

Lakes Regional Healthcare Health Happenings

December 2020



Excellent
Outcomes
Among
COVID
Patients
Page 16

In This Issue

Pg 4 • Construction is Complete!

Pg 6 • Help Those with COVID Have a Better Recovery

Pg 9 • Your Health is Our Priority

Pg 10 • Flu vs COVID

Pg 12 • Message from our CEO

Pg 14 • Financial Implications of COVID on LRH

Pg 15 • Think You Might Have COVID?



Lakes Regional
Healthcare

An Avera Partner

Lakes Regional Healthcare Board of Trustees

1. Mary Kay Bates, Board Member
2. Steve Feld, Board Member
3. Linda Moore, Board Member
4. Denny Perry, Board Member
5. Dan Sedlacek, Board Member
6. Joe Toale, DDS, 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

- | | |
|---------------------|-------------------|
| 11. Keith Deitering | 16. John McMahon |
| 12. Kathy Fahy | 17. Linda Moore |
| 13. Brent Harris | 18. John M. Sandy |
| 14. Judy Haviland | 19. Janet Staver |
| 15. Brad Jungers | |

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!

 @lakesreglhealth

 @lakesregionalhealthcare

 @lakesregionalhealthcare

Lakes Regional Healthcare is an Avera Partner.



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.

Let's Get Cooking!

Do you dread going grocery shopping or making meals for yourself or your family? Is it difficult to make good meals within your food budget? Or do you lack confidence in cooking tasty meals from scratch? If you relate to any of these, we can help! In January we're having a FREE "Let's Get Cooking" series. It will include:

Downloadable PDFs of:

- Monthly meal plans – with recipes and grocery lists - that are easy, fast, tasty, and inexpensive!
- Over 40 tips to stretch your food dollar
- How to cook, consume fewer calories, select the best fruits and veggies, and more!

- Apps, websites, and local food resources that will help you save money on groceries
- Weekly Facebook Live events where we will cook one of the meals with you so you can ask questions and we can give you tips in real time! We'll have people from the area as our guest chefs, so it'll be fun and educational! You won't want to miss it!

Watch for more information on our Facebook page [@lakesregionalhealthcare](https://www.facebook.com/lakesregionalhealthcare) and website [lakeshealth.org](https://www.lakeshealth.org)!



CONSTRUCTION



Construction Complete!

Thank you for your patience, understanding, and cooperation as we underwent construction for our new medical office building and west entrance! Providers at Lakes Regional Family Medicine are now seeing patients in their beautiful, efficient new space. We appreciate being able to provide patients with improved privacy when they visit our Emergency Department. Thanks again for your support during this time – we hope you enjoy the new spaces!

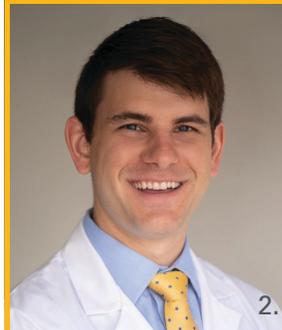


CONSTRUCTION

CONSTRUCTION



Lakes Regional Family Medicine



- 1. Zachary Borus, MD
- 2. Craig Cunningham, MD
- 3. Averill Fuhs, DO
- 4. Mara Groom, DO
- 5. Marsha Haar, ARNP
- 6. Mike Kalkhoff, MD



- 7. Tom Kalkhoff, DO
- 8. Jessica Kelley, NP-C
- 9. Bradley Meyer, DO
- 10. Andrew Mueting, DO
- 11. Brett Olson, MD
- 12. Natalie Potrament, ARNP
- 13. Steven Vander Leest, DO



You Can Help Those with COVID Have a Better Recovery



We all know wearing a mask and social distancing is important in preventing the spread of COVID. Within the hospital, our staff wear masks, face shields, gloves, and other personal protective equipment to prevent getting coronavirus from COVID patients. There is another important way we keep others, including our other patients, safe from patients with infectious diseases such as COVID.

