

JULY

Health Happenings

2020

LAKES REGIONAL HEALTHCARE

THE SUMMER ISSUE



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An Avera Partner



A Message From The CEO

Greeting from all of us at LRH!

I hope this finds you all safe and well during unprecedented times. I have heard every now overused analogy to attempt to describe the effects of COVID-19 in our state, country, and world and I always come back to “unprecedented times.”

Actually, and I hope some of you can appreciate this, I actually refer to it as “Ground Hog Day.” It feels like I relive the same day over and over again and it all seems to start and end with COVID-19.

Although we have seen a spike in cases in our service area, we have been fortunate that we have had sufficient healthcare resources not to be inundated by the pandemic. Thank you all for doing your part in social distancing, masking, and quarantining when appropriate to keep us in a place where we can continue to meet the healthcare needs of the region.

In spite of our continued and ongoing focus on COVID-19, we have still managed to move forward on a number of strategic initiatives. We continue to have success in recruiting physicians and staff, are a few months away from opening a new medical office building, and were named a Top 100 Rural and Community Hospital and have received a 5 Star Rating from CMS, one of less than 500 hospitals in the country to achieve that status.

If we are your healthcare provider of choice or you’ve contributed to our foundation, you are part of that

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.

success and we are grateful for that. I recently read an article that listed Iowa as having 17 hospitals who are at imminent risk of closure and COVID-19 has made that situation even worse for many rural hospitals. I am thankful that we have been able to weather the storm at this point and ended with strong financial

performance for the year but I share that with great caution. For the first two months of the pandemic, we made the tough decision to close several of our service lines to protect our patients, staff, personal protective equipment, and other resources in the event

of a broader outbreak. During those first two months, our volumes declined to 60% and we are now starting to open things back up and our volumes are just now beginning to pick back up. We were fortunate during that time to have had no layoffs or furloughs.

Every article in this publication is only made possible by your support as one of our patients or a contributor to our foundation. We are extremely grateful for the support of the community throughout the pandemic and for your continued belief in our ability to provide you with the highest quality care. Please continue to do your part to contain the spread of the virus and to support local healthcare in our area. I am forever grateful.

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

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

Announcing

Lakes Regional Family Medicine

An Avera Partner

Avera Medical Group-Lakes Family Practice and Avera Medical Group-Spirit Lake Medical Center recently joined to officially form one combined clinic known as Lakes Regional Family Medicine.

The merger began roughly one year ago when billing and medical records staff from both clinics began working

together out of one office space. This decreased work redundancy, improved efficiencies, and created a unified team between the clinic and hospital. In addition, the clinics started

sharing a number of services, such as the clinic nurse manager position, business officer manager position, and other business office functions. Physicians also began sharing call and developed consistent processes and staffing arrangements.

According to Lakes Regional Family Medicine physician Andrew Muetting,

“DO, collaboration and improved patient care are two of the biggest benefits of the merger. He said, “All of us as family medicine providers work really well together. We are there for each other and each other’s patients when needed. We review treatment plans with each other so our patients are getting the benefit of multiple perspectives.”

The clinic is in the process of phasing in the new Lakes Regional Family Medicine name on all pieces of communication. This fall they will move into and practice out of the new medical office building together.



New Website Provides a Wealth of Information

Lakes Regional Healthcare recently modernized its website, located at www.lakeshealth.org. Visitors will easily find a wealth of information, such as employment and volunteer opportunities, hospital services, patient stories,

hospital forms, news, events, physicians, and a variety of health and wellness articles. Visitors will also appreciate how the new website is much more user-friendly and easier to navigate.

Honor Your Loved Ones

Engraved brick pavers and seat walls at Lakes Regional Healthcare’s outdoor garden patio are available for purchase to support the 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.



