

health Connections

SUMMER 2018

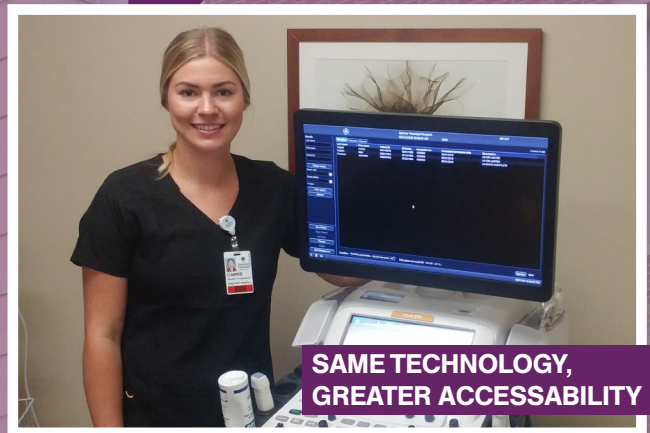
Seasonal Newsletter of Spencer Hospital

A Top 100 Hospital

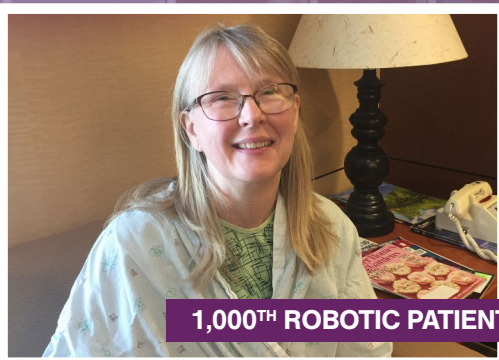
Responding to the healthcare needs of the region.



LIFE SAVING CARE CLOSE TO HOME



SAME TECHNOLOGY,
GREATER ACCESSABILITY



1,000TH ROBOTIC PATIENT



NEW REFLUX TESTING SYSTEM




Spencer Hospital
Healthier Together.

PROVIDING CONVENIENT ACCESS TO LIFE SAVING CARE

NEW WARNER DIALYSIS CENTER DELIGHTS PATIENTS





ALLAN HANSEN TYPICALLY BEGINS HIS DAY EARLY. HE'S OFTEN BEFORE THE SUN RISES, ESPECIALLY THREE DAYS EACH WEEK AS HE HAS A STANDING 5:30 AM APPOINTMENT. THOSE ARE THE MORNINGS ALLAN SPENDS RECEIVING DIALYSIS TREATMENT AT WARNER DIALYSIS CENTER OF SPENCER HOSPITAL.

Several years ago, Allan Hansen discovered his kidneys were not functioning at 100 percent. Over the past eight to nine years, he carefully managed his kidney health and had routine check-ups with a nephrologist – a kidney specialist - who travels to the Spencer and Spirit Lake locations of Warner Dialysis Centers of Spencer Hospital to care for people in the region diagnosed with kidney disease.

A little over a year ago, Allan contracted an intestinal infection which landed him in intensive care in a Sioux Falls hospital for nine days. He eventually got better, but his kidneys did not and life-sustaining dialysis was needed.

"I was so lucky that there was an opening in the Spencer schedule right then so I didn't have to travel for care," Allan said. "I have always said that the dialysis center – the one

Continued on Next Page

“I’ve had dialysis at two other centers and they can’t hold a candle to this one.”

in the older part of the hospital where I began my treatments - was a wonderful facility to have. And, then we get to move to this new location. It's fabulous,” he commented, referring to the new Warner Dialysis Center in Spencer located on West 18th Street.

Alan is one of approximately 30 million Americans who have chronic kidney disease. Not everyone with kidney disease needs dialysis. In fact, dialysis typically isn't needed unless a person's kidney is functioning less than 15 percent. Healthy kidneys clean a person's blood and remove extra fluid in the form of urine. They also make substances that keep bodies healthy. While dialysis can't perform all the functions of a healthy kidney, it does assume many of those roles. A kidney transplant is an alternative to dialysis care, yet waiting lists may be long.

In hemodialysis, a dialysis machine and a special filter called an artificial kidney, or a dialyzer, are used to clean a patient's blood. To access a patient's blood, typically a surgeon creates an access port directly to the bloodstream. The dialysis

process typically takes 3-5 hours, three days each week. If a person travels away from home for more than a couple days, arrangements need to be made with a facility where the person is visiting to receive treatment there.

“I've had dialysis at two other centers and they can't hold a candle to this one,” Allan shared. “I can't say enough good about the facility and the staff. The staff is wonderful. They're cheerful, friendly and skilled.”

Danette Forbes, director of the Warner Dialysis Centers in Spencer and Spirit Lake, said she and her staff are delighted with the new facility. “We had such wonderful collaboration in planning and designing the unit from our team, patients and design experts to create a layout that is comfortable and beautiful while at the same time very functional and adheres to the very stringent requirements for dialysis services,” she commented. “It's so exciting to have our new Spencer location in operation, providing two convenient and easily accessible centers for our patients and to visitors to our area in need of dialysis care.”

