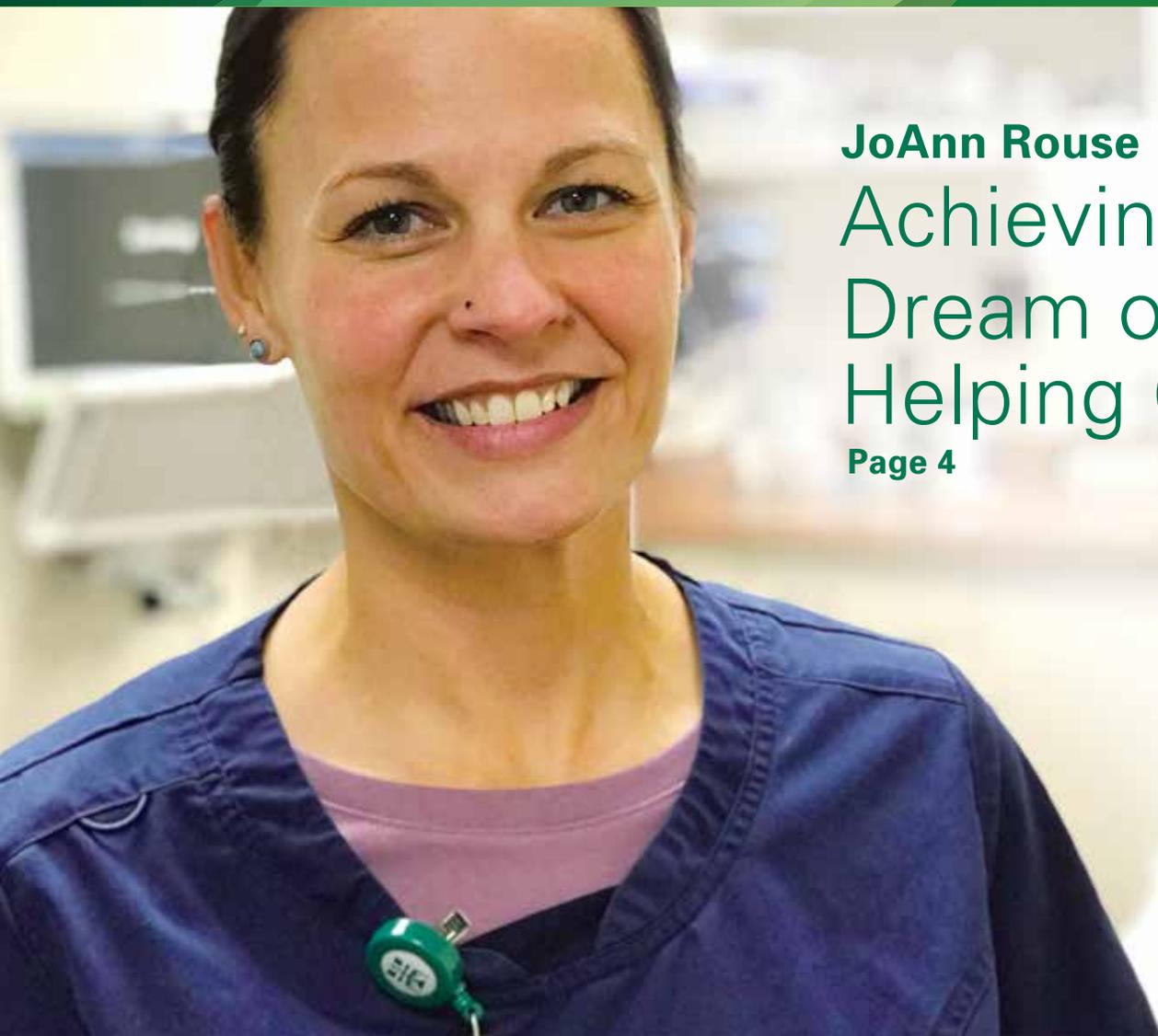


Lakes Regional Healthcare Health Happenings

November 2018



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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!

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SAVE THE DATE!