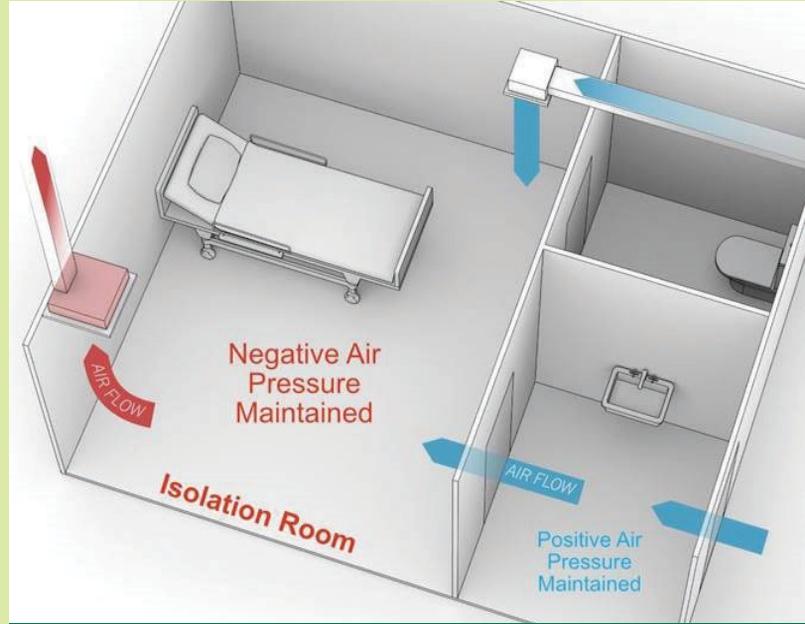
Isolation rooms are patient rooms that are designed to ensure microorganisms within the air do not travel outside the room and into certain other areas within the hospital, such as patient rooms or hallways. There are two types of isolation rooms: positive pressure rooms and negative pressure rooms. Positive pressure rooms are for patients that have compromised immune systems and cannot be exposed to “outside” germs. These positive pressure rooms prevent air from the hallway or other rooms from going into the room. Negative pressure rooms keep microorganisms within that room from going into the hallway or other patient rooms. COVID-positive patients stay in negative pressure rooms to prevent the coronavirus from going elsewhere and infecting others.

Another characteristic of isolation rooms is they have more air exchanges than a normal room. In a normal

room, the air is exchanged four to six times per hour. In a positive pressure room, the air is exchanged over 19 times per hour. In a negative pressure room, air is exchanged nearly 17 times per hour. As air is exchanged, the "older" air migrates to an exhaust fan that pushes the air outdoors. The exhaust fan is equipped with a HEPA filter, which "catches" the microorganisms so they are not released to the outside air.

Lakes Regional Healthcare currently has one positive pressure room and one negative pressure room. As patients have been hospitalized with COVID, we have equipped several rooms with temporary negative air machines. This has temporarily transformed the rooms into negative pressure rooms. Although this has allowed us to appropriately care for COVID patients, it is not a good long-term solution if we have more patients that need to be in isolation due to an infectious disease.

Lakes Regional Healthcare Foundation would like your help to construct additional permanent negative pressure rooms within the hospital. With your help, people with infectious diseases can better receive the care they need, when they need it. The addition of negative pressure rooms will also provide more comfort knowing other patients are safe from contracting an infectious disease from another patient receiving care in the hospital.



Gifts to construct an isolation room can be made by completing and mailing the form provided below or by calling Sonja Hamm at 712-336-8791.

Please return to:
Lakes Regional Healthcare Foundation
Attention: Sonja Hamm
PO Box AB
Spirit Lake, IA 51360



Yes, I Want to Make a Difference!

We are deeply grateful for the support of our friends in the community.

I would like to give a gift of: \$1,000 \$500 \$250 \$100 \$50 Other: \$ _____

Please charge my gift of \$ _____ to my credit card.

Card number _____

Expiration date _____ / _____ (month/year) CVV2 number (security code) _____

Enclosed is my check for \$ _____ Monthly gift _____

My gift is: In memory/honor of _____

For more information on how your gifts make a difference or to make your gift online, please visit <https://www.averafoundation.org/donate-with-search>. If you would prefer not to receive mail from us, please return this card with a note telling us so, to Lakes Regional Healthcare Foundation, PO Box AB, Spirit Lake, IA 51360 and we will remove your name from our list.

Thank You!

We are able to provide quality, accessible healthcare to Lakes Regional Healthcare thanks to generous financial donors like you!

