

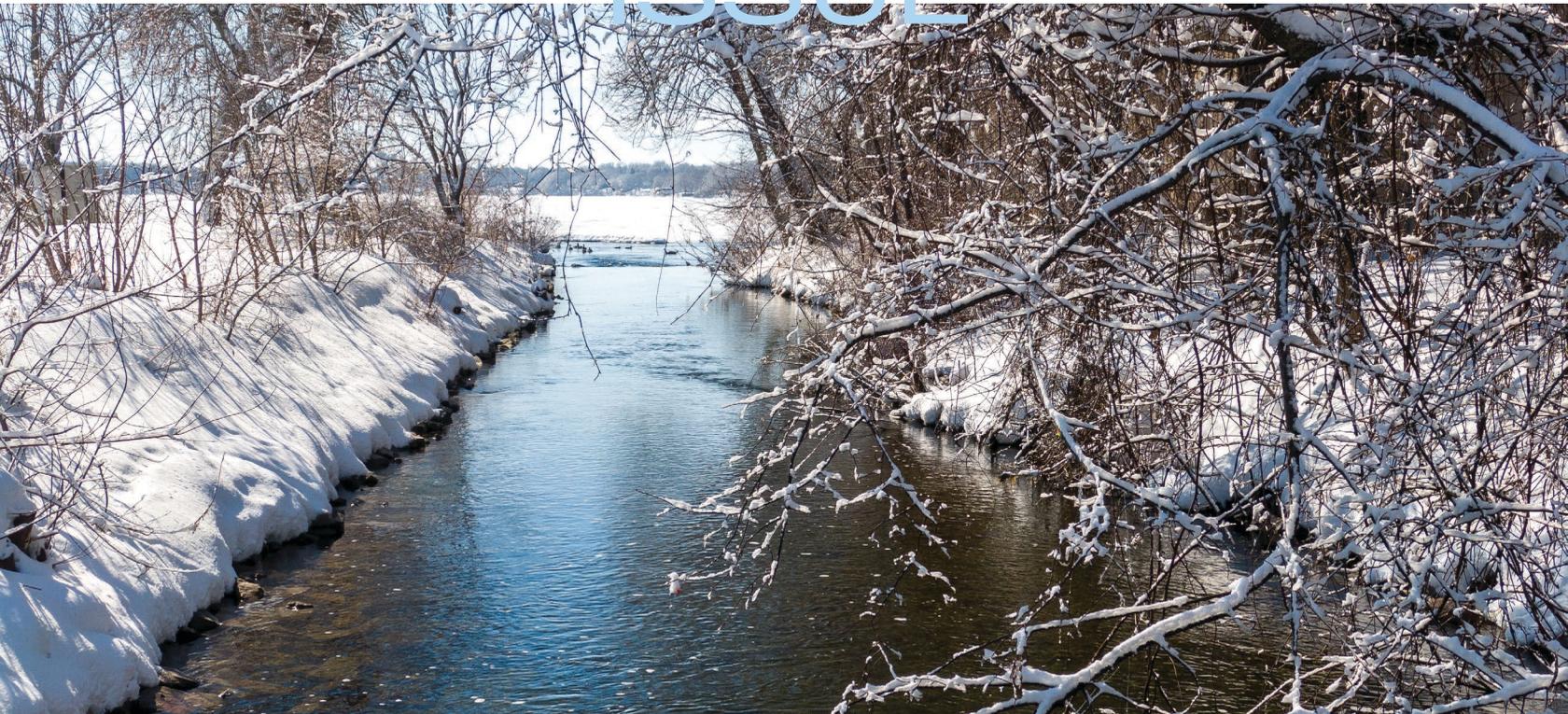
DEC.

2019

# Health Happenings

LAKES REGIONAL HEALTHCARE

## THE WINTER ISSUE



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### Accessing Care

Know where to go to find the right care for your budget and your health.

### Dickinson County Wellness

Resources, behavioral health, and chronic needs; 3 issues we're addressing locally.

### Under Construction

With new construction underway, we tell you the best way to access LRH.

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Lakes Regional  
Healthcare

An Avera Partner



# A Message From The CEO

Biologically speaking, we are growing or we are dying. The same holds true for schools, churches, communities, and healthcare organizations. However, with growth comes some amount of growing pains and the discomfort of change. This would be a good description of life at Lakes Regional Healthcare since my last letter and for that I'm thankful all of you have helped to support.