02 / 08 / 2019

The Grape Escape
Signature Tasting Event & Auction

Mark your calendars now for Friday, February 8. It will be an evening to enjoy mouthwatering food, specially selected wines and bourbons, live music, and lively conversation, all while making a positive difference in the Lakes community. As a guest at the upcoming Grape Escape, you will also enjoy the opportunity to bid on unique silent and live-auction items. Through your involvement and gifts from generous partners like you, proceeds from the Grape Escape have supported construction of the new Birth Center, construction of the new Surgery Center, and purchase of the newest in 3D mammography technology. This year's event will support health career scholarships. Don't forget - mark your calendars now to attend the next Grape Escape on February 8, 2019!

Gourmet Food / Fine Wine / Bourbon / Auction



Friday February 8, 2019. 6 - 9 pm. \$100 per person
Arrowwood Resort and Conference Center



JoAnn Rouse Achieving Her Dream of Helping Others

Funny how when you're young and think you're not good at something specific and how that affects what you think you're capable of accomplishing. That's what one of our nurses, JoAnn Rouse did when she was young. Even though she wanted to be a nurse from the time she was a little girl, she didn't think she was particularly good at science, so she thought she couldn't ever become a nurse. She said, "I was good at math and accounting, so I instead got a four-year degree in business and worked several places and then settled in at Rembrandt Enterprises for four years in accounting for feed ingredients."

Although she enjoyed her time at Rembrandt, her desire to be a nurse remained. She obtained her EMT certification and started volunteering on the ambulance in Terril to satisfy her desire to help others through healthcare. Rouse said, "I did that for nine years and continue to do it today. I loved being there for people, bringing them into Lakes Regional Healthcare's ER. But from the time I took my first emergency patient to the ER, I thought 'wow, those are great people to work with and be around' and I knew I wanted to do more and eventually work at Lakes Regional Healthcare."

Her friends and coworkers encouraged her to look into pursuing a nursing degree. It was 2012, her children were four and six years old at the time, and she was making a good income, so it wasn't surprising when her husband was a little hesitant at first. "He knew it was important to me, and his mom helped with our children, so we agreed that I'd pursue it," she said.

At that time a Ward Clerk position opened at Lakes Regional Healthcare, which required working 16 hours every other weekend. Rouse said, "I thought it was a perfect way to get my foot in the door, still work full-time, and take my prerequisite classes at night."

A couple of months in, she decided instead to commit full-time to school and work part-time at Lakes Regional Healthcare, this time as a Certified Nursing Assistant and Ward Secretary. "It was rough. My income was cut in half and I had school bills to pay and all of it took a lot of time," she said. "But I just loved everything about healthcare and it motivated me. Taking care of people came naturally to me. I am fascinated by the human body and what we can do to heal people."

Rouse did everything she could to continue to help her family financially as she went to school. She was fortunate to receive scholarships from the Iowa Hospital

Association and Lakes Regional Healthcare Volunteers. She said, "The scholarships not only helped me pay for school but also helped me provide for my family. I probably wouldn't have made it through otherwise. It's a huge burden to go back to school when you have a family."

In early 2014 Rouse completed nursing school and got a position at Lakes Regional Healthcare working in the ER and the Outpatient Center. She said, "I remember Lois Hawn, the Senior Vice President and Chief Nursing Officer, saying to me that it was going to be hard and that they didn't usually hire new nurses for those areas, but she encouraged me because I had an emergency background. That, and the fact that I like being challenged, like change and diversity, helped." Rouse continued to receive even more nursing experience by working occasionally at Avera Holy Family in Estherville in their medical-surgical, ER, and post-partum areas.

Since then, her education and dedication has paid off. She recently was promoted to Patient Care Supervisor. Rouse said, "What's happened is because I have such a passion for healthcare and helping others. I feel as a Patient Care Supervisor I can make an impact on Lakes Regional Healthcare as a whole. I love our hospital and everyone in it, and want that to rub off on everyone I work with and care for."

Rouse's children are now 11 and 13 years old. Her oldest in particular saw what she went through to achieve her dream of being a nurse and caring for others, and that has rubbed off on her goals. Rouse said, "My daughter has voiced several times that she wants to be a pediatrician. I don't know if she would have had that goal had she not seen me do what was needed to achieve my goal. It makes me feel very proud."

Help Others Achieve Their Dreams of Helping Others

The proceeds from this year's Grape Escape will go toward creating a scholarship fund to help people like JoAnn obtain a degree in healthcare and ultimately help people throughout the Iowa Great Lakes community. Mark Friday, February 8 on your calendar to attend the Grape Escape!



