

# health Connections

SUMMER 2019

Seasonal Newsletter of Spencer Hospital



## THE CHOICE FOR SURGICAL EXCELLENCE

GENERAL SURGEONS & OB/GYN SURGICAL  
SPECIALISTS ADVANCE TECHNOLOGY  
AND OUTCOMES AT SPENCER HOSPITAL



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## SPECIALIZED CARE THROUGH GENERAL SURGERY

‘THE SKILL OF OUR GENERAL SURGEONS IS TREMENDOUS...THEY’RE SO DARN GOOD!’

**GENERAL SURGERY TRULY ISN’T GENERAL – IT’S HIGHLY SPECIALIZED. ALL SURGEONS ARE SPECIALISTS, HIGHLY TRAINED IN A SPECIFIC STRUCTURE OR SYSTEM WITHIN THE HUMAN BODY.**

Yet a general surgeon is a specialist who has expertise in evaluating and treating injuries and illnesses involving many anatomical areas and systems.

At Spencer Hospital, nearly 2,000 procedures are performed annually in the hospital’s surgery center by four general surgeons – Dr. Patrick Slattery, Dr. Jeffrey Helmink, Dr. Jason Keonin and Dr. Jaren Ricker - who are partners in Northwest Iowa Surgeons, based in Spencer.

As diagnostic experts, the general surgeons perform a high volume of endoscopic procedures – such as colonoscopies and upper endoscopies – to confirm or rule out health concerns. The types of surgical procedures vary from routine gallbladder removal to extensive colon resections. The techniques vary depending on the patient’s age, health and diagnosis and include traditional open surgery, laparoscopic

and robotic procedures, all individualized to the patient’s needs.

Some of the more common procedures performed routinely by the general surgeons include, breast, colon, gallbladder, hernia repair and endoscopy. They also perform several procedures collaboratively with other physicians or procedures to prepare patients for other health services.

When someone is under a general surgeon’s care at Spencer Hospital, they’re in good hands.

“The confidence and skill of our general surgeons is tremendous,” reflected Matt Cooper, Spencer Hospital’s Surgery Center director. “They perform routine to very complex procedures with ease and in a time frame that would take most surgeons much longer. These guys are just so darn good.”

Cooper, who joined the Spencer Hospital Surgery Center team approximately eight years ago relocating from a larger tertiary center, said he was amazed when he arrived at the

# Staying at 'Forefront of Surgery' Through Robotic Techniques

techniques being used by the Spencer surgeons. "They have a very advanced skill set and the technology in Spencer is impressive. The surgeons are always progressive, and it's great that at Spencer Hospital we're investing in the cutting edge technology needed for such advancements in care."

"We're extremely fortunate to have Northwest Iowa Surgeons serving the Spencer region," said Spencer Hospital president Bill Bumgarner. "Every one of these surgeons have impeccable reputations for their skill and quality outcomes. I have entrusted the care of my own family to them over many years."

Dr. Helmink states the general surgery team works closely with Abben Cancer Center's oncologists to care for patients. The general surgeons perform biopsy procedures and place and remove ports for patients who need easy access for their care team to administer medications, draw blood, or provide fluids. The surgeons also collaborate in patient care with area primary care physicians who serve patients at Spencer Hospital.

"We work closely with the surgeons when we have a patient who needs surgical care to best prepare the patient for their procedure and then post-surgery, we manage the patient's general medical needs," remarked Dr. John Hilsabeck, family medicine physician with Avera Medical Group Spencer. "Our community is fortunate to have such skilled surgeons that serve our region."

Cooper said that in addition to working collaboratively with other physicians, the general surgeons work wonderfully

with the skilled staff members who support their work in Spencer Hospital's surgical center. "The general surgeons collaborate with us to be consistent in how they perform procedures at our surgery center by greatly reducing variables in technique and supply utilization" Cooper noted. "Fewer variables in surgical procedures helps to enhance patient safety and promote quality outcomes."

Over four years ago, the surgeons embraced a significant technique change when robotic technology was added to Spencer Hospital's Surgery Center.

"There's always small changes in how we do things, because we are constantly improving things and finding better ways to provide care, but probably the biggest paradigm shift has been the widespread adaption of robotic surgery," observed Dr. Keonin. "It isn't everywhere and we are still learning on how to maximize its potential, but I think it's going to continue to improve outcomes and recovery for patients. That's also exciting for surgeons because it gives us something new to learn and pushes us to move out of our "comfort zone" - the techniques and ideas we learned while training - and keeps us at the forefront of surgery."

Bumgarner added: "Of course, the four surgeons possess all traditional general surgery skills, yet continue to embrace new techniques and technology to provide optimal care and continually meet the needs of our community. There are great things happening in surgical care at Spencer Hospital, due in large part to the vision and commitment of Northwest Iowa Surgeons."



**Dr. Patrick  
Slattery**



**Dr. Jeffre  
Helmink**



**Dr. Jason  
Keonin**



**Dr. Jaren  
Ricker**



Dr. Abigail  
Drucker



Dr. Brian  
Wilson

## SEIZING LEARNING OPPORTUNITIES

OB/GYNECOLOGICAL EXPERTS FOCUS ON EDUCATION, LEARNING & TEACHING

**TOGETHER, OB/GYNECOLOGY SPECIALISTS DR. BRIAN WILSON AND DR. ABBY DRUCKER PERFORM NEARLY 600 PROCEDURES ANNUALLY IN SPENCER HOSPITAL'S SURGERY CENTER.** Additionally, they see patients at their clinic office and perform minor procedures there. Yet, they both make time to focus on learning.

