

Lakes Regional Healthcare Health Happenings

May 2023



Emergency Response

Vehicle Arrived

Page 13

In This Issue

- Pg 3** • Message from the CEO
- Pg 4** • Junior Volunteers: Where Are They Now?
- Pg 7** • Volunteer Options
- Pg 8** • Initiatives Addressing Access to Mental Health
- Pg 9** • There Are No Words
- Pg 12** • From the Philippines to Lakes Regional Healthcare
- Pg 13** • Emergency Response Vehicle Arrived

 Lakes Regional
Healthcare

An Avera Partner

Lakes Regional Healthcare Board of Trustees

1. Kathy Fahy, Board Member
2. Randy Heikens, Board Member
3. Jed Jensen, Board Member
4. Debra Leners, Board Member
5. Linda Moore, Board Member
6. Chris Sandy, Board Member
7. Joe Toale, DDS, Board Member
8. Jeff Goerss, MD, Advisory Board Member
9. Corrine Lundell, Advisory Board Member
10. Julie Thiesen, Advisory Board Member



Lakes Regional Healthcare Foundation Board of Directors

- | | |
|---------------------|-------------------|
| 11. Marsha Carlson | 16. Brad Jungers |
| 12. Keith Deitering | 17. John McMahon |
| 13. Greta Gruys | 18. Linda Moore |
| 14. Brent Harris | 19. Michael Sandy |
| 15. Janelle Holter | |

Follow Us on Social Media

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

-  @lakesregionalhealthcare
-  @lakesregionalhealthcare
-  @LakesReglHealth
-  Lakes Regional Healthcare
-  @lakesregionalhealthcare

Lakes Regional Healthcare is
an Avera Partner.

Message From the CEO

Happy Spring!

In a recent article in Modern Healthcare, for the first time in its 20-year history, a survey of healthcare CEOs listed “workforce” as the number one thing that keeps them up at night. Prior to this issue, financial pressures had always retained the number one spot. By now, you’ve likely noticed that much of this publication is focusing on “workforce.” I often say that “healthcare is a team sport” and it takes a lot of different players to make us successful and we have done strong work in looking for new ways to recruit and create interest in healthcare careers and that work continues.

Prior to the COVID pandemic, the country was already facing a significant shortage of many different types of healthcare professionals. The stress of the pandemic amplified those issues with people leaving the profession with earlier retirements, career changes, and more opportunities for traveling assignments. This all occurring at a time when the baby boomers are adding additional demand on healthcare services because as we age, our need for services continues to increase. Additionally, the pandemic created an environment that made healthcare less appealing as a career and volunteer choice as we started to move to thinking of COVID as a political issue instead of a healthcare crisis. In the middle of all that, all of us faced inflationary pressures on our expenses and created even more challenge.

We will continue to pursue new and creative ways to address this issue and you have read about many of them here. Healthcare is a noble profession that provides some wonderful opportunities for those who might have interest. Maybe you have a son, daughter, niece, nephew, neighbor, etc. that may want to learn more about healthcare as a profession or perhaps have reached a point in their life where they’ve moved away but realize that the Iowa Great Lakes is a place they’d like to come back to work and perhaps raise a family. We’d welcome the opportunity to visit with all of them.

I am thankful for your support of LRH whether that be you choosing us as your healthcare provider of choice, donating to our scholarship fund, volunteering, attending the Grape Escape, or encouraging your children to participate in our Junior Volunteer or J-term programs. You can make a difference in so many ways and we are grateful that you have.

Like many of you, I am grateful for Spring and the feel of “new beginnings.” The healthcare workforce is perhaps in a new Spring season and we will continue to ensure that we meet the healthcare needs of the community into the future.

If you have any questions, concerns, or ideas, I am always happy to visit. You can reach me at (712) 336-8795 or via email at jason.harrington@lakeshealth.org.



Jason C. Harrington, FACHE
President & CEO

Junior Volunteers: Where Are They Now?

Lakes Regional Healthcare's Summer Junior Volunteer Program started in 2016. In the seven years it's been running, over 170 high school and college students have volunteered in the ER, Inpatient Unit, Surgery, Lakes Regional Family Medicine, and Imaging. Each Junior Volunteer has come to us with a curiosity about a career in healthcare. Nearly half of the students go on to pursue a healthcare career. Here are the statuses of a few of our Junior Volunteers.



Katee Ackerman

Katee was a Junior Volunteer in our Inpatient Unit when she was in high school. She recently graduated from Northwest Iowa Community College with a degree in Nursing. During school, she worked at LRH as a Certified

Nurse Assistant as her time allowed and now works with us as a Registered Nurse full-time.

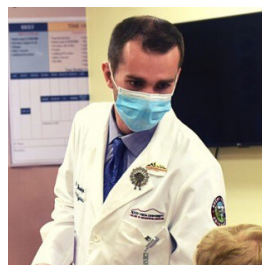


Shaelyn Adams

Shaelyn said growing up in a small town and having great experiences with physicians at Lakes Regional originally impacted her decision to pursue a career in medicine.

Being a Junior Volunteer in our

Emergency Department gave her wonderful exposure in understanding the ins and outs of healthcare. She recently started her last year of medical school at Des Moines University and aspires to develop a personal relationship with her patients and take care of them and their families from the moment they are born to the end of their life. She encourages anyone considering a career in healthcare to get involved in the field early in the process, including being a Junior Volunteer. She said, "This gives you a chance to check it out for yourself and see if this is a career you want to pursue. There are so many wonderful people who are willing to help you along the way and you can do anything you set your mind to!"