Worried to Wonderful

When Mary Jo Swartz moved to Spirit Lake from South Bend, Indiana, population 102,000, in August, she was nervous about finding high quality, technologically advanced healthcare. She had, after all, worked at a large health system and was used to having the best and newest at her fingertips. So when she had a mammogram in Indiana and was told she needed to have a follow-up in October, she worried a bit.

Her worries quickly subsided once she heard that Lakes Regional Healthcare had purchased the newest in 3D mammography technology, offering images that are four times clearer than 3D mammography systems available even a year earlier. She was even less worried – happy, in fact – when she walked through the doors of the



hospital and was met with friendly, knowledgeable people throughout her visit. "My entire experience was impressive. The people were friendly and caring. The mammographer was exceptional – very professional, understanding, and she answered all my questions," she said. "Coming from out of state, I was relieved to find a facility with the high standards of care I was used to."

Thank You!

The newest in 3D mammography technology was brought to Lakes Regional Healthcare this past summer thanks to generous donors like you!

Engraved Pavers Honor 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 receive care at Lakes Regional Healthcare.

To learn more, contact Sonja Hamm at 712-336-8791 or sonja.hamm@lakeshealth.org.

Know the Facts

Statistics show that one in eight women will develop breast cancer in their lifetime. Research also shows that the earlier breast cancer is detected, the more likely treatment is successful. Mammography is the primary way breast cancer is detected in its earliest stages, and a special kind of mammography called 3D mammography is quickly becoming the standard for mammograms across the country.

With 3D mammography, a series of low-dose x-rays are taken over the compressed breast. The multiple images produced throughout the breast allow a radiologist, who has special training in reading mammograms, to see specific areas within the breast tissue more clearly. 3D mammography offers benefits such as earlier detection of small breast cancers that may not appear

as well in standard mammography, fewer biopsies and additional testing, and greater accuracy in pinpointing size and location.

Lakes Regional Healthcare's 3D mammography system provides the highest, clearest quality available in the area due to the purchase of the newest equipment that is the most technologically advanced on the market and recent improvements that have been made to the resolution. The system also has several improved ergonomic features, such as curved compression paddles and adjustable components for improved comfort as well as the ability to enable optimal positioning for the best images.

To schedule your 3D mammogram, call us today at 712-336-8658.



Comprehensive Robotic Care Only at Lakes Regional Healthcare

This fall we made our second leap into robotic surgery here at Lakes Regional Healthcare by acquiring a da Vinci robot. We started performing robotic surgery in 2016 on orthopedic surgical patients, specifically those needing partial knee, total knee, and total hip replacement surgeries, with our Mako robot. The da Vinci robot now allows surgeons to robotically perform most gynecological, general surgical, and urological surgical procedures.

Our decision to acquire a da Vinci robot was taken seriously and had been evaluated over the last 18 months. Lakes Regional Healthcare President and CEO Jason Harrington said, "Acquiring a soft tissue robot along with the Mako robot has made us the only facility in northwest Iowa and southwest Minnesota to offer comprehensive robotic surgery."

three hours after surgery. The recovery was fairly easy, with minimal pain medication needed. I would like to thank everyone at Lakes Regional, from the medical staff to the surgical team and respective caregivers. At LRH you are not just a number, they treat you with great and compassionate care."

Keonin pointed out the benefits for the surgical staff that affect a patient's outcome, saying, "The surgical team appreciates the better vision, precision, control, and ergonomics we've gained by using the robot," he said. "Minimally invasive robotics represents the future of surgery and we are very fortunate to have access to this technology. This really puts our hospital on the forefront and cutting edge of surgery, allowing us to offer the most current techniques and procedures."

"Acquiring a soft tissue robot along with the Mako robot has made us the only facility in northwest Iowa and southwest Minnesota to offer comprehensive robotic surgery."

According to Dr. Jason Keonin of Northwest Iowa Surgeons, the da Vinci robot allows surgeons to make just a few small incisions and perform procedures using a high level of magnification and a camera to guide tiny "robotic" arms that perform the physical aspect of the surgery. "It results in shorter hospital stays with fewer complications. Our patients recover faster with less pain, allowing for quicker return to work, school, and their normal routines."