SHOWCASING OUR LOCAL ARTISTS

PHOTOGRAPHS FROM TWO AREA PHOTOGRAPHERS FEATURED IN NEW CENTER



“THE PURPOSE OF ART IS WASHING THE DUST OF DAILY LIFE OFF OUR SOULS.” - PABLO PICASSO

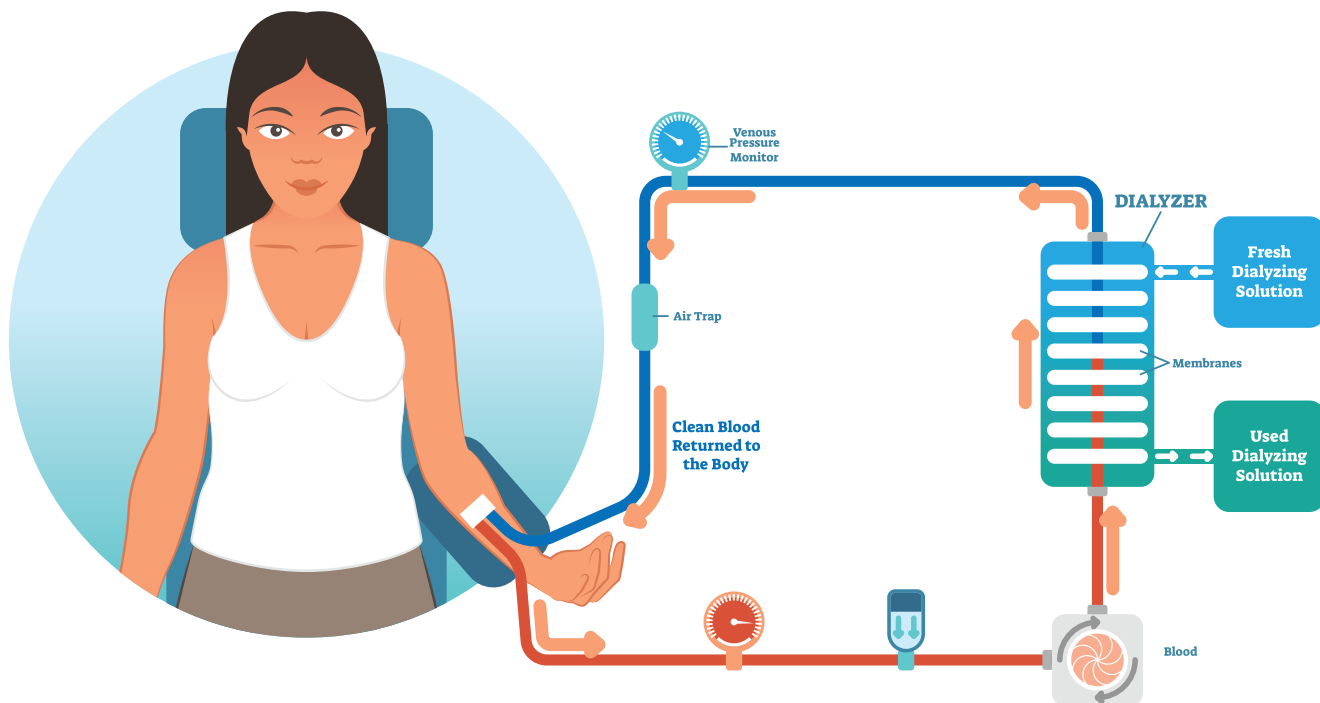
The patients receiving dialysis care spend many hours in the treatment facility, typically 3-5 hours each session, three days each week. To provide a change of scenery, a plan was devised to do exactly that at the new Warner Dialysis Center – change the scenery.

Two local photographers – Chris Baker and Judy Hemphill – have donated copies of some of their favorite area photographs which the Spencer Hospital team has printed movie poster size. The new dialysis center features three cherry frames which swing open, allowing for easy access to the scenic photographs to be periodically changed.

“Many thanks to Judy and Chris for sharing their talents with us and with our patients,” expressed Susan Zulk, vice president of marketing & fund development at Spencer Hospital. “Both photographers are true artists and have captured some beautiful images. We appreciate their kindness and generosity.”

DIALYSIS 101

PROVIDING LIFE SUSTAINING CARE TO PATIENTS EXPERIENCING KIDNEY FAILURE



APPROXIMATELY 30 MILLION AMERICANS HAVE CHRONIC KIDNEY DISEASE AND OF THOSE, APPROXIMATELY A HALF MILLION PEOPLE RECEIVE DIALYSIS CARE. Healthy kidneys clean your blood and remove extra fluid in the form of urine. They also make substances that keep your body healthy.

The two main causes of chronic kidney disease are diabetes and high blood pressure, which are responsible for up to two-thirds of the cases. Diabetes happens when your blood sugar is too high, causing damage to many organs in your body, including the kidneys and heart, as well as blood vessels, nerves and eyes. High blood pressure occurs when the pressure of your blood against the walls of your blood vessels increases. Other conditions that can affect the kidneys include inflammatory diseases, genetics, birth defects and chronic kidney infections.

You need dialysis if your kidneys no longer remove enough wastes and fluid from your blood to keep you healthy. This usually happens when you have only 10 to 15 percent of your kidney function left. You may have symptoms such as nausea, vomiting, swelling and fatigue. However, even if you don't have these symptoms yet, you can still have a high level of wastes in your blood that may be toxic to your body. Your doctor is the

best person to tell you when you should start dialysis.

In hemodialysis, a dialysis machine and a special filter called an artificial kidney, or a dialyzer, are used to clean your blood. To get your blood into the dialyzer, the doctor needs to make an access, or entrance, into your blood vessels. This is done with minor surgery, usually to your arm.

In a dialysis center, hemodialysis is usually done three times per week for 3.5 - 5 hours at a time.

Studies have shown that getting the right amount of dialysis improves your overall health, keeps you out of the hospital and enables you to live longer.

Chronic kidney failure must be treated with regular dialysis or can be corrected by receiving a kidney transplant. More than 100,000 Americans are on a waiting list to receive a kidney transplant, but only approximately 17,000 people receive one each year. Kidney donations can be made by living donors as well as indicated by a potential donor that his/her wishes are to donate upon death. More information on organ and tissue donations is available on the Donate Life website: www.donatelife.net.