- | | | | |
|------------------------------------|--|---------------------------------|--|
| Perry and Ann Aalgaard | Boon and Lambert | Custom Creations | Richard and Margaret Gebel |
| Steve and Carla Alger | Dave and Emily Bossard | Charilyn Dare | Bill and Colleen Gerdeman |
| American Endowment Foundation | Brian and Sonya Boyanovsky | September Dau | Dr. Jeffrey and Ann Goerss |
| John and Karmon Amsler | Becky Brakel | Clint and Taylor Davis | Sandy Goetsch |
| Blain and Kristin Andera | Dwight Brakel | Allen and Mary Delaney | Jean Goodenow |
| Corey and Teresa Anderson | Lawrence Braunger | Carol DeSchepper | Richard and Pamela Goodrich |
| James and Tammy Anderson | Dr. Andrew and Mary Brevik | Dickinson County Endowment Fund | Graham Construction |
| Nancy Anderson | Kathleen Brevik | Mr. and Mrs. Ronald Dicks | GrapeTree Medical Staffing |
| Joseph Andres Family Foundation | Beth Bright | Keith Diekevers | Shane Akin, Great Lakes Guide Service |
| Arnolds Park Amusement Park | Keith and Sharma Brockmeyer | Kenneth and Sue Doorenbos | Great Lakes Mall |
| Jeffrey Ashland | Karla Brown | Alan and Jo Ann Dorenkamp | Dr. Mara Groom |
| Lynn and Anne Askew | Ron and Janet Brown | Dowden-Hinn Realtors | David and Michelle Gruhlke |
| AutoSmart, Spirit Lake | Jim Bunt | Anita Early | Nate and Greta Gruys |
| Avangrid Renewables | Terry and Dana Butler | Stephen Eckerman | Gary and Annesley Gunderson |
| Bank Midwest | John and Patricia Buysman | Nick and Arin Elser | Jennifer Gustafson |
| Jacquelyn Banks | Jim Caffrey | Emerald Hills Golf Club | Loren and Linda Gustafson |
| Merv and Mary Kay Bates | Marsha Carlson | Don Erlandson | Judy Hagedorn |
| Bates Construction | William and Judith Carmichael | Erpelding Voigt & Co., LLP | Gary and Nancy Hamer |
| Helen Bauman | Central Bank | Lance and Tracy Evans | Sonja and Jason Hamm |
| Bruce and Katie Baumgarn | Rhonda Chrestiansen | Susan Ewen | Jason Hamm, D.C., Hamm Chiropractic Clinic |
| Brad and Teres Beck | Diane Clary | Kathy Fahy | James and Jane Hansen |
| Russ Beckendorf | Community Foundation of Greater Des Moines | Joel and Greta Farley | Leon and Janet Hansen |
| Katherine Becker | Dwight and Marilyn Conover | Steve and Kris Feld | Carolyn Hansman |
| Bedell Family YMCA | Courtney Bolluyt Photography | Todd and Mandi Fine | Jack and Jean Hardie |
| Christopher and Connie Bjornstad | Ellen Crayne | Darcie Follon | Jason and Mickey Harrington |
| Gale Bockman | Dr. Charlie Crouch | John and Mary Franken | Brent and Jess Harris |
| Mr. and Mrs. Roger Bojens Bomgaars | CTRL Marketing | Delores Fredricks | Jane Harrison |
| | Dr. Craig Cunningham | Gayle Mayer, From the Spirit | Judith Haviland |
| | Robert and Kayla Cunningham | Christopher Fuhrman | Fred and Lois Hawn |
| | Ty and Karen Currier | Larry and Barbara Gearke | |



Please make checks payable to Lakes Regional Healthcare Foundation. Your gift is tax deductible as provided by law.

Please check, as appropriate:

- Address change
- Name change
- I/we have included LRH Foundation in our will
- I would like a personal phone call or visit
- Send volunteer information
- If you prefer to remain anonymous, check this box

Name _____
Title if Business/Organization Gift

Contact Person _____

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Phone Number _____

Your Health is Our Priority

Your health is important to us. After all, it's our reason for being. Please know that we have taken several steps at Lakes Regional Healthcare to decrease your chances of getting COVID-19 on our campus, such as:

- Screen every single person that comes in our doors for COVID-19 symptoms
- Require every physician, staff member, patient, and visitor to wear a face mask
- Require every staff member that works directly with patients to wear a face mask and goggles or a face shield
- Disinfect equipment and other surfaces after each patient encounter
- Use hand sanitizer before and after each patient encounter
- Enforce social distancing as possible during patient appointments
- Follow rigorous cleaning and disinfecting protocols facility-wide

Roger and Leah Heimensen
Linda Hennen
Jeffrey Hermstad
Cheryl Heronemus
Carol Herzog
Dustin and Jamie Hicks
Hicks Family Healthcare
Kim Hively
Ruth Hobson
Eric and Kelly Hoiem
Lauren Holderness
Abby Hough
Bob and Barb Houseman
Gary and Marilyn Hughes
Todd and Becky Hummel
David and Michelle Huntress
HyVee of Spirit Lake
Iowa Great Lakes Board of Realtors
Iowa Hospital Association
Iowa Hospital Education & Research Foundation
Iowa Lakes Community College
William James
Darren and Donna Johnson
Everett Johnson
Jeff and Phyllis Johnson
Kathleen and Wayne Johnson
Phyllis Johnson
Randy Johnson
Journey Group
Barbara Junge
Dr. Michael Kalkhoff
Dr. Thomas and Annette Kalkhoff
Sylvia Keenan
Bruce and Marcia Keidel
Gail Kelly
James Kennedy
Brian and Ann Killion
Fern Kilts
Ashley Kirchoff
Kathy Kleen
Dennis Klein
Melissa and Dana Klontz
Mark Kollasch
Bernard Kramer
Mary Kraninger
Marc and Janyce Krass
Kellie Krieger

Taryn Kurpgeweit
Jim and Sandy Ladegaard
Lakes Area Hockey Association
Lakes Autosport LLC
Lakes Dermatology
Lakes News Shopper
Lakes Regional Healthcare Employees
Lakes Regional Healthcare Volunteers
Connie and Rod Lange
Joan Langel
Rev. and Mrs. Larry Laskie
Steve and Joan Lauritsen
Dr. June LaValleur
Robert and Betty Lee
Grant and DeLinda Leu
Orville Lewis
Liberty National Bank
William and Angela Lickhart
Karrey Lindeberg
Lorraine Little
LMC Insurance & Risk Management
Corrine Lundell
John and Doralee Lynch
Thomas Lynch
Thelma Madagan
Roger Madsen
Harlene Mahaney
Cornelius and Sharon Maris
John and Amy Maris
Mart Farms
Norma Martens
Mary's Antiques & Gifts
Maser Family Foundation
Dawn and Lincoln Mason
Thomas and Lourie Matthews
Mau Marine
Frank and Tiffany Mayall
Allen and Cindy McGranahan
Andrea and John McMahon
Michael and Jo Megill
Dr. Walter and Barbara Mendenhall
Darrell Mergen
Crystal Meyer
Dr. Bradley Meyer
MHR, Inc.
Midwest Modern