Alec Harrington

Alec has always enjoyed solving complex problems using cultural anthropology, psychosocial sciences, and biological sciences, which is a great foundation for a career in medicine. He was a Junior

Volunteer in the Emergency Department and found mentors that love what they do and were willing to teach and guide him on his path to becoming a physician. Alec recently started his third year of medical school at Rocky Vista University's College of Osteopathic Medicine in Colorado. He said, "I believe healthcare is one of those few fields that allows me to not only exercise my values of collaboration, creativity, and growth, but also expand upon those values because of those I get to work with."



Meredith Hickerson

Meredith decided to pursue a career in healthcare when she was a freshman in high school. She consequently became a Junior Volunteer in the Emergency Department, where she loved every minute of it. "Because

LRH is a rural hospital, volunteers have the opportunity to be more hands on," she said. "Not only that, but you are also able to interact closely with all members of the healthcare team, noticing how each role plays a vital part in the care of the patient." Meredith recently started her last year of medical school at the University of Iowa's Carver College of Medicine in Iowa City and plans to become an Emergency Medicine physician. She said, "I look forward to meeting patients where they're at and caring for them in some of their most vulnerable times."



Callan Hinn

Callan became interested in healthcare after completing J-Term at LRH during high school. She then became a Junior Volunteer in our Emergency Department.

She said, "Not only was it an amazing opportunity, but it gave me the confidence that healthcare and nursing specifically was the career I wanted to pursue." She has done just that. After receiving her bachelor's degree in Nursing from Allen College of Nursing in Waterloo, she has worked in the Surgery Department at Avera McKennan in Sioux Falls, South Dakota.



Emma Jenness

Emma was in 8th grade when her grandpa was diagnosed with multiple myeloma cancer. It was then that she knew she wanted to be a nurse. Her first official experience in healthcare was in high school as a Junior Volunteer

in the Inpatient Department. After getting certified as a Nurse Assistant, she has worked at LRH as time allows. She is currently a junior at Northwestern College in Orange City, where she is studying to become a Registered Nurse. "I most enjoy the relationships I get to establish with patients as I care for them," she said. "I like having a role in which I can make a direct impact on someone's life and well-being."



Tyler Jenness

Tyler knew he wanted to pursue a career in healthcare since high school. He always enjoyed science classes, and his decision was confirmed even more after shadowing medical doctors

during his senior year. Being an Emergency Junior Volunteer gave him exposure to different medical procedures and opportunities to visit with doctors and nurses about their experiences. He especially appreciated how healthcare providers positively impacted the lives of their patients. Now Tyler enjoys doing the same. He recently completed his first year of dental school at the University of Iowa's College of Dentistry and loves working with patients and making visible and tangible improvements to the quality of their

lives. He encourages those interested in healthcare to get as much exposure as possible by shadowing different specialists and other related professions such as social work, which is how he fell in love with dentistry. He also suggests to not feel pressured to follow the crowd. After graduating from college, Tyler spent nearly two years abroad while teaching in schools, farming, and taking in new experiences – something he'll never regret.



Olivia Peschon

Olivia's interest in healthcare began in high school as an Inpatient Junior Volunteer and while she was job shadowing. Her passion for helping others continued throughout college when she volunteered at the

University of Iowa Hospitals and Clinics and worked as a Certified Nursing Assistant. She chose to pursue nursing and now is a Registered Nurse in LRH's Surgery Department, where she enjoys creating meaningful connections and caring for others in all stages of their life. Olivia credits her time as a Junior Volunteer for showing her how important each member of the healthcare staff has an important role in helping others. She encourages those interested in healthcare to seek opportunities to learn and continue to grow.



Paige Petersen

Paige decided to take the nursing path when she was in high school. She became a Junior Volunteer in our Emergency Department and then received her bachelor's degree in Nursing at Coe College in Cedar Rapids. She now is a

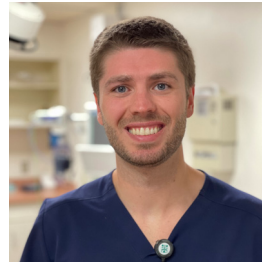
Registered Nurse in the Neonatal Intensive Care Unit (NICU) at Blank Children's Hospital in Des Moines. One thing she loves most about her career is the connections she makes with not only the babies she cares for, but their families as well. She encourages anyone interested in healthcare to go for it and find the clinical area you fall in love with the most.



Jen Poncelet

Jen thought off and on for years about a career in healthcare. She liked how medicine emphasized problem solving and innovation. Her exposure to different fields of medicine while volunteering in healthcare, including being a

Junior Volunteer here when she was an undergraduate student at Iowa State University, solidified her decision to pursue a career in healthcare. After graduation, she went to medical school at the University of Iowa's Carver College of Medicine. She is currently an Internal Medicine resident at University Hospitals Cleveland Medical Center in Cleveland, Ohio. She said, "There are many wonderful paths for careers within healthcare. Take the time to explore them!"



