

Lakes Regional Healthcare Health Happenings

April 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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A Healthy Balance

Balance - it's something we're always trying to do – balance our checkbook, our diet, our time. It's one of our main goals as a toddler in order to walk and becomes just as important as we age. Without a healthy physical balance, we're at greater risk for injuries and the ability to do the things we enjoy. Fortunately, thanks to generous gifts from area businesses, organizations, and residents, Lakes Regional Healthcare Foundation's purchase of a Balance Master is helping people identify just how physically balanced they are and how they can improve it to prevent potential injuries.

Student-athletes that receive head traumas repeatedly are primarily at risk for concussions, which can lead to what is known as chronic traumatic encephalopathy (CTE). CTE is a progressive degenerative disease where an abnormal type of protein slowly kills brain cells, resulting in memory loss, confusion, impaired judgment, impulse control problems, aggression, depression, and eventually dementia. Symptoms can begin to appear months, years, or even decades after trauma to the brain has ended. Football and soccer players from Okoboji High School and Spirit Lake High School received free baseline balance assessments as a part of their concussion management programs this summer. The system objectively assesses an athlete's balance and cognitive processing abilities and ultimately provides data for safe return-to-play decisions.

Falling is one of the biggest health concerns and is the leading cause of

injury among people ages 65 and older. Each year, one-third to one-half of this population experiences falls. Half of the people who fall do so repeatedly. This is why adults over age 65 recently had two opportunities to receive free baseline balance assessments using the Balance Master at events held at the Bedell Family YMCA. These were abbreviated versions of Lakes Regional Healthcare's full balance assessment, but still very informative regarding a person's balance and mobility. Spirit Lake resident Ruth Ferguson attended one of these events after a couple of her friends encouraged her to do so. "I don't think my balance is the best because I've fallen a lot. Four years ago, when I was 80 years old, I broke my hip from a fall," she said. "I didn't know what to expect from the Balance Master assessment, but my right side is where my issues are I guess. Next I'm going to visit with my doctor and go to physical therapy to make improvements so I won't fall in the future."

Baseline assessments on the Balance Master take about five to ten minutes and include four positions/postures, each of which is done three times. During the assessment the Balance Master measures postural sway to help determine the patient's limit of stability or balance barriers. Not only does it assess the presence of a balance problem, it provides information to develop a personalized plan to prevent falls. For more information, call 712-336-8651.



High Quality 3D Mammography Coming to Lakes Regional Healthcare

New technology made possible by gifts to Lakes Regional Healthcare Foundation

At Lakes Regional Healthcare, we constantly strive to improve the quality of our care. This past year and in 2018, we are focusing on an area that affects many in our community - breast cancer. According to the American Cancer Society, a woman living in the United States has a one in eight, lifetime risk of being diagnosed with breast cancer. That number equates to over 1,000 women in Dickinson County. Although men are generally low risk, it is still something that can affect the male population.

We also know screening for breast cancer is one of the best ways to detect cancer early, therefore achieving the most successful outcome. A mammogram, which is an x-ray of the breast, can often detect breast cancer early when it is easiest to treat. Mammograms cannot prove that an abnormal area is cancer, but they can help your healthcare provider decide whether more testing is needed.

Thanks to many businesses, organizations, and individuals that generously gave to Lakes Regional Healthcare Foundation, we will soon offer a newer type of mammogram known as breast tomosynthesis or 3D mammography. For this, a series of low-dose x-rays are taken as it moves over the breast. The multiple images produced throughout the breast allow a radiologist to see specific areas within the breast tissue more clearly. This enhanced

image may offer 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. Early detection improves the chances that breast cancer can be found sooner and treated more successfully, saving lives.

We are proud to say the images provided in the 3D mammography system at Lakes Regional Healthcare will be of the highest, clearest quality available in the area. The system also will have several improved ergonomic features, such as curved (instead of flat) paddles that compress the breast and adjustable components to enable the best positioning for the best images. In all, the 3D mammography system at Lakes Regional Healthcare will make having a mammogram as comfortable as possible while still obtaining the best images.