Throughout the publication you will find stories of growth in our services, in our new physicians and staff, and in the support and trust you've provided to us. You will also see articles that we realize have created some degree of inconvenience for you due to our construction of a new Medical Office Building and west entrance. I appreciate your patience and commitment to Lakes Regional Healthcare as your provider of choice even in times of inconvenience and growth. It means a great deal to us and allows us to position ourselves for the future.

It is impossible to grow without the support and availability of a committed, competent, and compassionate healthcare team. Our healthcare team has grown but the demands on the system due to growth has begun to outpace our ability to recruit in certain areas. This is not unique to Lakes Regional Healthcare and creates challenges across the country. If you have family, friends, neighbors, or children who have left the area and are looking to return, there are many opportunities in healthcare and please share this publication with them as appropriate.

*If you ever have any suggestions, concerns, or want to visit, please feel free to contact me at [jason.harrington@lakeshealth.org](mailto:jason.harrington@lakeshealth.org) or via phone at (712) 336-8795.*

Many of you have also been very supportive of Lakes Regional Healthcare Foundation who is actively building an endowment to support scholarships for people interested in healthcare as a career. We were blessed to award our first scholarships last year and will continue to actively build the endowment to increase those

opportunities to encourage interest in healthcare as a career and more specifically, to encourage people to come back to Lakes Regional Healthcare.

We take our responsibility to care for people in the Iowa Great Lakes extremely seriously and are honored to provide services to our friends, family, and neighbors. We are grateful for your support and thank you for allowing us to be your chosen healthcare family.

Let me end by thanking all of you who made the stories in this publication possible. Almost every article was made possible by financial support that was provided by many of you through contributions to Lakes Regional Healthcare Foundation. Although we maintain a strong commitment to provide the latest advances in medicine, that would not be possible through just the operations of the organization alone due to our size and the rural nature of reimbursement. Your generosity and support in utilizing Lakes Regional Healthcare as your healthcare provider of choice are what truly make this work possible.

# Lakes Regional Healthcare Board Of Trustees

- 1. Mary Kay Bates, Board Member 2. Dr. Jeremy Bolluyt, Board Member 3. Steve Feld, Board Member 4. Linda Moore, Board Member 5. Denny Perry, Board Member 6. Dan Sedlacek, Board Member 7. Kris Walker, Board Member 8. Angela Kofoot, Advisory Board Member 9. John Sanders, Advisory Board Member 10. Janet Staver, Advisory Board Member



# Lakes Regional Healthcare Foundation Board Of Directors

- 1. Russ Beckendorf 2. Mary Brevik 3. Kathy Fahy 4. Judy Haviland 5. Debbie Johnson 6. Linda Moore 7. John M. Sandy 8. Brian Sohn 9. Janet Staver



Lakes Regional Healthcare has been named a Top 100 Rural & Community Hospital in the United States by The Chartis Center for Rural Health, one of the healthcare industry's most significant designations of performance excellence.



# Meet Dr. Cunningham

**Avera Medical Group Spirit Lake Medical Center 712-336-2410**

Family Medicine physician Craig Cunningham, M.D. joined Avera Medical Group Spirit Lake Medical Center in August. He provides medical care to patients of all ages, with an emphasis on prenatal and full-spectrum obstetrical care, pediatrics, and women's health.

to live in the lakes area. He said, "My wife's parents as well as my parents live in Spencer. Most importantly, we wanted to be close to family. Additionally, Avera is a fantastic organization to work for and I've been continually impressed. We fit in well with the other physicians and staff. Overall, it's been an excellent opportunity for us and we are incredibly grateful to be here."

Dr. Cunningham received his undergraduate degree in Biology from Iowa State University in Ames, Iowa, and his medical degree from the University of Iowa's Carver College of Medicine in Iowa City, Iowa. He is a member of the American Academy of Family Physicians.

Dr. Cunningham moved back to the lakes region this summer after completing his family medicine residency in Wichita, Kansas. He grew up in Spencer and is happy

**To schedule an appointment with Dr. Cunningham call Avera Medical Group Spirit Lake Medical Center at (712) 336-2410.**

## Increase in Patient Volume Provides New Employment Opportunities

The past six months have been particularly busy for Lakes Regional Healthcare. Patient volume has increased as much as 40 percent in many service areas. This growth is due to the support of people in the communities served. It is very much

appreciated and allows us to provide the newest technologies, recruit additional physicians, and update our facilities. It also provides an opportunity to employ more people in the lakes region.