Brody Roberts

Brody always gained a certain satisfaction in helping others and knew as he graduated from high school that he wanted to be part of improving the health of others. As an Emergency Junior Volunteer and seeing

how physicians and nurses impacted people's lives and the gratitude that came afterwards, his resolve was strengthened even more. He attended Iowa Lakes Community College and is now a Registered Nurse in our Emergency Department. He said, "I love the respect we have for each other as nurses and how as a team we can make difficult things move seamlessly."

Grape Escape Benefited Area Students

In February, Lakes Regional Healthcare Foundation hosted their annual Grape Escape event. It was held at the Roof Garden Ballroom, where people enjoyed hors d'oeuvres, wine, bourbon, dinner, and silent and live auctions. The event raised over \$45,000 for the foundation's Scholarship Endowment Fund.

Special thanks to the following sponsors for making the Grape Escape possible!

\$5,000 Sponsor

Lakes Dermatology

\$2,500 Sponsors

Anonymous Donor

Bank Midwest

Beck Engineering, Inc.

Great Lakes Dental Associates

MHR Insurance

Midwest Radiology & Imaging

Kent and Jill Stensland

\$2,000 Sponsors

GrapeTree Medical Staffing

Mueske Electric and Mueske

Family Foundation

Northwest Bank

Okoboji Realty

\$1,500 Sponsors

Dr. Craig and

Lauren Cunningham

Jason and Mickey Harrington

Brent and Jessica Harris/The

Outrigger

\$1,000 Sponsors

Brian and Sonya Boyanovsky

Central Bank

Dr. Randy and Stacie Cornwall

Dakota Dermatology

of Spirit Lake

Tim and Joren Kinnetz

Spirit Lake Noon Kiwanis

Dr. John and Erika Leupold

\$500 Sponsors

AssuredPartners

Dr. Jason and Sonja Hamm

K Brand Marketing

United Community Bank



Volunteer Opportunities Include:



Gift Shop Volunteer

Gift Shop volunteers are the frontline staff that greet and assist customers, ring up their purchases, and straighten up and restock shelves. Shifts are weekdays between 9:00 am and 12:00 pm and 12:00 pm and 3:00 pm.

West Entrance Volunteer

West Entrance volunteers greet patients and visitors as they enter the hospital. They also escort and direct patients to various locations within the organization and occasionally transport patients via wheelchair. Shifts are weekdays from 8:00 am until 12:00 pm and 12:00 pm until 4:00 pm.

East Entrance Volunteer

Similar to the West Entrance volunteers, the East Entrance volunteers greet patients and visitors as they enter the hospital's east side. Shifts are weekdays from 8:00 am until 12:00 pm and 12:00 pm until 4:00 pm.

Hospice Volunteers

Hospice volunteers provide companionship, read, write letters, run errands, prepare meals, do housework or yard work, provide respite care for hospice patients and relief for their caregivers, and do clerical duties for the hospice program.

There are also volunteers that donate their time and talents from home by sewing teddy bears for pediatric patients in our ER and knitting baby caps for newborns in our Birth Center.

If you're interested in volunteering, apply online at www.lakeshealth.org/volunteer or call 712-336-8799.

Volunteers Provide Valuable Service

Volunteering has been part of our history since before the first patient received care and is still an integral part of the organization. For over 60 years, Lakes Regional Healthcare volunteers have assisted patients and staff in various ways, such as escorting and transporting patients throughout the facility, providing companionship to patients, delivering patient meal trays to cancer patients as they receive chemotherapy, and assisting Gift Shop customers.

We currently have approximately 40 volunteers that give of their time and talents based on their availability and desires. Depending on the area, volunteer shifts are three or four hours long. Some volunteers work every week and others work once a month. Some take the winter off, and some take the summer off.

Initiatives Addressing Access to Mental Health

Mental illness is common. According to the National Alliance on Mental Illness, one in five adults and roughly 17% of youth aged 6-17 experience mental illness each year. This may be why people in Dickinson County who provided feedback for the 2022 Community Health Needs Assessment (CHNA) expressed interest in additional awareness campaigns and increased assistance accessing behavioral health resources, primarily for youth, as well as substance abuse and ongoing care beyond crisis situations.

A newly formed Dickinson County Behavioral Health Coalition is addressing these issues. The coalition includes representatives from area schools, mental health organizations, businesses, nonprofit organizations, Lakes Regional Healthcare, and Dickinson County Public Health. The coalition meets every other month to discuss and organize awareness and outreach activities.

As its first resource awareness campaign, the coalition carried out a Harvest Outreach initiative, distributing 720 bags containing treats and crisis support cards to farmers and ag workers at all five grain elevators across Dickinson County, as well as the two farm implement shops in Lake Park. Bags were assembled by Iowa Great Lakes Rotary members and community volunteers.

National Random Acts of Kindness Day was February 17th and the coalition teamed up again with Iowa Great Lakes Rotary to provide 450 bags to all 5th and 6th grade students in Dickinson County. The bags contained a kid's KIND bar, a kindness-themed water bottle sticker, and a card that provided a crisis phone number for pre-teens and teenagers experiencing depression to call. The card also included a QR code that linked to the new website www.LetsTalkDickinson.org that provides several local mental health resources and tips to help friends and family members struggling with depression.

LRH Director of Population and Public Health Katy Burke said there is an increasing number of local organizations available to support people in need of mental health services. "The Let's Talk Dickinson website shares a wide variety of behavioral health resources and providers, including Plains Area Mental Health Center, which provides immediate help to those in crisis situations," she said. "They also see people every weekday through Open Access, which does not require an appointment. Although you may have to wait a bit to be seen, it's a way to start receiving help the same day without having to wait several weeks or even months to receive help."