New Medical Office Building Nearing Completion

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 last year. This project has also included remodeling the hospital's west entrance to offer increased privacy and safety for emergency patients and visibility from Highway 71. Construction is estimated to be completed around late summer/early fall and we can't wait to show it to you in person! We plan to have an open house where you can tour the entire space. Please visit our website at www.lakeshealth.org and follow us on Facebook and Instagram for updates!



Meet Dr. Fuhs

Lakes Regional Family Medicine 712-336-3750

Averill L. Fuhs, D.O., a family medicine physician joining Lakes Regional Family Medicine, will begin seeing patients on August 3, 2020.

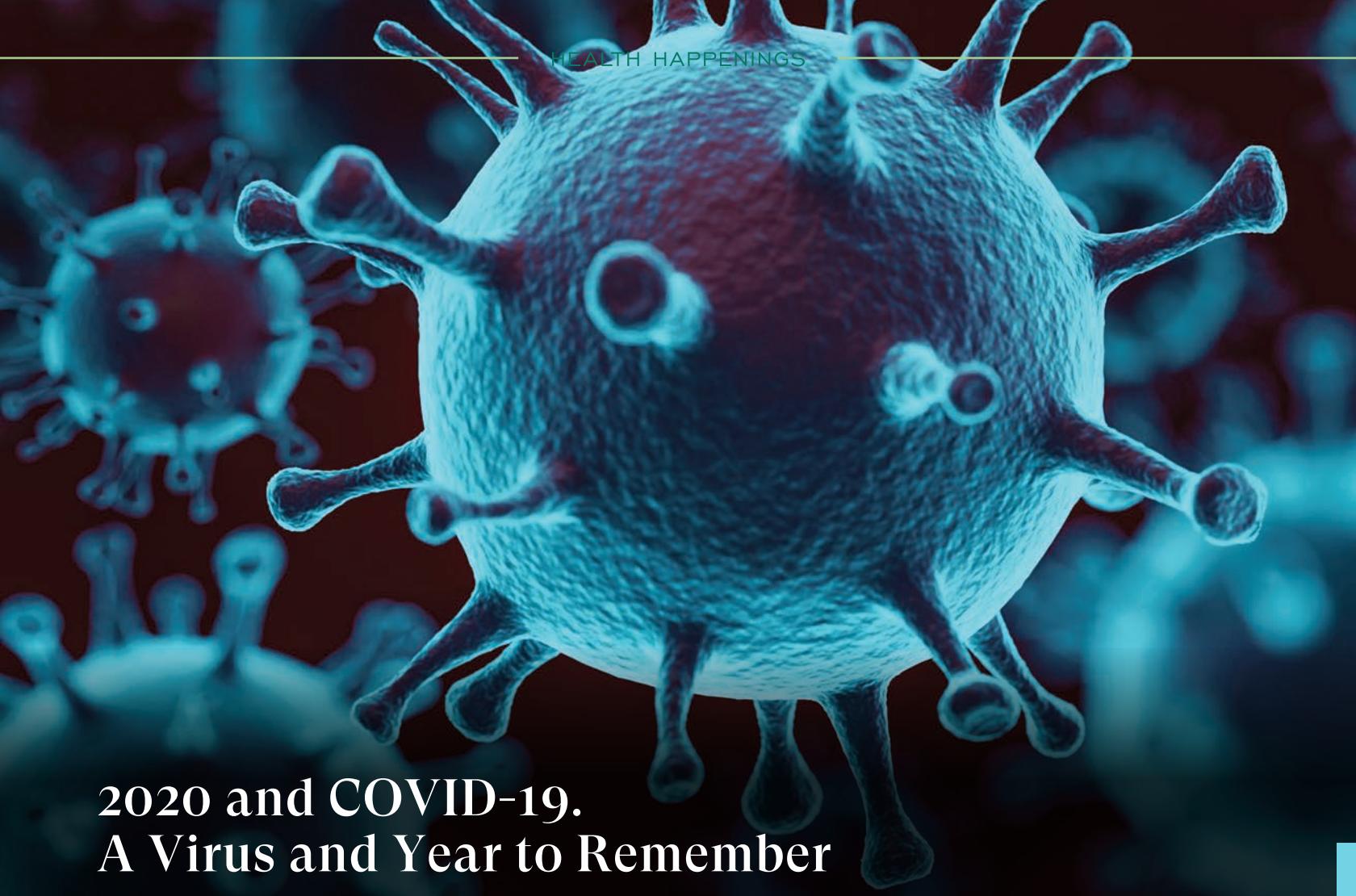
Dr. Fuhs recently moved to the lakes region after completing his family medicine residency in Davenport, Iowa at Genesis Family Medicine. Dr. Fuhs grew up in Chariton, Iowa and is happy to be living in the lakes area. He said, "My wife and I both love the area and the people that we have met so far. The people at the hospital and the individuals we have met around town have been awesome to get to know and very welcoming! I don't think we could have chosen a better spot to land right out of residency."