Our first da Vinci surgical patient couldn't agree more. Milford resident Denise Patin had her gallbladder removed at the end of September by Northwest Iowa Surgeons' Dr. Jaren Ricker. "The entire experience was great. Dr. Ricker went into detail about what the gallbladder does, why I didn't need it, and how he would take it out robotically and that it would be less painful and a quicker recovery after surgery," she said. "I walked out the door

"This was a significant investment in the future of our surgery program and has already benefited our patients, surgeons, and the community," said Harrington. "With the advent of robotics, many surgical residency and fellowship programs train new surgical specialties predominantly in robotics. Our ability to recruit and retain surgeons in the future will be predicated upon our investment in robotics. As a community hospital, it is our desire to keep patients close to home with the highest quality available. This investment has supported that cause."

For more information about robotic surgery at Lakes Regional Healthcare, talk to your local health care provider or call 712-336-8768.

Top 10 Robotic Surgeries at Lakes Regional Healthcare

(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

Surgeons that Provide Robotic Surgery

Orthopedic:

- 1. John Leupold, MD
- 2. Chris Rierison, DO



Gynecology:

- 3. Abby Drucker, MD
- 4. Brian Wilson, DO



General Surgery:

- 5. Patrick Slattery, MD
- 6. Jason Keonin, MD
- 7. Jeff Helmink, MD
- 8. Jaren Ricker, MD



A Message From the CEO

Let me begin 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.

It is exciting to introduce new programs and build new buildings and expand services to our region and you will find those stories throughout. It's exciting and it's what makes the news! What gets lost in that is the more than 300 team members at Lakes Regional Healthcare who provide those services. Technology is cool and it's important. New buildings are necessary and fun to look at but at the end of the day, healthcare is about "people caring for people." Without that, there would be no reason for making any of the investments we've made and that many of you have contributed to.

To support growth in the healthcare workforce and enhance the education and skills of those in the field, Lakes Regional Healthcare Foundation is focusing some of its efforts on developing a fund for scholarships for those interested in entering the healthcare field or for those already here to expand their skills and education. This effort will focus on high school and college students who we hope to bring back to the community when their training is complete as well as our own team members who wish to pursue advanced degrees or perhaps an entirely different scope within the profession. The future availability of healthcare is only sustainable through growing and advancing interest in the healthcare professions.

I am very appreciative of the commitment of Lakes Regional Healthcare Foundation to take this important



initiative on and we hope that it will benefit local students and team members here interested in advancing their education. If you'd like to be a part of that effort, please see the information in this publication. Your support of Lakes Regional Healthcare both in choosing us as your healthcare provider and your financial support of these types of programs is greatly appreciated.

We take our responsibility to care for the people of the Iowa Great Lakes extremely seriously and are honored to be able 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.

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

Best wishes,
Jason C. Harrington, FACHE
President & CEO

New Friendships, Meaningful Impact

Volunteering has been a part of Lakes Regional Healthcare's history since before the first patient received care, and is still an integral part of the organization. For over 50 years, volunteers have impacted patients in various ways, such as escorting and transporting patients throughout the facility, delivering flowers to patients, providing companionship during their stay in the hospital, and assisting Gift Shop customers. The men and women who have volunteered have also made valued friendships with other volunteers.

Lakes Regional Healthcare is looking for additional volunteers to join their team, and has several opportunities from which to choose. There are five volunteer positions available and volunteers choose to work in one or more of



them as frequently as they prefer: Coffee Shop Volunteer, Gift Shop Volunteer, Outpatient Center Volunteer, Visitor Reception Volunteer, and Patient Reception Volunteer.

To volunteer at Lakes Regional Healthcare, please call 712-332-5042.

We Are Family!

The word is out – we have seriously amazing family care providers. We have a physician that embraces an organic, vegetarian lifestyle, a physician that coaches youth soccer and youth basketball, physicians that drop their kids off at school, physicians that do anything for their grandchildren, a nurse practitioner that has run in more marathons than we can count, physicians that mentor the next generation of medical students, and several physicians that have no trouble dressing up in costume to entertain their patients. And yes, they are all extremely smart and experienced in



own, they increasingly look to the providers at Avera Medical Group Lakes Family Practice and Avera Medical Group Spirit Lake Medical Center. We at Lakes Regional Healthcare are just happy others see what we see – a unified, intelligent, fun, engaging team of family providers that has their patient's best interests at heart.