Coordination of Care Makes Real Impact in Emergency Situations

It was a beautiful spring day in Okoboji. Spirit Lake resident Tom Madigan felt completely normal and was looking forward to his weekly golf league at Emerald Hills. He was warming up on the driving range near the clubhouse when he suddenly and without warning collapsed and went into cardiac arrest. Fortunately, several nearby golfers came to his assistance and began administering CPR. A 911 call was placed and soon First Responders arrived on the scene. Milford Police Chief Bob Clark also arrived, and had a portable defibrillator (also known as an AED) in his car. He shocked Madigan's heart back into rhythm. Lakes Regional Healthcare's ambulance crew arrived and he was quickly life flighted to Avera Heart Hospital in Sioux Falls, South Dakota. There he was put into an induced coma while they installed a pacemaker.

A day or two later, Madigan regained consciousness. He said, "I still can't believe it happened and how incredibly fortunate I am to be here today! I had low cholesterol and a good fitness regimen. I knew I

had a bit of an irregular heartbeat, but that's pretty common, so it wasn't a concern. The survival rate of cardiac arrest is only six to eight percent. I was so lucky everyone came to my assistance in the way they did. If any one of those things had been missing, I wouldn't have survived. I can't say enough about the good things and the care I received throughout the whole ordeal."

Madigan's experience demonstrates the importance of the community's coordinated response to emergencies. Lakes Regional Healthcare participates 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. According to Lakes Regional Healthcare Mobile Intensive Care Services Supervisor Chris Yungbluth, "We have a great relationship with the First Responders and EMTs in our county. The



Coordination of Care Makes Real Impact in Emergency Situations (continued)

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.”

Yungbluth worked with Arnold’s Park and Okoboji police departments to get portable defibrillators in all police cars (Milford and Spirit Lake already had them in place). He said, “This was absolutely critical to Tom Madigan’s survival – if Bob hadn’t had that in his car, Tom’s brain would have been deprived of oxygen for too long and the outcome wouldn’t have been good.”

Another piece of equipment that has made a positive difference in emergency situations is the LUCAS CPR machine. Several individuals, organizations, and businesses donated to Lakes Regional Healthcare Foundation in order to purchase these machines. Yungbluth said, “We now have one at the hospital in the ER, two in ambulances, and Lake Park and Terril also have them so CPR can be done safely and continuously while other life-sustaining measures can be done for the patient.”

The lakes in Dickinson County present other concerns when responding to emergencies. Yungbluth said they

respond to water emergencies that can put his staff at risk of drowning themselves, which is why he has the paramedics wear a float coat when they respond to calls on the water, regardless of the time of year. Gifts to Lakes Regional Healthcare Foundation have made that possible. Most recently, Crosswinds Church in Spirit Lake provided the hospital’s paramedics with life vests and float coats.

Yungbluth said, “We’ve been called out to a fire boat response, snowmobile and ATV accidents, falls on the ice during Winter Games, and boating accidents. Having these life vests and float coats ensures we can worry a bit less about ourselves in water emergency situations and focus even more on the patient.”

Madigan wholeheartedly supports the efforts to coordinate care and provide equipment for emergency situations. He said, “I suffered no permanent damage and was back on the golf course in early July. I can’t say enough about the wonderful care I received through Lakes Regional Healthcare and the Avera Heart Hospital. I have many good people, both volunteer and professional, that I am indebted to. Our region is fortunate as a whole to have so many dedicated First Responders and health professionals right here in our community.”



The Grape Escape Annual Tasting Event Crushes It!

Thanks to community support, participants, sponsors, and volunteers, the 2018 Grape Escape was a success, raising over \$30,000 to benefit the advancement of healthcare in the Iowa Great Lakes. Guests at the Greek-inspired evening were met with mouthwatering hors d’oeuvres, wines, and bourbons. Delicious entrees, each paired with exquisite wines were also enjoyed while they bid on unique live-auction items such as trips to Greece and Cuba. Through gifts from generous partners like you, proceeds from the Grape Escape support vital services, programs, and advanced technology. Mark your calendars now to attend the next Grape Escape, tentatively to be held on February 8, 2019!