Dr. Fuhs received his undergraduate degree in Biochemistry Cell and Molecular Biology from Drake University in Des Moines, Iowa, where he also played

football. He then went on to receive his medical degree from Des Moines University. He is a member of the American Academy of Family Physicians, the American Medical Association, the Iowa Medical Society and the Iowa Academy of Family Physicians.

Dr. Fuhs provides care to the entire family from newborns to older adults. He has interest in all areas of medicine but enjoys focusing his practice on prenatal and obstetric care, well and sick childcare, women's health, well adult care and management of chronic medical conditions such as diabetes, high blood pressure, high cholesterol, and mental health. He said he chose family medicine as his specialty because of its inclusiveness of everyone. "It's nice to see people of all ages and health concerns," he said. "I enjoy family medicine in a community like the one we have here. I have the opportunity to take care of the individuals in the community in a variety of settings which means that the patients I take care of will have the opportunity for excellent continuity of care."

To schedule an appointment with Dr. Fuhs, call Lakes Regional Family Medicine at 712-336-3750.



2020 and COVID-19. A Virus and Year to Remember

The year 2020 will go down in history as a year to remember. Coronavirus put our entire world on alert and here in the Iowa Great Lakes we stayed in our homes, closed businesses, and kept to ourselves in an effort to “flatten the curve.” Here at Lakes Regional Healthcare we took several measures to ensure people in the community were educated about the spread of COVID-19 and were tested as quickly and easily as possible through our Respiratory Clinic and Test Iowa Clinic. We also ensured people were safe from contracting the virus when visiting our campus. Visitors were no longer allowed on the campus, we stopped doing elective procedures, we restricted the number of entrances used, and we assessed every single person that walked through our doors.

Dickinson County saw its first positive case of COVID-19 in late March. The number of positive cases remained relatively low until the summer season started. Since then, the number of cases has increased dramatically, especially among the 18-40 year old age group. Fortunately, most people have had no or mild symptoms, resulting in only three hospitalizations at Lakes Regional Healthcare as

of the printing of this newsletter. However, COVID-19 does not discriminate and is still a very real, deadly virus. Sadly, three members of our community passed away with COVID-19.

Community spread of COVID-19 is still occurring at a very high rate and has the ability to cause serious illness to others, including death. Therefore, it's important for each of us to remain vigilant by preventing the spread. You can decrease your chances of getting COVID-19, and spreading COVID-19 to others with these steps:

- Socially distance from others. Stay home if at all possible by ordering groceries online and ordering takeout from local restaurants.
- Wear a mask if you must be out in public. Be sure it covers your nose and mouth.
- Don't touch your face.
- Wash or sanitize hands frequently.

If you have any questions about COVID, please talk to your healthcare provider or call our Respiratory Clinic at 712-336-6696.