Information provided by the National Kidney Foundation

YOUR DIALYSIS TEAM

HIGHLY SKILLED AND EXPERIENCED FOR OPTIMAL OUTCOMES



**A FEW OF THE
SMILING TEAM
MEMBERS AT THE
NEW WARNER
DIALYSIS CENTER.**

GOOD HEALTH CARE IS A TEAM EFFORT, ESPECIALLY FOR PEOPLE WITH CHRONIC KIDNEY DISEASE. “Dialysis care is more than a healthcare treatment, it’s a way of life and living,” commented Danette Forbes, director of the Warner Dialysis Centers of Spencer Hospital. “To guide our patients in their dialysis journey, we have a special team of professionals, each with unique roles designed to help people adapt and flourish in their dialysis lifestyle.”



DR. KEVIN MARQUEZ, NEPHROLOGIST

Nephrologist

The team leaders in many clinics are doctors called nephrologists, physicians who have advanced training in treating kidney disease. Dr. Kevin Marquez of Avera Medical Group Nephrology of Sioux Falls routinely visits the Spencer and Spirit Lake dialysis centers to connect with patients diagnosed with all stages of kidney disease, both patients on dialysis care and those who do not require dialysis.

Nurse Practitioner

The Warner Dialysis Centers is fortunate to have a nephrology nurse practitioner, Holly Jensen, who assists in overseeing each patient’s treatment plan, working closely with the nephrologist and also the daily care team. Holly sees each patient on a weekly basis and reviews their lab results and medications in detail. Holly worked as a registered nurse in the Spencer Hospital dialysis units for 10 years prior to becoming a nurse practitioner.

Nephrology Nurse

Nephrology nurses are licensed RN and LPN nurses who specialize in the care of patients with kidney failure. They are responsible for assessing patients, assuring that patients’ medications and treatment are administered correctly and for overseeing the dialysis process on a daily basis. Between the Spencer and Spirit Lake centers, Spencer Hospital employs 15 nurses who have 90 years of combined experience.



KRISTI JEWELL, SOCIAL WORKER

Renal Technician

Renal technicians are specially trained to work in the dialysis units. They are responsible for starting and ending dialysis treatments and for monitoring patients before, during and after treatments. They work closely with the dialysis team caring for the dialysis patients throughout the treatment day.

Nephrology Social Worker

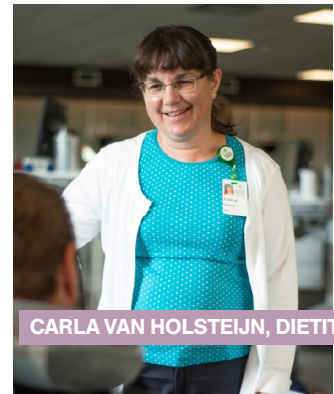
Kristi Jewell, a licensed master social worker, has served in health care for 13 years, and has worked with patients at the Warner Dialysis Centers for the past 11 years. Kristi can provide counseling to help patients and their family cope with kidney disease and assist in treatment planning to fit individual lifestyles. She also can identify services provided by federal, state and community agencies to meet patients' needs. Kristi also

collaborates with Hospice and Behavioral Health patients served by Spencer Hospital.

Renal Dietitian

Carla van Holsteijn is a registered and licensed dietitian at Spencer Hospital.

Carla works closely with dialysis patients at both centers to help tailor a diet plan individualized to each patient's special needs and preferences. She has worked in a variety of settings over the course of the past 28 years. She has a passion about helping people discover the benefits of eating healthy and how to do this deliciously, even within the constraints of specialized diets.



CARLA VAN HOLSTEIJN, DIETITIAN

Patient Care Technician

Patient care technicians (PCTs) perform your dialysis treatment. In many dialysis centers, they are responsible for starting and ending each treatment and for monitoring you before, during and after treatments. PCTs complete an in-depth training program.

Biomedical Technician

Biomedical technicians are responsible for maintaining the dialysis machines. Charlie Peterson fulfills this role for Spencer Hospital's dialysis centers and also works with a variety of other patient care equipment throughout the

hospital and clinics. Jill Ihnen also assists with working on the dialysis machines in the Spirit Lake unit. Both Charlie and Jill are specially trained to maintain the dialysis machines.



CHARLIE PETERSON, BIOMED TECH

Vascular Access Surgeon

A surgeon will do minor surgery on your arm, leg, neck or upper chest to create an access that enables you to be connected to the artificial kidney, or dialyzer, for your treatments. Your access will be a fistula, graft or catheter.

Department Director

Danette Forbes serves as director of the Warner Dialysis Centers of Spencer Hospital, located in Spencer and Spirit Lake. Danette oversees all operations for the center –

personnel, financial and planning – and also actively provides nursing care to patients. She joined the dialysis team as a staff nurse in 2006 and assume the director role in 2014. Danette has worked in long-term care settings and acute care settings prior to working in the dialysis units.

Water Treatment Specialist

Water quality is a highly technical, multi-step process at a dialysis center which requires daily monitoring. Tom Johnson, water specialist, oversees this complex process for the Warner Dialysis Centers. Read more about the necessity of water purity for dialysis care on the next page.

WATER PURITY: ESSENTIAL FOR DIALYSIS CARE



TOM JOHNSON IS A MAINTENANCE SPECIALIST AT SPENCER HOSPITAL WHOSE EXPERTISE IS WATER TREATMENT.