In addition, we encourage patients and visitors to take other steps to reduce their risk of getting COVID-19 while on our campus, including:



DISINFECT HANDS



LIMIT TOUCHING SURFACES



SOCIAL DISTANCE



DON'T TOUCH FACE



WASH HANDS 20 SECONDS

FLU

VS



COVID

Flu season has started, and so has confusion about whether someone has symptoms of the flu or COVID. Unfortunately, COVID and the flu share many of the same symptoms, which can make it difficult to know what's causing discomfort.

The flu and COVID can both cause:

- Cough
- Congestion
- Runny nose
- Headaches
- Fever or chills
- Body aches
- Fatigue
- Nausea, vomiting, or diarrhea

COVID has additional symptoms that are not often experienced with the flu, which are:

- Difficulty breathing
- Loss of taste or smell
- Various types of skin rashes
(more likely to occur in children)

Both the flu and COVID can be mild or severe, result in pneumonia, and can be spread from person to person through coughing, sneezing, or talking, and both can be spread before symptoms appear. You can be positive with the flu and COVID at the same time. Fortunately, we can test for both the flu and COVID when you visit our Respiratory Clinic, located within Lakes Regional Family Medicine. If you have any questions, please call 712-336-6696.

Yes, You Need A Flu Shot

Did you know that one in seven Americans gets influenza, or "the flu," each year? Influenza is a respiratory illness that most often causes fever, headache, fatigue, muscle pain, dry coughing, sore throat, and runny nose. In children, diarrhea sometimes accompanies the respiratory symptoms. For some, the symptoms persist and get worse, and can lead to hospitalization and even death. It can be especially serious among young children, older adults, and people with certain chronic health conditions, such as asthma, heart disease, or diabetes.

Besides making over 47 million people in our country feel horrible, it causes thousands of hospitalizations and deaths. The good news is that there is an easy way to decrease your chances of getting the flu: the annual flu shot.

There are many types of flu viruses out there. Each year the Centers for Disease Control and Prevention

(CDC) analyzes them and makes educated predictions on which ones will be the most common and a vaccine is made including those viruses. If you get exposed to a flu virus the flu shot is not created for, you may still get that specific flu virus.

Sometimes you may hear people say they got the flu from the flu shot, but this is not possible. Flu vaccines given with a needle are currently made in two ways. One, the vaccine is made with either flu vaccine viruses that have been "inactivated" and are therefore not infectious or two, with no flu vaccine viruses at all (for a type of vaccine called recombinant influenza vaccine). The most common side effects from the flu shot are soreness, redness, tenderness or swelling where the shot was given.

Access to getting a flu shot is easier than ever. Local pharmacies, such as at Walmart and HyVee, provide the flu shot. Also, Dickinson County Public Health gives flu shots by appointment every Wednesday at their flu clinic. To make an appointment, call 712-339-6050.

Thank You!

Midwest Radiology & Imaging
 Fred "Skip" and Diane Miller
 Josh Miller
 Terry Miller
 Joni Mitchell
 Lavonne Mitchell
 Linda Moore
 Mary Sue Moore
 Steve and Betsy Moritz
 Richard and Karen Morreim
 Jeremy and Kelsey Morrison
 Mueske Electric, Inc.
 Mueske Family Foundation
 Dr. Andrew and Kelly Mueting
 John Myhre
 Kristopher and Bridgit Neider
 Candace Nelson
 Paul Netsch
 Network for Good
 John and Laura Nissen
 Katherine Nokleby
 Dr. Kelly and Denise Norland
 Wayne and Margaret Northey
 Northwest Bank
 Northwest Iowa Bone, Joint & Sports Surgeons
 Northwest Iowa Surgeons
 James and Monica Oberle
 Charles and Jody O'Brien
 Tim O'Hagan
 Okoboji Foundation
 Okoboji Realty
 Okoboji Summer Theatre
 Okoboji View Golf Course
 Mark and Sheila Reed, Okoboji Wines
 Karen Oleson
 Shawn Olsen
 Bruce and Kathleen Osterman
 Arnold Pahl
 Dale Palmberg
 Deann Pearce
 Perry and Teresa Pearson Lakes Art Center
 Pearson Lakes Art Center
 Denny and Vicki Perry
 Rebecca Peters
 Beverly Petrick
 Pizza Ranch, Spirit Lake

