

# health Connections

WINTER 2019

Seasonal Newsletter of Spencer Hospital

## ANNUAL REPORT 2018



### INSIDE THIS ISSUE

- Patients "Go the Distance"
- Hospital Co-Workers Represent Numerous Communities
  - Rehab @ the Clinic
- Donors Enhance Local Healthcare



**RURAL & COMMUNITY  
TOP HOSPITAL 2019**  
FOUR-TIME RECIPIENT

THE CHARTIS GROUP  
CLINICAL CENTER FOR RURAL HEALTH

iVantage  
HEALTH PARTNERSHIP

# A Message TO OUR COMMUNITIES

## WORKING TOGETHER TO ACHIEVE CONSISTENT HEALTHCARE QUALITY

According to a national healthcare advisory and analytics company, Spencer Hospital is an uncommon community hospital.

Since 2016, the Chartis Center for Rural Health has engaged a leading healthcare analytics firm – iVantage Health – to identify the Top 100 Rural & Community Hospitals in the nation. These are the country's mid-sized hospitals . . . bigger than facilities in towns like Emmetsburg, but smaller than hospitals in cities such as Sioux City.

iVantage utilizes a wide-range of publicly available data to assess hospital performance across 50 rural-relevant indicators to include quality, outcomes, patient perspective, cost, charges, market share and financial stability. They call it a Strength Index. Essentially, the analysis recognizes hospitals that do many things well.

Last month, Spencer Hospital was designated as a Top 100 Hospital for the fourth consecutive year, which is every year the recognition has been awarded. The hospital in Fort Dodge is the only Iowa facility to match that performance. No other Iowa mid-sized hospital has earned the recognition more than once.

I share this information to emphasize that it's both quality and consistency of outcomes that differentiates the Spencer medical community from so many others. Most healthcare experts would agree that consistency of performance

is a critical component for sustained excellence.

It takes a community of dedicated stakeholders, engaged in a common purpose, to seek and achieve excellence. At Spencer Hospital that includes a talented medical staff; a skilled healthcare team; a committed Board of Trustees; a strong Foundation – supported by the contributions of generous donors – and active volunteers.

As this edition of Health Connections shares, this sustained quality has attracted patients beyond the borders of Clay County to our hospital in significant numbers. That is another attribute that explains why Spencer Hospital is an uncommon rural healthcare provider.

At one level, it's a community hospital dedicated to promoting good health for our friends and neighbors in Clay County; yet it's also a regional medical center that offers specialized care needs for citizens throughout northwest Iowa. People are willing to travel to Spencer to obtain care from physicians and clinicians who have earned solid reputations for excellence across a wide array of medical, surgical, diagnostic and rehabilitative specialties.

Please know that the Spencer Hospital and its affiliated medical staff understands the trust you place in us. Caring professionals are focused each day on improving quality and enhancing service responsiveness while striving to offer value for the care you receive.

As a street sign, visible to many when leaving our hospital campus, states . . . thank you for choosing Spencer Hospital.



A handwritten signature in dark ink, reading "B. Bumgarner".

**Bill Bumgarner, President**

# SPENCER HOSPITAL 2018 ANNUAL REPORT

## TEAMWORK



**509** FULL & PART-TIME STAFF MEMBERS



**MISSION** Spencer Hospital is dedicated to promoting healthier lives.

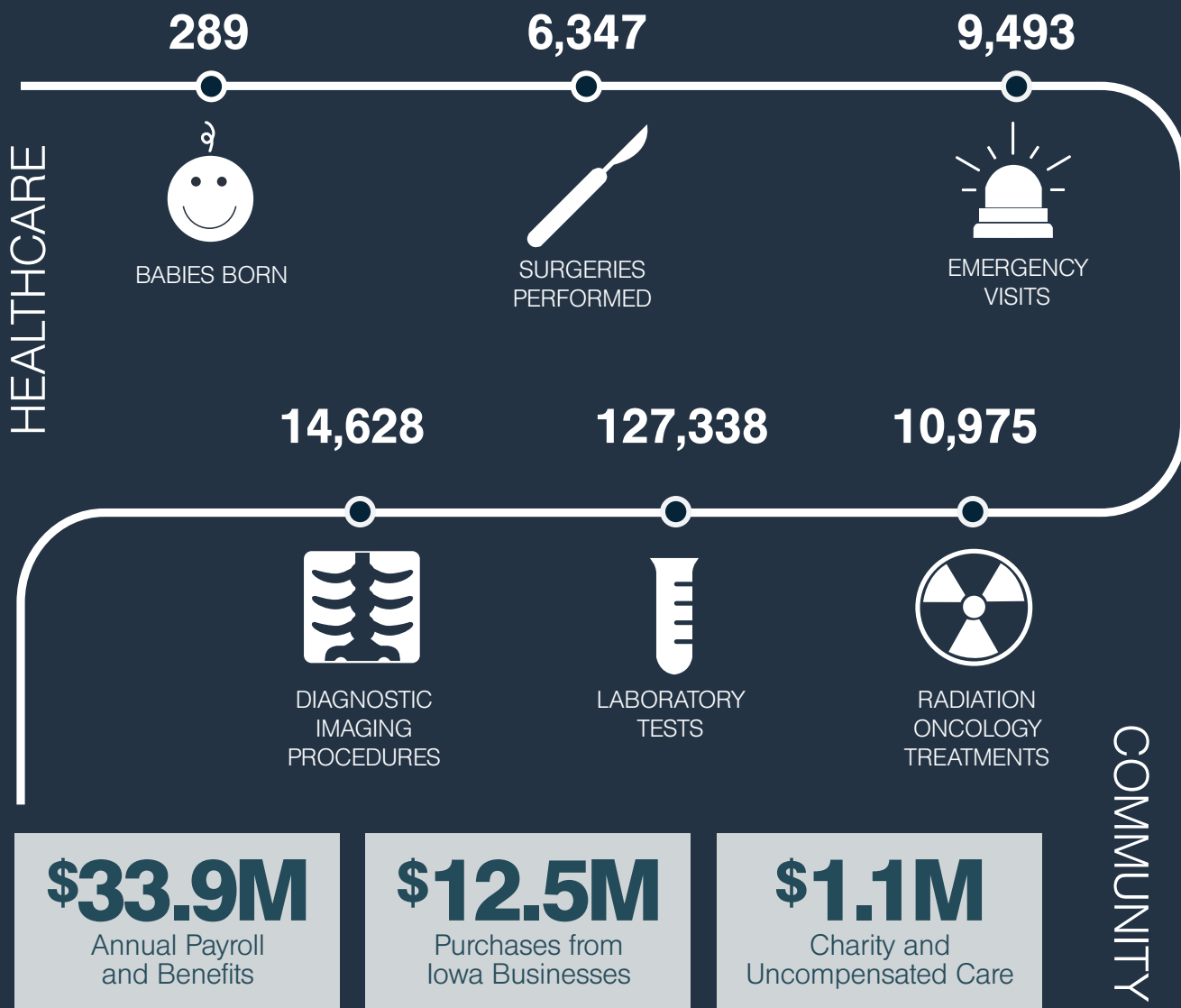
**VISION** Spencer Hospital, in collaboration with its medical staff, will be recognized as an exceptional regional healthcare center.