When Spencer Hospital begin researching the benefits of surgical robotics, Dr. Wilson took the lead in investigating how robotics would best be introduced at Spencer Hospital's surgery center. He performed the first surgical robotic case at Spencer and the 1,000th. Today he and his partners are frequently called upon by Intuitive, the company that manufactures the robotic technology, to train and proctor other surgeons learning the techniques of robotic surgery.

Recently, Dr. Drucker studied and successfully passed an exam, earning special designation in pediatric and adolescent gynecology. She continues to focus on women's health issues in all ages and all stages, yet has acquired an additional focus on health issues for females, birth through age 21.

Learn more about Dr. Drucker's and Dr. Wilson's recent accomplishments in the accompanying articles.

# A RECOGNIZED SURGICAL ROBOTICS LEADER

## DR. WILSON SHARES EXPERTISE WITH OTHER HOSPITALS, SURGEONS

**IT'S WIDELY KNOWN THAT THE EDUCATIONAL REQUIREMENTS TO BECOME A PHYSICIAN ARE EXTENSIVE – COMPLETION OF A BACHELOR'S DEGREE PROGRAM, MEDICAL SCHOOL, FOLLOWED BY RESIDENCY TRAINING AND OFTEN FELLOWSHIPS.** Yet, even with all that education behind them, doctors are constantly learning. And, in addition to the education they're receiving some, in turn, are training others.

"When we started doing robotic surgery at Spencer Hospital, there was always someone from Intuitive attending our procedures," explained OB/GYN surgeon Dr. Brian Wilson. "They were impressed with our entire surgical team, which lead to higher levels of people from the robotics company coming to watch how we did things. As our reputation spread, Intuitive sent surgical teams from other hospitals who were initiating robotics programs to Spencer

Hospital to observe how we did things, ask questions and such."

Wilson said company representatives had hoped to establish Spencer Hospital Surgery Center as a robotic training center, yet this goal wasn't feasible due to the distant proximity to commercial air service. So, instead, the Spencer surgeons take their expertise on the road.

Wilson said his partners have traveled to help provide training. However, he's done the most training as he particularly enjoys providing the education.

"I think that I probably learn as much or more from proctoring as the person I'm training does," Dr. Wilson commented. "It's very rewarding to be involved with helping another surgeon expand his or her ability to provide patient care."

Hands-on experience plays a role in the Spencer surgeons' skill at training

others the techniques. At Spencer Hospital Surgery Center, more than 350 procedures are performed robotically annually. An impressive number for a rural hospital, yet just about five percent of the procedures performed at the busy surgery center. Dr. Wilson performs around 500 surgical procedures annually. Dr. Wilson uses robotics for a majority of the hysterectomies and uterine prolapse procedures he performs, yet continues to use other surgical techniques, determined by the type of case and what's best for each individual patient.

Typically, when called upon to proctor surgeons at another facility, Dr. Wilson finds himself traveling within Iowa or a neighboring Midwestern state. However, he's open to other options. "I'm hopeful that Hawaii will need some help this winter," he said and grinned. "I'm here to serve."

# OFFERING CARE FOR FEMALES OF ALL AGES

## DR. DRUCKER ADDS PEDIATRIC & ADOLESCENT PRACTICE DESIGNATION

**PRETEEN AND YOUNG TEEN GIRLS HAVE SO MANY QUESTIONS REGARDING WHAT'S TO BE EXPECTED AND WHAT ISN'T WHEN EXPERIENCING PUBERTY.** What is a normal period? Is any pain during menstruation the discomfort of cramps they were told to expect, or a condition that requires medical intervention? Did they start too young? Too late?

While often moms can answer many of these inquires, some questions should be directed to your family medicine physician or an OB/GYN specialist with expertise in young females' health concerns.

One such specialist is Dr. Abby Drucker of Northwest Iowa Surgeons, PC, based in Spencer. Dr. Drucker recently earned a Focused Practice Designation in Pediatric and Adolescent Gynecology (PAG) from the American Board of Obstetrics and Gynecology.

"The practice of OB and gynecology encompasses all ages and stages of women's health, yet the new focused

practice designation in pediatric and adolescent gynecology demonstrates a physician's specific training, experience and knowledge in this area," Dr. Drucker explained. "New OB/GYN medical residents can undergo a fellowship for this specialty designation, yet I was able to apply and be accepted to take the exam based on my experience which I took and passed in June."

Conditions a physician with PAG designation may treat include congenital anomalies, endometriosis, menstruation issues, endocrine conditions and other reproductive organ health concerns.

"This isn't a new aspect of care for me to offer, but instead a continuation of the healthcare services I already provide. The PAG designation just affirms that my experience and training include expertise in health care for females from birth to adulthood," Dr. Drucker said. "I'm looking forward to continuing to work with area family medicine physicians and their patients who need specialized gynecological care at any age."