This year they were happy to welcome another physician to the team. Bradley Meyer, D.O., joined Avera Medical Group Lakes Family Practice in August. Dr. Meyer is originally from Arnolds Park and had been practicing family medicine in the Des Moines metro area since 2011. He and his wife Carrie love being back and raising their three children in the Lakes Area.

providing exceptional, personal care to their patients. So when people throughout northwest Iowa and southern Minnesota look for a healthcare provider to call their



Keeping Patients and Staff Safer

Imagine it. You've just been in a car accident on an icy road in the middle of winter. You're not quite sure what just happened, but are relieved when First Responders and paramedics show up to give you the care you need. Just as the paramedics load you onto the cot to put you into the ambulance, they have trouble getting the cot into the ambulance because the road is icy and you're on a slight incline. You feel yourself being raised and lowered again as they struggle to find a solid foothold on the ice as they simultaneously raise the cot and try to get it into the ambulance. You know that time is of the essence in an emergency, that you're depending on them to get you to the hospital as quickly as possible, and that the struggle they're experiencing is not good.

Conditions such as these are no stranger to northwest Iowa, and area First Responders and Lakes Regional Healthcare paramedics deal with these types of situations every winter. This, combined with the facts that nearly 72 percent of the U.S. population is overweight¹ and that the average age of an EMS member is 40 years old², results in an increased amount of time before care can be given in an emergency, decreased patient safety, decreased patient comfort, and increased risk of injuries to patients and emergency professionals.

At Lakes Regional Healthcare, we want to address these concerns directly through purchasing a power load system. With the Stryker Power Load System, we will be able to lift and load patients weighing up to 650 pounds into the ambulance with the push of a button instead of the arms and backs of our emergency professionals. Patients will be

lifted safely, comfortably, and quickly, and the system will reduce the risk of injury to the patients and the healthcare providers. The system also has a life span of 20 years and can be moved to new ambulances purchased during that time.

According to Lakes Regional Healthcare Mobile Intensive Care Services Supervisor Chris Yungbluth, the hospital's paramedics care for many larger patients each year. He recalled a male patient that once required 12 people to lift him into the ambulance because the cot could not accommodate his weight. "We needed to transfer him to Sioux Falls, and he had no way to be safe on the drive there since the cot didn't work, nor was there a system in the ambulance to keep him securely fastened during transport," Yungbluth said. "We have had to come up with some creative solutions to transport obese patients that exceeded our previous cots weight limit, creating safety concerns for both the patient and the staff. As technology has improved, so should we and the Stryker Power Load System is the answer to that. It would provide



Stryker Power Load System

safety, security, and most of all comfort to not only our obese patients but to all of the patients transported by Lakes Regional Healthcare ambulances."

Your gift of \$100, \$50, \$25 or whatever amount is right for you, will help ensure people receive fast, safe, comfortable care in an emergency. **We encourage you to return your gift in the envelope we have provided.** You may also use

your gift to honor or pay tribute to a dear friend or loved one.

Lakes Regional Healthcare responds to approximately 1,830 emergency calls each year. Thank you for your help in making those calls as safe, quick, and comfortable as possible.

¹ <https://www.cdc.gov/nchs/fastats/obesity-overweight.htm>

² <https://www.ems1.com/ems-management/articles/1193622-EMS-recruitment-strategiesfor-managers/>

Every Person, Every Minute Counts

When you have an emergency, every minute counts toward a positive outcome. And every person that comes to your aid also counts. For this reason, Dickinson County is fortunate to have a well-coordinated response to emergencies of all sizes and intensities. We participate in "disaster drills" annually with other area organizations, including area First Responders, sheriff's office, police, fire departments, and emergency management. Although those are usually aimed at larger events involving several people at once, working together is just as important for

individual emergencies. Lakes Regional Healthcare Mobile Intensive Care Services Supervisor Chris Yungbluth said, "We have a great relationship with the First Responders and EMTs in our county. The hospital has five ambulances – three are kept at the hospital, one is kept in Lake Park, and one is kept in Terril to be used by the First Responders in those communities. We always want to be able to provide the quickest, best care for our residents and visitors."

Annual number of ambulance calls for service

1,830

Number of ambulance transfers to other hospitals each year

313

Average number of minutes it takes hospital paramedics to drive out of the hospital after 911 is called

1.88 minutes

Average number of minutes it takes hospital paramedics to arrive on the scene of an emergency after 911 is called

15 minutes

Help Us Save Lives

The importance of First Responders in responding to emergencies in rural areas is critically important and we are fortunate to have a strong group in our service area. If you would be interested in becoming a First Responder or finding out more about becoming a paramedic as a career, please call the Dickinson County EMS Association at 712-336-2889 or your local fire department.

