# chealth Connections Connections

Seasonal Newsletter of Spencer Hospital

# EXCITEMENT IS BUILDING!

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# CONSTRUCTION UNDERWAY ON NEW EMERGENCY SERVICES FACILITY



#### EXCITEMENT IS BUILDING! THOUGH BEFORE GOING UP. FIRST A FEW STRUCTURES NEEDED TO COME DOWN.

Work began in September towards the construction of a new emergency department on the Spencer Hospital campus. The initial steps of the project involve demolishing a former auxiliary ambulance garage to make way for a new, larger and more easily accessible garage, located on the east side of the hospital campus. The south ramp to the current ambulance entryway by the emergency department was also removed.

"Through the remainder of the 2022 calendar year, work will be on the east side of the hospital campus," explained Joel Wassom, plant operations director for Spencer Hospital. "In addition to the new ambulance garage, other infrastructure work – such as a mechanical and electrical upgrades and installation of a new generator – will take place. Construction on East 11th Street will not commence until late winter 2023. The entire project is slated to be completed in 2024."

L&L Builders of Sioux City is the project's general contractor. CMBA Architects of Spencer is the project's lead architect and NEXT Inc. of Sioux Falls is offering project management services. Bill Bumgarner, Spencer Hospital president, said hospital leadership was pleased that many Spencer and lowa Lakes corridor area specialty subcontractors will also be engaged in the project.

"Approximately \$10 million of the \$17 million construction portion of the project will be completed by local contractors," Bumgarner shared. "It certainly shows the positive impact a project of this type can have on the local economy in addition to the modern facility that will result from their work."

The new emergency department will be constructed on East 11th Street between the Medical Arts Building and the hospital. It will feature patient-centered improvements to include additional and larger treatment rooms; two trauma bays; and two rooms specifically designed for the care of behavioral health patients. Patient privacy will be enhanced by using an "on-stage, off-stage" design model through which a center core work area is



dedicated for use by healthcare providers to reduce background sound and activity near patients receiving care.

"Like any hospital emergency department, it can be quiet one moment, and then filled with patients and family members minutes later," commented Dr. Bruce Feldmann, family practice physician at Avera Medical Group Spencer who also frequently works in the hospital's emergency department and serves as the medical director. "The new facility will address our need for additional space and enhanced service flow to better accommodate the wide range of emergency care that is provided."

Plans also include a larger, comfortable waiting area. An attached, temperature controlled ambulance garage will accommodate two ambulances, and will feature more efficient access for out-of-town ambulances transporting patients to Spencer Hospital. A new ambulance storage garage is also included to accommodate the hospital's on-campus fleet. The department's location on East 11th Street just off Grand Avenue will greatly improve public access.

"Our entire team is so excited to see this project move forward," commented Brenda Tiefenthaler, senior vice president of patient care and operations. "This investment to enhance our facilities yet again demonstrates Spencer Hospital's ongoing commitment to provide exceptional healthcare services to the people who live in and visit our community."

### MATCHING YOUR HEALTHCARE NEEDS WITH LEVEL OF CARE

Being "Healthier Together" requires preventative healthcare to stay well, maintenance care to address chronic and routine health concerns, and urgent or emergency care to address immediate health needs. Since healthcare needs aren't "one size fits all," neither are healthcare options.

Choosing the most appropriate care venue to meet your needs can also result in lower cost health services.

For preventative care and management of chronic or routine healthcare needs, schedule regular appointments with your family practitioner. For urgent needs - such as minor cuts or burns, respiratory illnesses, earaches, allergies, infections, etc. – several Spencer Hospital affiliated clinics offer some same-day "Quick Care" appointments. In the local area, contact the following:

**Avera Medical Group Spencer** – Located at 116 East 11th Street, Spencer, is open each Monday through Friday, 8 AM – 5 PM, for regular appointments. AMGS is also open those same hours each weekday and also on Saturdays from 8 AM to noon for Quick Care services. To reach AMGS, call (712) 264-3500.

**Milford Family Care** – Located at 2004 Okoboji Ave., Milford, is open each Monday, Tuesday, Thursday and Friday from 8 AM – 5 PM. Same-day appointments are often available. Call (712) 338-2461.

**Hartley Family Care** – Located at 231 N. 8th Ave. W., Hartley, is open every Monday, Tuesday, Wednesday and Friday from 8 AM – 5 PM. Same-day appointments are often available. Call (712) 928-1020.

**Sioux Rapids Family Care** – Located at 113 Second St., Sioux Rapids, the clinic is open 8:30 AM – 5 PM each Monday through Thursday. Same-day appointments are often available. Call (712) 283-2723.