# RELAXATION & A CARING TOUCH

## MASSAGE THERAPY CREATES CONNECTION WITH PATIENTS ON HOSPICE CARE



WHYTNEE COOLEY, MASSAGE THERAPIST WITH DESIGN MASTERS SALON & DAY SPA, ALSO SERVES AS THE PROFESSIONAL THERAPIST WITH HOSPICE OF SPENCER HOSPITAL, PROVIDING A GENTLE, CARING TOUCH.

### **THROUGH HER HOSPICE JOURNEY, MARIE LOOKED FORWARD TO ROUTINE VISITS FROM WHYTNEE COOLEY, THE PROFESSIONAL MASSAGE THERAPIST ON THE HOSPICE OF SPENCER HOSPITAL TEAM.**

Whytnee typically visited Marie a couple times each week, providing a soothing, relaxing massage. Yet on this particular day, Marie wasn't quite herself and wasn't feeling her best. Yet, as Whytnee warmed lotion in her hands before gently massaging Marie's tired legs, Marie began to relax.

Each patient under hospice care has unique needs and the care team for Hospice of Spencer Hospital gets to know each patient's individual health needs as well as their personal

needs. In addition to Whytnee's services, this particular morning Marie was also receiving care from Colleen and Shannon, two hospice nurses. Also, Chelsea, the hospice social worker, was present to visit with Marie, while Harriet, a dear friend and neighbor who also is a hospice volunteer, held Marie's hand and provided comfort.

"I can't say enough about how wonderful this hospice team is," commented Marie's nephew, Stan Fieseler. In addition to the hospice team members assisting her aunt that morning, he commented how much they appreciated the visits from the minister who serves as the hospice spiritual counselor.

"We added massage therapy services to our hospice program several years ago," explained director Colleen Paulsen. "We're very fortunate to contract with Design Master's Salon & Day Spa for professional massage therapy services. Our hospice care team appreciates the care Whytnee provides as she helps enhance our patient's quality of life."

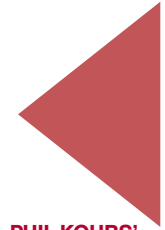
Whytnee and Colleen noted that for Hospice patients, massage acts as a natural treatment for comfort and relaxation, and can help alleviate pain, anxiety, stress, nausea and difficulty sleeping. Just as all services provided by the Hospice of Spencer Hospital team, massage therapy is offered to patients wherever they are located – at home, in a care facility or when hospitalized.

"I typically start by asking what's bothering the person," Whytnee explained. "Someone may want me to massage their legs, especially if they're troubled by swelling, while for another lady I typically work on her hands and arms. It is a different, gentler touch with a hospice patient than with someone who comes into the salon who may want a more aggressive massage."

"I enjoy it," she said with a smile. "It makes me feel good that I'm doing something to help provide comfort to a patient under hospice care."

## LEADING-EDGE ORTHOPEDICS AT SPENCER HOSPITAL

# SHORT-STAY KNEE REPLACEMENT PROCEDURE OFFERED



**PHIL KOHRS' FAVORITE ACTIVITY IS SPENDING TIME WITH HIS GRANDCHILDREN. HIS TWO KNEE REPLACEMENT PROCEDURES AT SPENCER HOSPITAL HAVE ENABLED HIM TO PLAY - AND WORK - PAIN-FREE AGAIN AS HE DEMONSTRATED BY CUTTING FIREWOOD SEVEN WEEKS POST-SURGERY.**

### **PHIL KOHRS HAD BEEN COPING WITH SEVERE KNEE PAIN IN BOTH OF HIS KNEES FOR SEVERAL YEARS.**

Cortisone injections provided temporary relief, yet the pain would eventually return and this Spencer man found himself having to limit his activities more and more, which was disappointing as he especially loves spending time with family and playing with his grandchildren.

Phil determined it was time for him to have knee replacement surgery and he met with orthopedic specialist Dr. Andrew Pick of Northwest Iowa Bone, Joint & Sports Surgeons, based in Spencer. Dr. Pick explained that though Phil's knee joints were worn out, his overall health was good, making Phil an ideal candidate for Spencer Hospital's short-stay knee program.

"As the term 'short stay' indicates, the patient's time in the hospital is quick," explained hospital surgery center director Matt Cooper. "Traditionally, a person who has knee replacement surgery will spend two to three days in the hospital. Currently under our short-stay program, the patient spends one night post-surgery in the hospital. The care provided for a short-stay knee replacement patient is exactly the same as for all knee replacement patients, except all of the steps happen much quicker."

Dr. Pick performed surgery on Phil's left knee in February

and then turn around and replaced Phil's right knee in April.

"Initially swelling was my main issue. My pain was kept under control with medications and ice," Phil recalls. "I was surprised that walking was not too uncomfortable, though initially getting in a vehicle was challenging, though time continues to improve everything. Now I have minimal pain and I'm continuing to work on improving my range of motion. Physical therapy services at Spencer Hospital have been excellent."

Dr. Pick explained, "A short-stay option is a good fit for a number of our patients. The decision of whether a patient is a short-stay candidate depends on the person's health status, commitment to rehabilitation, and often, the coverage provided under their insurance program. I like the short-stay program for many of my patients as often the accelerated program best meets their goals to quickly return to activities."