The coalition is also working to provide mental health first aid training to Camp Foster and Bedell Family YMCA staff. Andrew Fisher, Camp Foster YMCA CEO said, "We're grateful for the opportunity to have training provided locally to help our staff better understand how they can assist campers, program participants, members and co-workers with the support they need."

Burke is happy about the steps achieved so far and says they look forward to continued collaboration on future outreach projects. She said, "Our goal is to make people aware of the resources available to them, and then to get them connected to ongoing services and support. It's exciting to see mental health and wellness come into the public conversation. We are taking the first steps in the right direction towards a greater visibility of the challenges, as well as potential solutions."



Local Resources to Help Dickinson County Residents

It seems we've all been there – we need some information and can't seem to locate where to find it. Maybe it's employment or financial assistance or a support group. Or maybe you're having some difficulties with affording enough food to feed your family or struggling with depression or another mental health illness. The good news is that there are two publications that can point you to local resources for help. Both are available by hovering on the QR codes below and clicking on the link that appears. You can also get a print version of each at Lakes Regional Family Medicine.

Dickinson County Resource Guide

The Dickinson County Resource Guide lists various organizations and services, organized by topic, to include the address, phone number, and website address. Topics include abuse, children's services, clothing resources, employment assistance, financial assistance, legal services, senior services, local support groups, transportation resources, and a lot more.



Dickinson County Crisis Navigation Guide

The Dickinson County Crisis Navigation Guide focuses on five topics: food insecurity, housing and homelessness, mental health, substance abuse, and transportation. It not only provides the address and phone number for several resources for each topic, but it also provides hours of operation, eligibility information, and a more detailed description of the services provided.



There Are No Words

"There are no words to express how happy I am." Those are words we love to hear, and exactly what J. Ann Stelow of Milford said of her total knee replacement surgery.

J. Ann Stelow moved from Arizona to Milford three years ago to be closer to her daughter, son-in-law, and grandson who live in Estherville and her son and family who live in Rochester, Minnesota. She had always been an avid walker and was having pain in her right knee which eventually prevented her from walking. She said, "I made an appointment with Dr. Fuhs and was referred to Dr. Leupold at Northwest Iowa Bone and Joint Surgeons."

During her first appointment with Dr. Leupold, he explained several options, one being a cortisone steroid shot. "I opted to try the shot. The pain subsided for a short period of time, but then returned to the previous level. I then felt it was time to do something about my knee pain. I made an appointment with Dr. Leupold and scheduled my total knee replacement," she said. "Dr. Leupold and Scott, his nurse, were very informative and addressed all my questions and concerns."

She attended Joint Camp at Lakes Regional Healthcare

(LRH), a program patients can attend one to two weeks prior to surgery. She received information on what to expect during surgery and post-operatively and was given pre-op exercises to help the recovery process. She said, "I did the exercises faithfully and think they really made a difference."



Surgery was held the end of November, and J. Ann arrived at the hospital a bit nervous. LRH staff made her feel at ease. "A nurse in pre-op was very caring, put my mind at rest and helped me relax," she said. "Post-op all was good. The nurse made sure I was comfortable and addressed any concerns."

A couple of hours later, J. Ann woke up in the recovery room and shortly after was brought upstairs to LRH's Inpatient Department to spend the night. "Physical Therapy got me

up standing and moving around within one hour of arriving upstairs," she said. "I still had pain, but it was different than the pain I had before surgery. I knew it was the kind of pain that was going to get better and go away."

Recovery consisted of physical therapy sessions twice a week for about two and a half months including daily exercises at home. J. Ann said, "Jason and Jessica were my providers, and they were awesome. They focused on just my needs and made sure when they worked with me that everything was directed at my specific situation."

This was important, because they learned J. Ann had started to walk with her right leg turned out to compensate

for the arthritis and pain she had. Surgery corrected the arthritis in her knee and straightened her leg, but she continued to walk with her foot still turned after surgery. Physical Therapy taught her how to walk correctly and even go up and down stairs like a pro.

At three months post-operatively, J. Ann is without pain and moving even more than before. "I feel wonderful! I'm walking again. I haven't felt this good in years," she said. "We're so, so lucky to have Lakes Regional here in our area with the providers and staff that are kind, caring and skilled at what they do. There are not enough words to express my appreciation! It's top notch."

Planning to Have a Baby?

Becoming a parent is an incredible miracle – but it can also be stressful. We are providing this free, 28-page guide to quickly answer your pregnancy questions, from prenatal tests to car seat installation. In *Having a Baby: Your Complete Guide to Pregnancy*, you will discover the first signs of labor and how much fetal movement you can expect in each trimester. This downloadable e-book answers common questions from every stage of your pregnancy journey.

This complete guide to pregnancy covers:

- Tests and screenings you can expect
- How to perform daily activities, such as exercise, while you are pregnant
- How pregnancy will and won't impact your ability to work
- Which complications you should be alert for
- How to talk to your doctor about your pregnancy
- What to expect during delivery and childbirth
- Much more!



Download this free e-book now to answer your pregnancy questions so you feel more comfortable and confident welcoming the new addition to your family. Just hover over the QR code below and click on the link that appears.