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.

Setting politics aside, it is a very interesting time to be in healthcare. The viability of healthcare organizations across the country are being tested and will continue to be. At the same time, healthcare is starting to transform itself from a system that is "reactive" i.e., taking care of people after they are sick to "proactive" in attempting to keep people from becoming sick in the first place. We refer to this transition as the "journey from volume to value" and this transformation, though positive, is placing much pressure on healthcare organizations. Fortunately, we are positioned very well to respond to these pressures and are currently participating in a number of pilot programs to prepare ourselves for this change.

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 suggestion, 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





QuickCare: The Name Says It All

You don't ever plan to get sick or injured – nobody does. But when you do, we want you to be cared for immediately. That's why we created the QuickCare clinic at Avera Medical Group Lakes Family Practice as a way for you to receive care quickly for relatively minor conditions such as ear aches, allergies, nausea, minor burns or cuts, or cold or flu symptoms. The QuickCare clinic provides same-day appointments for patients with common, non-emergent health concerns

Monday through Thursday from 3-6 pm. It's a great way to receive care for sudden concerns without having to incur a costly emergency room bill or waiting for an appointment. Plus, since the QuickCare clinic is a partnership we have with Avera Medical Group, your information is kept in the same medical record that is beneficial in other ways as your health is monitored. If interested in making an appointment, call 712-336-3750 extension 0.

Abby's Injury Didn't Stop Her

For those who know Milford resident and Okoboji High School Physical Education Instructor Abby Goodlaxson, she is full of energy and always on the go. Whether it's working with her students, getting together with friends, or going for a bike ride, she is always up to something. However, she's done so despite having near chronic pain due to an ACL injury as a high school student in 1994.

She said, "I like to bike, do yoga, run, swim. But it's been difficult ever since my ACL injury. Over the years I've had two scope surgeries to basically clean up the mess in my knee, but they didn't ultimately prevent the popping and clicking in my knees and the feeling of tightness and pain that could linger even throughout the night," she said. "The last scope was done two years ago and was meant to prepare me for a partial or total knee replacement surgery. It unfortunately didn't help much, and I had to cut activities. I stopped running, and that was the worst thing I had to give up."

Last Spring Goodlaxson decided to go ahead with a partial knee replacement surgery after two physical therapists she works out with gave her literature about Lakes Regional Healthcare's new robotic orthopedic surgery system. She met with John Leupold, M.D. and liked that robotic orthopedic surgery is less invasive and has a shorter recovery time.

Goodlaxson's partial knee replacement surgery was last year in late March. "After surgery, I had intense pain for the first three to four days, but it was actually less painful than after I had my scope surgeries. Plus, I was up walking around an hour and a half after surgery, which was amazing," said Goodlaxson. "I stayed overnight in the hospital for one night, and walked the halls a lot that night. I was definitely surprised by having less pain."

Only eleven weeks after surgery, she said the pain was gone and she only felt soreness, which disappeared a few weeks later. In less than three months after surgery, she was back to swimming, going to exercise classes, and biking. She said, "It has been a lifesaver for me. It's just amazing what it can do with a less invasive process. You're able to get back to your daily life whether that's biking, running, or swimming, or whatever you do. It's been an amazing process for me."





Annette Kalkhoff

Enjoying Long Walks After Years of Pain

Walking has been a big part of Spirit Lake resident Annette Kalkhoff's life. She loves to walk with her grandchildren and walks three to four miles outside every evening, year round, with her husband, Dr. Tom Kalkhoff. However, over the last couple of years her ability to walk decreased tremendously. She said, "A few years ago when I was still teaching full-time, I caught my foot on the side of a student's desk and thought I'd pulled a muscle in my groin area. That's when I started to have pain that made it difficult for me to walk as much."