**41** PHYSICIANS PROVIDING CARE



**104** VOLUNTEERS



## Board of Trustees

Steve Lensing, Chair; Julie Christensen, Vice Chair;  
Neal Conover; Bruce Nystrom; Dr. Gary Van Hofwegen

**ADVISORY MEMBERS:** Bridget Bailey, Amanda Bare, John Cotton, Larry Harden & Leann Jacobsen



# TOP 5 2018 MOMENTS

## New Spencer Dialysis Center Opens



The new Spencer facility of the Warner Dialysis Center of Spencer Hospital, located at 1721 West 18th Street, opened in July. It provides dialysis patients a convenient location for care in a beautifully designed facility while expanding the number of treatment stations from 8 to 14, with room to grow.

Spencer Hospital operates two dialysis centers with facilities in Spencer and in Spirit Lake. "It's rewarding to offer two convenient, easily accessible centers for our patients and to visitors in our area in need of dialysis care," commented Danette Forbes, director of the Warner Dialysis Centers of Spencer Hospital.

## Named a National Top 100 Community Hospital, Again



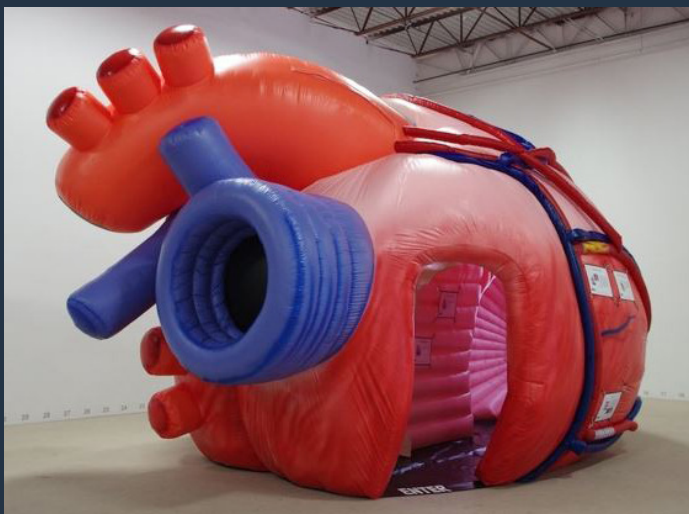
Last winter Spencer Hospital was named one of the nation's Top 100 Rural & Community Hospitals for the third consecutive year by the Chartis Center for Rural Health. The designation is based on data analysis developed by iVantage Health Analytics, Inc., a leading provider of healthcare analytics. iVantage uses data assessing over 50 clinical and business outcome variables.

"There are many healthcare performance awards out there, yet this one is particularly meaningful as objective data is used to select these hospitals. For us, it represents our on-going commitment to enhance clinical, service and business practices over many years that advance Spencer Hospital's systems of care," said hospital president Bill Bumgarner. "This honor also reflects the dedication of our physicians and employees to perform quality services while continually seeking even better ways to care for patients who place their trust in us."

UPDATE – The Chartis Center for Health recently announced that Spencer Hospital was again named a Top 100 Rural & Community Hospital for 2019. Spencer Hospital is one of two Iowa mid-sized hospitals to have earned this distinction all four years since the recognition program was initiated.



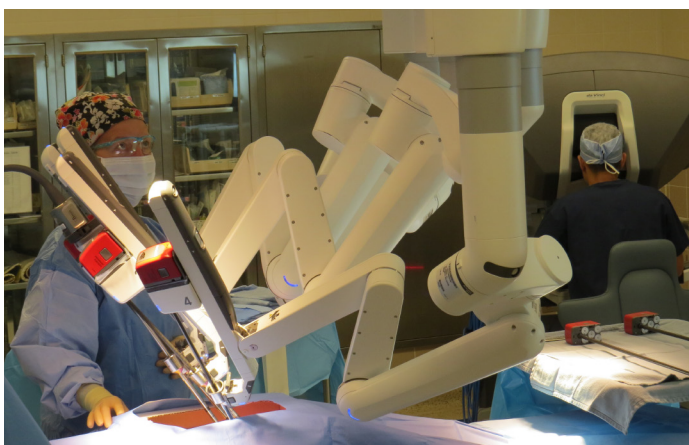
## Sharing Healthy Lifestyle Tips with Community



Whether it was the opportunity to walk through a giant, anatomically correct, inflatable heart or engaging with a spine surgeon to discuss back pain options, Spencer Hospital reached out to hundreds of area community members over the past year to provide health education.

“Community outreach and education is an important mission for the Spencer Hospital healthcare team,” remarked Susan Zulk vice president of marketing & fund development. “We want to offer people knowledge of how they can take charge of their wellness and achieve optimal health. For us ‘Healthier Together’ is more than a casual phrase. Our healthcare professionals desire to share their knowledge to help community members enjoy good health.”

## Hospital’s 1,000th Robotic Surgery Performed



In July the 1,000th surgical robotic procedure at Spencer Hospital was performed. Gynecological surgeon Dr. Brian Wilson performed the first robot-assisted surgery at Spencer Hospital in spring of 2015, and by luck of the schedule, he also performed the 1,000th procedure approximately three years later. Wilson’s partners – Dr. Pat Slattery, Dr. Jeff Helmink, Dr. Jason Keonin, Dr. Jaren Ricker and Dr. Abby Drucker – also perform robotic surgical procedures to include several gynecological and general surgery procedures, such as hernia repair, colon surgery, gallbladder removal, hysterectomy, and a variety of female incontinence correcting procedures.

“We’re very fortunate to have highly skilled surgeons providing care to patients at Spencer Hospital,” expressed Bill Bumgarner, Spencer Hospital president. “The hospital purchased the da Vinci 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.”

## Quick Care Services Expand to Meet Patients’ Needs



The Saturday hours for Quick Care of Avera Medical Group Spencer, a department of Spencer Hospital, were expanded during winter months to meet the care needs of patients during cold, strep and influenza season.

“We offer Quick Care services each weekday afternoon from 3:30-6:30 PM and on typically on Saturdays from 8 AM-1 PM,” explained Nate McCormick, clinic manager. “However, last fall as our Saturday patient numbers begin to grow, our team eagerly responded to the suggestion of expanding our Saturday hours to 2:30 PM during the winter months. I’m proud of the commitment of our staff to offer the community increased access to care through the Saturday clinic.”