Healthcare is people intense. To accommodate and sustain the growth in volume, we've hired more people, and need to hire even more. If you or someone you know (perhaps even a friend or family member who wants to move to the area) is interested in working here, check us out online at [www.lakeshealth.org](http://www.lakeshealth.org). Click on "Search Avera Jobs" to see what's available and to apply online.

**The growth in volume results in an increased need of staff in many areas - nursing, housekeeping, registration, and more. We have fun here and offer competitive pay and amazing benefits, and work toward a common, inspiring purpose - to improve the health and well-being of people in the Iowa Great Lakes region. Visit us online today or call us at 712-336-8790 - we'd love to meet you!**

## Honor Your Loved Ones



Engraved brick pavers and seat walls at Lakes Regional Healthcare's outdoor garden patio are available for purchase as a gift to Lakes Regional Healthcare Foundation. Your gift would memorialize your loved one and positively impact others who have received care at Lakes Regional Healthcare.

**To learn more, contact Sonja Hamm at 712-336-8791 or [sonja.hamm@lakeshealth.org](mailto:sonja.hamm@lakeshealth.org).**



# Accessing Care When You Need It

We're fortunate to have several ways to receive healthcare in the Iowa Great Lakes. However, it's important to know where to go for your injury or illness that is the best for your health and your finances. Here are some tips to help you out.



## Non-Emergent, Acute Health Concerns

- o Minor Burns And Cuts
- o Cold Or Flu Symptoms
- o Ear Ache
- o Allergies
- o Nausea

**QuickCare Clinic Located at Avera Medical Group Lakes Family Practice**  
2301 Hwy 71 South, Spirit Lake  
712-336-3750  
Monday-Thursday, 3-6 pm  
Saturday, 8 am - noon

## Chronic And Routine Health Concerns

- o Diabetic Management
- o Heart Health And Management
- o Obstetrical Care
- o Well Child Care
- o History And Physical Examinations
- o Establishing Care With A New Provider

**Avera Medical Group Lakes Family Practice and Spirit Lake Medical Center**  
2301 Hwy 71 South, Spirit Lake  
712-336-3750 (LFP) and 712-336-2410 (SLMC)  
Monday - Friday, 8 am - 5 pm

## Emergent Health Concerns

- o Chest Pain
- o Shortness Of Breath
- o Major Burns/Cuts
- o Complications From Pregnancy
- o Poisoning Or Drug Overdose
- o Stroke-Like Symptoms
- o Suicidal Thoughts

**Lakes Regional Healthcare ER**  
2301 Hwy 71 South, Spirit Lake  
Available 24 hours/day, every day

# Baby Boom

Lakes Regional Healthcare has had a baby boom this year, with a 30% increase in the number of births! Apparently the word is out – our Birth Center is the premier place to have a baby in northwest Iowa and southwest Minnesota. It’s no wonder – our large, beautiful suites, whirlpool tubs, fluffy robes, foot spas, not to mention our knowledgeable, compassionate physicians and staff make the experience of delivering your life’s greatest gift unforgettable. If you’re thinking of adding to your family, we have six amazing physicians that would be honored to deliver your baby. Give one of them a call today!

## Local Providers That Deliver

These family medicine physicians provide obstetrical care at Lakes Regional Healthcare:



**Zach Borus, MD**  
712-336-2410



**Craig Cunningham, MD**  
712-336-2410



**Mara Groom, DO**  
712-336-2410



**Mike Kalkhoff, MD**  
712-336-3750



**Andrew Mueting, DO**  
712-336-3750



**Steve Vander Leest, DO**  
712-336-3750

# Plans in Place to Improve Dickinson County’s Health

Lakes Regional Healthcare and Dickinson County Public Health developed a Community Health Needs Assessment (CHNA) this year to understand the current health status of the community to strategically inform and prioritize issues that will provide the greatest health improvement for the people and communities we serve. The CHNA identified three main issues: resources, behavioral health, and chronic disease. Recently a Health Improvement Plan (HIP) was developed that identifies ways to address those three issues:

## Resources

Resources are defined as transportation, community resource communications, and affordable housing. The Dickinson County Iowa State Extension and Outreach office hosts and updates a comprehensive community resource guide. This is easily accessible, free to use, and there are paper copies available throughout Dickinson County. The online guide can also be found on the ISU Extension and Outreach web site at [www.extension.iastate.edu/dickinson/county-resource-guide](http://www.extension.iastate.edu/dickinson/county-resource-guide). The HIP will work to increase awareness of resources available within the county by getting the Dickinson County Resource Guide to area residents in various ways, including through popular local web sites, family medicine clinics, schools, and community events.