Local Providers That Deliver

These family medicine physicians provide obstetrical care at Lakes Regional Healthcare and can all be reached at 712-336-3750.

1. Zach Borus, MD, MPH
2. Craig Cunningham, MD
3. Averill Fuhs, DO
4. Mara Groom, DO
5. Mike Kalkhoff, MD
6. Andrew Mueting, DO
7. Whitney Nelson, DO
8. Steve Vander Leest, DO



The Gift Shop is Online!

For over 60 years, the Gift Shop at Lakes Regional Healthcare has provided visitors a way to conveniently purchase last-minute gifts for patients in the hospital. Fresh flowers and cards are always available, but the Gift Shop provides so much more. Visitors and people from outside the hospital stop in the Gift Shop to buy a gift for a friend or family member or a gift for themselves, whether it is a purse, journal, necklace, or decorative item for their home.

It's now even easier to purchase items at the shop because it is now online at shop.lakeshealth.org. Purchases are available for local pick-up any time, any day at the ER Registration Desk; no items will be shipped. Customers will receive an email telling them their order is ready to be picked up once the order has been processed.

Hospital volunteers staff the shop and all proceeds go toward purchasing new technologies to benefit hospital patients. The shop is located inside the hospital's east entrance past the Surgery Center and is open Monday through Friday from 9:00 am until 3:00 pm.

Those interested in seeing what's available at the shop and learning about events and promotions are also encouraged to follow The Gift Shop on Instagram [@lrhgiftshop](https://www.instagram.com/lrhgiftshop).



Healthcare When You Need It



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

Non-Emergent, Acute Health Concerns

- Minor burns and cuts
- Cold or flu symptoms
- Earache
- Allergies
- Nausea

QuickCare Clinic

Located at Lakes Regional
Family Medicine
2301 Hwy 71 South, Spirit Lake
712-336-3750
Monday-Thursday, 1-6 pm
Saturday, 8 am – noon

Chronic and Routine Health Concerns

- Diabetic management
- Heart health and management
- Obstetrical care
- Well child care
- History and physical examinations
- Establishing care with a new provider

Lakes Regional Family Medicine

2301 Hwy 71 South, Spirit Lake
712-336-3750
Monday – Friday, 8 am – 5 pm

Emergent Health Concerns

- Chest pain
- Shortness of breath
- Major burns/cuts
- Complications from pregnancy
- Poisoning or drug overdose
- Stroke-like symptoms
- Suicidal thoughts

Lakes Regional Healthcare ER

2301 Hwy 71 South, Spirit Lake
Available 24 hours/every day

From the Philippines to Lakes Regional Healthcare: Angel and Patrick

It's been a wonderful win-win situation. Last summer Lakes Regional Healthcare (LRH) needed extra help in the Laboratory but wasn't having much luck finding applicants. LRH Vice President of Ancillary Services Nate McCormick and Vice President of Foundation and Human Resources Sonja Hamm started to think outside of the box on how to fill the open positions. They had heard about other hospitals in the country working with recruiters with ties to lab technicians in the Philippines and pursued the opportunity.

Angel and Patrick, both from Cebu, Philippines, arrived on a 40° day in November. The weather was the first, obvious difference between the humid 80° to 100° weather to which they were accustomed. For the first time in their lives, they wore coats, and soon realized 40° was considerably warmer than the temperatures to come. The good news is they think the cooler weather has been the only downside to coming to the United States.

In the Philippines, lab technicians are hired in groups known as batches. They work together and become close friends with others in their batch, referred to as "batch mates." Angel had batch mates that had come to Iowa and Ohio and encouraged her to make the trip. Patrick also had batch mates that moved to Missouri, Kansas, and Georgia. Angel said, "They told me I should come here because the pay is better."

Patrick agreed and said, "My friends said there's more career advancement here, more money, and you're not overworked." He said in the Philippines he worked six days each week and for 12 hours each day.

Angel added, "Healthcare workers in the Philippines are not well appreciated and compensated. Lab techs are belittled at times, especially if you are not able to draw blood in one poke, so it is nice to be appreciated by the patients we work with here."



Both Angel and Patrick have been happily surprised by how kind everyone is in the United States. "People here in Spirit Lake are very friendly," said Angel. "They say hi when you pass them in the hallways and ask about your day, which is all kind of new to me."

The food has been another difference they've noticed. Beef, pork, chicken, and fish are commonly eaten in both countries, but there are a few differences Angel and Patrick pointed out. "The cheese here is so good," said Patrick. "There is only one cheese in the Philippines and it's super processed. Here there are lots of cheeses and dips. And jam, butter, salad dressing – it's all free! In the Philippines you pay for everything."

Angel and Patrick drove through a fast-food restaurant on their first day in Spirit Lake and were shocked at the portion sizes. "You get way too much food here. I ordered a small drink and small fries, and both were larger than the largest sizes in the Philippines," said Angel.

Traffic is another big difference they've experienced. In the Philippines, people drive cars, ride in horse-drawn carriages, and ride bicycles and motorcycles. "We have rules like speed limits, but nobody abides by them. There are lanes, but people drive in between the lanes," said Patrick.

Angel added, "People honk a lot there, and here it's rare. It's so busy that it takes a lot longer to get anywhere. It would take 20 minutes to get from Lakes Regional Healthcare to Walmart if it was in the Philippines."