EACH WEEK, THE AVERAGE HEALTHY ADULT CONSUMES 3-4 GALLONS OF WATER. DURING THAT SAME TIME PERIOD, THE AVERAGE ADULT RECEIVING HEMODIALYSIS TREATMENT IS EXPOSED TO APPROXIMATELY 95 GALLONS OF WATER. The healthy adult is typically drinking tap or bottled water which has been treated to remove impurities. Their kidneys take the water filtration a step further. Dialysis patients, who don't have the benefit of healthy kidneys, require water that's free of all traces of impurities, often referred to in layperson's terms as "ultra-pure."

"Water used for dialysis treatment needs to be free of chemicals, minerals, solids, and organic substances. To achieve this quality multiple types of treatment are required," explained Tom Johnson, maintenance specialist at Spencer Hospital whose expertise is water treatment.

Steps include pre-treatment with a water softener to remove hardness, cartridge filters to remove solids and carbon filters to remove chemicals such as chlorine. The water then enters a reverse osmosis (RO) processor which uses a semipermeable membrane and pressure to remove dissolved minerals. Finally, the water passes through 0.2 micron absolute filters which remove endotoxins. Product water then flows through a continuous pipe loop around the patient treatment area where there are water connections for each dialysis machine. Unused water returns to the water treatment room and is reintroduced ahead of the RO unit and processed again.

Water quality and equipment performance are monitored by electronic sensors and manual inspection. Johnson explained that every morning dialysis staff perform a detailed manual

check of the entire system and document temperatures, flow rates and quality readings on a log report before patient treatment is allowed to begin. Staff also perform water analysis to confirm water hardness and chlorine have been removed. These tests are repeated again during the day and require two-person verification.

"Chlorine poses a serious health risk to patients," Johnson said. "One carbon filter is capable of removal but we have two so the safety margin is double what is needed." To put the purity of water prepared for dialysis treatment into perspective, Johnson says that 50 microns is the point humans might be able to see. When water being treated for dialysis use passes through the first filter, it is 5 microns. After the second filter it's 1 micron and then 0.2 microns after the final filter.

Johnson joined the Spencer Hospital team in 2015. As a water technician at Culligan for 35 years prior to that, he was involved in the installation and maintenance of the first Warner Dialysis Unit at Spencer Hospital in 1994 and also oversaw water treatment for the 2002 Spirit Lake dialysis project. He is responsible for various water treatment systems throughout the hospital, yet dialysis water treatment is of special interest to him because it demands precision and attention to detail.

"Tom's knowledge, skills and precision in water treatment is amazing. We're very fortunate to have him on our team," commented Joel Wassom, director of Plant Operations.

At full capacity at each center, daily raw water usage can be 6,000 gallons at Spirit Lake and 8,000 gallons at the Spencer site – and the quality of each drop is important.

DIALYSIS CENTERS' BENEFACTORS

WARNERS' GENEROSITY LEADS TO CREATION OF REGIONAL DIALYSIS SERVICES



MILT WARNER HAD MANY INTERESTS YET THEY ALL SEEMED TO STEM FROM ONE PASSION – HE ENJOYED HELPING PEOPLE AND ENHANCING HIS COMMUNITY.

After providing rides to a friend to a distant dialysis center for treatment and learning that others in the community needed to travel for the same care, Milt decided he wanted to help bring dialysis services to Spencer. In the early 1990s, he learned Spencer Hospital leadership had a similar goal so he and his wife Ethel made a generous contribution to help create a dialysis unit in the hospital.

The Milton and Ethel Warner Dialysis Center opened in August 1994. The unit originally had six treatment stations and provided services three days each week. To borrow the famous movie line, "If you build it they will come," once the center opened the number of patients seeking services rapidly grew. Just over a year later, the hospital was offering treatment six days each week. Then, in another few years, the Spencer unit was renovated to accommodate eight treatment stations.

When it became apparent that more dialysis treatment stations were still needed to fulfill the care needs of patients



from throughout the region, the decision was reached to build a second center. Spirit Lake was selected as the site of the new facility to be conveniently located for patients who were traveling from the northern portion of the service area. Ethel had passed away; however, Milt was still active in the community and he made a gift to support the new project. The Spirit Lake Warner Dialysis Center opened in 2002.

The two centers have continued to care for a growing number of patients. When the hospital acquired the West 18th Street property, the space was ideal to convert a portion of the building into an expanded and easily accessible dialysis facility, replacing the center located within the hospital. Construction started in 2017 with the center completed and opened to serve patients in July 2018.

When the original dialysis unit in Spencer Hospital opened in 1994, Milt Warner had commented: "I'm awfully glad I'm able to sponsor this unit. I know it will do some people a lot of good. In living over the past many years, my greatest enjoyment has been in helping others."

NEW TECHNOLOGY FOR GREATER ACCURACY

BRAVO SYSTEM AIDS IN REFLUX DIAGNOSIS



**DR. JAREN RICKER
PERFORMS THE
BRAVO PROCEDURE AT
SPENCER HOSPITAL.**

YOUR THROAT FEELS TIGHT AND TINGLY. YOU REACH IN YOUR POCKET FOR THE ROLL OF ANTACIDS YOU ALWAYS KEEP ON HAND. THE MEDICATION YOU TOOK AT BREAKFAST FOR YOUR REFLUX SYSTEMS DOESN'T APPEAR TO BE DOING THE TRICK. Physically, it's not a comfortable feeling. Mentally, you worry about long-term health effects and the possibility of cancer.

Would surgery be the answer?

Possibly. Yet general surgeon Dr. Jaren Ricker of Northwest Iowa Surgeons in Spencer isn't going to perform surgery based on symptoms; he needs evidence.