At Spencer Hospital, orthopedic surgeons Dr. Andrew Pick and Dr. Jason Hough of Northwest Iowa Bone, Joint & Sports Surgeons, and Dr. Alexander Pruitt of Orthopaedics, PC, all have performed short-stay knee replacement procedures. The physicians recommend that anyone experiencing chronic knee pain contact either office to schedule an evaluation to determine the best course of treatment for the individual.

# MAMMOGRAPHY SERVICES EARN NATIONAL ACCREDITATION FOR QUALITY & SERVICE

**SPENCER HOSPITAL HAS BEEN AWARDED A THREE-YEAR TERM OF ACCREDITATION IN MAMMOGRAPHY AS THE RESULT OF A RECENT REVIEW BY THE AMERICAN COLLEGE OF RADIOLOGY (ACR).**

The ACR gold seal of accreditation represents the highest level of image quality and patient safety. It is awarded only to facilities meeting ACR Practice Parameters and Technical Standards after a peer-review evaluation by board-certified physicians and medical physicists who are experts in the field.

“It’s a vigorous review process and we value the dedication our diagnostic imaging professionals put forth to achieve accreditation for mammography and many other hospital imaging services,” commented Spencer Hospital president Bill Bumgarner.

Spencer Hospital offers comprehensive care for breast health patients, starting with use of three-dimensional mammography technology to provide exceptional images for detection of abnormalities in breast tissue.

If a biopsy is needed, Spencer Hospital also has stereotactic breast biopsy capabilities. Stereotactic biopsy uses the same exceptional imaging technology of the three-dimensional mammography unit to guide the biopsy needle to the precise location to obtain a tissue sample. A stereotactic biopsy is less invasive than a surgical biopsy and can be performed in less than an hour.

Breast health patients of Spencer Hospital also benefit from having certified Breast Health Navigators on staff. Navigators provide guidance to patients diagnosed with breast health issues through their treatment and

recovery, which may involve care at Spencer Hospital’s Surgery Center and Abben Cancer Center.

“We strive to provide a comprehensive range of services to best meet the needs of each patient,” said Mary Brosnahan, diagnostic imaging director. “Our commitment to quality is for the benefit of the people we serve. Achieving and maintaining ACR accreditation is evidence of that commitment.”

Spencer Hospital’s diagnostic imaging services has obtained and maintained ACR accreditation in numerous modalities, including:

- Computerized Tomography – CT
- CT Lung Screening
- Mammography/3D Mammography
- Magnetic Resonance Imaging – MRI
- Nuclear Medicine
- Positron Emission Tomography/PET CT
- Ultrasound

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## NEW PODIATRIST JOINS ORTHOPEDIC SURGEONS



**PODIATRIST DR. JESSE WOLFE, A NATIVE OF EMMETSBURG, HAS JOINED NORTHWEST IOWA BONE, JOINT & SPORTS SURGEONS.**

Dr. Wolfe received his Bachelor of Science degree from Bethel University in Arden Hills, MN. He received his Doctorate of Podiatric Medicine from Des Moines University in 2016. He recently completed his residency from SSM Health DePaul Hospital in St. Louis, Missouri. He also completed a fellowship with the German Society for Foot and Ankle Surgery in Munich, Germany in April 2019.

Dr. Wolfe specializes in sports medicine, trauma, and foot and ankle reconstruction including total ankle replacement surgery. He will begin seeing patients in Spencer, Storm Lake, Pocahontas and Emmetsburg beginning early fall.



## DR. DESAUTEL JOINS NW IOWA EAR, NOSE & THROAT



**SINUS AND ENT SPECIALIST DR. GREG DESAUTEL HAS JOINED DR. JOSH ESPELUND AND DR. DANIEL JORGENSEN OF NORTHWEST IOWA EAR, NOSE & THROAT** in providing comprehensive pediatric and adult care to patients through the Spencer-based practice and six satellite clinic locations.

Dr. DeSautel earned his bachelor of science degree in biology from Luther College in Decorah. He graduated from the University of Iowa College of Medicine, Iowa City, and then completed residencies in general surgery and otolaryngology at the University of California in Davis, CA. He also earned a master of business education from the University of Sioux Falls.

Dr. DeSautel has practiced in the Sioux Falls region since 1997, most recently as an ENT specialist at Sanford Ear, Nose & Throat. Recently, he also served as cabinet secretary for the South Dakota Department of Social Services, a position resigned from earlier this spring to return to patient care.

## PATHOLOGY PRACTICE WELCOMES DR. ABBOTT



**DR. DANIEL ABBOTT HAS JOINED DR. STEPHANIE JOHNSON AT PHYSICIANS LABORATORY OF NORTHWEST IOWA AS A NEW PATHOLOGIST SERVING THE SPENCER REGION.**

Dr. Abbott earned his Bachelor of Science degree from Virginia Commonwealth University in Richmond, VA. He graduated from the Medical College of Wisconsin and also completed his residency in Milwaukee, WI.

Prior to completing his medical studies, Dr. Abbott has been employed at a clinical research assistant at the Clement J. Zablocki Medical Center in Milwaukee and as a laboratory assistant at the University of Virginia.