## Behavioral Health

Behavioral health encompasses mental health, substance use disorders, domestic abuse, and sexual education. The HIP identifies using eCare Behavioral Health in the family medicine clinics and local ER. This eCare Behavioral Health service is able to triage, refer, and treat patients through telehealth. Other strategies include complying with new opioid prescription laws, using depression screening tools in health settings, and working to increase access to behavioral health services.

## Chronic Disease

According to the 2018 State of Obesity report, Dickinson County and the state of Iowa has one of the highest rates of obesity in the United States. This greatly impacts the incidence of chronic diseases such as heart disease, diabetes, and cancer. The HIP has a goal of decreasing the incidence of obesity among people 20+ years old in Dickinson County from 28% to 25%. Implementing the “5210 initiative” in local schools and workplaces, providing monthly Fresh Conversations classes, continuing to offer a diabetic education program, and hosting community wellness activities are some of the strategies to achieve this goal.

# Adding To The Bucket List

Hiking up a glacier. Cheering on the Huskers from their stadium. Waterskiing. Climbing Machu Picchu. These are just a few of the items on Spirit Lake resident Dan Sedlacek's bucket list. For six years, he had stabbing, bone on bone knee pain. Periodic steroid injections worked well for years, but eventually they didn't last long. It was increasingly difficult to stand 10 to 12 hours a day as a retail pharmacist. Walking nearly a mile to the stadium to cheer on his beloved Huskers, and then climbing the stands changed his previously enjoyable experience. He said, "It really affected the quality of my life in a negative way."

In June Sedlacek and some friends went fishing in Alaska. An otherwise relaxing vacation was spent in pain, starting with the plane ride there. The most painful part of the trip was during a side trip to hike up a glacier. "It was so much fun but it hurt so badly. On my way back down I told my wife I am not going to do things like that anymore," he said. "Later that night my friend Tim asked if that was right, that I wasn't going to do that anymore and I said no, that's absolutely wrong. I want to do more of it. That was my 'a-ha' moment, that I shouldn't have to give up activities I love."

Sedlacek made an appointment to see Dr. John Leupold at Northwest Iowa Bone, Joint and Sports Surgeons as soon as he returned to Iowa. Surgery for a partial knee replacement was scheduled in July and Sedlacek prepared for it by doing physical therapy to strengthen certain muscles that would aid in his recovery process.

He said the day of surgery was as pleasant as it could be. "I had attended Lakes Regional Healthcare's Joint Camp so I knew what to expect, and Dr. Leupold stopped and chatted with me as he walked through the waiting area. I didn't feel like a stranger in a strange place. Everything was very well organized and professional. I felt like I was in very capable hands," he said.

Sedlacek was amazed with his results. He walked as soon as he wasn't groggy from anesthesia, almost immediately after surgery. "Joint pain is gradual and insidious. You learn to tolerate it as the pain increases. After surgery my joint pain was instantly gone. It was so nice. I had pain medication, but didn't have to use much because of the physical therapy I'd had," he said. "People don't realize what's at Lakes Regional Healthcare. They have great surgeons, the best equipment, the food was good, staff was friendly. I've been to Mayo and elsewhere and I'd put this experience up against those any day."

Within the first week post-surgery, Sedlacek was walking one mile each day. He said, "When you lose the ability to do something as basic as walking and you get it back, it's wonderful."

Now Sedlacek is back to achieving his bucket list, and adding to it. He said, "Everyone I know who's had joint replacement surgery say the same thing – I wished I'd done it years before. I completely agree. Don't wait!"