When a health emergency arises – such as, but not limited to several trauma, chest pains, stroke-like symptoms, suicidal thoughts, pregnancy complications, etc. – call 911 or go directly to the Spencer Hospital emergency department. Emergency care is available 24 hours each day.

An emergency department treats life or limb threatening health conditions in people of all ages and is the best option when someone requires immediate medical attention. Emergency departments do not take appointments as their mission is to care for the most critical patients first, regardless of arrival time. Because of this, a person with urgent, yet less threatening symptoms may need to wait to be treated.

In addition to routine medical screenings and treatment, patients may require specialized care. Typically, your family medicine practitioner will evaluate your individualized health needs and refer you to a specialist, if required. Patients are typically referred to specialists for surgical needs or when a diagnosis requires specialized care.

By matching your health needs to the most appropriate type of medical service for optimal care, your insurance company will likely provide coverage based on that service level. Specialty and emergency care are more costly than primary care.

# ABBEN CANCER CENTER WELCOMES NEW RADIATION ONCOLOGIST DR. NGUYEN



HOW DID A YOUNG MAN GO FROM BEING A VIETNAMESE REFUGEE TO BECOME AN IVY LEAGUE EDUCATED AND TRAINED PHYSICIAN TO SERVING AS RADIATION ONCOLOGIST AND MEDICAL DIRECTOR OF RADIATION ONCOLOGY AT ABBEN CANCER CENTER OF SPENCER HOSPITAL? THE ANSWERS ORIGINATE IN THE PAGES OF A CHILDREN'S BOOK.

Growing up in the middle of war-torn Vietnam in the 1960s, nine-year-old D. B. Nguyen, now Dr. Nguyen (pronounced 'Wen'), learned that 1,000 library cards were going to be awarded to children in his city. He had never been in a library and books were hard to obtain. He asked his dad for assistance, so his father woke him early one morning at 4 a.m, before the sun

rose, to walk to the library in hopes of being one of the lucky children to be granted a library card. When they reached the library he was disheartened to discover a long line of children waiting ahead of him.

Yet, Zoon, as he likes to be called, persisted. He took his place in line and fortunately received card number 611 of those 1,000 precious access cards. He borrowed science books, written in English, which at the time he could not read, but those books contained pages filled with colorful illustrations of red brick schoolhouses, yellow buses and fields filled with trees, flowers and wildlife. He treasured those books and dreamed of a place with fields, lakes, flowers, crops, birds and butterflies. He dreamed of a place such as northwest lowa.

Many years have passed and many memories created since that day. At age 13, Dr. Nguyen, his mother, five siblings and two other family members climbed onto an open-top barge near the family home on the Saigon River during the chaotic final days of the Vietnam war. His father and a sister were left behind. After days on the open sea with no food and very little fresh water that was captured from chilly rainstorms, the refugees were finally rescued by a U.S. freighter. Thanks to a sponsoring family in Virginia, the Nguyen family built a new life in the United States. And, for those wondering, Dr. Nguyen and his family were reunited with his father a year later and his sister 15 years later.

The young book-lover, who had been deemed mentally too slow to attend first grade or to start second grade in Vietnam, excelled in school in America. He was awarded an academic scholarship to Harvard, where he graduated with Magna Cum Laude with Highest Honors. He received a scholarship to Dartmouth Medical School where he earned an M.D. and was awarded a PhD in biomedical engineering for a discovery he made as a medical student. Then, Dr. Nguyen received a post-doctoral fellowship in radiation oncology at Yale, and went to Denmark for one year as a National Science Foundation (NATO) Post-doctoral Fellow.

He returned to United States for a residency in internal medicine and radiation oncology at Yale University School of Medicine. Upon graduation, he was offered an academic position in Boston. Yet, he remembered his childhood dream of a rural area, filled with fields and forests. He choose to begin his career as a radiation oncologist in Minnesota.

Over the next decade, Dr. Nguyen's career took him to other parts of the county – to the upper northwest to be near to family, back to the Midwest, and then to Ohio. In 2019, as his bright, curious twin boys turned four years old, Dr. Nguyen sought a more flexible work schedule. At that time, he chose to serve as a locum oncology specialist, filling in where needed at various cancer centers and having the flexibility to choose his schedule.

In October of 2019 he accepted his first locums assignment, filling in one week for a vacationing oncologist at Abben Cancer Center of Spencer Hospital.