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# THREE SPENCER HOSPITAL NURSES HONORED AMONG IOWA'S 100 GREAT NURSES OF 2019



**THIS SPRING SPENCER HOSPITAL NURSES MELISSA BRENT, COLLEEN HART AND JOLIE THRELKELD WERE SELECTED AS THREE OF IOWA'S 100 GREAT NURSES FOR 2019.**

The 100 Great Iowa Nurses program identifies 100 outstanding nurses every year whose courage, competence, and commitment to patients and the nursing profession stand out above all others. All three of this year's honor recipients didn't plan on nursing careers. Instead, it was almost as if through life's pathways, the nursing career chose them.

Intensive Care nurse and educator Melissa Brent initially dreamed of being a marine biologist, yet she started her career path into healthcare when she was working as a dietary aide in a care facility and fell in love with the residents. From that moment, her goals became clearer, first becoming a CNA (Certified Nursing Assistant), then a registered nurse. Brent is now working on her bachelor's degree while serving as a mentor for younger nurses and educator to her peers.

"My passion is critical care and education," Brent said. "I am honored to be able to care for patients and their families through some of their worst days and then onto recovery. What I enjoy most about ICU is you are constantly learning. I have also loved being a preceptor for the new ICU nurses and students. It is so rewarding watching them become the amazing nurse you knew they could be."

Colleen Hart wanted to be an artist and earned a degree in art and education. She served as a childhood educator for many years, yet when she made the decision to leave her career to stay home with her young son, she still wanted to be of service so she volunteered for hospice. "I loved it," Hart reminisced.

"Being a volunteer for hospice instilled in me a desire to do even more, so I went to nursing school to become a hospice nurse."

When asked what she enjoys about her job, she sincerely responds: "I really don't look at it as a job. For me it's such a blessing and an honor to be part of the ending stage of a person's life. I love listening to people and I appreciate the opportunity to care for them at this stage of their journey."

Registered nurse Jolie Threlkeld went to college to become a history professor, yet personal health issues revealed to her the impact nurses have on the healing and well-being of their patients. She became a hospice volunteer and was inspired to return to nursing school with the intent of becoming a hospice nurse.

In her senior year as a nursing student, Threlkeld conducted research for a capstone project on cancer care, piquing her interest in not only caring for patients during end-of-life stages, yet possibly providing treatment options for cancer patients.

"I fell in love with the field of oncology and care of cancer patients," Threlkeld said. "Oncology is a continuously changing field of medicine that requires constant knowledge attainment and education, which I love. The connections formed with cancer patients and their families is a gift. I have learned so much about humanity and holism through those connections."

Threlkeld serves as clinical supervisor at Abben Cancer Center of Spencer Hospital and currently is also going to graduate school fulltime to become an oncology nurse practitioner.

Through their induction into the 100 Great Nurses, Brent, Hart and Threlkeld join several other Spencer Hospital nurses who have been selected for the honor previously:

Marcia Larson – 2006  
Linda Casey – 2009  
Judy Fox – 2009  
Deb Johnson – 2009  
Francel Graham – 2010  
Mindy Sylvester – 2010  
Dee Vaage – 2011  
Laura Armstrong – 2016  
Colette Rossiter – 2016

Ben Armstrong – 2017  
Laura Manwarren – 2017  
Brenda Tiefenthaler – 2017  
Joyce Tewes - 2018  
Jeri Wescott – 2018  
Melissa Brent – 2019  
Colleen Hart – 2019  
Jolie Threlkeld - 2019

# EXTRAORDINARY CAREGIVERS HONORED

## DAISY AWARD RECOGNIZES OUTSTANDING NURSES

**A BOUQUET OF DAISIES IS CHEERFUL AND UPLIFTS SPIRITS, JUST AS AN EXTRAORDINARY CAREGIVER CAN DO.**



Kaylee Kourousis (left) and Danielle Vaudt (right) were presented their Daisy Awards by Brenda Tiefenthaler, VP of Patient Care Services.

Twice each year, two extraordinary nurses are honored at Spencer Hospital as recipients of the Daisy Award, honoring their compassion and outstanding nursing care. The two honorees for spring, Kaylee Kourousis, Same Day Services, and Danielle Vaudt, Abben Cancer Center, were surprised during National Nurses' Week in early May.

Kaylee was nominated by the daughter of a patient who noted the great job Kaylee did in calming her mother's nervousness and in providing thorough explanations. "Kaylee made the process smooth and more relaxed for my mom; we are so thankful for nurses like Kaylee."

Danielle was also nominated by a patient's family who commented about Danielle's friendly and caring demeanor. "We very much appreciated her caring ways. Everything she did made his stay pleasant. She had a good sense of humor and listened intently."

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## SERVICE & COMMITMENT

### HONORING DEDICATION, TEAMWORK AND LONGEVITY OF CO-WORKERS

**ANNUALLY SPENCER HOSPITAL RECOGNIZES CO-WORKERS WHO HAVE ACHIEVED SERVICE MILESTONES OF FIVE YEARS OR MORE TO SPENCER HOSPITAL AND ITS PATIENTS.**

"We value the commitment our co-workers have to Spencer Hospital and their dedication to our patients," expressed hospital president Bill Bumgarner. "We're proud of our team of caring professionals."