Making friends has not been a problem for either of them. Between developing friendships with coworkers and batch mates visiting them, they have randomly met others from the Philippines. Angel said, "We've been in Walmart and Dollar Tree, talking to each other in our language, and people have come up to us asking if we were from Cebu."

They have yet to experience summer in Okoboji and have high hopes for the fun it will provide. Boating and waterskiing aren't as common in the Philippines, although they have what sounds like even more fun experiences there. Common activities include canyoneering (jumping off cliffs and waterfalls into water), rafting, and swimming with sardines, whale sharks, and turtles.

Despite disliking the colder weather, Angel and Patrick would like to become United States citizens. Their employment contract is for three years and working here should expedite the process to take about one to two years. They are also already encouraging others to move to the United States. "My sisters want to come here," said Angel. "We're also talking to our batch mates still at home to get them to move here."

LRH has certainly enjoyed having them as part of their team. McCormick said, "They are a joy to be around, always positive, and eager to help. They have been a great addition to our lab team and we are excited they chose Lakes Regional!"

Emergency Response Vehicle Arrived

Thanks to generous donors to LRH Foundation, an emergency response vehicle recently arrived to care for patients in need of emergency care. There are certain locations the ambulances are not allowed to travel on, such as the ice, trails system, fields, and some gravel roads. Utilizing the Emergency Response Vehicle is faster during these types of emergency situations. It allows a patient to be picked up and transported on a cot and allows three additional people to ride on the vehicle: the driver, the paramedic to provide care, and a possible friend or family member. It also provides the ability to store medical supplies to provide immediate first-aid care until more advanced care could be provided in the ambulance or at the hospital.

"We've already responded to a scene on one of the trails," said LRH Mobile Intensive Care Services Supervisor Chris Yungbluth. "We store several emergency supplies on it, including a defibrillator and oxygen. We are prepared for any emergency and are set up to take both the ambulance and the ATV to the scene, depending on the situation."

LRH Foundation Executive Director Sonja Hamm said, "Lakes Regional Healthcare responds to over 2,000 emergency calls each year. We're so thankful for those people who have helped to make those emergency calls as quick and safe as possible for the people in our community that need our help."



Dr. Fricke Joining Lakes Regional Family Medicine

Christine Fricke, D.O., a family medicine physician joining Lakes Regional Family Medicine, will begin seeing patients on August 1, 2023. She will move to the lakes region after completing her family medicine residency in Wichita, Kansas at the University of Kansas School of Medicine, in July.

Dr. Fricke received her undergraduate degree in Biology from John Brown University in Siloam Springs, Arkansas. She then went on to receive her medical degree from Liberty University College of Osteopathic Medicine in Lynchburg, Virginia. She is a member of the American Academy of Family Physicians, the American Medical Association, and the Kansas Academy of Family Physicians.

Dr. Fricke will join family medicine providers Zach Borus, M.D., M.P.H.; Craig Cunningham, M.D.; Averill Fuhs, D.O.; Mara Groom, D.O.; Mike Kalkhoff, M.D.; Andrew Mueting, D.O.; Whitney Nelson, D.O.; Brett Olson, M.D.; Steve Vander Leest, D.O.; Marsha Haar, A.R.N.P.; Natalie Potrament, A.R.N.P.; and Jessica Reinking, D.N.P.-A.R.N.P. Dr. Fricke will provide care to your entire family from newborns to older adults, including prenatal and obstetric care.

Those who would like more information or who would like to schedule an appointment with Dr. Fricke can call Lakes Regional Family Medicine at 712-336-3750.

We Need Your Help!

Most hospitals, especially rural community hospitals like ours, have often struggled to remain financially strong. That has not changed and isn't expected to change anytime soon. In fact, according to Kaufman Hall, a management consulting firm that specializes in healthcare, hospital operating margins fell from -0.7% in December 2022 to -1.0% in January 2023. Drug expenses have increased 12% compared to 2020, labor has also increased 12%, and food and other non-labor expenses have increased 7-8%. However, reimbursement has only increased 2-3%. This has made it increasingly difficult to provide healthcare services and have healthcare professionals to provide that care. We would love for you to help us address 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.

Hospice Fund – This fund is utilized to support a service that cares for people who have a terminal illness. Hospice works with patients and their families to maintain quality of life and support the patient's loved ones during a difficult time.

Engraved Pavers – 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.

Caring for Life Fund – This fund is utilized to support just-in-time support for our patients and their families. It is our "area of greatest need" fund and supports programs, services, and equipment in all areas of Lakes Regional Healthcare.

Your gift to the Lakes Regional Healthcare Foundation supports lifesaving services that hospital revenue alone cannot provide. Choose a project that is close to your heart and know you are making a difference in the lives of others.

Easy Ways to Give

We 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> or hovering over the QR code shown here. Once at the site, 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!



In Person – Call Lakes Regional Healthcare Foundation Executive Director Sonja Hamm at 712-336-8791 or email her at Sonja.hamm@lakeshealth.org to set up a time to meet with her personally.

Mail – Cut out and complete the card below and mail it in with your gift.



Yes, I Want to Make a Difference!

We are deeply grateful for the support of our friends in the community. Thank you for your gift to Lakes Regional Healthcare Foundation.