# NORTHWEST IOWANS CHOOSE SPENCER HOSPITAL FOR QUALITY AND SERVICES

**CITIZENS FROM MORE THAN HALF OF THE STATES IN THE COUNTRY - FROM ALASKA TO FLORIDA, CALIFORNIA TO NEW YORK, AND, OF COURSE, THE MIDWESTERN HEARTLAND STATES – RECEIVED CARE AT SPENCER HOSPITAL LAST YEAR. YET THE MAJORITY OF PATIENTS RECEIVING CARE AT SPENCER HOSPITAL WERE NORTHWEST IOWANS.**

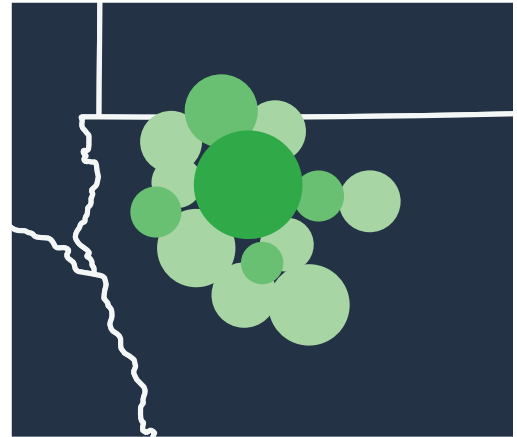
Many of those from afar are travelers to the area, visiting family and friends, or simply passing through and find themselves in need of healthcare services. Yet, consistently each year, Spencer Hospital's patients represent the region of northwest Iowa, with approximately 50 percent of patients receiving care at the hospital traveling from outside of Clay County.

"People choose where they receive healthcare services based on a number of variables," commented Susan Zulk, vice president of marketing & fund development for Spencer Hospital. "Naturally, proximity to home is an important factor in that decision. Yet, of the many other reasons why people may choose more distant healthcare facility include the skill and reputation of a physician or other care provider, unique services offered, quality scores of a facility, cost, and if the facility is included in the patient's insurance plan network."

Most patients who live outside of Clay County and choose

Spencer Hospital for services come from adjoining counties, such as Dickinson, Palo Alto, and O'Brien. Others travel from greater distances, representing counties such as Kossuth, Webster and Calhoun.

The McPhail family travels from Early in Sac County to Spencer for pediatric therapy services. Grayer McPhail's mom, Adriane, commented: "We could have found therapy closer, yet we choose Spencer Hospital's program for their experience and expertise." Zulk added: "Over the years, Spencer Hospital leadership has been committed to supporting services which are



Spencer Hospital cares for patients from various states throughout the country; yet the majority of Spencer Hospital patients travel from throughout the northwest Iowa region for care.



## CHUCK BUSKE | POCAHONTAS, IOWA | 1 HOUR DRIVE

When Chuck Buske of Pocahontas received a diagnosis of cancer at Mayo Clinic and radiation treatment was prescribed, he asked if he could seek care closer to home. "The radiation oncologist asked where I had in mind, and I told her the Abben Cancer Center in Spencer." Chuck recalled that his Mayo physician didn't hesitate, saying that she knew of Dr. Nordstrom, Abben Cancer Center's recently retired radiation oncologist, and shared that he was highly regarded in the radiation oncology community.

"When we got home from Mayo, I telephoned the Abben Cancer Center and the first person I talked to was one of the nurses, Pam Altenhofen," Chuck recalls. "At this point in time I wasn't in the best shape emotionally. Pam must have sensed my mental state because she was very comforting and caring, very knowledgeable, and made me feel at ease from almost the beginning of our conversation. It was at this point that I knew that I had made the right choice with Spencer Hospital's Abben Cancer Center for my cancer treatment, and I didn't need to look anywhere else. As my treatments progressed, the Abben staff kept me informed of everything that was being done and what would be happening."

Chuck said he's also sought care from other healthcare professionals serving Spencer Hospital and is extremely satisfied. "Sure, there are other facilities that are closer than Spencer, but I know that when I make the trip to Spencer I'm going to get the best treatment available," he remarked. "I've had more experience with health care facilities than I care to admit, and there just isn't any better than Spencer."

### Continued...

somewhat unique to rural hospitals, in an effort to meet the needs of citizens in our community and region. Such services include behavioral health, dialysis treatment, comprehensive cancer care, pediatric rehabilitation, and surgical services not always found in small and mid-sized hospitals.

"Our board of trustees truly takes the mission of Spencer Hospital to heart – they join our employees and medical staff in their 'dedication to promoting healthier lives' for people in our region."

#### GRAYER MCPHAIL | EARLY, IOWA | 1 HOUR DRIVE

Adriane McPhail and her three-year-old son Grayer experience a nearly two-hour round trip twice each week as they travel from the family's home in Early, located in Sac County, to Spencer Hospital for Grayer's therapy appointments.

"I don't mind the trip at all," Adriane says. "Grayer is getting the best therapy at Spencer Hospital which will help him thrive throughout the years. We could have found therapy closer, yet we choose Spencer Hospital's program for the experience and expertise the therapists have for working with pediatric patients."

The McPhails relocated last summer from Grand Island, NE to Early, and Adriane said one of the first things she did was to locate therapy services for Grayer.

"Our Area Education Association recommended Spencer Hospital's CAMPS program, saying that we'd find the best pediatric therapy services there, and we did. We absolutely love the program," she remarked.

CAMPS – Children Achieving Maximum Potential through Supportive Services – is Spencer Hospital's pediatric rehabilitation program, encompassing speech, physical therapy and occupational therapy services. Grayer utilizes all three program, enjoying speech the most. "He can be a bit stubborn," his mom chuckled. "PT and OT make him work a little harder than he'd like to at times."

She added, "The therapists are great with Grayer and they also teach me random skills throughout the therapy sessions that I can do at home with my son. We feel very lucky to have found Spencer Hospital's CAMPS program."



#### NICOLE STUDER | WESLEY, IOWA | 1 HOUR 10 MINUTE DRIVE

When Nicole Studer of Wesley – located 15-20 minutes east of Algona in Kossuth County – discovered she needed shoulder surgery to repair a cartilage tear, she didn't hesitate where she would seek care.

"I chose Spencer Hospital because I had heard great things about the orthopedic surgeons that work there," she explained. "My mom and sister both had surgery at Spencer Hospital and were pleased with the results. So, their opinions made me feel safe with choosing them as well."

Nicole said that in addition to learning from family members about the quality of care provided, she also valued having information and answers to her questions. She also liked how her surgeon, Dr. Jason Hough of Northwest Iowa Bone, Joint & Sports Surgeons, who personalized her care, working with Nicole to learn her goals and strive to meet them.

"I really appreciated the nurses that were always willing to answer my questions. Going into surgery I was extremely nervous, but the nurses were willing to help me and answer the many questions that I had," she recalled.

"I also appreciated how my surgeon valued the activities that I wanted to resume after surgery," Nicole added. "I was very insistent on getting back to my normal routine, which includes teaching, running and CrossFit. Dr. Hough gave me clear and easy to follow restrictions so that I was able to return to my normal routine quickly and safely."



# COMMON PURPOSE ATTRACTS CO-WORKERS

## EMPLOYEES COMMUTE FROM MULTIPLE COMMUNITIES ACROSS REGION

**WITH OVER 500 FRIENDLY FACES EMPLOYED BY SPENCER HOSPITAL, THE CO-WORKER POPULATION IS SIMILAR IN SIZE TO A RURAL IOWA TOWN.** Yet, these individuals reside in several northwest Iowa and southern Minnesota communities, some commuting greater than 50 miles to enrich Spencer Hospital's healthcare team.

