you to consult with a trusted financial advisor or estate planning attorney. They can provide valuable guidance on how to incorporate philanthropic giving into your estate plans.

For any questions related to the foundation or its initiatives, please feel free to reach out to Sara Taylor at (712) 264-6226. Together, let's make a lasting impact on the healthcare community and leave a legacy that truly matters.



OVER THE LAST 20 YEARS, ROGER AND JACKIE HAVE PROVIDED GIFTS IN MEMORY OF OTHERS TO HELP BENEFIT THE CARE OF PATIENTS AND FAMILIES.

"WE HAVE ALWAYS LOVED THE CARE WE HAVE RECEIVED WHEN IT'S BEEN NEEDED AT THE HOSPITAL. THE FOUNDATION'S MEMORIAL PROGRAM HAS BEEN A WONDERFUL WAY FOR US TO GIVE BACK WHILE HONORING THOSE WE'VE LOST TOO SOON." - Roger & Jackie Mann

Make a Difference. Make a Gift Towards Healthcare.

Name _____ E-mail _____
Address _____ City _____ State _____ Zip _____

I would like my gift to remain anonymous. **Give a gift online at: www.spencerhospital.org and click on Donate!**

I am enclosing payment to Spencer Regional Healthcare Foundation in the amount of

\$1,000 \$500 \$250 \$100 \$50 I prefer to give \$ _____

We couldn't provide these lifesaving technologies and programs without you. Thank you!

I would like my gift designated Area of Greatest Need Endowment OR
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Please designate my gift In Memory/Honor Of (Please circle) _____

If this is a memorial or honor gift, whom can we notify of your gift? Name _____

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Spencer Regional Healthcare Foundation

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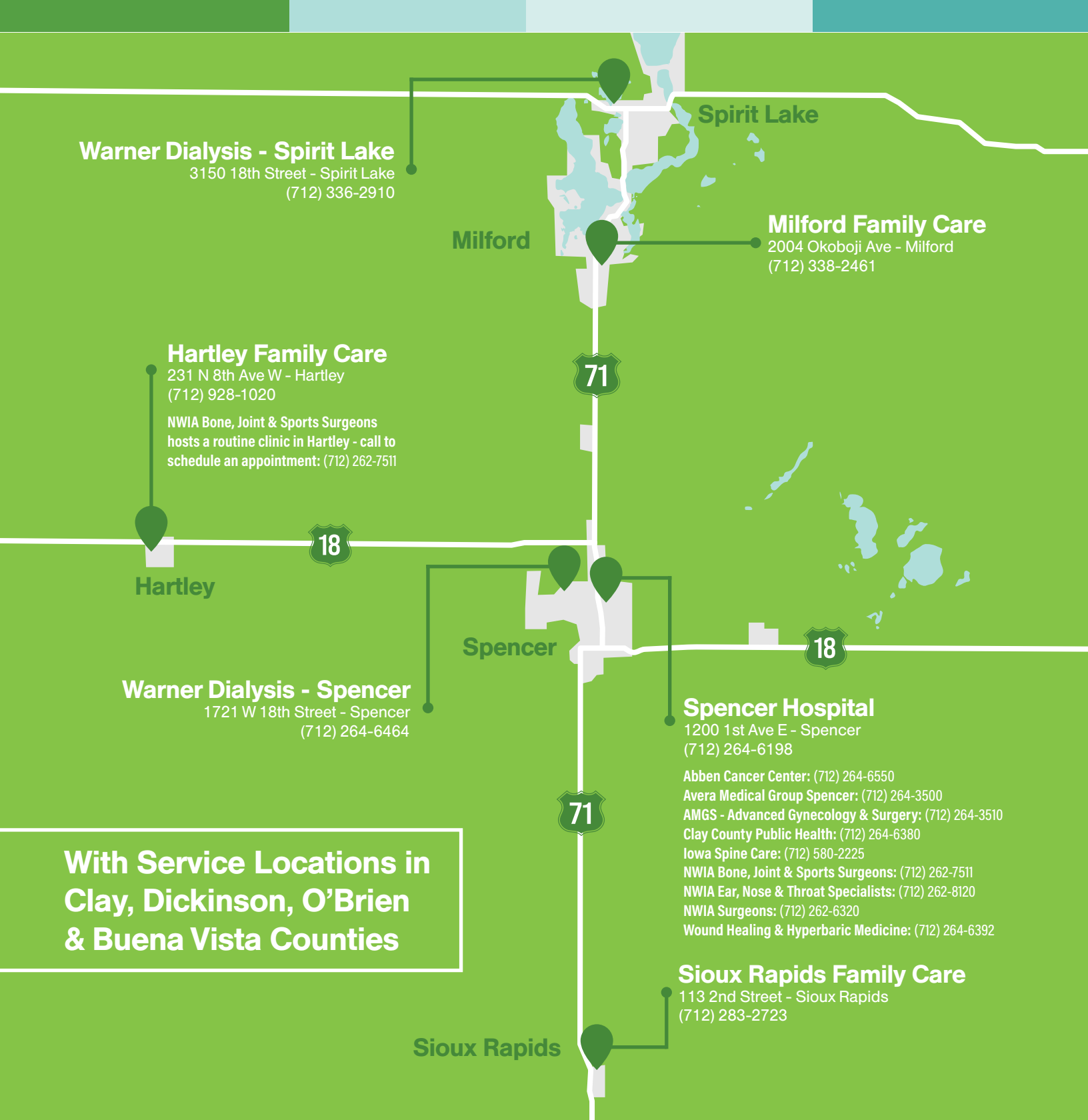
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