KNOWN COVID-19 SYMPTOMS

The most common symptoms of COVID-19 include:

- Cough
- Fever over 100°
- Shortness of breath

However, there are others that may accompany one of those main three symptoms, to include:

- Loss of taste or smell
- Sore throat
- Vomiting or diarrhea
- Chills or repeated shaking with chills
- Unexplained onset of muscle pain

COVID-19 Testing and Recovery

If you have symptoms or have been exposed to someone known to have COVID-19, call our Respiratory Clinic at 712-336-6696. You will be assessed over the phone and may come in to get tested. It will take about 48 hours to receive your test results. Please know exposure is defined as being within six feet of someone who is positive for 15 minutes or longer.

If you test positive for COVID-19, it will be important for you to stay home while you recover. Please try to stay in a specific room away from others and don't share personal household items such as drinking glasses, eating utensils, and bedding. It is also beneficial to track your symptoms. Take your temperature each day and call your provider if it goes above 100°. Notice if you get a cough or recurring headache or experience a loss of taste or smell. Call our Respiratory Clinic at

712-336-6696 if you have symptoms that are especially worrisome or if you have persistent pressure in the chest or difficulty breathing.

After you've tested positive with COVID-19, you'll likely be anxious to recover and be around people again. When you can do so is dependent on whether or not you had symptoms. If you didn't have symptoms, it's okay to be with others after 10 days have passed since you were tested. If you did have symptoms, it's okay to be with others after having gone three days with no fever AND your respiratory symptoms (cough, shortness of breath) have improved AND it's been 10 days since your symptoms first appeared. You may want to also talk to your provider to see if they want you to have another test before venturing out into public again.

Thank You for Your Generosity.

Although we'd prefer to never have to deal with a pandemic situation such as COVID-19, we have been fortunate to experience first-hand the generosity of our community. Almost immediately after the pandemic was announced, we had individuals and businesses reaching out to us to help us prepare for and endure what was

ahead. Face masks, surgical scrub hats, hand sanitizer, goodie bags, lotions, beverages, foods, and much more were provided to us. The support we received was overwhelming and so heartwarming to experience. At Lakes Regional Healthcare, we truly feel honored to be able to care for the people of the Iowa Great Lakes region, and the random acts of kindness and generosity made us feel even more so. We truly believe we have the best community ever, and want to always do our best to provide you the best possible care.

Thank you to the following individuals and businesses that helped us. We tried to keep a thorough list, but are probably missing some that have given to us. Please forgive us if you are missing from this list.



A&W of Spirit Lake	Creative Photography	Iowa Lakes Electric Cooperative
Ag Health and Safety Alliance	Custom Creations	Judy Jensen
AIA Branding	Mary Beth DeWall	Linnea Johnson-Scott
Alliant Energy	Jenna Dible	Jeannie Juhl
American Legion Auxiliary, Timpe 23	Dr. Pepper-Snapple	Annette Kalkhoff
Avangrid Renewables	Jolene Fechter	Kemna
Linda Arndt	Duane Ficken	Kathy Krueger
Bank Midwest	Good News Community Church	Bev Kruger
Cheryl Becker	GrapeTree Medical Staffing	Lakes Autosport
Kodie Borchers	Beth Hagberg	Lakes Lube Center
Brownmed	Harvey's 5-Star Roofing	Phyllis Leek
Gloria Buchman	Marcia Haywood	Alice Leiss
Burger & Co.	Tracey Heitritter	Denise Lev
Mary Chambers	Hope Haven	Lewis Family Drug
Monica Millan Clark	HyVee	Jay Lyon
Sylvia Coleman	Iowa Lakes Community College	Mary Kay
Dee Cornell		Carmen Mertens