## Is Knee Replacement Right For You?

Wondering if a partial or total knee replacement surgery would be right for you? It may be, if you have some of the following symptoms:

- ➔ Knee pain or stiffness that limits your everyday activities such as walking, climbing stairs, or getting in and out of chairs
- ➔ Pain that persists after treating non-surgically through medications, injections, bracing, and physical therapy

- ➔ Knee pain while resting
- ➔ Swelling that doesn't improve with rest or medications
- ➔ Knee deformity (bowing in or out of your knee)

The knee joint is made of up three parts. When only one part is damaged, usually by osteoarthritis, a partial knee replacement may be the best option. However, most people have a total knee replacement, which is done when two or three out of the three parts of the knee are damaged. Regardless of which surgery is best for you, orthopedic surgeons at Lakes

Regional Healthcare provide the most technologically advanced joint replacement surgeries with both Mako orthopedic robot and other patient-matched machine instrumentation. As the only hospital in northwest Iowa and southwest Minnesota to provide robotically-assisted orthopedic surgery, they provide knee replacement surgeries with short hospital stays customized for you and your best long-term results in mind.

**For more information, talk to your family provider or call Northwest Iowa Bone, Joint and Sports Surgeons at 712-336-8900.**

## Our Top 10 Robotic Surgeries

In Alphabetical Order

- Colon Resection
- Endometriosis Resection
- Gall Bladder Removal
- Hernia Repair
- Hysterectomy
- Nissen Fundoplication For Acid Reflux
- Partial Knee Replacement
- Sacrocolpopexy For Pelvic Prolapse
- Total Hip Replacement
- Total Knee Replacement

## Orthopedic Gynecology



John Leupold, MD



Chris Rierson, DO



Abby Drucker, MD



Brian Wilson, DO

## General Surgery



Jeff Helmink, MD



Jason Koenin, DO



Jaren Ricker, DO



Patrick Slattery, MD

# New Medical Office Building to Merge Family Medicine Clinics

Construction of a new medical office building to combine Avera Medical Group-Lakes Family Practice and Avera Medical Group-Spirit Lake Medical Center physician clinics into one family medicine clinic has been in process since this summer. It will be located in the old surgery space just inside the hospital's west entrance as well as in some of the previous Avera Medical Group-Spirit Lake Medical Center space. This construction project also includes remodeling the hospital's west entrance to offer increased privacy for emergency patients. Construction is estimated to be completed around late summer/early fall of 2020.

Take a look at what the new spaces will look like!



Due to construction, the entrance to lab, imaging, Dickinson County Public Health, and the business office has changed. Please enter the hospital entrances by service area as listed below:

**West ER Entrance** (Yellow temporary entrance)  
• Emergency patients only

**Door B** (on the north side of the hospital's west parking lot)  
• Avera Medical Group Lakes Family Practice  
• Avera QuickCare Clinic  
• Dickinson County Public Health  
• Outpatient Center

**East Entrance** (under the canopy at the corner of 23rd Street and Zenith Avenue)  
• Avera Medical Group Spirit Lake Medical Center  
• Birth Center  
• Business Office  
• Imaging  
• Inpatient/CCU Departments  
• Laboratory  
• Surgery Center

**South Entrance**  
• Inpatient/CCU Departments  
• Northwest Iowa Bone, Joint & Sports Surgeons  
• Physical, Occupational Therapies

**Thank you for your patience and understanding as we go through this project!**



# Lakes Regional Healthcare

By The Numbers - Fiscal Year 2019

## Patient Care



## Community + Employee Impact



### Revenue

\$40.5 m patient care

\$730 k tax support

\$2.1 m demo project

\$554 k investment income

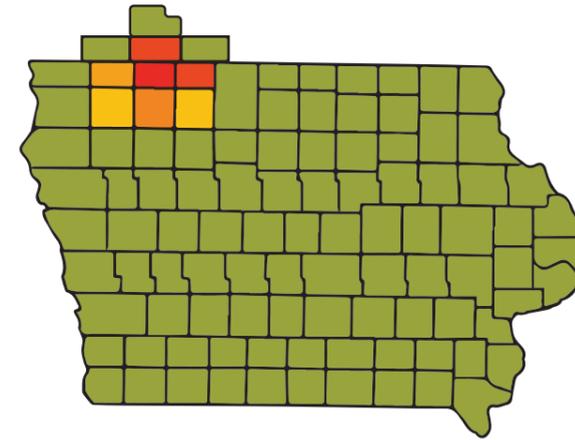
### Payer Mix

53% medicare

33% commercial insurance

9% medicaid

5% other



## 2018 Patient Visits By County



## LRH Working To Meet Increasing Demand Of Healthcare Services

Now more than ever, healthcare is in high demand. The Affordable Care Act increased the number of people with health insurance, leading to a greater demand for services. Plus, Baby Boomers are at an age where they need more health services. At the same time, the United States is experiencing a shortage of healthcare professionals such as physicians, nurses, and technologists. A greater percentage of healthcare professionals are nearing retirement and fewer people are entering the health industry as a career.