Currently, approximately 45 percent of Spencer Hospital's workforce reside outside of Clay County. Of those staff members who travel, the majority live in the eight counties adjacent to Clay, yet some hospital employees travel even further, coming from southern Minnesota, and other Iowa counties.

Hospital president Bill Bumgarner says that the hospital strives to create an environment that attracts and retains highly skilled professionals who are committed to excellence.

"Our co-workers are drawn together from a diverse geographical area with a commitment to a common purpose, collaborating to offer high quality care to our patients while also supporting their loved ones," Bumgarner remarked.

Human resources director Michael Schauer shared that for the size of organization, the turnover rate at Spencer Hospital is low compared to industry standards.

"The number of hospital co-workers has steadily remained around the 530 mark for several years, fluctuating depending on service demand. With that large number of people, there is always some fluidity in our workforce as people retire, relocate or change jobs for family or other reasons. Yet we're fortunate to retain many great team members and attract quality applicants too," Schauer said.

Bumgarner added, "We have an exceptional team of professionals. I'm proud of their dedication to meet and exceed the expectations of our patients every day."



### MICAH VANDE VEGTE, RN | MEDICAL/SURGICAL PATIENT CARE

ORANGE CITY & SPIRIT LAKE | 1 HOUR, 10 MINUTE COMMUTE | 1 YEAR OF SERVICE

I'm from northwest Iowa and grew up coming to the Lakes area and have always loved the Okoboji area. During college I had a clinical rotation with Spencer Hospital Community Health Services and was impressed with how friendly everyone was and how well various departments work together.

When I graduated from Dordt College, I knew I wanted to stay in the area and had the opportunity to stay at our family home in Spirit Lake. I went online and compared the area hospitals for patient satisfaction scores, clinical outcomes, patient comments and other statistics, and I really liked what I saw for Spencer Hospital. Plus, during the interview I learned about the strength of the hospital and programs in place to focus on the patient's care and experience. I also liked the range of services offered here, including cancer treatment and multi-specialty surgery center. I'm very happy I chose Spencer Hospital.

**CARRIE ARNDORFER, CARDIAC SONOGRAPHER |  
DIAGNOSTIC IMAGING SERVICES**  
BANCROFT, IOWA | 1 HOUR COMMUTE

My field is quite specialized, which can make finding a job in rural Iowa somewhat difficult. Previously I worked for Mayo Clinic in Rochester and after my husband and I got engaged, I transferred to Mayo in Mankato, MN, and was really hoping to find something closer to home.

Once I saw the position available in Spencer and learned that providing echocardiogram on a full-time basis rather than a visiting clinic would be a new service, I thought it was a really incredible opportunity to help bring great technology to a smaller community. I also thought it would be interesting to learn things from a 'start-up' perspective, as in my previous jobs I was hired into established echo labs.

When I came for my interview, I fell in love with the smaller, family-friendly atmosphere here. I could definitely see myself as part of the Spencer Hospital team. I enjoy my morning commute. My 5:30 AM alarm is sometimes daunting, but that hour each morning is when I drink my coffee, listen to a podcast or an audiobook, and have the added bonus of catching some great sunrises!



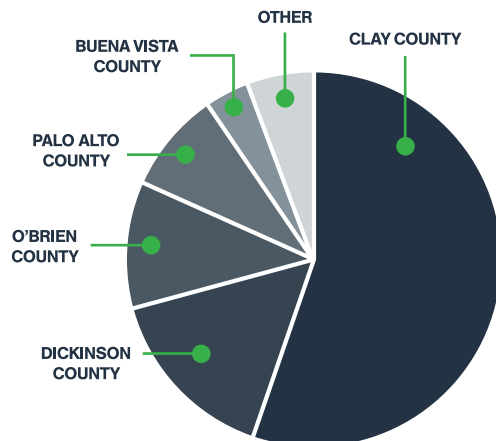
**TIM BIRKEY, STRENGTH & CONDITIONING COACH |  
ATHLETIC ENHANCEMENT**  
ALGONA, IOWA | 50 MILE COMMUTE | 18 YEARS OF SERVICE

Spencer Hospital's Athletic Enhancement is a unique program that has allowed me to work with a wide variety of populations - high school athletes, college athletes, all ages of general population clients, cardiac rehab patients, and others. Each population presents different challenges and needs. The variety makes programming fun and I enjoy the fact that no one day is the same.

The commute is worth it to me. First of all, I enjoy my job and the people I am able to impact through working at the hospital. I don't wake up dreading going to work; I enjoy it. Secondly, I like the small, family feel of working at the hospital.

The sheer length of the drive is sometimes challenging and then winter driving always presents problems from time to time. Yet, when weather doesn't present challenges, I enjoy the morning drive. It gives me a chance to drink a cup of coffee, listen to ESPN radio and collect my thoughts for the day.

*Fifty-five percent of Spencer Hospital's co-workers reside in Clay County communities and most of the other commute from adjoining counties, yet some travel even further and a few even work remotely.*



# DR. CALIGIURI INTRODUCES NEW KIDNEY STONE PROCEDURE TO REGION



**THOSE WHO HAVE EXPERIENCED A KIDNEY STONE PASSING FROM THE KIDNEYS THROUGH A URETER INTO THEIR BLADDER ARE PAINFULLY FAMILIAR WITH THE SYMPTOMS.** And, if the stone didn't pass naturally, they may have undergone a procedure at Spencer Hospital where the stone was broken up through lithotripsy to pass more easily, or actually have had the stone retrieved through a surgical procedure. Yet, what happens to the large stones that remain in the kidney?

A large stone – typically around 2 centimeters in size – may not create symptoms for all patients. Yet, others may experience pain in their flank area or may have reoccurring bladder infections. Plus, the chances of the stones naturally trying to pass and either getting stuck in the ureter or traveling a painful path to the bladder remains a possibility.

Locally, large kidney stones have been routinely treated with external shockwave lithotripsy, a procedure designed to help break up a large stone into smaller, more manageable pieces. Yet, lithotripsy is not always successful. In the past, another option was to send patients to a distant facility to undergo a special procedure called percutaneous nephrolithotomy. With the recent addition of urologist Dr. Charlotte Caligiuri to Northwest Iowa Urology and the Spencer Hospital medical staff, this procedure can now be performed close to home.

"I am excited to be offering this service to patients in need that would otherwise need to travel two to three hours to receive similar care," expressed Dr. Caligiuri. Since starting her practice in Spencer in early 2019, Dr. Caligiuri has implemented this procedure into her practice at Spencer Hospital.

She explained that this minimally invasive procedure is performed by surgically inserting a small scope directly into the patient's kidney. The kidney stone is broken up using both ultrasonic wave energy and ballistic shockwave energy and all the pieces are removed through the scope. The patient typically stays overnight in the hospital and then returns for a follow-up check approximately two weeks later and for stent removal.