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|-----------------------------------|----------------------------|------------------------------------|
| Marilyn Miller | Nancy Plantz | Church |
| Stacey Montgomery | LeAnn Pohlman | Pam Sundall |
| Terri Nagle | Kristi Poutre | Susan Sundlin |
| Donna Nellis | Darlene Powers | Cathy Thee |
| Jane Nielsen | Pub 19 | Caroline Tittle |
| Northwest Bank | Pure Fishing | Valero |
| Okoboji Foundation | Rembrandt Foods | Renewable Fuels |
| Okoboji GM-Toyota | Marjorie Roelofsen | Jackie White and Girl Scouts Troop |
| Okoboji Yacht Club Sailing School | Rosenboom Machine and Tool | Cindy Williams |
| Papa's Smokin Meats and Catering | Duane Rost | Cathy Worden |
| Lynn Peterson | Safco | Judy Yockey |
| Gary Place | Karen Sedlacek | |
| | Spirit Lake Fellowship | |



YOU CAN HELP

We live in crazy times.

Increasingly high costs of higher education, constantly improving and expensive technologies, and pandemics are things we now face every day. There has never been a more challenging time to provide healthcare services, and have healthcare professionals in which to provide that care. We would love for you to help us face these challenges with a monetary gift to Lakes Regional Healthcare Foundation. Consider making a difference in these ways:

Scholarship Endowment Fund - Make it possible for a local high school or college student achieve their dream of having a career in healthcare. Lakes Regional Healthcare Foundation's Scholarship Endowment Fund provides scholarships each year in hopes of having those students return to the Iowa Great Lakes to provide care to those who helped them.

Okoboji Foundation \$5,000 July Nonprofit Challenge - The fund with the highest giving total over \$5,000 in July receives an additional \$5,000 from the Okoboji Foundation. Please consider giving to the Lakes Regional Healthcare Foundation through the Okoboji Foundation during July to help us win. Gifts made through this challenge will provide sustainable support for care in our community with items like advanced technologies and new services. Gifts of any size and form are accepted online or at the Okoboji Foundation. For additional information contact Okoboji Foundation at 712-332-7177, visit www.okobojifoundation.org or email info@okobojifoundation.org.

Diabetes Fund - This fund is utilized to support those people who are affected with diabetes and to work with people who are pre-diabetic to hopefully prevent the evolution of the condition. Funds are used for diabetic supplies, educational support and other items.

LRH Foundation Awards Scholarships for Those Pursuing Healthcare Careers



The United States is experiencing a shortage of healthcare professionals – physicians, nurses, and technologists – because a greater percentage of them are nearing retirement and fewer people are entering the health industry as a career. We are working on increasing the supply of healthcare professionals in northwest Iowa by focusing on people who have grown up in the area, in anticipation that they will come back in time and provide care to patients at Lakes Regional Healthcare and directly benefit people in Dickinson County. For these reasons, thanks to businesses and individuals throughout the lakes area, Lakes Regional Healthcare Foundation's Scholarship Endowment Fund provides annual scholarships for Dickinson County high school seniors, Dickinson County residents in an undergraduate program, and Lakes Regional Healthcare employees. We'd like to congratulate this spring's Lakes Regional Healthcare Foundation's Scholarship Endowment Fund recipients. They each received \$500 or \$1,000 toward their education this fall.

"Thank you to all the businesses and individuals that paid it forward to help area students receive scholarships to pursue a career in healthcare. You are making a positive difference now in the lives of these students and a positive difference in the lives of countless individuals in the future." – Sonja Hamm, Executive Director, Lakes Regional Healthcare Foundation



Hannah DeWild

Hannah attends Augustana University and is studying Nursing and Spanish. She's been on the Dean's List and is a member of Spanish Honor Society, Sigma Delta Pi, Student Nursing Association, and Augustana Democrats. Hannah is also a student ambassador to the Sustainability Club, a REACH literacy tutor, a Bible study leader, and has volunteered at The Banquet, Ronald McDonald House and Sonia Sotomayor Elementary School.