Andrew and Amanda Plathe
 David Popkes
 Greg Post
 Nancy Pringnitz
 Elaine and Tom Quastad
 R M R Corp, Okoboji Wines
 Richard Ratcliff
 re*be Skin & Vein Clinic
 Scott Reed
 James Reiman
 Rick Reinking
 Scott and Amber Reynolds
 Dr. Chris Rierson
 Thomas and Terri Rierson
 Rocky Thompson Photography
 Elizabeth Sandy, Rodan & Fields
 JamesRohlf
 JamesRohlfson
 Randy and Molly Rohlfson
 Dr. Nate Rohling
 Brandon and Rebekah Rohrig
 Dr. Duane Rost
 Nathan and Kiley Roth
 Tim and Michelle Roth
 David Rowley
 Leon and Holly Rozeboom
 Megan Ruzicka
 Sackett Law Firm
 Sheree Sanderson
 Sandy Law Firm, PC
 Julianne Scheib
 DeAnna Schnell
 June Schoelerman
 Eldo and Shirley Schornhorst
 David Schwaller
 Secure Benefits Systems Corp
 Senior Manor Inc
 Mike and Ann Sheehan
 Silver Lake Pork, Inc
 Rod Simonson
 Mary Skopec
 JarrettSmith
 Spirit Lake Kiwanis Noon Foundation
 Spirit Lake Silver & Gold
 Diane and Dennis Spooner
 Sports Rehab & Professional Therapy

Stella Stahly
 James and Janet Staver
 Kent and Jill Stensland
 Lee Ann Stransky
 Peter Straus
 Bill and Dianne Swanson
 Lara Tegtmeier
 The District
 The Outrigger
 The Three Sons
 The Throwing Post
 Sharon Thee
 THEO Productions
 Rod and Janet Thomsen
 Judith Thoreson
 Tom Gustafson Photography
 Trautman Financial Services Inc.
 Robert and Peggy Turpin
 United Community Bank
 Deeann Vaage
 Gary Van Wettering
 Dr. Steven and Dr. Tarra Vander Leest
 Bernard and Marcia VanRoekel
 John and Wendy Vaubel
 Dr. Stephanie and Terry Veldman
 Jeff and Nancy Vierkant
 Ronne and Kristine Walker
 Julie Waters
 Marlys Weed
 Robert Wegelin
 Kim and Deanna Wermersen
 Heidi Wicks
 Randy Wiese
 Elaine Wilcke
 Carey and Mary Wilkens
 Beth Will
 Vikki Williams
 Jed Winkel
 Jeff and Jessica Wunsch
 Terry Yarns
 Chris and Tarica Yungbluth
 Kiley Zankowski
 Julie Zevenbergen
 Susan Zevenbergen
 Mora Zinn

A Message From the CEO

November brings happy thoughts of large family holiday gatherings and time for us to give thanks for all that we have. Although many of us will have a much different holiday experience this season due to concerns about COVID, we still have many things to be thankful for and I want to use this space to share some of that thanks.

The community has been extremely generous in their support of LRH during the pandemic. We have received thousands of masks, meals, donations to our foundation, and a great deal of patience from all of you during unprecedented times. We are grateful to all who use our services and your willingness to wear masks and observe restricted visitor guidelines. Many of you continue to reach out and we are grateful.

I am extremely grateful to our team at LRH. COVID has placed a great deal of pressure on all healthcare providers and our team continues to do what they do best every day, which is to improve the health and well-being of the Iowa Great Lakes region.

I am thankful for our success in finishing a very large construction project in the midst of the pandemic. We were honored to open a new medical office building and a remodeled west entrance that will allow us to serve our patients in a better environment for years to come. Although the pandemic set us back in our opening date, the project came in under budget, allowing us to add back some features that we had removed earlier in the planning process.

We had a record number of babies in 2020 and are grateful to the moms who entrusted us with their care. This is one of the happiest moments in life and we appreciate that you've chosen us to be your healthcare provider of choice.

Although I hope to never live through another pandemic, it has made us a better healthcare provider. We have learned many things that we will grow from and have also proven that we can continue to provide the highest quality



and safest care during a very difficult time. We have also grown in our capacity to care for sicker patients than what we've historically been accustomed to and we are a better place because of it.

I will end with just thanking our patients and our community for your continued willingness to try and "bend the curve." You continue to wear masks, social distance, and practice good hand hygiene. I am going to ask you to continue to do so just a little longer in the hopes that a vaccine is in near sight.

I want to wish you all a very happy holiday season and know that we are here to meet your healthcare needs when you need us. Thank you for making Lakes Regional Healthcare your healthcare provider of choice.

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

According to the American Heart Association, Americans have a 1 in 2 chance of getting heart disease. They also have a 1 in 2 chance of getting cancer according to the American Cancer Society. The Centers for Disease Control and Prevention says 1 in 7 Americans get influenza each year. Based on current national data as of November 6, Americans have a 1 in 33 chance of getting COVID.

According to Lakes Regional Family Medicine physician Andrew Muetting, DO, it's important to stay on top of your health screenings and provider check-ups because getting other health conditions may not only compromise your health and immune system and make you more vulnerable to COVID but also make it more difficult to recover from COVID if you do get it.