Kalkhoff knew what steps to take to relieve her pain – ice, ibuprofen, rest. Despite her efforts, she eventually was only able to walk a bit over one mile each day. At that point she began physical therapy, followed by an appointment with Dr. Chris Rierson at Northwest Iowa Bone, Joint & Sports Surgeons. "He took a different x-ray view of my hip and told me I had bone spurs and needed a hip replacement. The first step was to try a steroid injection hoping to reduce my pain and delay the need for surgery. Unfortunately, what could have given me three to six months of pain relief lasted less than a week. When that failed, I was ready to have surgery because the pain was interfering with my ability to sleep at night," she said.

Before surgery, Kalkhoff attended Lakes Regional Healthcare's Joint Camp, a half-day orientation where upcoming joint surgery patients tour the facility, meet the care staff, and learn what to expect the day of surgery and during the recovery process. "Joint Camp was awesome – we met nurses, physical therapists, an occupational therapist, and learned what was going

to happen every step of the way. The staff asked us again and again if we had any questions, really putting us at ease. Plus those of us having surgery bonded a bit! It's been fun to see them and other friends who have had the robotic hip surgery around town and hear about their experiences and how they're handling the recovery process," said Kalkhoff.

Dr. Rierson performed Kalkhoff's total hip replacement surgery in late August with the Mako robotic-arm assisted surgery system, which provided accurate alignment and placement of her implants. He said, "The system provides biomechanical data to guide the bone preparation and implant positioning to match the pre-surgical plan. After surgical exposure, I used the robotic arm to accurately ream and shape the acetabulum socket in the hip, and then implanted the cup at the correct depth and orientation. Then I implanted the femoral implant. The robotic procedure offers the confidence of more accurate cup placement and the ability to check leg lengths and make intra-operative adjustments to allow for optimal placement of the implants."

Being able to have the hip replacement with the assistance of the Mako robot solidified her decision to have surgery at Lakes Regional Healthcare. Kalkhoff said, "I felt good going in and knew it'd be extremely accurate. You read online how people walk funny and still have issues after having hip surgery because one leg ends up longer than the other. I just knew I would have a much better outcome because of Dr. Rierson and his use of the Mako robot."

Although she had high expectations going into surgery, Kalkhoff was even more amazed at the outcome after surgery. She said, "The original pain was gone immediately after surgery. My leg just felt really heavy. Therapy had me doing exercises right after surgery, which was a bit difficult, but beneficial. I spent one night in the hospital and

only five days after surgery I was walking without the use of a walker or a cane. And I was off all medications two weeks after surgery with the exception of Ibuprofen."

The most important thing to Kalkhoff, though, was getting back to walking. "Only ten weeks post-op I was walking two miles most days, or more. My hip doesn't hurt from the walking at all. I need to increase my stamina, though, to be able to get back to our usual walks," she said. "It's been a process; you have to be diligent about doing your exercises and you have to retrain yourself how to walk correctly again after you've been compensating for the pain. But in the end, dreading the surgery is worse than actually doing the surgery. It really wasn't bad at all, maybe five days of being uncomfortable. It was totally worth it – thank you to everyone at LRH!"

Lakes Regional Healthcare is the only hospital in Northwest Iowa and Southern Minnesota to provide robotic orthopedic surgery – Total Knee Replacements, Partial Knee Replacements, and Total Hip Replacements.

Construction Underway for Improved Diagnostics and Patient Privacy

Our Imaging Department is all about seeing things with technologies such as CT, MRI, and ultrasound, to name a few. Now the department and their patients are seeing a lot more, thanks to a construction project started last fall. Last spring Lakes Regional Healthcare received a \$400,000 grant from The Leona M. and Harry B. Helmsley Charitable Trust's Rural Healthcare Program, which provided for the purchase of a new 64-slice CT scanner. In January we opened the remodeled space to accommodate the larger scanner. Since then, patients have appreciated the faster scans, higher quality images, and improved patient safety through lower radiation dose the new CT scanner provides.