#### **5 Years**

Joseph Andrea  
Michael Capps  
Katie Cook  
Cassandra Davids  
Kelli Egland  
Carissa Essick  
Emily Grange  
Tammi Herbold  
Rachel Hoffman  
Chandra Jones  
Patty Manwarren  
Jodi Montgomery  
Ken Montgomery  
Krystal Nelson  
Cassie Olesen

#### Bradley Smith

Jessica Tewes  
Carla VanHolsteijn  
Nichole White  
Katie Wolters  
Ashley Zieman

#### **10 Years**

Craig Cantrall  
Amber Dodds  
Tyne Kabrick  
Deborah Meschede  
April Oleson  
Sarah Smith  
Ashlea Sonius  
Jacqueline Vodraska

#### Laura Wagenaar

Melissa Winters  
Jason Young

#### **15 Years**

Jill Bobolz  
Nichole Devos  
Dawn Fletcher  
Robin Glander  
Clara Graesing  
Lori Jennings  
Donna Krogman  
Carla Swank  
Kirk Wescott

#### **20 Years**

Julie Arcand  
Holly Berends  
Jane Hoffman  
Terry Thurman  
Jeri Wescott

#### **25 Years**

Susan Zulk

#### **30 Years**

Tina Brown  
Rhonda Essick

*Years of service as of May 31, 2018*

# CELEBRATING SPENCER HOSPITAL 'GEMS'

## GEM AWARD RECOGNIZES COWORKERS WHO GO ABOVE AND BEYOND



Jamie Elbert



Jessika Storm

**WHEN YOU HEAR OF SOMEONE REFERRED TO AS "A REAL GEM," YOU KNOW THAT PERSON IS SPECIAL - A TRUE TREASURE, JUST LIKE A VALUED GEMSTONE.** At Spencer Hospital, twice each year two co-workers who "Go the Extra Mile" to provide extraordinary care or service are recognized as GEMS. Earlier this year Jamie Elbert and Jessika Storm were recognized as GEMS and most recently, JaMae Dau and Rachel Neeman were honored with GEM awards.

Jamie is a registrar in Patient Accounts. She was nominated for the empathy and compassion she provided a patient who, when registering for care, shared with Jamie how overwhelmed she was as she'd experienced a series of unfortunate events. Jamie provided comfort and empathy, then later went to the gift shop and personally purchased a cheery bouquet and delivered to the patient's room, just to help brighten her day.

Jessika is a supervisor in Nutrition Services who is known for 'going the extra mile' to meet the needs of patients and her co-workers. She often works extra shifts, or may come in early or stay late, to prepare for the day. She's changed her personal plans to meet the needs of her department. Jessika's outstanding organizational skills are appreciated by her co-workers, and she's known for doing all her work with a smile on her face and 'can-do' attitude.

Rachel Neeman, who works in Behavioral Health Services, was nominated for a GEM award by two separate patients. One person noted: "Rachel made a big big difference in my life. She is a loving caring lady and understands. I miss her so so much I could go on and on about this wonderful young lady. You know she loves people and her job."

The second nomination letter stated: "Rachel has been my go-to during my stays at Spencer Hospital. Not only does she engage in meaningful conversations with me, but just seeing her brightens my day. I know she cares about me and will pull me aside when I'm having a rough time to chat." The patient noted that Rachel made a special trip home to bring in new reading materials; a much appreciated gesture.

JaMau Dau, a certified mammographer and breast health navigator, also received two separate nominations from delighted patients. The first nomination letter commented: "JaMae was happy, introduced herself and did a great job explaining the test from start to finish! She is very personable and shared details and said 'Let's have fun.' I'm a nurse and really appreciate that she still explained the process in detail! She made an ordinary appointment into an extraordinary experience!"

The second patient noted: "I had a mammogram this morning and JaMae was exceptional! From meeting me for my appointment until wishing me a good weekend she was so professional but also kind, compassionate, funny, and personable. Often these tests are uncomfortable or scary and she did everything she could to make this not true. You should be proud to have an employee like her."



Rachel Neeman (left) with director Deb Brodersen and JaMae Dau (pictured right) with director Mary Brosnahan.

Often these tests are uncomfortable or scary and she did everything she could to make this not true. You should be proud to have an employee like her."

# VOLUNTEERING & LEADERSHIP

AUXILIARY PROVIDES TREMENDOUS SUPPORT TO HOSPITAL COMMUNITY



**EACH YEAR THE SPENCER HOSPITAL AUXILIARY CONTRIBUTES APPROXIMATELY 6,000 SERVICES HOURS.** The dedicated service of the hospital's volunteers touches patients, visitors and hospital staff and is greatly appreciated.

Recently installed officers for the 2019-2021 term include: (left to right) Myra Coover, past president; Kim Upah, president; Jan Lindstrom, second vice president; Marianne Fuchsen, first vice president. Not pictured are treasurer Sharon Lough and secretary Carla Vanderberg.

## NOMINATE OUTSTANDING PERSONNEL

Have you encountered a Spencer Hospital employee who has made a difference? Consider nominating him or her for the DAISY or GEM Award.

The DAISY Award honorees personify Spencer Hospital's remarkable patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care. They are recognized as outstanding role models in our nursing community.

The GEM award – which stands for “Going the Extra Mile” –recognizes hospital personnel who provide extraordinary service. Our “GEMS” are people who sparkle and provide outstanding customer service, yielding “Wow!” moments.

Anyone can complete a nomination form for either a GEM or Daisy nominee. Forms are available at the hospital or online at [www.spencerhospital.org](http://www.spencerhospital.org) under the “Patients & Visitors” tab.