Food is Life

Aaahh food. That thing that sustains us, increases the joy in our lives, becomes traditions among families, and often brings plaque to our arteries and excess fat to our bodies. Our relationship with food is a mysterious thing. We love it, yet often hate it. But it doesn't have to be that way. Our dietitian and health coach here at Lakes Regional Healthcare, Beth Samuelson, has seen it all and is here to help you have a positive relationship with food, with no room for hate.

Whether you are interested in becoming a vegan or vegetarian, want to lose weight, have a food intolerance or allergy, are recovering from an eating disorder, or have been diagnosed with prediabetes or diabetes, Samuelson can help you. Some of the things she can do are give you creative and out-of-the-box strategies to help with meal planning, grocery shopping, and mindful eating, teach you how to read food labels and find food substitutions you'll actually like, and provide you with meal plans and recipes.



Beth Samuelson

Life is too short to not enjoy food and all that comes with a healthy, nutrition-filled body. To learn more, call 712-336-8785.

Serving The Community

\$2,757,000

Total 2017 benefits provided to the community in the form of community education, donations, charity care, and uncompensated care

80¢

Approximate amount reimbursed by Medicare for every \$1 it costs us to provide care to Medicare patients

306

Number of people employed by Lakes Regional Healthcare

\$19,000,000

Economic benefit Lakes Regional Healthcare provides to the community

27¢ vs \$1.85

Tax dollars received from Dickinson County residents per \$1,000 of home value vs the average amount received by the 42 tax-supported county hospitals in Iowa



UNDER CONSTRUCTION

New Medical Office Building Coming Soon

Have you heard about the possibility of construction of a new medical office building? It's pretty exciting, and it's likely going to happen. At this point we are waiting for construction bids to arrive to determine how extensive the project will be. Assuming they come back as projected, we will begin construction this winter.

The project will involve constructing a new medical office building that will house and combine both Avera Medical Group Lakes Family Practice and Avera Medical Group Spirit Lake Medical Center into one clinic. It will be located in the space currently occupied by Avera Medical Group Spirit Lake Medical Center and the old surgery space within the hospital.

In preparation for construction, Avera Medical Group Spirit Lake Medical Center recently relocated to a

temporary location on the second floor of the hospital. Once construction begins, we expect the hospital's west entrance to be open for the following services: Emergency Department, Outpatient Center, Public Health, and Avera Medical Group Lakes Family Practice. Therefore, all other patients, including those with Avera Medical Group Spirit Lake Medical Center, Lab, and Imaging appointments, are to enter through the hospital's east entrance off of 23rd Street and Zenith Avenue. Volunteers will be available to assist and transport patients as necessary.

This new medical office building will allow care to be provided much more efficiently and privately and help even more with our physician recruitment efforts. Look for information on a groundbreaking ceremony this winter, and for more detailed information in the next Health Happenings!



UNDER CONSTRUCTION

Easy Ways To Give

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

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

Mail – Mail a check made payable to "LRH Foundation" to Lakes Regional Healthcare, Attn: Sonja Hamm, PO Box AB, Spirit Lake, IA 51360. Please indicate the area you'd like your gift to benefit.

amazon smile

Whenever you purchase items at Amazon, go to this web address instead: 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.



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:

"We, as a family, are deeply grateful to have a team of people at the hospital in our hometown who provides our community with the level of professionalism, expertise, care, and genuine compassion that Lakes Regional Healthcare does. Of all the places this journey took us on, we never felt more cared for or more comfortable with the level of care we received."

"I believe there are angels among us – and you were among them on Saturday."

"From the time I arrived at the hospital, I felt the kindness and care given to me by the volunteers, the nurses, the surgery room staff, the anesthesiologist, and the surgeon. I felt relaxed and confident in their care. I just want you to know that I appreciate all of you and want to thank you for taking such good care of me. I would highly recommend this hospital for anyone who has health care needs."

"The doctors and staff were so wonderful and caring and checked on me often. Everyone was so great. I could not ask for better care. The food was wonderful. What a great team you have. I would definitely recommend this hospital."

"I just want you to know how very impressed I am with your facility. It is impeccably clean! The nurses and doctors are very caring. Thanks for having a facility we can be proud of!"