The new CT space was the first step toward improving the diagnostic technologies and patient privacy. In December, we began demolishing the old CT space and remodeling it into space for an updated fluoroscopy unit and private patient hallway. The new fluoroscopy unit, which recently became available, allows for increased speed and accuracy, better image quality, and decreased radiation exposure.

The new private patient hallway

has been on our to-do list since 2012 and will run between the Imaging Department and Surgery Center. It will be a welcome change for patients, allowing them to be transferred to and from different areas of the hospital without going through the main public hallway where they often encounter hospital staff or visitors from the community while also wearing only a hospital gown and blanket.

The last step in the Imaging construction project will be to remodel the old fluoroscopy space into a new mammography suite. Thanks to generous donations by area businesses, organizations, and individuals, we were recently able to purchase a 3D mammography unit. It is expected to arrive in mid-May. Lakes Regional Healthcare Vice President of Human and Foundation Resources Sonja Hamm said, "We are so blessed to live in such a generous and supportive community. Thanks to everyone who organized and participated in fundraising to

support our mission of improving the health and well-being of people in the Iowa Great Lakes. By partnering with us, we are able to bring even higher quality care to our patients and families."



Baby Boom

In mid-2014 we opened our new Birth Center, and have been experiencing a baby boom ever since. The birth of your baby is one of life's greatest moments, and one that we have made even better. From private, serene, beautiful rooms to foot spas and touches of relaxation to whirlpool tubs and aromatherapy to comprehensive education to care for your baby to technologies to ensure a safe, comfortable delivery, our moms and babies receive the best. If interested in learning more, feel free to

call us at 712-336-8646 or talk to your local family physician. And if you're considering a family, consider one of the local family physicians. Drs. Mike Kalkhoff, Andrew Muetting, and Steve Vander Leest at Avera Medical Group-Lakes Family Practice are taking new patients. At Avera Medical Group-Spirit Lake Medical Center, Drs. Zach Borus, Mara Groom, and Brett Olson are taking new patients. Also, be sure to like us on Facebook and see some of the beautiful babies born in our Birth Center!



Serving The Community

55,110

Annual number of patients cared for at Lakes Regional Healthcare

78¢

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

6,674

Annual number of patients cared for in ER

\$19,000,000

Economic benefit Lakes Regional Healthcare provides to the community

28¢ vs \$1.90

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

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.

amazonsmile

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.



Several Providers to **Care for You**



It's important to us that you remain healthy and receive the best care from experienced, educated providers. That's why we've added a number of new providers over the past few years. There are now nine family physicians and three nurse practitioners to care for you as you need us. Patients of all ages, including expectant moms, have enjoyed getting to know these providers and appreciated the personal, individualized care they've received. Our family physicians focus primarily on chronic concerns, such as managing your diabetes or heart condition. They

are also focused on preventing chronic conditions from happening in the first place by encouraging regular check-ups and early interventions. Nurse Practitioners have enabled us to see you sooner, as they often care for more immediate, acute needs such as ear aches, minor burns or cuts, or cold or flu symptoms. To schedule an appointment with our providers, call Avera Medical Group Lakes Family Practice at 712-336-3750 or Avera Medical Group Spirit Lake Medical Center at 712-336-2410.

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:

“It was better than a 5 star hotel. The staff was all nice, friendly, clean, professional, caring. It was a wonderful place. I’d recommend you to anyone.”

“This hospital is beautiful. I don’t want to be in the hospital but if I had to again, this would be the place to come.”

“Overall experience was excellent. Keep on doing what you are doing so well.”

“Your registration and ER staff gave ridiculously good care. We received better care here in the few short days we were here than at any hospital in Kansas.”

“Your staff was always saying ‘if there’s anything you need, or we can do let us know’ – never rushing, always making us comfortable. We were so impressed, we’ve never had such wonderful care than your staff provided.”



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