To support Dr. Caligiuri in performing this procedure, the Spencer Regional Healthcare Foundation funded the purchase of a new lithotripter unit and also an upgrade of the laser used to assist in breaking up kidney stones.

"We're thrilled to work with Dr. Caligiuri in providing this service to patients in our region," commented Matt Cooper, Spencer Hospital surgical center director. "She's a delight to work with and a very talented surgeon. We provide a wide variety of surgical specialties and continue to evaluate the potential of new services to provide care locally."



# A PERSONAL PERSPECTIVE

## PHYSICIAN APPRECIATES SPENCER HOSPITAL'S HOSPICE CARE PROVIDED FOR MOTHER



**NINE DAYS OF LAUGHTER, TEARS, SINGING, BEAUTIFUL LAKESIDE SUNSETS, GRANDCHILDREN'S HUGS, MEMORY-SHARING, OPPORTUNITIES TO SPEAK OF UNDYING LOVE AND CHANCES TO SAY GOODBYE.**

As Bonnie Albertson often said to her four children and grandchildren during her final days under hospice care, "I know you love me, and you know I love you. That's all that matters."

Bonnie's eldest daughter, Dr. Sonia Sather, is a long-time family practice physician who recently transitioned from her patient practice to serve as a hospitalist at Spencer Hospital. Dr. Sather had witnessed the benefits of hospice services for many patients over the years. As a daughter, she experienced and appreciated the services of the Hospice of Spencer Hospital team in providing end-of-life care to her mother and support to the entire family as well.

"Hospice care is really important for families, as they're scared and they don't know what to expect during those last months or days. Their biggest concern is they want their loved one to be comfortable and they appreciate having help in understanding what they can expect," Dr. Sather said. "No matter how much you know it's coming; you're never fully prepared. Just having the hospice social workers and nurses who know what to expect and how to share that information is really helpful."

Her mother, Bonnie, had lived with Parkinson's disease for 17 years. During many of those years her symptoms were well managed through medication and exercise, yet in the last five

years of her life, the progression of the disease quickened its pace. Knowing her prognosis, Bonnie had an advanced directive for end-of-life care and had discussed her wishes with her family.

"Mom was hospitalized and we knew she didn't want to be intubated," Dr. Sather recalled, "So instead she was placed on a bi-pap machine, which basically was doing the work for her. At that point, Mom was alert and responsive, so we asked her if her wishes remained the same, and they did. She didn't want further, long-term intervention, so the answer for us was hospice care."

"The hospital's hospice care was wonderful," Dr. Sather said. "They made sure we had all the supplies we needed and everything to help make her comfortable. They taught us how to do all her care and reviewed all her medications with us, and just kept us informed of what to anticipate. They were very responsive and supportive. Hospice had scheduled times they would visit, yet if we called, they'd be there if we needed something."

For Sonia, being a hospice patient's daughter yet also a trained physician was a bit of "a blessing and a curse," she said. "Every now and then, I was surprised. For example, on Sunday after we took Mom home, she was sleeping pretty much constantly and at times there would be long gaps between breaths. I informed my family this could be expected and that this may be our final moments with her. Music is big in our family so my husband Ryan started playing the piano. Everyone was singing along, and then we notice Mom was awake, singing too."

Family and friends enjoyed several moments and memories with Bonnie before she passed away a few days later. Hospice services continued as the hospital team assisted with many transition questions and provided bereavement services and materials throughout the first year.

"As a physician and as a daughter, I've found so many benefits through the expert care and guidance of Spencer Hospital's hospice team," Dr. Sather commented. "We greatly appreciated their care and their caring."

# REHAB @THE CLINIC PROVIDES CONVENIENT, AFFORDABLE OUTPATIENT PHYSICAL THERAPY



**IN A CONTINUING EFFORT TO MAKE HEALTHCARE SERVICES MORE CONVENIENT AND AFFORDABLE, SPENCER HOSPITAL HAS OPENED REHAB @ THE CLINIC, A FREE-STANDING OUTPATIENT REHABILITATION THERAPY CLINIC LOCATED ON SECOND FLOOR OF THE SPENCER MEDICAL ARTS BUILDING.**

"It's the same great care from the same great Spencer Hospital physical therapists, just at an alternative location, which for some people, based on insurance coverage, is a more cost-effective option," explained Jordan Reed, director of Rehabilitative Services.

Depending on a person's insurance coverage, therapy services in a clinic setting can be provided based on their plan's primary care copayment rather than being fully applied towards a patient's deductible. A co-payment is typically less expensive than a payment towards an annual deductible.

"With the opening of Rehab @The Clinic, we now offer four options in the area for outpatient physical therapy care," Reed said.

"We offer both inpatient and outpatient treatment at Spencer Hospital, and outpatient physical therapy at Milford Family Care, Sioux Rapids Family Care and Rehab @ the Clinic in Spencer.

"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, accessibility factors and insurance coverage," Reed explained.

## OPTIONS FOR THERAPY

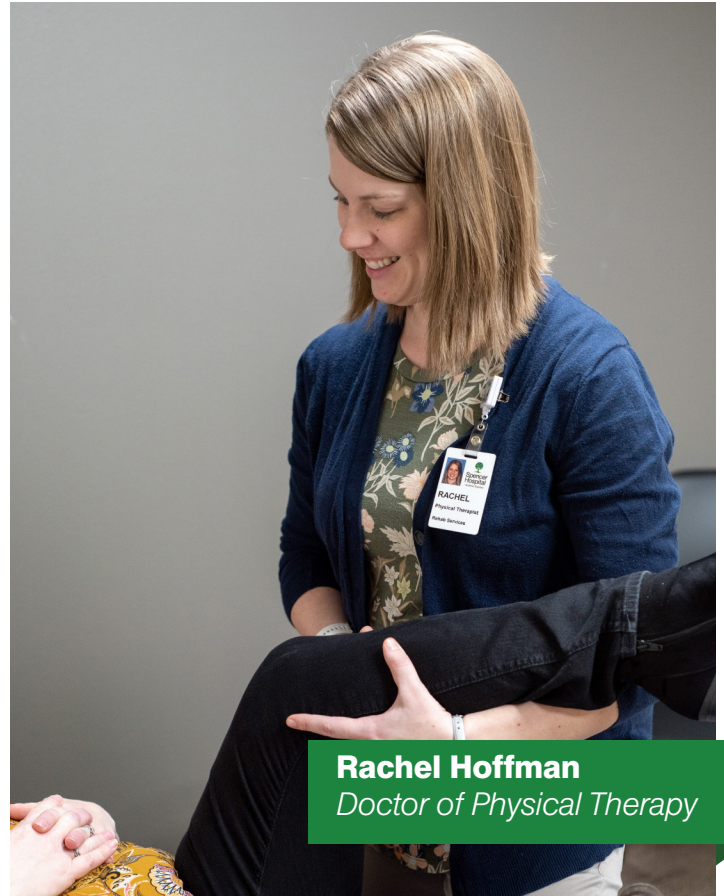
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**THE PHYSICAL THERAPY PROFESSIONALS OF SPENCER HOSPITAL PROVIDE SERVICES IN SEVERAL LOCATIONS TO BEST FIT THE NEEDS OF EACH PATIENT.**





**Sarah Goodchild**  
*Doctor of Physical Therapy*



**Rachel Hoffman**  
*Doctor of Physical Therapy*



**Craig Cantrall**  
*Doctor of Physical Therapy*



# DR. MARKS JOINS ABBEN CANCER CENTER



**ABBEN CANCER CENTER OF SPENCER HOSPITAL HAS WELCOMED EXPERIENCED RADIATION ONCOLOGIST MICHAEL MARKS, MD, PHD TO ITS CARE TEAM.**

Dr. Marks has more than two decades of experience in cancer treatment.