Cail Donkersloot

Cail graduated this spring from Spirit Lake High School and will be attending Iowa State University this fall to study Biological Systems Engineering. He's been on the President's List at Iowa Lakes Community College and received the 2020 Iowa Governor's Scholar Award. He's been active in baseball, golf, cross country, show choir, vocal jazz, and wrestling, and volunteered with Key Club, the Student Advisory Council, The World Food Prize, Okoboji Foundation's Youth in Philanthropy, and St. Mary's Church.



Jack Dykema

Jack attends the University of Iowa, where he is studying Pharmacy. As a student there, he's been on the Dean's List and a member of the University of Iowa Honors Program, a volunteer pharmacology research assistant and supporter of the University of Iowa's Dance Marathon. He also volunteers at St. Mary's Church, has shadowed at Lakes Regional Healthcare and area nursing homes and has volunteered at The Banquet and Community Table.



McKenzie Heikens

McKenzie graduated this spring from Harris-Lake Park High School and will be attending the University of Iowa this fall to study Nursing with a long-term goal of becoming a Nurse Anesthetist. She is a 4-year Honor Roll member, 4-year recipient of the War Eagle All Conference Academic Award and a member of National Honor Society. She participated in volleyball, basketball, golf, choir, Lake Park United Methodist Church Youth Group volunteer activities, and Reading Buddies.



Ellie Von Ehwegen

Ellie graduated this spring from Graettinger-Terril High School and will be attending the University of Iowa this fall for Nursing. She's a 4-year distinguished Honor Roll member, member and leadership pillar of Graettinger-Terril's National Honor Society, 4-year recipient of Conference All-Academic Honors Award and lettered in cheerleading, volleyball, and track. She's on the Dean's List and Presidential Honors List at Iowa Lakes Community College and volunteered in the Clear the Dickinson County Fair of Trash effort and at Terril Fun Days and Terril's Easter celebration.

Top 5 Reasons to Select Lakes Regional Healthcare as Your Healthcare Provider

We have to admit it. We're pretty proud of the care we provide to our patients. Every single day we think about how to make our care, service, and technology better. And we appreciate receiving feedback from patients and visitors on ways to improve as well because our patients are at the core of what matters to us. If you're considering a healthcare provider, consider these top five reasons why Lakes Regional Healthcare should be your provider of choice.



1. Our physicians are amazing.

Schedule an appointment with any of them and you'll see why we say this. Even if you just follow us on social media, you'll get a sense of who they are. We truly think they're the best. They're good listeners and communicators - they don't interrupt you or make you feel rushed. Our physicians are also super easygoing and fun to be around. It's easy to confide in them and develop a trusting relationship. They're also honest and will tell you, in a compassionate way, things that may be hard to hear, but you'll appreciate their transparency for the sake of your health. And of course, they're pretty darn smart and know how to provide you with the best treatment available.

2. We received a 5-star rating from CMS.

The Centers for Medicare and Medicaid Services (CMS) constantly collects data on every hospital in the country. Their Hospital Compare website then uses this data to report on quality measures for the more than 4,500 hospitals nationwide. For 2019, only 407 hospitals in the country were rated five stars, and we were the only hospital in northwest Iowa and southwest Minnesota to receive a five star rating. The overall rating summarizes a variety of measures, reflecting common conditions that hospitals treat, such as heart attacks or pneumonia, and shows how well each hospital performed, on average, compared to other hospitals in the United States. Specifically, there are six broad categories reviewed that include patient experiences, timely and effective care, complications and death, unplanned hospital visits, psychiatric unit services, and payment and value of care. If you want to see the detailed ratings, visit [medicare.gov/hospitalcompare/search.html](https://www.medicare.gov/hospitalcompare/search.html).