"I remember thinking, 'What a beautiful place," Dr. Nguyen recalls. He returned for a two-week coverage stint in 2020 and again, was impressed with not only the region, but also the team of health professionals at Abben Cancer Center and the technology available. When earlier this year he learned that a permanent position was available, he contacted cancer center director Mindy Sylvester to express his interest in relocating.

"We had started a nationwide search for a new radiation oncologist, which can be a lengthy and challenging process as this level of expertise is rare," Sylvester shared. "It was such a pleasant surprise to have Dr. Nguyen reach out to us and inquire about the position. We're thankful that our paths crossed a few years ago as that crossroad in life has lead Dr. Nguyen and his family back to our cancer center and community."

Dr. Nguyen's twin boys are now age seven and enrolled in second grade at Spencer's Fairview Elementary School. His eyes light up with pride as he shares his boys' love for science and math, along with how they use their imagination and ingenuity in creating various projects and toys. And, those two boys' names? Well, remember young Zoon with his prized library card in Vietnam? His favorite book was "Twenty Thousand Leagues Under the Sea" by Jules Verne. The Nguyen twins are aptly named in honor of that favorite author, Jules and Verne – may their explorations take them far.

# ABBEN CANCER CENTER INTRODUCES NEW TREATMENT OPTIONS

Cancer cells are unwanted invaders to a person's body. The goal for each individual patient and their medical professionals is to eradicate the invasive cancerous cells while sparing the patient's healthy cells.

Through continued research and technology enhancements, greater precision in targeting cancer cells continues to be possible. Two such treatment options - stereotactic radiosurgery (SRS) and stereotactic body radiation therapy (SBRT) – are being incorporated into the array of treatment options available at Abben Cancer Center.

"I have experience in both treatment options and we have the technology at Abben Cancer Center to incorporate these options into our treatment planning for patients," shared Dr. D. B. Nguyen, radiation oncologist.

Both treatment options are alternatives to invasive surgery, particularly for patients with tumors that are difficult to reach, located close to vital organs, or subject to movement within the body. Both use targeted, high-dose radiation delivered with precision to the cancerous cells.

"With SBRT we can focus so precisely and spare surrounding tissue, just as if a surgeon has opened up the patient," Dr. Nguyen explained. "However, no surgery is needed, no anesthesia is required. It's five treatments of therapy on an outpatient basis. Be here, be done and go home."

Dr. Nguyen said some patients have wondered if they're eligible for the SBRT treatments if they are on oxygen therapy and the answer is "absolutely." Each patient's specific type of cancer, location and other health conditions are carefully considered when mapping the patient's treatment plan.

The other treatment option, stereotactic radiosurgery, is a tool specifically for treating localized brain tumors. Like other forms of radiation therapy, SRS works by damaging cancerous cells. Those affected cells then lose their ability to reproduce and, in turn, tumors to shrink.

"Blessed with the skill and experience of Dr. Nguyen and having the technology necessary to perform these two, highly precise cancer treatments enables us to increase the types of cancer care we can provide to patients in our region," expressed Mindy Sylvester, Abben Cancer Center director. "It's exciting to continue to expand our services to provide exceptional cancer care close to home."

# LONGTIME PHARMACIST EARNS SPECIAL ONCOLOGY CERTIFICATION

IN HER 32 YEARS AS A SPENCER HOSPITAL PHARMACIST, SUSAN HAUSWIRTH HAS ENJOYED UTILIZING HER SKILLS IN SERVING PATIENTS IN A VARIETY OF WAYS. AN AREA OF EXPERTISE THAT BEGAN BY PREPARING CHEMOTHERAPY MEDICATIONS FOR THE ABBEN CARE CENTER BECAME A FOCUSED LABOR OF LOVE IN 2018 WHEN HER PHARMACIST ROLE EXPANDED IN THE ABBEN CANCER CENTER AND SHE RECOGNIZED THE OPPORTUNITIES A DEDICATED ONCOLOGY PHARMACIST COULD PROVIDE PATIENTS.



"I realized that learning more about the disease states, treatment plans, and the unique adverse effects of various drugs that treat cancer was going to require a focused effort on my part, so I dove in," Hauswirth said. "I always had it in the back of my mind that it would be amazing if I could achieve board certification in oncology pharmacy and was fortunate to have the support of my family to put in the time and effort."

Those efforts paid off and Hauswirth earned her board certification in oncology pharmacy earlier this year. Dr. Glenn Preston, Abben Cancer Center's medical oncologist, is delighted to have a pharmacist with Hauswirth's credentials helping care for patients at Abben.