# YOUR DONATIONS AT WORK

## NEW EQUIPMENT CONTINUES ENHANCEMENT OF PATIENT SERVICES



### Enhancing Accuracy and Precision of Blood Testing

The Foundation recently funded the purchase of a new blood workstation for the Spencer Hospital lab that will provide exceptional accuracy for blood testing.

“The Spencer Hospital Lab is appreciative of the investment the Foundation made in new blood bank workstations for the lab,” said Jordan Reed, Spencer Hospital Lab director. “The upgrade to new, top-of-the-line equipment ensures that when a patient needs a blood transfusion and time is of the essence, we are able to perform testing quickly, accurately, and reliably.”

### Investing in the Future

Healthier Together. The Spencer Hospital tagline represents well the task that we together have in keeping citizens healthy and well. While the typical focus of that statement is on physical and emotional health, Spencer Hospital also looks for ways to limit its contribution to the effects of waste on the environment.

Recently, the Spencer Regional Healthcare Foundation board was given the opportunity to learn about the Stryker Cactus Sink. This “smart” sink is an easy to use, “green” waste solution for unused pharmaceuticals.

“In the near future, this will be the standard for drug waste disposal,” explained Micaela Maeyaert, Spencer Hospital pharmacy director. “Yet the purchase of this system through donor dollars puts Spencer Hospital on the front end of this innovative solution.”

Installation of the Cactus Sink is scheduled to be completed prior to the end of the 2019 year.



## GIFT PLANNING

### LET YOUR PASSION LEAD YOUR GIFT

**ALTHOUGH SOME PEOPLE MAY AVOID PLANNING FOR WHAT STEPS NEED TO OCCUR AT AFTER THEIR DEATH, THE DISCUSSION OF YOUR LEGACY - HOW YOU WANT TO POSITIVELY IMPACT THE PEOPLE AND MISSIONS YOU LOVE - DOESN'T HAVE TO BE SOMBER.**

When you initiate your legacy planning, you can share happy moments with your loved ones and call upon your pleasant experiences to guide you.

If the ability to receive healthcare locally is something you appreciate and you wish to include Spencer Hospital in your estate plans, please consider contacting the Spencer Regional Healthcare Foundation. Our team would like to learn more about your wishes and the legacy you'd like to leave, and to express our appreciation for your thoughtfulness and vision. You can contact the Foundation Director, Mindy Gress, at 264-6226.

# YOUR CARING SUPPORT THANK YOU

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## DONOR HIGHLIGHT



**“IT WAS SO NICE TO RECEIVE A TOUR OF THE HOSPITAL. MY, HOW THINGS HAVE CHANGED—ALL FOR THE BETTER! WE ARE SO BLESSED TO HAVE SUCH A GREAT PLACE IN TIME OF NEED.” JOYCE WAGNER**

Joyce Wagner has donated regularly to the Spencer Regional Healthcare Foundation in memory of her husband, Dean, who passed away in 2006.

While Dean was living, he used Spencer Hospital’s emergency and intensive care services due to cardiac events. Recently, Joyce stopped by the Hospital for a tour and to see how her donations are making a difference.



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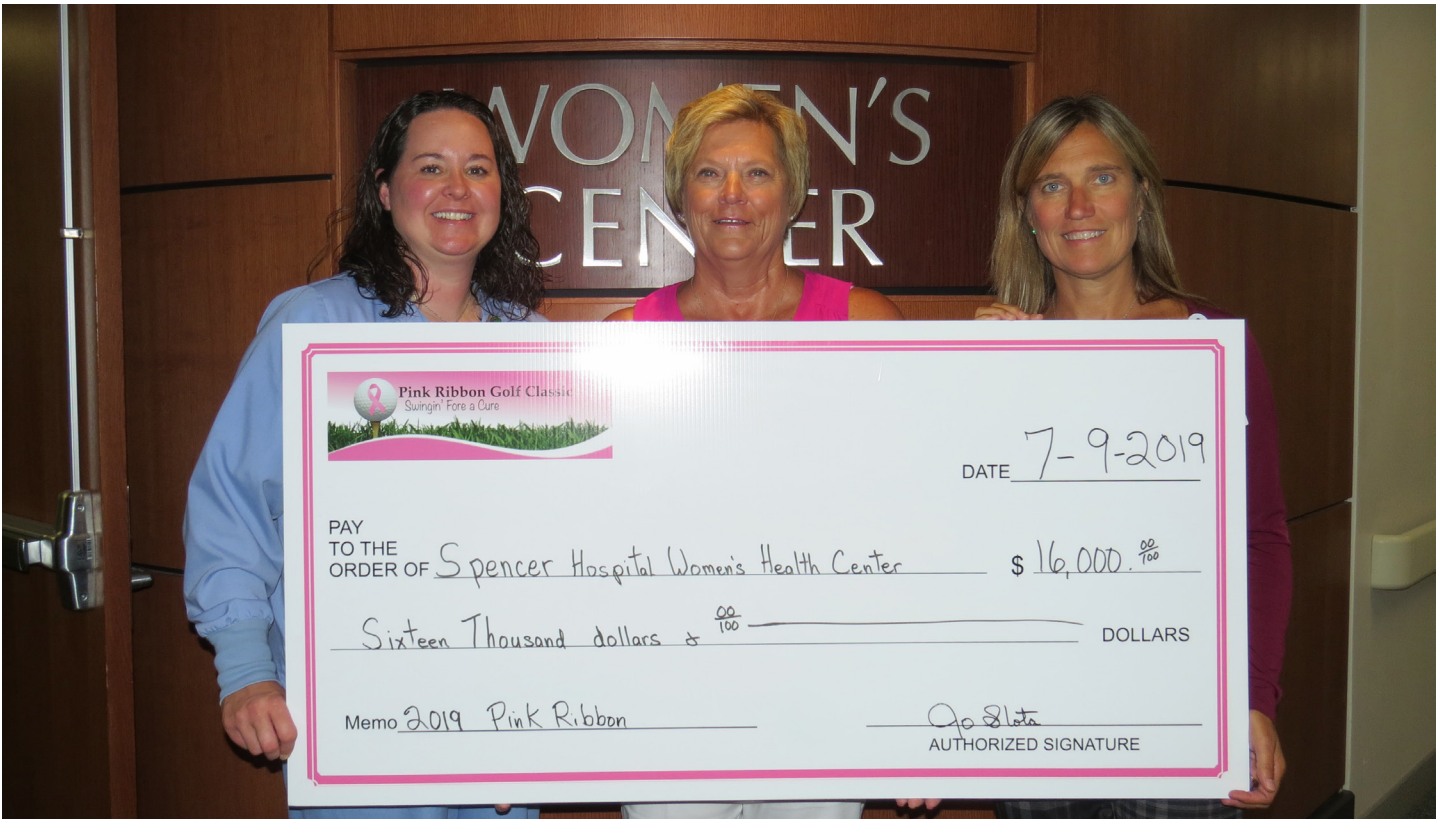
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# TICKLED PINK!