Data shows that 2.4 percent of people nationwide that get COVID pass away from the virus. According to <https://coronavirus.iowa.gov/pages/outcome-analysis-deaths>,



Don't Postpone Health Screens and Check-ups

Since March, over 1,000 people in Dickinson County have tested positive for COVID. Fortunately, many people have social distanced to reduce their chances of getting the virus. Doing so while still utilizing area businesses via take-out meals, wearing masks, and online shopping at local businesses has been encouraged by Lakes Regional Healthcare and Dickinson County Public Health. However, Lakes Regional Healthcare is concerned that fear of the virus has caused some people to not see their healthcare provider or to postpone their health screenings, which may result in other serious health concerns. COVID is a serious issue, but one that should be considered relative to other health conditions a person may be even likelier to get.

about 1.2 percent of people in Iowa who get COVID die with the virus. The state's website shows 89 percent of Iowans that pass away with COVID are aged 61 and older. Furthermore, of those that die in Iowa with the virus, at least 65 percent of them had a pre-existing condition and 7 percent had no pre-existing condition.

Although the likelihood of getting COVID is not as high as getting other health conditions at this point, if you do get it, your chance of dying from it becomes 1 in 12. Next to heart disease and cancer, COVID is now the third leading cause of death in the United States.

The bottom line is you need to take precautions from getting the virus, and that includes staying on top of other health conditions that may arise and that may make you more vulnerable to getting COVID.

Financial Implications of COVID on Lakes Regional Healthcare

Have you heard that the more COVID patients a hospital gets, the more money they get, and that hospitals are making money off of COVID? Many of us here at Lakes Regional Healthcare have heard that, and so we did some investigating to get to the bottom of this claim. You might be interested to hear what we learned.

We found that yes, hospitals are getting reimbursed 20% more for care provided to COVID patients. However, that doesn't really address the underlying belief the claim makes – that hospitals are making money off of COVID and overstating COVID numbers. As with most things, there is much more to the story.

The rest of the story requires some education about the standard amount of reimbursement hospitals get from Medicare. For every dollar that Lakes Regional Healthcare spends to provide care to a patient covered by Medicare, we get reimbursed, or paid, 70 to 80 cents. That means we lose, on average, 20% to 30% caring for a patient covered by Medicare. There are very few services that actually pay the hospital more than the cost to provide care, resulting in a profit. We'll address that in a minute.

During the pandemic, Medicare has increased our reimbursement by 20% for COVID patients, which means they pay us 90 cents to \$1.00 for every \$1.00 it costs us to provide care to a Medicare-covered COVID patient. Thus, the hospital is almost breaking even on caring for COVID patients. It's important to also note that the vast majority of our COVID patients have been covered by Medicare.

It is necessary, too, to look at the bigger picture. As the number of COVID positive Dickinson County residents increased, Lakes Regional Healthcare took steps to minimize the spread by halting elective surgeries, one of our few profitable services, and closing other service lines such as Cardiac Rehabilitation, Planet Heart, and mammography. At the same time, people were nervous to come in for doctor appointments and even ER visits. In fact, primary care visits were down 50% in April and May, and have been down anywhere from 10% to 20% since then. ER visits have been down 25% and between

March and June our hospital's net revenue decreased by over \$4.5 million compared to the previous year. That is revenue we will not recover. You may have heard the federal government is giving hospitals the opportunity to receive some funds by implementing or constructing new things directly related to COVID. However, that has to be completed within a short timeframe, which limits what dollars can be received.

COVID has affected us all – physically, financially, and emotionally. We at Lakes Regional Healthcare are doing our best to manage

our funds, provide the care our community needs, and prevent the spread of COVID. We appreciate your support and your understanding of the financial implications of COVID on us and many others within our community during these difficult times.



Think You Might Have COVID?

Here's What to Do...

The year 2020 will be remembered for a lot of things, and COVID is one of them. To date, nearly 7,000 Dickinson County residents have been tested for COVID, which represents about 40% of our county's population. And of those, nearly 1,000 people, or 6% have been positive with COVID. Trends show that more and more people will continue to get COVID. If you're wondering if you have COVID, there are things you can do to either find out for sure if you are positive or not, and to know how to prevent giving it to others.

Website Questionnaire

On our website (lakeshealth.org), there are two easy to use questionnaires that guide you through steps to take if you either have symptoms of COVID or if you've been exposed to someone who has COVID. It will tell you when, where and how you can get tested (if that's your choice), as well as how long you should remain quarantined based on the answers you provide. To access the questionnaires, visit www.lakeshealth.org/services/covid-19/.