"With the rapidly changing field of oncology, and the exponential explosion of new identified genes and targets, having an oncology pharmacist that is board certified to address these issues is not only a tremendous blessing, but is also essential for state-of-the-art practices in this day and age," Preston said. "I anticipate that the demands for someone of Susan's caliber will also be increasing tremendously in the months and years to come."

Hauswirth added, "Having board certification allows me to confidently collaborate in drug therapy management that is unique to oncology. The BCOP (board certified oncology pharmacy) program validates that the pharmacist has advanced knowledge and experience to manage clinical situations not encountered in other disease states.

"As a result, I am able to recommend, design and monitor treatment plans, as well as supportive care, perform medication safety checks, and then also recognize and recommend treatment for adverse reactions to medications. With the explosion of targeted therapy and genomic testing in oncology over the last five years, pharmacist involvement has been necessary to keep up with these new targets and which ones are druggable."

Though Hauswirth has successfully achieved board certification, her studying days are not over. She commented, "As a whole, the field on oncology is changing almost daily. There are new targets, new classes of medications, new mechanism of actions, and new combinations, all which translates into increased survival for our patients."

### **NIGHTINGALES** MEMORIALIZE FORMER NURSES

#### NURSE HONOR GUARD PROVIDE 'FINAL CALL OF DUTY' FOR CAREGIVERS

A CANDLEHOLDER LANTERN HAS BECOME AN INTERNATIONAL SYMBOL OF NURSING, AN IMAGE ASSOCIATED WITH PIONEER NURSE FLORENCE NIGHTINGALE. JUST AS A SPARK FROM SUCH A CANDLE CAN IGNITE A FLAME, ONE IDEA CAN BLOSSOM INTO A FLOURISHING PLAN.

When long-time Spencer Hospital nurse Colette Rossiter shared information she had seen regarding Nurse Honor Guards with the hospital's Shared Governance Nursing Image Council, the council researched the program to learn more. With program details in hand, council members then engaged seasoned nurses Linda O'Clair of Avera Medical Group Spencer and retired Spencer Hospital nurse Donna Krogman who embraced developing and providing coordination for a local Nightingale's Nurse Honor Guard.

Krogman explained the program: "When a nursing professional who has dedicated his or her life to caring for others passes away, the Nightingale's Nurse Honor Guard is available to provide a special tribute to that dedicated nurse."

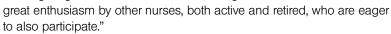


O'Clair went on to share that family members can request participation of the Nightingales Nurse Honor Guard and can chose the level of involvement they'd like.

"For each nurse being honored, we present the family with a symbolic lamp and a rose," O'Clair said. "And for some families, just having those keepsakes is enough. However, oftentimes loved ones appreciate attendance by Nightingale Nurse Honor Guard representatives. We make quite an impression in our nursing caps and white uniforms topped with navy and red capes."

O'Clair said in addition to attendance, the honor guard can also be part of the memorial service. The Nightingale pledge and a nursing sonnet may be read during the service. Also, guard members can perform a short ceremony known as the "Final Call to Duty." During this time, the Nightingale lamp is lit in the nurse's honor, and the nurse's name is called out with a request to report to duty. After the third and final call of the nurse's name, that dedicated caregiver is announced as being retired, knowing their tasks are complete and their duty accomplished. Afterwards, the lamp's flame is extinguished.

"Linda and I are very honored to be part of establishing our local Nightingale's Nurse Honor Guard," Krogman said. "We've received





If a northwest lowa family would like to contact the Nightingales to assist with a memorial service, they can reach out to either Krogman or O'Clair. Also, local nursing professionals who wish to make themselves available to participate in the honor guard can contact the pair. Donna can be reached at (712) 363-6718 or by email at donutkrog@gmail.com. Linda's contact information is (712) 260-7415 or lindagogo7@icloud.com.

Both women expressed appreciation to the Spencer Regional Healthcare Foundation for funding support to enable them to purchase the caps and capes, along with other supplies. Donations have also been received from Avera Medical Group Spencer and private donors to help support ongoing expenses. Anyone wishing to contribute towards the local Nightingales Nurse Honor Guard can contact Sara Taylor, executive director of the Foundation, at (712) 264-6226 or by email at giving@spencerhospital.org.

# THREE NEW PHYSICIANS WELCOMED TO NORTHWEST IOWA HEALTHCARE COMMUNITY

### TWO NEW RADIOLOGISTS AND A NEW HOSPITALIST HAVE JOINED THE SPENCER MEDICAL COMMUNITY.

Radiologists Dr. Tim Hurst and Dr. Louis Roemhildt have joined Dr. Nate Rohling of Midwest Radiology & Imaging, serving Spencer Hospital as well as other hospitals in northwest Iowa. Dr. Craig Simons has joined Spencer Hospital as a hospitalist, filling the vacancy due to Dr. Brian Dvorak's retirement in September.