He earned his medical degree from the University of Alabama School of Medicine and also has a doctorate in biochemistry from the University of Alabama in Birmingham.

Dr. Marks is a diplomate of the American Board of Radiology and the National Board of Medical Examiners.

Dr. Marks commented, "The healthcare team at Spencer Hospital and Spencer's medical community are exceptional. Our goal is to provide the best in cancer care for the people of northwest Iowa."

# MESSEROLE NAMED EDUCATOR OF THE YEAR



**RECENTLY THE IOWA EMERGENCY MEDICAL SERVICES ASSOCIATION (IEMSA) RECOGNIZED JEFFREY MESSEROLE AS IEMSA INSTRUCTOR OF THE YEAR.**

Jeff was nominated for the honor by Clay County Emergency Services Director Tammy McKeever, who commented: "Jeff has dedicated his life to teaching and instructing not only locally, but internationally. He cares for his students and outcomes of their training. The Clay County EMS Association feels blessed to have such as asset locally."

Messerole has been involved in emergency medical services for 37 years, starting as combat medic in the United States Army and later an EMT, then Advanced EMT, and currently as a paramedic for the past 33 years. He began teaching CPR in 1982 and found he really enjoyed it, so he continued to teach while actively working in the emergency medicine field. When he joined Spencer Hospital in 2007, he transitioned to being a full-time instructor.

"I really teaching enjoy complex hands-on skills, such as resuscitation of adults and children," Messerole said. "It's rewarding when I am lecturing or doing hands-on skills and the light bulb comes on, and I can see the student just got and understood what was in front of them. Seeing their confidence increase and then when they achieve certification, I like knowing I had a part in that, and that they have learned skills which they can use to help others."

He added: "Medical education is constantly changing and we in medicine are lifelong learners. We should never stop learning. I learn new things most every day in my work here at Spencer Hospital and I can't wait to share them with staff. I am only able to do that because of the support I get from leadership, the HRD department to include Danelle, Lisa, and April. Without their help I would not be nearly as effective as I am. I believe I have been given a tremendous opportunity to assist others in achieving the best outcomes for the patients here at Spencer Hospital and I am honored for that opportunity."

# EXTRAORDINARY NURSES RECOGNIZED

NATIONAL DAISY AWARD DESIGNED TO SPECIFICALLY HONOR NURSES

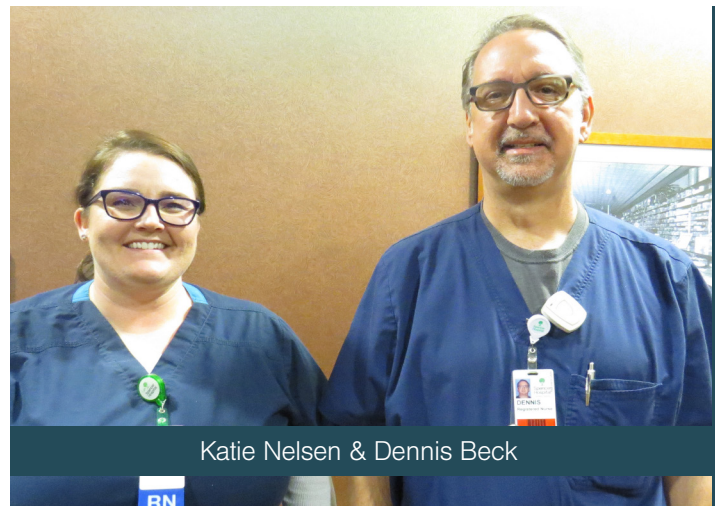
**TWO SPENCER HOSPITAL NURSES – KATIE NELSEN AND DENNIS BECK - WERE RECENTLY HONORED FOR PROVIDING EXTRAORDINARY CARE AS THEY WERE PRESENTED THE FALL 2018 DAISY AWARDS.**

Katie Nelsen is a registered nurse on the medical-surgical inpatient unit. She was nominated for being a great nurse overall, and specifically for the compassionate care she provided a frightened patient who has dementia.

Katie's nominator noted: "The patient was confused and need reassuring often. Katie made sure to calmly explain the situation over and over again to the patient. She also stayed with the patient and held her hand until the patient was calm. Katie made sure the patient was physically safe and emotionally okay."

Dennis Beck is a registered nurse on the behavioral health unit. He was nominated by a patient who noted that Dennis was "her saving grace" during her hospitalization and care. "He treated me with dignity and respect and, most importantly, empathy," his nominator wrote. "I cannot describe in words how much this nurse meant to me during my stay. He was part of the group of people who literally saved my life."

Spencer Hospital recognizes two outstanding nurses semi-annually, presenting them with the Daisy Award. This national award was created by a family who was touched by the extraordinary care and compassion provided to their son during his hospitalization. Anyone can nominate a nurse for a Daisy award. Forms are available within the hospital and on the Spencer Hospital website.



# OUTSTANDING CO-WORKERS HONORED

GEM AWARD ACKNOWLEDGES COWORKERS WHO GO ABOVE AND BEYOND

**CONGRATULATIONS TO SPENCER HOSPITAL'S FALL 2018 GEM AWARD WINNERS, VIOLETTE HENNINGSON AND MYRON HESEBECK! GEM AWARDS – WHICH STANDS FOR "GOING THE EXTRA MILE" – ARE PRESENTED TWICE EACH YEAR TO TWO OUTSTANDING CO-WORKERS.**

Violette was nominated by a patient who was so impressed by Violette's compassion and the care she provided. The nominator noted: "Violette went out of her way to make my stay the best! Never forget how valuable you are to the people you meet every day."

Myron was recognized for a specific time he came in two hours prior to the start of his shift to clean up after a broken pipe. The nominator noted that this wasn't a one-time incident as routinely Myron performs acts of kindness and additional service to support his team and assure quality in the hospital's

environmental services efforts. "Myron cares so much about his co-workers that he never wants to put the burden of extra work on them."



# Spencer Regional Healthcare Foundation

*A Year in Review - July 1, 2017 - June 30, 2018*

## *Top Moments* for the **Spencer Regional Healthcare Foundation**

As our community of donors grows, so does the impact made through the Spencer Regional Healthcare Foundation. Thanks to generous donors of past and present whose generous gifts helped yield these highlights.