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

My gift is:

In memory of _____ In honor of _____

Please send acknowledgement to: Name _____

Address _____

City _____ State _____ Zip _____

Name _____

Contact Person _____
Title if Business/Organization Gift

Mailing Address _____

City _____ State _____ Zip _____

Email Address _____

Phone Number _____

Card number _____

Expiration date _____ / _____ (month/year)

CVV number _____

Signature _____

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

☐ If you prefer to remain anonymous, check this box

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

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

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>.

 **Lakes Regional
Healthcare Foundation**
 An Avera Partner

Thank You to These Donors

Paul and Cathy Abell
Jim and Judy Alger
Amazon Smile
John and Karmon Amsler
Blain and Kristin Andrea
Jean Anderson
Patt and Eric Anderson
Teresa and Corey Anderson
Tracy and Darren Anderson
Anonymous Donor
Assured Partners
Jim and Marlene Avery
Bryan and JoAnn Bailey
Margery Bak
Bank Midwest
Charles Banks
Jeffrey and Diane Banks
Michael Banks
Randy and Eileen Banks
Merv and Mary Kay Bates
Helen Bauman
Tim and Kathy Beachem
Brad and Teresa Beck
Russell and Carla Beckendorf
Julie Behrens
Larry and Sandy Benda
The Benevity Community Impact Fund
Gordon and Bette Benit
Barbara Benson
Joan Benz
Nick and Nyla Bertram
Craig and Joyce Biggs
James Billingsley
Dena Birchard
Bluewater Prairie Landscape Design
John Boetel
Dr. Jeremy and Courtney Bolluyt

Larry and Janice Bortscheller
Sonya and Brian Boyanovsky
Dr. Andrew and Mary Brevik
Kathleen Brevik
Roger and Carol Brevik
Barbara Brown
Debra Brown
Karla and Robert Brown
Tom Brown
Jim Bunt
George Burnet
Margerite Butcher
Bryce and Lita Butler
Dana and Terry Butler
John and Patricia Buysman
Marsha Carlson
Charles Carney
Carstens Financial Group
Marlene Christensen
Jill Christoffels
Jamie and Andrew Christoffer
Citizens Community Credit Union
CJ Macklinkinhoffer, LLC
Susan Clark
Diane Clary
Dwight and Marilyn Conover
Dr. Charles Crouch
Dr. Craig Cunningham
Dakota Dermatology
Dennis and Julie Dau
Taylor and Clint Davis
Keith and Sara Deitering
Carmen Dekoster
Allen and Mary Delaney
Brad Derner
Carol DeSchepper

Ronald and Eleanor Dicks
Charles Ditsworth
Douglas and Cortney Donaldson
Dr. Daryl and Elaine Doorenbos
William and Judy Dresback
Steve Dudeck
Douglas Duus
Lynda Duus
Matthew and Stephanie Early
Stephen and Anita Early
Robert and Karen Eichner
Scott and Jenny Ellenbecker
Emerald Hills Gold Club
Erpelding, Voigt & Co LLP
Gordon Espelund
Ruth Espelund
Kathy Fahy
Farmers Savings Bank
Alton and Dee Fastrup
Steve and Kris Feld
Fillenwarth Beach Resort
Andrew Fisher
Larry and Katheryn Fitzgerald
Jerry and Marilyn Fleming
Jona Forbes
Dr. Brian and Jane Ford
John and Mary Franken
Dr. Jeff and Ann Goerss
Kia Gonnerman
Randy and Jean Graff
Elaine Green
Mike Greiner
Rick Greiner
Nate and Gretta Gruys
Gary and Annesley Gunderson
Loren and Linda Gustafson
Viola Hagedorn
Linda Ham
Dr. Jason and Sonja Hamm
Mary and Thomas Hanigan
Dale and Laura Hanna

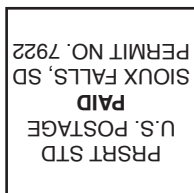
Lois Hansch
Carolyn Hansman
Darrel and Cheryl Harms
Jason and Mickey Harrington
Roger and Retha Harrington
Brent and Jessica Harris
Robert Hartwig
Judith Haviland
Fred and Lois Hawn
Leslie Ann Hayenga Adams
Dr. Jeff and Michele Helmink
Keith Helvig
Linda and Danny Wycoff
Deborah Herrig
Michael Hershberger
Ruth Heyne
James and Marjo Hietbrink
Linda Hirsch
Marilyn Hoffrichter
Betty Holl
Janelle and Lee Holter
Janet Houge
Dean Hummel
T.J. and Maxine Huntsinger
Christopher Ingraham and Lisa Richter
Iowa Lakes Electric Cooperative
Iowa State Bank
Jacqueline and Ronald Jenkins
Richard Jenkins
Greg and Jody Jenness
Cynthia and Terry Jensen
James and Marsha Jewell
Brad Jungers
K Brand Marketing Inc.
Dr. Thomas and Annette Kalkhoff
Julie Kampf
Virgil Karstens
Leah Kelloway
Lila Kennedy
Tracy Kinnetz
Audrey and Dr. Maurice Kirlin