All three physicians have Midwest roots. Dr. Hurst is a Spencer native who graduated from Iowa State University with a Master's degree in mechanical engineering and also bachelor's degrees in engineering and Spanish. He earned his medical degree from the University of Iowa Carver College of Medicine and completed his residency in radiology with University of Iowa Hospital and Clinics.

"I married my high school sweetheart, Bethany Wheeler, and we are excited to return to Spencer where we had our beginnings after being away for almost 20 years," Dr. Hurst said. Not only are he and Bethany looking forward to settling into Spencer, so are their eight sons who range in age from 15 to 3 years old.

"Moving back home means both sides of our families are close and our kids get the priceless gift of grandparents, aunts and uncles and so many cousins, just as my wife and I had growing up," he commented. Dr. Hurst is enjoying do-it-yourself house projects, building Lego structures with his boys and playing board games as a family, as well as electronics, mechanical watches, classic novels and volunteering at church.

Dr. Roemhildt and his wife Julie also enjoy family time. They have 13 children, 11 of whom were adopted from other countries, including eight children who were originally from Ethiopia and

three who were born in China. Dr. Roemhildt enjoys fishing, water sports and gardening.

Most recently, the Roemhildts resided in South Carolina, where Dr. Roemhildt served as a radiologist with Prestwood Radiology and worked at Carolina Pines Regional Medical Center in Hartsville, SC. However, they are originally from Nebraska. Dr. Roemhildt earned his bachelor's degree from the University of Nebraska and attended the University of Nebraska Medical School and also served as chief resident in radiology for the university.

Dr. Simons, the new hospitalist, is also a northwest lowa native. He was born in Cherokee and was raised in the Laurens area before his family relocated to Missouri when he was 14. He and his wife Sandy have five daughters and 13 grandchildren.

"In addition to being from the area, I still have family in the region," Dr. Simons said. "I'm looking forward to being back in the Midwest." He added that he was drawn to Spencer Hospital as the size of the facility provides a great opportunity to provide patient care with a personalized touch.

Dr. Simons received a bachelor's degree in biology from Missouri Western State College in St. Joseph, MO, and earned his Doctorate of Osteopathic Medicine from the University of Health Sciences, College of Osteopathic Medicine, in Kansas City, MO. He completed a residency in internal medicine at the University of Missouri-Kansas City School of Medicine.

After starting his own medical clinic and serving as a primary care provider for several years before transitioning to working as a hospitalist and emergency department physician, in Missouri, lowa and Arizona. Most recently Dr. Simons worked for Banner Health System Plus in Glendale, AZ.

Dr. Craig Simons
HOSPITALIST



Dr. Tim Hurst
RADIOLOGIST



Dr. Louis Roemhildt
RADIOLOGIST



### **SPENCER HOSPITAL EARNS ACCREDITATION**

#### FROM THE CENTER FOR IMPROVEMENT IN HEALTHCARE QUALITY



THE CENTER FOR IMPROVEMENT IN HEALTHCARE QUALITY (CIHQ), A NATIONAL ACCREDITATION ORGANIZATION SANCTIONED BY THE CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS), AWARDED SPENCER HOSPITAL ACCREDITATION STATUS EARLIER THIS SUMMER.

The recognition reflects the hospital's commitment to care practices and standards that are consistent with patient safety and quality care outcomes.

"Spencer Hospital has a long-standing commitment to the continuous improvement activities needed to enhance care and services to the communities we serve," said Becky Stoltz, Spencer Hospital's quality director who coordinated the accreditation preparation process. "CIHQ accreditation demonstrates that our quality assessment and improvement initiatives effectively advance care processes and optimize the care offered to our patients."

The accreditation process included a rigorous, unannounced onsite assessment in April. CIHQ representatives toured the hospital and its affiliated clinics to review medical records; observe care practices; interview patients and employees; and assess compliance with a wide range of regulatory requirements.

In past years, Spencer Hospital was surveyed by the lowa Department of Inspections & Appeals. Hospital leadership chose to seek CIHQ accreditation, which in addition to requiring more frequent inspection visits, routinely provides education and consultation regarding best healthcare practices.

"Nationally, Spencer Hospital has been recognized as a Top 100 Rural & Community Hospital for the past seven years based on achieving excellence in both care and business outcomes," said Spencer Hospital President Bill Bumgarner. "The CIHQ accreditation process was another opportunity to further challenge ourselves to be the best we can be in service to our patients."