Lakes Regional Healthcare has experienced large increases in patient volume this summer and fall. As a result, we've hired more healthcare professionals to meet the demand. We are honored to care for people in the Iowa Great Lakes and fortunate to have experienced, dedicated staff to provide that care. However, we are also focused on introducing healthcare as a career choice to others to increase the supply of healthcare professionals.

One way we've done this is by participating in the Okoboji High School and Spirit Lake High School J-Term and May-Term programs. High school students shadow and work alongside nurses, technologists, therapists, physicians, and more for a few weeks to get a feel for the careers. Those interested in furthering their interests are also able to interact with patients and staff even more by becoming a Junior Volunteer during the summer.

Once a student decides to officially pursue a career in healthcare, they

may find it difficult to proceed because of the high cost of education. As a result, Lakes Regional Healthcare Foundation now has an endowment fund that offers scholarships to area high school and college students pursuing a healthcare career. Spirit Lake resident Paige Petersen was one of this spring's scholarship recipients when she received \$1,000 to go toward her nursing degree at Coe College in Cedar Rapids, Iowa. "It's nice to receive a scholarship from people who have given to it from your hometown. I appreciate that the community wants to help people like me achieve our dreams of becoming healthcare professionals," she said. "I'm probably going to Des Moines to work for a while. Maybe once I settle down and start a family a smaller town like Spirit Lake will be nice."

Lakes Regional Healthcare Foundation Executive Director Sonja Hamm believes the scholarship fund will directly benefit people in Dickinson County in time. She said, "Our ultimate



goal is for people that have grown up here to come back and provide care to patients at Lakes Regional Healthcare."

Area residents can help in this process by sharing the employment opportunities at Lakes Regional Healthcare with others, sharing this newsletter with friends, family, and neighbors, encouraging young adults to participate in career exploration activities at the hospital, and by giving to the Foundation's scholarship endowment fund. "The scholarship fund was established because we believe it is important to invest in education to pursue advanced certifications and degrees in the healthcare field and is one avenue to provide the best health care possible in our community," said Hamm. "Our goal is to establish a solid base in this fund so we can continue to grant scholarships year after year from the interest earned, and be able to increase in both number of scholarships and amount. Investing in this effort is truly a community benefit with lasting impact."

**Lakes Regional Healthcare employment opportunities can be found at [www.lakeshealth.org](http://www.lakeshealth.org) (be sure to select Spirit Lake, IA when searching by location). Gifts to the scholarship fund can be made by completing and mailing the envelope provided in this newsletter or by calling Sonja Hamm at 712-336-8791.**

## A Gift From The Heart, To The Heart

Heart disease is the number one killer of men and women in the United States, and many people have no idea they are at risk. This holiday, help your loved ones find out if they are at risk by giving them a Planet Heart gift certificate. Choose from a heart screening, vascular screening, or both for either \$50 or \$75.

**To learn more, call 712-336-8771.**



## Follow Us On Social Media

Like us on Facebook and follow us on Twitter and Instagram to stay up to date on what's happening at Lakes Regional Healthcare! We also love it when people post messages to us – we're always looking for feedback on how to improve the care experience!