### **Foundation Celebrates 25 Years!**

In 1993 the Spencer Regional Healthcare Foundation was founded to provide a specific entity to foster gifts for the enhancement of local healthcare. Since that time, millions of dollars have been invested in new technology,

programs and services provided through Spencer Hospital. As an approved charitable organization, gifts made to the Foundation provide donors not only the joy of making a gift, but also the tax benefits of giving.

### **First Distribution of Endowment Funds**

The *Looking Forward, Giving Back* campaign sought to establish a permanent endowment to support Spencer Hospital's healthcare mission. Donors from across the region came together and raised over \$2.5 million. This past spring

marked the first distribution of the endowment fund which provided an additional \$89,300 in grant funding. This is in addition to the traditional grants from the Foundation's general fund.

### **Foundation Commits \$250,000 for Warner Dialysis Project**

This past summer, Warner Dialysis of Spencer Hospital officially opened the doors of its new location on West 18th Street. In line with the mission of enhancing healthcare,

the Foundation used designated funds and requested donations to assist with this much anticipate project, supporting patient comfort items.

### **Anonymous Challenge Grant Encourages Giving**

Celebrated on the Tuesday following Thanksgiving, Giving Tuesday kicks off the charitable season. The Foundation also uses this time to encourage and celebrate Spencer Hospital's vibrant employee giving program.

This year, an anonymous donor provided a \$2,500 challenge grant to see if the employees of Spencer Hospital could raise \$2,500 on Giving Tuesday. In a single day, 94 employees came together to contribute \$3,900!



# Generous Donors Working Together.

## Donor Statistics



# \$443,650 Total Donated

# 618

**Active Donors in FY18**



**81%**

Repeat Donors

**19%**

New Donors

**PROVIDE** a gift.  
**Make an IMPACT.**  
**Please JOIN us!**

Spencer Regional Healthcare Foundation

1200 First Ave. E.

Spencer, IA 51301

(712) 264-6226

[giving@spencerhospital.org](mailto:giving@spencerhospital.org)

[www.SpencerHospital.org](http://www.SpencerHospital.org)

## Popular Gifts

There are many ways you can give through the Foundation to meet your charitable goals.



**Memorial Giving**  
**Kent & Dixie Zalaznik**

"Memorial gifts let me remember my friends in a way that will help others. What a wonderful gift."



**Gift of Grain**  
**Don & Marlene Nielsen**

"We enjoy the ease of gifting grain. Spencer Hospital has always been there for us and we've appreciated the care."



**IRA Roll-over**  
**Bob & Delores Barringer**

"We enjoy the tax benefits for us and the impact we can make with this generous gift."



**Partial Beneficiary in Estate Plan**  
**Delores Salzkorn**

"Delores very much appreciated the Spencer healthcare system and utilized their services frequently. She realized how important it was to have a medical system available for herself and the community. Therefore, she wanted to support it anyway she could. She was also a volunteer for many years there, and enjoyed helping wherever she was needed." Denise Nielsen, niece of Delores

# Your Gifts at Work. *Grant Statistics*

## Our Mission Is Clear. *Enhance Local Healthcare*

Your donation will enhance the care you, your family and neighbors can receive at Spencer Hospital.



# \$487,345 Total Granted

*Local healthcare is essential in our rural community.*



Abben Cancer Center



Education



Athletic Enhancement/  
Cardiac Rehab



Diabetic Education



Guest Needs



Warner Dialysis Centers



Surgery Center



Community Health  
Services



Diagnostic Imaging



Hospice of Spencer  
Hospital Services



Women's Health

*Thank you for making  
a difference!*



# YOUR CARING SUPPORT THANK YOU

## GIFTS

By Kevin & Cheryl Ahern	By Doug & Kathy Duncan	By Meredith & Linda Johnston
By Chad & Angie Baldwin	By Myron & Connie Elg	By Sean Johnson
By Amanda Bare	By Employment Connections	By Tyler & Laura Johnson
By Rob & Delores Barringer	By Mandy Erdman	By Stanley & Jodene Jongma
By Ronald & Marlyce Bauermeister	By Dr. Philip & Peg Deffer	By Angela Kabrick
By John Bjornstad	By Jerry & Judy Erickson	By Herb & Arla Kintigh
By Black Knights Car Club	By Amy Essick	By Dr. Jason & Lindsey Keonin
By Jill Bobolz	By Farmers Trust & Savings Bank	By Jarold & Donna Krogman
By Marilyn Bock	By Carole Feldhacker	By Matt Kuehler
By Sandra Boisen	By First English Luthern Church	By Scott & Becky Lawson
By Bomgaars-Ladies Night Out	By Sid & Amy Fitch	By Steven & Shari Lensing
By Dale & Karen Brandt	By Dawn & Clayton Fletcher	By Marjorie Lorenzen
By Gerry & Jodie Bredlow	By Scot & Brenda Francis	By Janell Martini
By Mr. & Mrs. Brian Brodersen	By Roger & Karen Fread	By MWI Components, L.C.
By Jamie & Mary Brosnahan	By Sharon Frederick	By Nate McCormick
By Kim Brouwer	By Garfield-Herdland Community Drive	By Travis McGuire
By Lois Brown Estate	By Dr. Curt & Sam Geyer	By Candace McGuire
By Bill & Karen Bumgarner	By David Goedicke	By Roxy McLaren
By CMBA Architects	By Steve & Kim Grell	By Curt & Anita Miller
By Mason & Stephanie Cady	By Adam & Mindy Gress	By Ken & Stacy Mol
By Bill & Jane Campbell	By Gloria Guertman	By Mel & Margaret Molitor
By Carol Campbell	By Larry & Cathie Harden	By Angie Moore
By Jim & Julie Christensen	By John & Karen Hargens	By Don & Sylvia Moore
By Charity Kids Club	By Dave & Diane Hargrave	By Patricia Muller
By Phil & Siri Christy	By Denny & Nancy Harmon	By Dan & Susan Nelson
By Clay Mutual Insurance	By Doug & Sandy Hart	By Don & Marlene Nielsen
By Community State Bank Employees- Pink & Blue Jeans Day	By Bob & Shelly Hartzell	By Alicia Nissen
By Congregational Ladies Aid of Greenville	By Darren Hasbrouck	By Dennis & Marleen Norgaard
By Matt & Molly Conlon	By Danny & Sharon Hauswirth	By Bruce & Holly Nystrom
By Patrick & Kristy Connor	By Greg & Susan Hauswirth	By Shirley Ohrtman
By Neal & Kitty Conover	By Cindy Heida	By Brad & Sara Olsen
By Tom & Betsy Cornwall	By Larry & Rebecca Hennings	By Shirley Olson
By John & Carole Lea Cotton	By Angela Hetrick	By Bill & Judy Orrison
By Lyle Cretsinger	By Carolyn Hicks	By Jerry & Kathleen Otto
By Mike & Merry Crotty	By Jim & Tammy Higgins	By Roberta Paquin
By Michaela Cullen	By Ryan & Rachel Hoffman	By Parks Marina
By Melissa & Don Cunningham	By Gary & Ann Holck	By Gretchen Patterson
By Jennifer Dau	By Ben & Val Hollesen	By Gary & Lisa Peters
By Brian & Jill Davis	By Patricia Hossack	By Adam & Ashley Peterson
By Gregory & Anna Davis	By Terry & Renee Hott	By Brian & Becky Peterson
By Doug & Lisa Dekkenga	By Lorrie Huffman	By Steve & Jennifer Pick
By Arvin & Kathleen Druvenga	By Kimberly Hurlburt	By Alan & Carol Pierce
	By Jerry Illg	By Jerry & Winnie Poock
	By Bruce & Judy Iverson	By Randy & Deb Pontious
	By Lori Jennings	By David & Sharyl Potratz
	By Dr. Stephanie Johnson & Paul Rekow	By Dr. Glenn & Beth Preston