3. We provide comprehensive robotic surgery.

It seemed like yesterday when laparoscopic surgery was the latest and greatest technology for surgery. Now robotic surgery is quickly becoming the standard for surgical care because it is more precise and results in shorter hospital stays, fewer complications, less pain, and a quicker return to normal activity. We adopted this new technology years ago and are the only hospital in northwest Iowa and southwest Minnesota to provide comprehensive robotic surgery for a wide range of surgeries. Specifically, our Mako robot allows us to provide total hip replacement, total knee replacement, and partial knee replacement surgeries robotically. Our da Vinci X robot allows us to provide several gynecological, urological, and general surgical surgeries, such as hernia repairs, hysterectomies, colon and bowel resections, and gallbladder removal.



4. We're a Top 100 hospital.

We've been named one of the Top 100 Rural & Community Hospitals in the United States for the second year in a row by The Chartis Center for Rural Health. Hospitals recognized as a Top 100 hospital score in the top 100 among all rural and community hospitals nationally. Eight areas of hospital strength are analyzed and include inpatient market share, outpatient market share, cost, charges, quality, outcomes, patient perspectives, and financial stability.



5. We're the place people want to deliver their babies.

This past year the number of babies born at Lakes Regional Healthcare is up by roughly 30%. Patients love our large, beautiful suites, whirlpool tubs, fluffy robes, foot spas, not to mention our knowledgeable, compassionate physicians and staff. We love that we can help make the experience of delivering life's greatest gift unforgettable!

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 – Give to us directly by going to www.averafoundation.org/donate-with-search.

Select “Other” for the Avera facility, type “Lakes Regional Healthcare” in the “Other Avera Facility” box 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. 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!

Save the Dates

Mark your calendars now for two special events – the Grape Escape and Grape Escape Uncorked! In February, the Grape Escape will offer an evening to enjoy mouthwatering food, specially selected wines and bourbons, live music, and lively conversation, all while making a difference in the Lakes community.

Then on Friday, August 13, 2021, we'll have Grape Escape Uncorked! It will be a more casual event at the Round Lake Vineyards & Winery where you'll listen to live music, enjoy barrel tasting, and a lot more.

(We had planned to have Grape Escape Uncorked! this summer, but postponed it until next summer due to COVID-19.)

Don't forget – mark your calendars now to attend the Grape Escape in February and Grape Escape Uncorked! on August 13, 2021!

Everyone Matters Here

Are you calm and caring? Perhaps you're detail-oriented. Or are you a creative, out-of-the-box thinker? Maybe you have a great sense of humor. We each have our individual strengths and that's what makes working here fun and what makes the care and service we provide great. At Lakes Regional Healthcare, everyone matters.

Everyone plays an important role, regardless of their title or department, to make our organization work seamlessly. We often hear staff say how happy and proud they are to work at Lakes Regional Healthcare. The work we each perform not only fulfills the organization's mission of improving health and well-being of people in the Iowa Great Lakes region; our work is fulfilling and personally gives us a purpose to make the world a better place, one patient at a time.

We have opportunities available and would love to meet you if you're interested in joining our team. Please check out our opportunities online at www.lakeshealth.org/careers or call us at 712-336-8790 today!



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



@lakeshealth



Lakes Regional
Healthcare

An Avera Partner

Highway 71 South
Spirit Lake, IA 51360

PRSR STD
US Postage
PAID
Lakes Marketing
and PRINT

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:

"I am fortunate to have one of the most knowledgeable and involved physicians and support teams around as my primary care group. I appreciate the work you do. You are a great asset and example for others in your profession!"

"Everyone we encountered was nothing but exceptional. Everyone was friendly, professional, and clearly cared about providing the best experience possible. We were thoroughly impressed by your entire team."

"The nurses were amazing! Each one was caring and kind."

"What a pleasant experience we had at Lakes Regional Hospital. Thank you for employing so many competent health care employees and making our local hospital a place we feel confident going to for our health care needs."

"The nurses worked so hard to ensure everything was perfect. Got me through some very tough times and I will always cherish that! They were so kind and hard-working people. It was by far the best care ever!"

"LRH should be proud of all their staff! Everyone was top notch!"

"I love this hospital! Very professional, very clean, very courteous and friendly!"