Julie and John Kliegl
Melissa and Dana Klontz
Dale Koppen
Melissa and Kyle Krager
Gregory and Katherine Kraus
Tom and Audrey Kuhlman
Lakes Autosport LLC
Lakes Dermatology
Lakes Regional Healthcare Avera
Lakes Regional Healthcare Volunteers
Barbara Lancaster
Connie and Rodney Lange
Cheryl Langfitt
Herbert and Edna Langhus
Edwana Lehers
David and Cindy Lester
Dr. John and Erika Leupold
Terry and Mary Lewis
Liberty National Bank
Albert and Angela Lickhart
John and Jill Longest
Pastor Clink and Jane Loveall
Dawn Ludwig
Corrine Lundell
Sarah R. Lundstrom
William and Barbara Maas
Alan Madsen
Roger and Donna Madsen
Martin Marten
Norma Martens
Jerry and Jo Martin
David and Mona Matuska
Michelle and Marshall Matuska
Jessica and Nathan McCormick
Ellen McDaniel
John and Andrea McMahon
Kimberly Medina
Kate Mendenhall and Dr. Zachary Borus
Darrell and Dolores Mergen
Richard Meyer
Paige and Michael Meyers
MHR, Inc.

Midwest Radiology & Imaging
Fred and Diane Miller
Terry and Nancy Miller
Joni Mitchell
Dawn and Sidney Mix
Linda Moore
Mary Sue and Stephen Moore
Jeremy and Kelcey Morrison
Duane and Willia Mueske
Mueske Electric, Inc.
Dr. Andrew and Kelly Mueting
Laurie Murray
Judith Nece
Bruce Neely
Diane Netsch
Niemeier Spine and Sports Chiropractic PLC
Northwest Bank
Northwest Iowa Southwest
Minnesota Area (the rest was cut off)
Okoboji Motor Company
Bill and Harriet Olson
Outrigger Restaurant & Lounge
Mary Parrott
David and Rita Pauling
Denny and Vicki Perry
Connie Peters
Rebecca Peters
Carl Petersen
Curt and Jennifer Petersen
Amy Peterson
Martha Phipps
Amanda Plathe
Principal Financial Group
Rebe Skin & Vein Clinic
Peter and Cindy Redmond
Mark and Sheila Reed
Sherri and Rick Reinking
Teres Renze
Roger and Ruth Reppert
Michael and Julie Resch
Mark Rickelfs
Stephen Ricklefs

Thomas Ricklefs
Dr. Chris and Abby Rierson
Thomas and Terri Rierson
Gene Ringsdorf
Jariel Robison
Jerry Robison
Randy and Molly Rohlfen
Nina and Nate Rohling
Trevor and Kasey Rohwer
Gary Rosemore
Michael and Sherry Rosenberg
Dr. Duane Rost
David and Kristine Rowley
John and Diana Sanders
John and Catherine Sandison
Chris and Kelly Sandy
McKenzie and Michael Sandy
Steven and Dr. Sarah Sarbacker
Larry and Kathy Sather
Gladys Sauer
Michael and Mona Scaletta
Donna and Verdon Schmidt
June Schoelerman
Schuchert – Lentz Funeral Home
David Schultz
Jean Schiltz
John and Carla Screeden
Charles and Julie Shanafelt
Shine Bros. Corp
Dan and Janey Shinkle
Joe Simington
SL Kiwanis Noon Foundation
Harold Stammer
Mary Stanford
Marjorie Starkweather
James and Janet Staver
Stein Law Office
Dr. Mark and Kathryne Stelzer
Kent and Jill Stensland
Larry Stille
Mark Sullivan
Fred Swanson Eller

Marsha Swift
Stacy and Lara Tegtmeier
The Three Sons, Inc.
Charles and Donna Tielber
Sara Tredwell
Erick and Jami Turner
United Community Bank
Dr. Steven and Dr. Tara VanderLeest
Eleanor Vanderzwaag
Bernie and Marcia VanRoekel
Gary Van Wettering
John and Wendy Vaubel
Mary Vermeer
Jeff and Nancy Vierkant
Robert and Laura Walker
Ronne and Kris Walker
Jack and Brenda Walsh
Barbara Wandling
Warner Funeral Homes & Crematory
Matthew and Kimberly Warnke
Ronald and Diane Wasmund
Web Graphics Inc.
Karen Weber
Linda and Tony Weber
Kittie Webster
Marlys Weed
Mark and Judy Wehrspann
Jack and Rebecca Welle
Kim Wermersen
Chuck Wetzeler
Carey and Mary Wilkens
Margaret Willardson
Suzie Wilmot
Beverly and Vernon Wittler
Michael and Joy Wolfram
Larry and Nan Woods
Danny Wycoff and Linda Hennen
Terry and Janice Yarns
Christopher and Tarica Yungbluth
Susan and Loren Zevenbergen
John Ziegenbusch
Mora Zinn



An Avera Partner

Highway 71 South
Spirit Lake, IA 51360

What Our Patients Say

“Excellent experience!!!! Tremendous staff all the way around and the facility is outstanding!! Everyone sincerely ‘cared’ and went the extra mile in everything they did. I was SO impressed! Kudos!! They receive my highest recommendation!!! Thank you! Thank you!”

“Everyone was exceptional! So very thankful to have such wonderful staff and hospital in small town Iowa. Food service, front desk, nursing, provider, anesthesia were all GREAT!”

“The nurses were amazing, food was fabulous – thank you kitchen! Everything was so clean, thank you housekeeping.”

“The entire stay was incredible – all departments from housekeeping to surgery was professional, caring, and compassionate. Tops in every way.”

“Excellent care, communication, and compassion! I felt respected and listened to with concerns.”