Previously when Dr. Ricker referred patients to a regional medical center for a study to determine the individual's acid reflux level, often the schedule was booked months out. His patients were anxious and he didn't like that they had to wait to get the needed answers. His desire for objective information coupled with his wish to get patients treated in a timely manner prompted him to visit with Spencer Hospital surgery center director Matt Cooper about offering a testing procedure locally. To meet this need, based on Dr. Ricker's advice, Spencer Hospital acquired the Medtronic Bravo System and AccuView pH-Z software to provide this enhanced diagnostic capability.

The patient-friendly Bravo system provides an objective means for diagnosing heartburn and GERD (gastroesophageal reflux disease). This test allows physicians to determine the frequency and amount of acid refluxing in a patient's esophagus. Bravo is the first catheter-free pH monitor system and as such, patients can maintain their normal diet and activity during the short test period.

"Technically, it's not complicated for me to do and it's an easy, painless option for the patient," Dr. Ricker explained. During a routine upper endoscopy, a tiny tracking capsule is placed by Dr. Ricker just above the gastroesophageal junction, the area that connects the esophagus to the stomach. The capsule then transmits data to a recorder which the patient wears for a few days following the procedure, while engaging in normal activity. Upon completion of the study, information is uploaded to a computer for the analysis by the surgeon. The disposable capsule detaches and passes through the digestive tract a few days later.

"When the patient thinks he is having a reflux episode, he can punch the information right into the monitoring box which at the same time is recording the acid level in the esophagus," Dr. Ricker explained. Information is typically recorded for 48 hours. Then, the information is downloaded into a software program which correlates what physically occurred when the patient was experiencing symptoms, confirming or ruling out the need for surgical intervention.

"I typically see two types of patients for this procedure," Dr. Ricker explained. "The first type of patient is why I started offering the procedure. They've gone through all the anti-reflux work-up yet we're at the point we need the objective data to determine how to proceed. Now, I'm starting to see more of the second type of patient – those who have been on anti-reflux medicine for an extended period and now they and their physician want to determine if it's truly necessary."

Studies have shown that up to 70% of GERD patients have a negative endoscopy for GERD. The Bravo system takes testing a step further to either confirm a GERD diagnosis or to rule it out, enabling providers to pursue another diagnosis for their patients to determine what could be causing the patient's symptoms.

"In doing the Bravo procedure, I'm quantifying how severe a patient's reflux is and whether their reflux episodes correlate with their symptoms. Most of my patients who have a Bravo probe do not need to have surgery," Dr. Ricker explained.

For more information on the Bravo testing procedure, visit with your family physician, contact Northwest Iowa Surgeons or visit www.spencerhospital.org for information under Surgical Services.

EXPANDED SERVICE GREATER ACCESSIBILITY

SPENCER HOSPITAL EXPANDS ECHOCARDIOGRAM SERVICES



**CARRIE ARNDORFER
IS OUR VERY OWN
IN-HOUSE CARDIAC
SONOGRAPHER.**

PATIENTS' CONVENIENCE AND PEACE OF MIND WERE TWO COMPELLING REASONS FOR SPENCER HOSPITAL TO EXPAND ITS ECHOCARDIOGRAM PROGRAM, TRANSITIONING FROM A VISITING SERVICE TO ONE OPERATED BY THE HOSPITAL.

The hospital has offered echocardiogram – or “echo” – services for several years through visiting cardiology specialists. In May, a generous donation from the Spencer Regional Healthcare Foundation purchased the echocardiogram ultrasound unit and Mayo-trained cardiac sonographer Carrie Arndorfer joined the hospital staff. Spencer Hospital now offers echo services four days each week, providing more timely and greater access to this important test for people in the region.

An echocardiogram is an ultrasound of the heart. Using soundwaves, health professionals are able to assess the structure and function of a person's heart in real time. It is a non-invasive outpatient and inpatient service.

Your physician may order an echo for a various number of reasons, including:

- Chest pain
- Heart attack
- Shortness of breath
- Edema
- Abnormal EKG
- Valve insufficiency and/or stenosis
- Cardiac family history
- Pre-operative clearance

An echocardiogram does not require any special preparation. The test is performed in a clinic exam room or at a patient's bedside. The patient lies on his or her left side or back while the sonographer rubs a probe with a special gel on their chest. The sonographer will capture many still images, moving clips, and perform measurements while the test is taking place. If needed, an imaging enhancer through an IV can be used to improve the quality of the echo images. The test takes approximately 30-40 minutes and has no side effects.

An echocardiogram provides a great deal of information to health providers, including the following:

- Strength of the heart
- Size of the heart
- If there are any segments of weak muscle
- If there are any problems with the heart valves
- The pressures inside the heart

“Our patients and the referring physicians in the area have been thrilled we have greatly enhanced access to echo services locally,” commented Mary Brosnahan, director of diagnostic services. “While an echocardiogram isn't an urgent test, patients may be anxious about what the test may show. The sooner we can provide this service, the quicker patients may have peace of mind or on their way to receiving needed care.”

REHAB @ THE CLINIC

NEW OUTPATIENT PHYSICAL THERAPY OPTION FOR PATIENTS' CONVENIENCE

IN A CONTINUING EFFORT TO MAKE HEALTHCARE SERVICES MORE CONVENIENT AND AFFORDABLE, SPENCER HOSPITAL WILL BE OPENING A FREE-STANDING OUTPATIENT REHABILITATION THERAPY CLINIC LOCATED IN THE SPENCER MEDICAL ARTS BUILDING THIS FALL.

"We're pleased that we'll be able to offer the high quality physical therapy services provided at Spencer Hospital to patients in a convenient location," commented Jordan Reed, director of Rehabilitative Services.

Reed added: "Depending on a person's insurance coverage, therapy services in a clinic setting can be provided for their plan's primary care copayment. This means that undergoing physical therapy treatment in the clinic setting can provide savings for some of our patients when compared to outpatient hospital services. This will be especially true for those people seeking our services that have commercial insurance plans, such as those through Wellmark, or those with high deductible health plans."