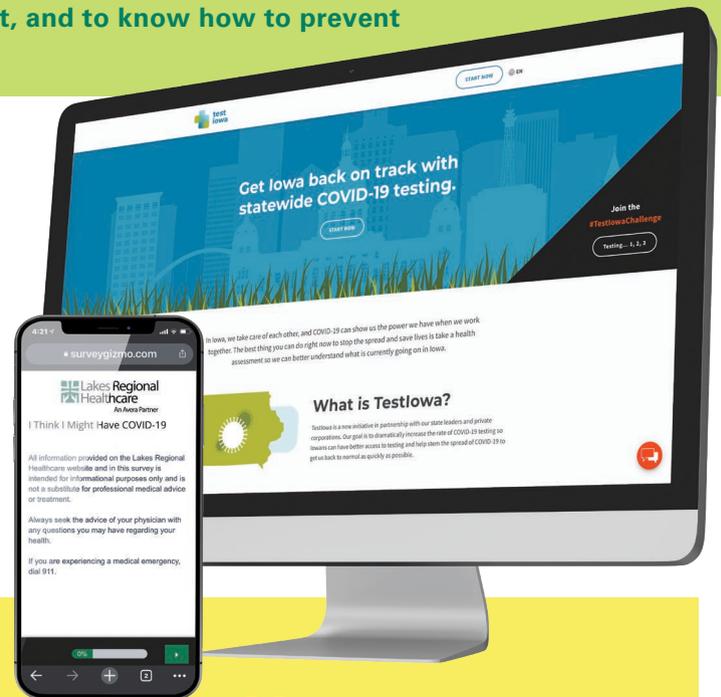
LRH Respiratory Clinic

If you have symptoms of COVID, it's best to call our Respiratory Clinic at 712-336-6696 and see one of our providers. They will assess you and identify the best course of action to take. To get to our Respiratory Clinic, go to Lakes Regional Healthcare's Door B and call 712-336-3750. A nurse will come get you and take you directly to the Respiratory Clinic, bypassing other patient waiting areas. Once in the clinic, a nurse and healthcare provider (either a nurse practitioner or a physician) will assess your symptoms and provide further guidance.

Test Iowa Clinic

Many of us have likely been exposed to someone who is COVID-positive. If you worry about that exposure, it's best to get tested at our Test Iowa Clinic by first taking these steps:

1. Go to www.TestIowa.com and click "Start Now."
2. Complete the questionnaire, and then select "I am interested in being tested."
3. Scroll down and select "Additional scheduling options."
4. Scroll down and select Lakes Regional Healthcare's listing.
5. Screenshot or print the QR code and bring it, along with your driver's license, to our Test Iowa clinic.



Hours:

Monday: 8:00 am – 4:00 pm
Tuesday-Thursday: 7:00 am – 9:00 am
 and 3:00 pm – 5:00 pm
Friday: 7:00 am – 9:00 am

Please note that the Test Iowa Clinic will be closed on inclement weather days, defined as when area schools close due to inclement weather.

The Test Iowa Clinic is located just inside Door D at Lakes Regional Healthcare. This door is located on the north side of where Lakes Family Practice used to be located, along 23rd Street in Spirit Lake. Patients are asked to park in the parking spots just outside this door, get out of their cars and stand in line (while wearing a mask and maintaining social distance) to be tested just inside the hospital. Only one person will be allowed in the building at a time unless it is a family being tested.

Excellent Outcomes Among COVID Patients

The number of people with COVID who are hospitalized at Lakes Regional Healthcare has increased nearly 300% since September 1. As of the beginning of November, we've had about 50 COVID inpatients to date. Two of them were obstetric patients that had no symptoms and were hospitalized to deliver their babies. Two patients that have been hospitalized due to COVID were under 60 years of age, but otherwise all others have been over age 60. Those that were hospitalized due to COVID all had at least two comorbidities. The most common comorbidities they had were hypertension (high blood pressure), coronary artery disease, and lung infections or diseases such as lung cancer, pneumonia, or emphysema (COPD).

Nearly every day this fall we've had anywhere from one to nine COVID patients staying in our hospital. We've strived to keep them separated from the other patients here, and blocked off the entire southeast wing of the inpatient department as the "COVID wing." Some patients have been cared for within our Critical Care Unit. The average length of time they were here, minus one outlier, has been three to four days. Upon admission, most of them were experiencing difficulty breathing, loss of taste and smell, fatigue, and diarrhea.

Lakes Regional Healthcare has had much success treating COVID-positive patients by following best practice treatment protocols from Avera and various hospitals and medical societies. Some of the ways we care for COVID-positive patients include:

Various Levels of Supplemental Oxygen

We have five heated high-flow oxygen machines and four ventilators/Cpap/Bipap machines that improve oxygen flow. There are also four negative pressure rooms in the hospital that are used for COVID-positive patients because they increase the air exchanges in the room to make the air in the room cleaner. We also have in-house Respiratory Therapists to assist nursing staff and monitor the patients' oxygen levels.

eServices for Additional Care

Our patients receive extra care virtually from Avera professionals via eServices such as eICU, ePharmacy, eRespiratoryTherapy, eER, and eHospitalists.

Specialty Medications

Symptoms of COVID-19 have been shown to improve when patients take medications such as Remdesivir, an anti-viral medication. In addition, steroids such as Dexamethasone help to decrease inflammation in the lungs. Lakes Regional Healthcare administers these and other specialty medications known to help COVID patients. Although currently supply levels of these medications seem stable, this remains an ongoing concern.