Many thanks to the Pink Ribbon Golf Classic planning committee, their sponsors and numerous participants who enjoyed a fun day of camaraderie and golf at the Spencer Golf & Country Club in July. Proceeds from this event were donated to the Spencer Regional Health Care Foundation to be used for Women's Health Services, specifically for breast cancer support, including prevention, detection and treatment of breast cancer. Jo Slota (center), chairperson for the Pink Ribbon event, presented a generous check to JaMae Dau (left), mammographer and certified breast health navigator, and Mary Brosnahan (right), director of Diagnostic Imaging and Mammography Services.

## 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](http://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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# BACK-TO-SCHOOL NUTRITION

## THE DAYS OF SUMMER ARE DWINDLING, AND THE SCHOOL SUPPLIES HAVE HIT THE SHELVES. IT IS TIME TO START GETTING IN THE “BACK-TO-SCHOOL” MODE.

Treat this new school year as a way to boost your nutrition and provide excellent “brain” foods for your kids. Both parents and children can learn a few simple tips for making this school year successful to fuel young bodies to learn to their best ability.

### Start with breakfast

Although all meals are important, breakfast can be a great starting point. Studies have shown that breakfast can help achieve and maintain a healthy body weight, as well as give you energy for the entire day. Students that consume breakfast typically do better in school. Not a morning person? On the go options like Greek yogurt, string cheese, or a banana are excellent alternatives than going on an empty stomach. I like to stick to items that can be made ahead of time and easily microwaved. Two simple yet easily customizable recipes are egg muffins or breakfast burritos.

### Pack a healthy lunch!

Lunch does not have to be the same boring cold meat sandwich and chips. Focus on including fruits, vegetables,

and a lean protein and you’ll have a nutrient packed lunch that’s sure to provide energy for the rest of the day. Include whole fruits, or individual containers of applesauce, peaches, pears, and oranges packed in 100% juice for an extra treat. Vegetables likes sliced cucumbers, red and green pepper strips, carrots, celery, or broccoli can be paired with hummus or low-fat salad dressing as a healthful alternative to chips. Be sure to pack all lunches in an insulated container and keep cold foods cold to ensure food safety.

### Choose healthy after-school snack options

Snacks can be the perfect treat to tie you over before your next meal. I remember growing up and reaching for my favorite pre-packaged brownie treat in the snack drawer after school. Regardless of the chocolatey taste, the draw for me was the convenience factor although it might not have been the most beneficial every day snack choice. Try prepping treats before the week starts and making it quick to grab something beneficial for your body. Cut up fruits or veggies in pre-portioned baggies and have readily available in the fridge. Pair it with a yogurt dip, peanut butter, or hummus and you have a protein-rich snack. Other favorites can include



DIETITIAN  
JENNA  
WALSH

applesauce, whole grain crackers or pretzels, low-fat string cheese, or cottage cheese.

### Enjoy dinner as a family

Sitting down as a family at dinner can provide an opportunity to share the day’s experiences with one another. Not only does it help build relationships, meals prepared at home can be more nutritious. Depending on the age of your child, they can help with certain tasks. Smaller children can help set the table or pour drinks, while older children can help with meal prep. Take turns making everyone’s favorite dish, but be sure to add in new foods to try as a family.

The foods we choose daily can impact our overall mentality and health. Be sure to start this school year off on a good foot and fuel it right. If you’re not already doing some of these tips, start with one goal to focus on for a couple weeks before moving to a second goal. Small changes can add up over time to result in long-term success.