Bumgarner expressed his appreciation to Spencer Hospital's employees and its medical staff for their commitment to excellence.

"In the end, it's the professionalism and compassion of the hospital's employees, medical staff and our partners in care that make Spencer Hospital one of the state's preeminent rural hospitals," he said. "We're fortunate to have such an outstanding and caring team."

# **WELLNESS CENTER** EXPANSION PROVIDES QUICKER ACCESS TO CARDIAC REHABILITATION



SPENCER HOSPITAL'S WELLNESS CENTER IS A FITNESS HOME FOR PATIENTS RECOVERING FROM A HEART HEALTH INCIDENT, THOSE COPING WITH LUNG DISEASE, PEOPLE STRIVING FOR ROUTINE FITNESS, AND ALSO THE SUPER HEALTHY, SEEKING TO MAINTAIN THEIR FITNESS LEVEL. ALL SHAPES, SIZES, AGE AND FITNESS LEVELS USE THE CENTER, EACH WHO ARE SEEKING TO ACHIEVE AND MAINTAIN THEIR PERSONAL OPTIMAL HEALTH.

Over the years, Spencer Hospital's Cardiopulmonary Rehab services have provided professional guidance to help hundreds of local residents recover from a health incident and to develop lifestyle habits to continue enjoying good health. Yet, to address the growing needs of local residents in need of cardiopulmonary rehab services, the physical space of the department needed to grow.

Over the past year the hospital plant operations professionals expanded the gym space, nearly doubling its size and also creating room for additional equipment.

"We've been using the increased space for about two months and it's been great," said Jason Trierweiler, director of AE and Cardiopulmonary Rehab. "We've been able to accommodate more phase two cardiac rehab participants, those patients who have been recently discharged following a heart incident, increasing our service capacity by more than 20 percent. Our Cardiac Enhancement program, which used to be known as phase three, has seen the same growth of participants who routinely come in to exercise under medical supervision."

The expansion project and additional equipment was entirely funded by the Spencer Regional Healthcare Foundation through the generosity of its donors.

"Since starting Cardiac Rehab in November of 2021, it has helped my health and breathing tremendously! I attend five days a week and look forward to coming. Anne helped me get set up with an app on my phone that syncs with the exercise equipment so I can track my progress each day." - Dean Parks



# **SPENCER HOSPITAL** INTRODUCES NEW HARTLEY FAMILY CARE CLINIC IN O'BRIEN COUNTY

HARTLEY FAMILY CARE, A NEW FAMILY MEDICINE CLINIC, OPENED IN THE HARTLEY COMMUNITY IN AUGUST, LOCATED WITHIN THE COMMUNITY MEMORIAL HEALTH CENTER BUILDING.

The new clinic expands Spencer Hospital's direct care services to include O'Brien County. The hospital now offers nine service locations throughout Clay, Dickinson, O'Brien and Buena Vista counties.

"It's been a whirlwind launching a new practice and also so much fun," said Jamie Billings, Advanced Register Nurse Practitioner who serves as the clinic's primary healthcare provider. "We're blessed to have an experienced staff join us at Hartley Family Care who not only are each excellent at their jobs, but also familiar with so many of the people we serve through our clinic."



The family medicine clinic, established in collaboration with Avera Medical Group Spencer, is open four days each week – Monday, Tuesday, Wednesday and Friday – from 8 AM to 5 PM. Physical therapy services are also available by appointment on Tuesday and Thursday mornings, 8 AM to noon.

"The community has been very welcoming and we appreciate their tremendous support," Billings added. "As a resident of Hartley, I know how important convenient access to healthcare services in rural community is to individuals and families, and we're glad to be part of providing these services."

Colleen Paulsen, chairperson of the Community Memorial Health Center Board, commented, "Over the years, many of our community members have utilized a wide range of medical services based in Spencer. Our board members carefully considered the many benefits that could be gained by those within the communities we serve by aligning local primary care services with the Spencer medical community."

Billings most recently led the healthcare team at Milford Family Care for the past four years. Previously, she served as a family nurse practitioner with Dr. Stephen Veit in Cherokee for the 13 years. Billings graduated from Augustana College with a Bachelor's degree in business administration and went on to earn a Bachelor's of Science in Nursing from the University of Iowa. She received her Master's degree as a nurse practitioner from South Dakota State University, graduating Summa Cum Laude.



Billings provides general family practice services including preventative care, treatment of episodic illness, physicals including DOT physicals, chronic disease management and referral to specialists. She specializes in diabetes management, cardiac issues such as heart failure and coronary artery disease and women's health issues.