Convalescent Plasma

Our patients who have coronavirus have also received convalescent plasma, which contains COVID-19 antibodies from people who have previously recovered from COVID-19.

Positioning

Many patients have benefited from prone positioning, which is a term that refers to the patient laying on their stomach. This is especially beneficial for larger patients because it relieves the pressure on the lungs, allowing the lungs to expand and allow more oxygen flow.

Statistics for COVID-19 in Dickinson County

as of November 17, 2020



Total Tested
7,097

Population of Dickinson County
17,300



Total Negative Tests
5,953

Negative Rate (as % of Total Tests)
83.88%



Total Positive Tests
1,120

Positive Rate (as % of Total Tests)
15.78%



Total Hospitalizations At Lakes Regional
59

Hospitalization Rate (as % of Positive Tests)
5.27%

Hospitalization Rate (as % of Total Tests)
0.83%



Total Deaths
11

Death Rate (as % of Positive Tests)
0.98%

Death Rate (as % of Total Tests)
0.15%

Percent Chance of NOT Being Hospitalized if You Get COVID
94.73%

Percent Chance of NOT Dying if You Get COVID
99.02%



Lakes Regional Healthcare Foundation has made the difficult decision to cancel this year's Grape Escape event, usually held in February, due to COVID.

However, we have a fun, more casual event planned as a sister event to the Grape Escape. Mark your calendars now for Grape Escape Uncorked on Friday, August 13, 2021. It will be held at the Round Lake Vineyards & Winery and will be an evening to enjoy barrel tasting, listen to live music, have lively conversation, and a lot more, all while making a positive difference in the Iowa Great Lakes region. Through involvement and gifts from generous partners like you, Grape Escape events have supported construction of the new Birth Center, construction of the new Surgery Center, purchase of the newest in 3D mammography technology, and health career scholarships for local students. Don't forget - mark your calendar now

to attend Grape Escape Uncorked on August 13, 2021!

Although we will not be celebrating together the advancements in healthcare in February this year, your generosity in supporting those in our community pursuing health careers remains crucial. Because of you, we have been able to grant 13 scholarships in the past two years. Please consider supporting the Scholarship Endowment Fund and we will look forward to acknowledging those efforts in August. Another vital option is to support construction of additional negative pressure rooms to help patients in our hospital. Thank you for making a difference in our community.

If you have any questions, please contact Lakes Regional Healthcare Foundation Executive Director Sonja Hamm at 712-336-8791 or sonja.hamm@lakeshealth.org.

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

COVID Vaccine Coming Soon!

Dickinson County Public Health is preparing to provide the COVID-19 vaccination to Dickinson County residents. The CDC is specifying vaccinating individuals in stages. Various service workers such as healthcare providers will be the first to receive the vaccine. Nursing home residents will likely be the next group to receive the vaccine, followed by additional high priority groups. Once the vaccine is available to the public, Dickinson County Public Health will quickly communicate vaccination clinic information via the local news media and Lakes Regional Healthcare's Facebook page and website.

Two pharmaceutical companies – Pfizer and Moderna – have vaccines for COVID-19. Both companies have gone through three phases of trial, and 80,000 people were included in the third phase of trial. The vaccines will involve receiving two injections approximately a month apart. Both vaccines prevent COVID-19 disease with a 94.5-95 percent efficacy after both doses. To date, Moderna has given over 30,000 people the vaccine and Pfizer has given over 44,000 people the vaccine.

Side effects have been mild or moderate and include flu-like symptoms such as body aches, headaches, and a

low grade temperature (less than 100.4°). These are typical immune responses and can be experienced for up to two to three days after getting the vaccine.

The COVID-19 vaccine is somewhat different than other vaccines because many vaccines are often made with "sick" or killed virus particles. The COVID-19 vaccine, on the other hand, is not made with any kind of virus particles at all. The COVID-19 vaccine is an mRNA vaccine, which stands for Messenger Ribonucleic Acid vaccine. The COVID-19 virus has spikes on it and the pharmaceutical companies have found the recipe for the protein within those spikes. They then coded the protein's recipe with mRNA, which became the vaccine itself. The vaccine goes into your cells and your cells make some of these spike proteins and then make antibodies against them. At no time is a virus injected into your body with the COVID-19 vaccine.

If you have questions, we encourage you to call Dickinson County Public Health at 712-339-6050, talk to your healthcare provider, visit www.lakeshealth.org and follow Lakes Regional Healthcare on Facebook, Instagram, and YouTube.

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 <https://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!



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:

“Overall my experience was top notch, everyone worked as a team to get things done.”

“The entire surgical team was fantastic!!”

“The kitchen puts out the best food!”

“Your nursing staff and everyone that helps with preoperative care are all excellent! I have never been anything less than 100% confident I am getting the best care at Lakes Regional!”

“All of your people are very professional. You could not ask for more courteous, caring staff.”

“Everyone, they were all wonderful in every way. I couldn't have been treated any better.”