 @LakesRegIHealth

 @lakesregionalhealthcare

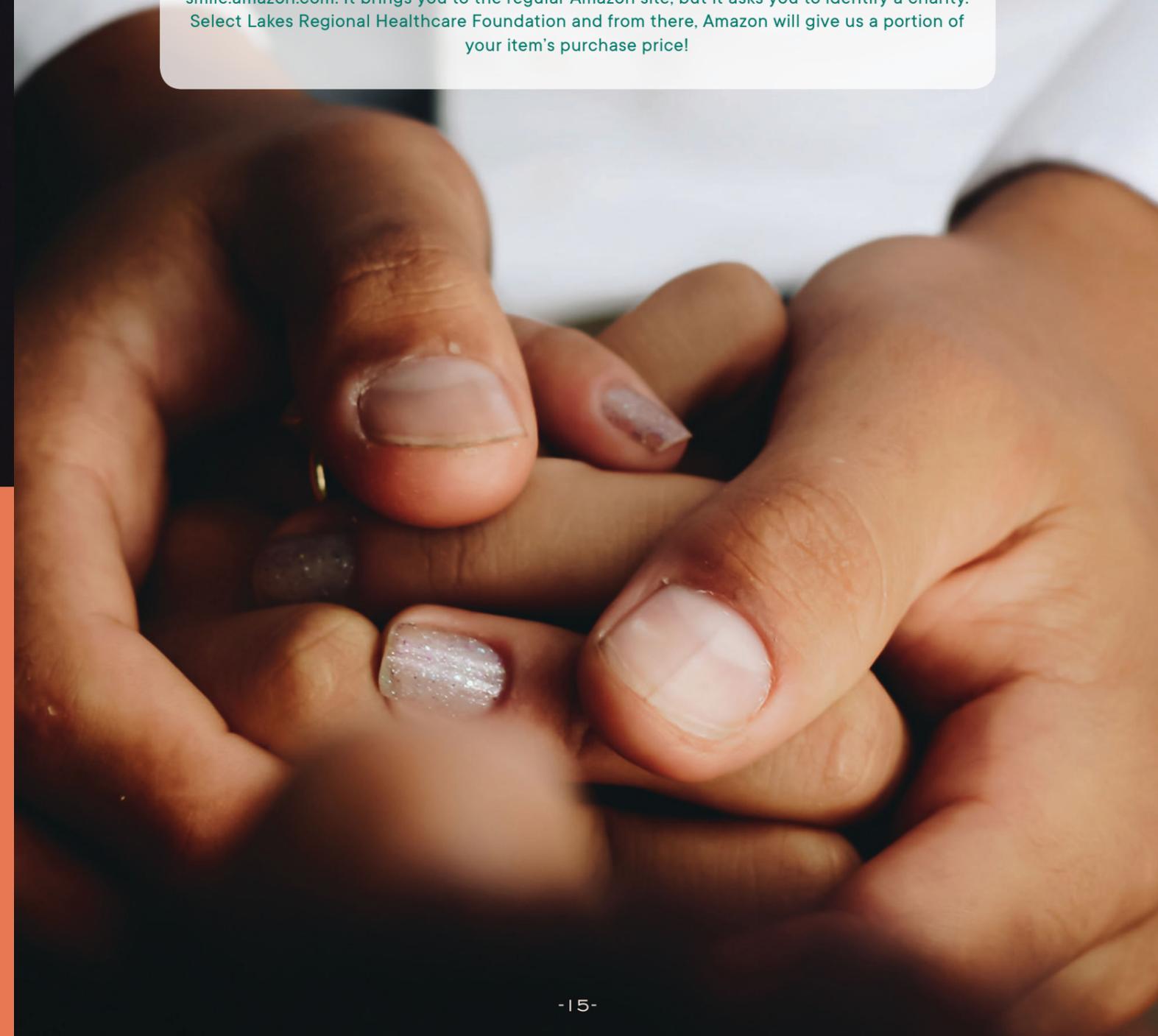
 @lakesregionalhealthcare

## Easy Ways to Give

We appreciate your generosity and what it's helped us accomplish over the years. We also want giving to be as easy as possible for you. Here are some easy ways to give that will continue to improve healthcare in the Iowa Great Lakes.

**Online** – go to <https://www.averafoundation.org/lakes-healthcare/online-donations> and make a donation in a matter of a couple minutes!

**Amazon Smiles** – whenever you purchase items at Amazon, go to this web address instead: [www.smile.amazon.com](http://www.smile.amazon.com). It brings you to the regular Amazon site, but it asks you to identify a charity. Select Lakes Regional Healthcare Foundation and from there, Amazon will give us a portion of your item's purchase price!





Lakes Regional  
Healthcare

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Highway 71 South  
Spirit Lake, IA 51360

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# What Our Patients Say

We are proud of the care we provide and are even prouder when we receive feedback from our patients. Here are a few recent examples of the kinds of things we hear every day:

*"The knowledge and professionalism of the ambulance crew was outstanding!"*

*"We had amazing service in the OB, so much we didn't want to leave! They are so sweet and caring! I will forever and always remember our time spent in the OB!"*

*"All of the nurses were exceptional – second to none! Kind, knowledgeable, and compassionate."*

*"I would recommend your hospital to anybody and everybody. It is a nice facility and staff are excellent."*

*"This was an excellent experience from beginning to end!"*

*"The green jacket ladies and men at the hospital are a real asset. They greet you with a smile, help you out, make you feel welcome. Kudos to the green jacket ladies and men."*