Hartley Family Care of Spencer
Hospital offers local family medical
care to the community as well as
laboratory and diagnostic imaging
services, and physical therapy. Patients
can call (712) 928-1020 to schedule an
appointment.

## **ESTABLISHED PRACTITIONER** JOINS MILFORD <u>FAMILY CARE AS PRIMARY PROVIDER</u>

NURSE PRACTITIONER AND MILFORD RESIDENT JESSICA KELLEY IS EXCITED TO SERVE AS THE NEW PRIMARY CARE PROVIDER OF MILFORD FAMILY CARE.

Kelley has over 12 years experience as an advanced registered nurse practitioner. During that time she has served patients and families at clinics located in Windom and Spirit Lake. She earned her Bachelor's of Science in Nursing degree from Allen College in Waterloo in 2005 and her Master's degree from South Dakota State University in 2010. Kelley worked as a registered nurse at Spencer Hospital while she completed her nurse practitioner education and training. She values the experience she gained as a nurse prior to becoming a provider.

"I absolutely love being a nurse and now a nurse practitioner for the past 12 years," Kelley remarked. "Practicing in a rural area offers a unique opportunity to care for entire families and see a wide spectrum of health care conditions to include acute, chronic, and well. I enjoy the relationships that are built with patients and extending those relationships as not only their care provider but as fellow community members. Also, we are fortunate to have a great community of physicians and specialists in this area to work with and lean on their expertise when needed."

Kelley, her husband Jeremy, and daughters Cora and Stella are active members of the Milford and Arnolds Park communities.

Milford Family Care is owned and operated by Spencer Hospital with professional medical services provided by Avera Medical Group Spencer. Appointments can be made on Mondays, Tuesdays, Thursdays and Fridays between 8:30 am and 5 pm. Same day appointments are often available.





### DAISY AWARD HONORS COMPASSIONATE NURSES

#### TWO NURSES RECEIVE DAISY AWARD FOR PROVIDING EXCEPTIONAL CARE

Twice each year two outstanding nurses are selected from a pool of nominees as Daisy Award winners, a national recognition program designed to honor nurses who go above and beyond for their patients.

Earlier this summer, Courtney Thompson, an Emergency Department nurse, and Stephanie Cady, an obstetrics nurse with Spencer Hospital's Birth Center, were each nominated for the award by grateful patients and were both selected as Daisy Award winners.

The patient who nominated Courtney wrote, "My husband was brought to the ER by ambulance for extreme shortness of breath. He was very anxious and was pushing the call light or calling out for his nurse every couple minutes. Courtney was very patient and repositioned him numerous times. When still uncomfortable, Courtney assisted him by getting him a wheelchair. She carefully reviewed his long list of medications with me and corrected two med dosages that changed from his last admission. She kept us well informed as heart and lung tests returned. Courtney demonstrated patience, composure, and understanding while dealing with an oxygen-deprived, extremely demanding patient. Thank you Courtney, we couldn't have been more satisfied with your care."

A proud new father nominated Stephanie for a Daisy Award. He shared, "Having your first child can be a daunting experience. My

wife and I had an idea for what to expect, but nothing can prepare you for the real thing. That's where Stephanie came in. Things moved so fast before the cesarean. Stephanie was there every step of the way in preparation by explaining how things would go, what to expect, getting us in contact with all pertinent people, and reassuring us that everything was going to be okay. Her demeanor can't be beat. This reassurance and obvious level of skill from Stephanie continued in the operating room as she walked my wife and I through things and helped bring breath into our newborn son. I'll always remember Stephanie's willingness to go out of the way to give us the best experience possible."

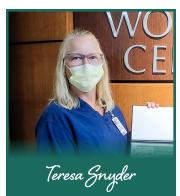




## **GEM AWARD** PRESENTED TO OUTSTANDING STAFF

#### RECOGNIZING TWO WHO "GO THE EXTRA MILE" FOR THE HOSPITAL & PATIENTS





Similar to the Daisy Award which honors nurses, twice each year two outstanding hospital employees are chosen for GEM Awards, bestowed upon team members who "go the extra mile" in providing service. The newest GEM Award recipients are Jamie Igou from Supply Chain Management and Teresa Snyder, a Diagnostic Imaging technologist.

One of Jamie's co-workers nominated her for the award. In doing so, noted, "I can't think of a more deserving person to nominate for this award! Your colleagues are people that motivate you to work harder, be better, and care harder...Jamie does all of this for me and more."