"Therapy services offered at the Spencer Medical Arts Building will be known as "Rehab @The Clinic of Spencer Hospital

and will initially offer Physical Therapy services." The clinic will be located on the second floor of the Spencer Medical Arts Building which also houses Avera Medical Group Spencer, the hospital's Community Health/Public Health Services offices, and Physicians Laboratory of Northwest Iowa.

The therapy staff will work closely with the family practice providers of Avera Medical Group Spencer to care for patients in need of a therapy consultation or treatment.

"When we open Rehab @The Clinic, we'll have four options in the area for outpatient physical therapy care, as we offer both inpatient and outpatient treatment at Spencer Hospital, and outpatient PT at Milford Family Care and Sioux Rapids Family Care," Reed explained. "When we receive a referral or a call regarding a person's need for physical therapy, we will assess which location makes most sense for that person based on their health needs and accessibility factors."



Rehab @^{The}clinic
of Spencer Hospital

Healthier Together.

REMEMBERING LOVED ONES

ANNUAL GARDEN OF LIFE HELD IN MAY AT HOSPITAL PARK



COMMUNITY MEMBERS GATHERED IN SPENCER HOSPITAL'S GRAND AVENUE PARK IN LATE MAY FOR THE GARDEN OF LIFE CEREMONY AND PLANTING. More than 100 donations were given in memory of a loved one or in honor of a special caregiver to the Spencer Regional Healthcare Foundation and Hospice of Spencer Hospital. Through the Garden of Life campaign, each donation is represented by a blooming plant in a special section of the hospital park.

MEDICAL STAFF ADDITIONS



FAMILY PRACTICE PHYSICIAN DR. BILL BENSEN WILL JOIN AVERA MEDICAL GROUP SPENCER THIS FALL.

Dr. Bensen is a graduate of the Des Moines University medical school and completed his residency at the University of Minnesota Mankato Family Medicine program. Dr. Benson also has a master's degree in music.

NURSE PRACTITIONER JAMIE BILLINGS WILL BE JOINING THE HEALTH CARE TEAM AT MILFORD FAMILY CARE AND AVERA MEDICAL GROUP SPENCER IN OCTOBER.

Jamie graduated from the University of Iowa's nursing program and earned her master's degree from South Dakota State University. Most recently, Jamie worked as a primary care provider in Cherokee. She and her family reside in Hartley.



DR. CHARLOTTE CALIGIURI WILL JOIN NORTHWEST IOWA UROLOGISTS IN DECEMBER.

Dr. Caligiuri is currently completing her residency, working with future partner Dr. David Christ at Northwest Iowa Urology and Spencer Hospital. She earned her bachelor of science degree in biology from the University of Iowa. She graduated from Des Moines University as a Doctor of Osteopathic Medicine. Dr. Caligiuri completed a residency in urologic surgery at St. Elizabeth's Medicine Center in Boston and St. John Providence Health System in Warren, MI.



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CHOOSING HOSPICE OF SPENCER HOSPITAL

"I COULDN'T HAVE MADE A BETTER CHOICE"



**EILEEN (CENTER)
WITH FRIEND CAROL
AND NURSE ASHLEY**

EILEEN LYNCH WORKED IN THE HEALTH CARE FIELD FOR MANY YEARS IN NORTHWEST IOWA, PLACING CAREGIVERS IN TEMPORARY EMPLOYMENT SITUATIONS WHEN LOCAL FACILITIES NEEDED ASSISTANCE.

She recognized great care when she saw it, and was familiar with care teams throughout the region. Because of this, when she needed care, she chose Hospice of Spencer Hospital.

Fourteen years ago, Eileen moved to Missouri to be closer to aging family members. She continued to work remotely and maintained her northwest Iowa ties. Then three years ago, she received devastating news.

"On April 16, 2015, I was diagnosed with colon cancer," Eileen recalled. "It was very traumatic, but I knew I needed to have a plan in place. The number one thing in my mind was I wanted to be back in northwest Iowa. I immediately reached out to Spencer Hospital and their hospice team."

Eileen's plan included receiving her initial treatment in the Kansas City area, yet she knew that as the disease progressed, she wanted to be in Iowa and specifically, she wanted to receive care from the Spencer Hospital team.

"I called Hospice of Spencer Hospital and said 'I've been praying about this and have chosen Spencer Hospital,'" she reminisced.

This spring, Eileen knew it was time to make the transition from Missouri to Iowa. She contacted her dear friend Carol Solvik of Spencer who welcomed her into her home and served as her confidant and caregiver. Eileen's children and grandchildren lived nearby, offering her an opportunity to see them frequently and enjoy their hugs.

"I was blessed to have the same doctor I had years before," said Eileen. "I arrived April 7th and checked in with Dr. Tighe. I was experiencing a lot of pain and she said to me, 'At this hospital, we take care of our patients. We'll do what we can to make sure you're pain-free.' Immediately, I felt relief," Eileen said.

This summer, Eileen experienced a health situation which required hospitalization. When visiting Eileen in her home, Ashley, one of her hospice nurses, recognized her need for care. Ashley contacted her physician's office, and within minutes, Eileen was on her way to the hospital. When she arrived, Ashley met her at the door and explained she was already registered and escorted her directly to her hospital room, where she received the urgent healthcare services she needed along with her hospice care.

"I couldn't have made a better choice," she emphasized. "I have faith that I have the number one group to take care of me."

Eileen passed away July 29, 2018. As stated in her obituary: "She was always a woman on a mission. Her last mission was to show her daughters how to transition from this world to the next with dignity and grace. On July 29, she completed her mission surrounded by her daughters and family friends. She will be missed immensely by all those that knew and loved her."