***Gifts listed are those which were made since the August 2018 edition of Health Connections.***

# Spencer Regional Healthcare Foundation Board



Standing: Ben Hollesen, John Rahn, Nate Schmidt, Dr. Charlie Crouch, Wes Simpson, Sid Fitch and Bill Bumgarner.  
Seated: Mindy Gress, Executive Director; Pat Reno, Linda Kunzmann and Susan Zulk, VP-Marketing & Fund Development.  
Not pictured: Myra Coover, John Cotton, Jill Davis, Steve Lensing, Marcia Ramstack, Lisa Steffen and Kim Upah.

By Tom & Virginia Rabel  
By John & Mary Rahn  
By Philip & Marcia Ramstack  
By Jay & Bucky Rehnstrom  
By Tom & Mary Reissner  
By Loren & Denise Reit  
By Bob & Pat Reno  
By Katie Rohling  
By Dr. Nathan Rohling  
By Doug Rolfes  
By Leo & Colette Rossiter  
By Aaron & Cara Rutter  
By Barbara Salton  
By Amanda Schany  
By Jerry & Sandra Scharnberg  
By Michael & Angie Schauer  
By Hannah Schlueter  
By Dr. Brea & Nate Schmidt  
By Art & Kay Schueneman  
By Jim & Pat Schuller  
By Gil & Doreen Scribner  
By Darlene Severeid  
By Shirley Simon  
By Tanya Snarski-Carlson & Kevin Carlson  
By Kelly & Teresa Snyder

By Spencer Hy-Noon Kiwanis  
By Spencer Insurance Services  
By Dennis & Diane Spooner  
By Joe & Nicole Steele  
By Tye & Lisa Steffen  
By Curt & Becky Stoltz  
By Jennifer Struve  
By Danelle Stumbo  
By Jeff & Carla Swank  
By Tim & Mindy Sylvester  
By John & Heidi Toale  
By John & Elizabeth Tonsfeldt  
By Truist  
By Troy & Kim Upah  
By Jay & Shantel Van Gelder  
By Tom & Wendy Van Tassell  
By Bob Vander Tuig  
By Albert & Gwyn Voss  
By Laura Wagenaar  
By Alice Wagner  
By Joel & Janet Wassom  
By Kirk & Jeri Wescott  
By Kimberly Whisenant  
By Jennifer Williams  
By Tamara Williams  
By Tammy Wilson

By Mike & Jodi Wimmer  
By Winther, Stave & Co, LLP Employees  
By Nancy Whittenburg & Gary Nelsen  
By Katie Wolters  
By David & Debbie Woodcock  
By Paul Wooten  
By Dr. Amanda & Jason Young  
By John & Susan Zulk  
By Marisa Zweifel

## IN HONOR OF

Delores Barringer  
By Marietta Smith-Johnson

Dwight Conover  
By Virginia Bubke

Neal Conover  
By Virginia Bubke

Austin Crew  
By Faith Lutheran Church

Roger Crouch  
By Veronica Doede



Jon Hengereld  
By Leading Edge Aviation

Lynese Isom  
By Marietta Smith-Johnson

Troy Larson  
By Northwest Bank

Shannon Magner  
By Marietta Smith-Johnson

Oncology Nurses-Abben Cancer Center  
By Roger Crouch

John Rahn  
By Marietta Smith-Johnson

Joe Skow  
By Great Lakes Communication  
Corporation

Steven Smith  
By Marietta Smith-Johnson

My Son, Mike  
By Colleen Griesse

**IN MEMORY OF**

Bryan Adams  
By Linda Griffin

Ila Agler  
By Friends & Family of Ila

Carol Albers  
By Betty Pothast  
By Tim & Sherri Steffen

Everett Amis  
By Carol Albers  
By Verlie Amis

Lowell & Rose Anderson  
By Loran, Denise & Reed Anderson

Dale Baak  
By Scott & Alison Simpson

Mary Louise Bayne  
By Tom & Katie Howe

Redge Berg  
By Tom Berg

Joni Erick Bird  
By Family & Friends of Joni

Lois Brown  
By Carol Thoma

Wayne Calhoon  
By Myra Coover

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By Christine Casey  
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By David Engeltjes  
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By Barbara Christensen  
By Ellen Geerdes  
By Jerome Kimball  
By Dale & Mary Larsen

Arla Gould  
By Frank & Bernice Parks

Shirley Granstra  
By Barney Granstra  
By Sherri & Rod Stephas



## Spencer Regional Healthcare Foundation

# giving

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By Terri Buker  
By Bill & Jane Campbell  
By Myra Coover  
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By Lon Rossiter

Harley Rouse  
By Colleen Rouse

Luke Rouse  
By Colleen Rouse

Dorothy Rute  
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By Family of Evelyn Saunders

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Kay Ziemann  
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Sherry Zinn  
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## **ENDOWMENT**

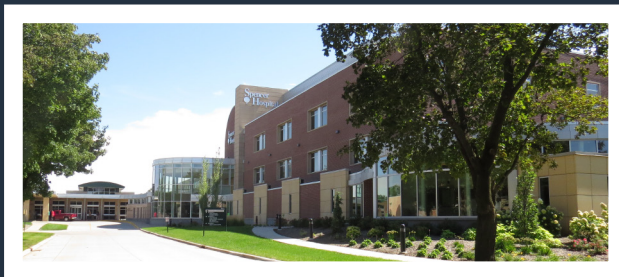
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By Dr. Rick & Barbara Wilkerson  
By Dena Wintz  
By Kylee Zinn  
By John & Susan Zulk



# Thank You for Your Support

Spencer Hospital is leading the way to better health.



**Spencer Hospital**  
1200 First Ave East  
Spencer, Iowa  
(712) 264-6198



**Warner Dialysis**  
1721 W 18 St  
Spencer, IA  
(712) 264-6464



**Avera Medical Group Spencer**  
116th East 11th St, #101  
Spencer, Iowa  
(712) 264-3500



**Abben Cancer Center**  
1200 First Ave East  
Spencer, Iowa  
(712) 264-6550



**Sioux Rapids Family Care**  
113 Second Street Sioux  
Rapids, Iowa  
(712) 283-2723



**Warner Dialysis**  
3150 18th Street  
Spirit Lake, Iowa  
(712) 336-2910



**Milford Family Care**  
2004 Okoboji Ave.  
Milford, Iowa  
(712) 338-2461