The letter continued, "Jamie is always smiling ear-to-ear, radiating

happiness from her face. She shows the ultimate respect and care for each patient and coworker she encounters, constantly going above and beyond."

Teresa was nominated by a patient who was grateful for the kindness and care Teresa provided when she conducted the patient's mammogram. The nominator wrote, "I arrived rather nervous to my appointment because I had felt a lump and hoped for some answers with the mammogram. Teresa listened to my concerns and went to work to make sure I was going to get a diagnostic mammogram rather than a regular screening. Her competent, yet cheerful, manner helped set me at ease. Even though she had other patients, Teresa devoted her full attention to me and my concerns. Because she was so thorough during my exam, I was able to leave that day with a good report. Teresa far exceeded what I thought might be possible in one appointment."

#### 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 nominated 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 www. SpencerHospital.org under the "Patients & Visitors" tab and then clicking on "Recognizing Our Finest."

# **COMMUNITY MEMBERS** HELPTO "DRIVE AWAY CANCER" IN THE 2022 ABBEN GOLF CLASSIC

Golfers from near and far gathered in late August for the 2022 Abben Golf Classic to help "drive away cancer" and raise funds to support patients served by Abben Cancer Center of Spencer Hospital.

"This year we had 35 teams participate and enjoy a beautiful day of golf and camaraderie while supporting the regional cancer center. Through our many sponsors, donors to our charity auction, and our participants, we enjoyed a successful fundraising event for the Abben Cancer Center, yielding over \$70,000," explained Sara Taylor, Foundation Director.

"We were blessed with a gorgeous late summer day to get together and golf in honor or in memory of those we know who have been affected by cancer," Taylor said. Prior to teeing off for the day, participants gathered around one of the putting greens at Emerald Hills, each holding handmade signs of who they were golfing in honor of, and Emerald Hills owner and golf pro Randy Rohlfsen shared his personal cancer journey and appreciation for the professional team at Abben Cancer Center.

Taylor explained that the funds are used to support patients with personal needs such as transportation assistance, meal expenses, wig care, educational resources, as well as assist with other programming and technology upgrades.

She concluded, "Many thanks go out to Randy Rohlfsen and his wonderful staff at the Emerald Hills Golf Course, all of the golfers that participated and the many supportive businesses and donors that help each year to make this a great event!"

To make a contribution in support of the Abben Cancer Center, donors can make an online gift at www.spencerhospital. org/donate or can mail a donation to Spencer Regional Healthcare Foundation, 1200 First Ave. East, Spencer, IA 51301. If you have questions, please contact Sara Taylor at (712) 264-6226.



# Thank you, Aloben Golf Classic Sponsors & Supporters!

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### **DONATIONS MAKING A DIFFERENCE**

The Spencer Regional Healthcare Foundation supports numerous patient care services throughout Spencer Hospital and its affiliated clinics, thanks to the generosity of many wonderful donors. Donor dollars have supported a wide range of projects that have helped make a big difference for patients and their families. A few of the recent foundation funded projects are listed below.

Patient Needs – The Patient Needs Fund is specifically used to assist patients with a variety of personal needs. Through this fund, a 'Caring Closet' is stocked with a variety of clothing sizes to provide to patients who are in need of clean clothes upon discharge or transfer from the hospital, as well as hygiene backpacks to help those in times of need. The patient needs fund has also been utilized to help with transportation, meals, medical equipment purchases and other various ways to help offset stressors when patients need it the most and don't have the personal resources necessary.



**Radiation Wraps** – Radiation wraps provide more comfort and increased privacy for female patients undergoing radiation therapy sessions for cancer treatment involving areas on the patient's torso.

**Behavioral Health Navigator** – The Foundation has joined other local entities in pledging funds over the next three years to support the position of a local Behavioral Health Navigator. The navigator will work with local behavioral health organizations on matters of collaboration, communication and system development to better connect individuals and families in need with the right services at the right time.

#### **Trophon Ultrasound Disinfecting Equipment -**

This equipment provides a high level of disinfection for ultrasound probes. This decreases soaking time for the ultrasound proves and increases the safety of the care process for both patients and the care provider. (*Pictured to the left*)

Nightingales Honor Guard and Cardiopulmonary
Rehabilitation Expansion – The foundation fully funded
the expansion of the hospital's wellness center that houses
cardiopulmonary services and also provided start-up funding for
supplies for the new Nurses Honor Guard. Read more about both
of these projects in this edition of Health Connections.

Over the past fiscal year, the foundation has provided approximately \$800,000 in support to various patient care projects. To discuss your interest in supporting the foundation, contact foundation executive director, Sara Taylor, at (712) 264-6226.

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