EXTRAORDINARY CAREGIVERS HONORED

DAISY AWARD RECOGNIZES OUTSTANDING NURSES



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

Congratulations to our most recent Daisy Award recipients! Each year, Spencer Hospital awards four nurses with the Daisy Award, two each spring and two additional recipients in the fall.

Mindy Sylvester, Women's Health Coordinator, was recognized with a Daisy Award for her time as a nurse in the Birth Center. She was nominated by a patient whose remarks include: "From the moment I met her, I knew she was a true gem. She not only helped before the birth, but she helped in the early moments of parenting, through several miscarriages, and through the pregnancy and delivery of our two children. I am so grateful for Mindy!"

Amanda Sanderson, a registered nurse who works in the Birth Center, was nominated by a recent patient who experienced a unique childbirth experience and wrote: "Amanda was my nurse and held my hand through it all as she had a similar experience herself. She made sure we got to do skin to skin and nursing in the operating room and spent hours just talking to me, making me feel better. I love her!"

The Daisy Award recognizes outstanding nurses and is awarded twice each year at Spencer Hospital to two individuals each time. The next Daisy Awards will be made in November.

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 under the "Patients & Visitors" tab.

CELEBRATING SPENCER HOSPITAL 'GEMS'

GEM AWARD RECOGNIZES COWORKERS WHO GO ABOVE AND BEYOND



CONGRATULATIONS TO OUR GEM AWARD WINNERS! STANDING FOR “GOING THE EXTRA MILE,” THE GEM AWARD IS GIVEN TO TWO HOSPITAL STAFF MEMBERS WHO PROVIDE EXTRAORDINARY SERVICE. Our two most recent honorees are John Lyon and Lucy Gonzalez.

John is known for his “can do” demeanor and exceptional problem-solving skills. He is always willing to lend a helping hand, often “going the extra mile” in donating not only his skill set, but his personal time as well. As an integral member of the IT department, John works behind the scenes at Spencer Hospital every day, making sure the rest of the staff are able to do their job.

Lucy was honored for her selfless attitude in staying late at work so her fellow co-workers could go home. Always willing to help, Lucy is also known for her contagious smile and kind demeanor. She is a very important member of the Nutrition Services department, and Spencer Hospital.

SERVICE & COMMITMENT

HONORING DEDICATION OF TEAM AND LONGEVITY

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*

Whitney Nuebel
Jessica Bland
Mindy Gress
Brittany Elgersma
Jodi Wimmer
Charlotte Witt
Jessica Dirks
Geena Blake
Laila Wolterman
Jolyn Threlkeld
Jamie Elbert
Erica Hjelm
Molly Lovin
Rachel Wooten

10 Years

Stephen Deutsch
Christopher Meyer
Korey Ebel
Kristi Jewell

Kimberly Brouwer
Nancy Louscher
Lori Edwardson
Jeffrey Messerole
Cynthia Heida
Violette Henningson
Courtney Soenen
Luz Delia Gonzalez Davila
Christine Mehan
Trisha Booth
Betty Hoger
Brenda Harders
Ann Mugge
Dana Kramer
Jane Goodlaxson
Jeremy Voit
Tess Brant

15 Years

Stacy Mol
Sheila Daggett

Amanda Erdman
Julie Remmers
Valerie Gregg
Sharon Frederick
Susan Meyer
Gwyn Woodall-Voss
Laura Armstrong
Kathryn Strohman
Dale Larson
Kimberly Farris
Karen Brandt

20 Years

Andrea Kruse
Connie Khounlo
Becky Stoltz
Linda Partlow
DeeAnn Vaage
Janet Iedema

25 Years

Vikki Putnam
Natalie Streit
Gina Heiter
Kathleen Otto
Tonya Cornwell

30 Years

Debra Brodersen
Lora Zeutenhorst
Pamela Altenhofen
Sue Brandsrud

35 Years

Gretchen Funk

40 Years

Deborah Johnson

** Years of service as of May 31, 2018*

Supporting an Organization *that Supports Us*

John & Mary Rahn

Through the many seasons of life, a hospital is present. Newborns are welcomed; on-going care is provided; and health support is offered at end-of-life through the skilled hospital team. John and Mary Rahn, long-time Spencer residents, are also long-time supporters of the Spencer healthcare system.

Born in Ocheydan, John moved to Hartley at the age of 10. His dad, Carl Rahn, was a local grocer while his mother Ruth was a homemaker. Mary's parents were Blain and Bertha Asher, an auto dealer and registered nurse in Spencer.

"My mother was a nurse at Spencer Hospital for 25 years," said Mary. "I saw first-hand the importance of taking care of people. That is likely where I learned the gift of service to my community and the importance of a local healthcare system."

John and Mary married in 1959 after graduating from the University of Iowa. Choosing to raise their family in Spencer, they have been active in the community and have utilized many of the services and departments of Spencer Hospital over the years.

"Although we've witnessed the footprint of the hospital change dramatically in our time, the compassionate care provided here locally has always remained," said Mary. "I can remember times when we used nearly every department of the hospital - for the births of our 3 children, Wendy, Judy and Jim, Hospice services for my mother, and the emergency department when John faced a health crisis. Having a local hospital, and one as caring and competent as Spencer Hospital, is vital to the health of a community."

"Although we've witnessed the footprint of the hospital change dramatically in our time, the compassionate care provided here locally has always remained."

For John, the hospital was more than a place to receive services. It became one of his community service passions. "As a local bank president, I became aware of the organizations and institutions in the community that were important and those that ministered back to the community," said John. "You learn their needs and the opportunities they have for community members to serve."

In 1996, John served as a campaign committee member to raise funds for the Spencer Regional Healthcare Foundation in support of building the new Abben Cancer Center. Taking note of his abilities and interest in local healthcare, John was later elected to the Spencer Hospital Board of Trustees. He would go on to serve as a trustee for 14 years, and as a foundation board member for over 10 years. Countless dollars have been raised for Spencer Hospital by John to provide new technologies and programming for local healthcare.

In addition to many service hours, John and Mary have planned for the continued support of Spencer Hospital by naming the hospital as beneficiary of a charitable gift annuity.

"Being involved in the financial business for so long, I was familiar with the benefits to the individuals, and the institution, in establishing a gift annuity," said John. "We would receive the income we needed in our lives and in our legacy we would continue to support local healthcare. It was a good thing to do."



NEW TECHNOLOGY IMPROVES COMMUNICATION

TRANSLATION MACHINE HELPS HOSPITAL TO BETTER SERVE PATIENTS

IMAGINE HAVING A CONVERSATION ABOUT YOUR HEALTH IN A FOREIGN LANGUAGE.

It would be difficult to understand your doctor's questions or communicate your symptoms. Despite optimal care, a language barrier could hamper your healing.

For a number of patients receiving care at Spencer Hospital, English is not their first language. To best serve patients by providing effective communications with their care team, the hospital has always subscribed to a translation service, yet in the past year has transitioned from a phone service to video conferencing capabilities. Since translation capabilities may be needed in areas from the emergency department to the birth center to the surgery center, a second video conferencing system was recently acquired, thanks to donations made to the Spencer Regional Healthcare Foundation.

InDemand is a video and phone conferencing system that provides healthcare teams access to medically qualified interpreters for patients not proficient in the English language and patients who are deaf and hard of hearing. The portable unit is designed to meet interpreting needs anytime and anywhere across the entire care continuum.

"For anyone, coming to the hospital for care can be a stressful experience. When there is a language barrier it can be that much more challenging," said Matt Cooper, director of



surgical services. "What used to be a challenging process of telephone communication has become a real time video conversation, where the patient and translator can both easily interact with the care team. The new technology have provided our physicians and staff the ability to keep our patients and their family well informed, increasing patient outcomes and satisfaction."

InDemand currently offers 25 video remote interpreting languages and over 200 voice languages at the touch of a button. The system also offers chat and privacy screen features that allow patients and doctors to stay connected to the interpreter even during private moments. Easy to use, the technology enhances communication between patients and clinicians and supports better outcomes.

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 without you. Thank you!

I would like my gift designated ☐ ALEX ☐ Area of greatest need ☐ Endowment OR
☐ My Passion (Specific Department) _____

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 _____

Street _____ City _____ State _____ Zip _____

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 By Spencer Area Action Club
 By Spencer Hospital Nurses Association
 By Spencer Women of Today
 By Merilee Taylor
 By Richard & Judy Taylor
 By Truist
 By Shirley Wheeler

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 By Marietta Smith-Johnson

Delores Barringer
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MILESTONE MOMENT

1,000TH ROBOTIC SURGERY PERFORMED

CINDY MCGRANAHAN HAS ALWAYS BEEN FASCINATED WITH HISTORICAL ITEMS, YET CURRENTLY SHE'S ALSO A BIG FAN OF MODERN TECHNOLOGY. Cindy, former director of the Clay County Historical Society for more than 20 years, made a little history of her own in July as she became Spencer Hospital's 1,000th robotic surgery patient.

"We're lucky to live in an era of technology," she mused. "Just think about those women crossing the plains and what happened to them when they had a health concern. Never in a million years would they have thought surgery one day would be done with a robot. The technology we have now wasn't even dreamed of years ago."

Robotic surgery typically reduces the length of time a patient needs to stay in the hospital and shortens recovery time. Cindy stayed overnight at Spencer Hospital following her surgery, yet was getting ready for discharge the following morning. According to her surgeon, Dr. Brian Wilson, Cindy's surgery would have required a 2-3 day hospital stay in the past. "I find it amazing how good I feel," Cindy commented post-surgery. "They've taken things out of me and rearranged other things, yet I'm feeling good."

Dr. Wilson, an OB/GYN surgeon with Northwest Iowa Surgeons PC, is also a fan of robotic procedures. "In general, minimally invasive surgery results in less painless blood loss and a quicker recovery and return to work. Specific to robotic surgery, patients have less discomfort and return to daily activities even sooner than other minimally invasive modalities," he said.

Dr. Wilson performed the first robot-assisted surgery at Spencer Hospital on March 31, 2015, and by luck of the schedule, he also performed the 1,000th robotic procedure just a few months over three years later. Wilson's partners – Dr. Pat Slattery, Dr. Jeff Helmink, Dr. Jason Keonin, Dr. Jaren Ricker and Dr. Abby Drucker – have all contributed to that significant number of robotic procedures.

Records aren't available regarding the time frame other hospitals took to hit this milestone; however, a quick internet search for hospitals who have celebrated this milestone show a range of approximately 2.5 years to 8, depending on the size of the institution and number of surgeons.

"We're very fortunate to have such highly skilled surgeons providing care to patients at Spencer Hospital," expressed Bill Bumgarner, Spencer Hospital president. "The hospital purchased the daVinci Xi surgical robot based on the research and recommendation of our surgeons. We appreciate their commitment to seek out and adapt to new technology to achieve the best outcomes for their patients."

Surgical procedures being performed robotically at Spencer Hospital by Northwest Iowa Surgeons include several gynecological and general surgery procedures, such as hernia repair, colon surgery, gallbladder removal, hysterectomy, and a variety of female incontinence correcting procedures.