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Avera 
Marshall Regional
Medical Center
MARSHALL, MINNESOTA

In
Great

WINTER 2010-2011

Health™



Advanced, Expert Care

**Comfortable, Remodeled
Surgical Center Provides
the Latest Technology
and Convenience**



Staying Ahead of the Curve Avera Evolves to Provide You the Best Health Care

Evolving, changing, doing more with less ... it's all part of business and life. The nature of health care is inherently changing as new treatments and technology are developed. What doesn't change is the fact that people still get sick, suffer injuries and need access to health care. That makes our jobs in the health care industry even more important as we continue to keep an eye on what our region needs, while balancing that with governmental and insurance regulations. It takes effort to stay ahead of the curve and maintain the progress that has been made.

Our journey with the Avera system of care has kept a steady pace since we became an Avera-owned and sponsored facility last fall. The roadmap to where we are going is still evolving, but the pathways for our consumers are widening. We have successfully recruited 20 providers to the medical staff; telemedicine has given us more connections to specialists; behavioral health care is filling a vital need; the best in technologically advanced imaging services is available; we've experienced significant supply cost savings;

and our information technology abilities have been enhanced. Those are just a few examples in a long list of noteworthy advances made possible by becoming part of this system.

Part of the board of directors' reasons for selecting Avera as a partner nearly 10 years ago was to advance the vision of becoming a regional medical center and to recruit more specialists to the area. Recruitment continues to be a driving force, as does the commitment to providing quality care. There are more choices now for local health care than ever before, and the caliber of available specialists is second-to-none, because of Avera. Avera Marshall will continue the quest for improving, providing specialty care and taking care of you and your family. **Look no further.**

In service,

Mary Maertens

Mary Maertens, President and CEO

Provider Directory

MEDICAL STAFF AT AVERA MARSHALL

Emergency Medicine

Tim Hindbjorgen, MD *
coming summer 2011
Terence Parr, MD *
Omer Qureishy, MD *
Ed Wolske, MD *

Additional physicians provided by Wapiti, Inc. and ACI Inc.

Family Medicine

Michael Anyisake, MD
Kristina England, MD
Laurie Hill, MD
Bill Kremer, MD
Steven Meister, MD
Tom Odland, MD
Gary Skrien, MD
Jill Vroman, DO
Jane Willett, DO

General Surgery

Gordon Bos, MD
Anna Hatchett, MD *
Michael Schneider, MD *

Hospitalist

Paul McHenry, MD *
Additional physicians provided by Wapiti, Inc.

Internal Medicine

Chris Swanson, MD *
coming February 2011
Joe Willett, DO

Obstetrics/Gynecology

Kevin Gildner, MD *
Donna R. Hartfiel, MD *
Raymond Michael, MD

Ophthalmology

Chris Buntrock, MD *
Ted Fritsche, MD *
Curtis Louwagie, MD *

Optometry

Daniel W. Baker, OD *
Nancy L. Hemmingson, OD *
Roger D. Pabst, OD *
Brian D. Temme, OD *

Orthopedics

John Kemp, MD *
Anthony Nwakama, MD

Pediatrics

Atul Mishra, MD

Psychiatry

Timothy Beyer, DO *
Christi Leach, MD *

Radiology

Services provided by Suburban Radiologic Consultants

SPECIALTY CARE AVAILABLE IN MARSHALL

Allergy

Amy Ellingson, MD

Audiology

Linda Grong, Au.D.
Melissa L. Tvette, Au.D.

Bariatrics

Laurie Hill, MD
Stephanie McKee, PA-C

Cardiology

Raymond Allen, MD
C. Thomas Gaeckle, MD
Sean Halligan, MD
Christopher Paa, MD

Dermatology

Brian Knutson, MD

Ear, Nose, Throat (ENT)/

Otolaryngology

Jonathan Mellema, MD
Kenneth Rogotzke, DO

Gastroenterology

Charles Ulrich, MD

Hematology/Oncology

Mark Huber, MD

Nephrology

Oleg Georgiev, MD
Richard Jensen, MD

Orthopedics

Evan Hermanson, MD
Eric Watson, MD

Pathology

Services provided by Physicians Laboratory

Perinatology

Naomi Wahl, MD

Physiatry

Jonathan Stone, MD

Podiatry

Michael DeBrule, DPM
Mark Johnston, DPM

Pulmonology

Brian Hurley, MD

Urology

Sheila Gemar, MD
Kevin Unger, MD

Wound, Ostomy, Incontinence Care

Valerie Buysse, RN
Ruth Lanoue, RN
Rhonda Lee, RN
Courtney Pohlen, RN

AVERA MARSHALL BOARD OF DIRECTORS

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Randy Serreyn
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Sr. Jodelle Zimmerman

* Member of Avera Medical Group

Quality Care Near Home

SHORT-TERM REHAB OFFERS A NEW WAY TO HEALING

Helping patients get well and return home as soon as possible is the goal of short-term rehabilitation services at Avera Morningside Heights Care Center.

The long-term-care center, which is connected to Avera Marshall, has 76 residents. The center began offering short-term stays about a year ago because community members needed a place to rehabilitate from joint replacements and other medical conditions. Big Stone Therapies provides the short-term rehabilitation services, which help people recover and return home after a serious injury or illness.

"Many people were leaving Marshall for their rehabilitation, so we developed a unit for people who only need to be here for short stays," says Dodie Derynck, vice president of Resident Services. Since Avera Morningside Heights Care Center is the only long-term-care center in Marshall, people are able to stay near home during their rehabilitation. That means it's more convenient for residents to have visits from family and friends.

The program, which provides private rooms and bathrooms for up to 19 short-term residents, has been well-received by the community. About two people a day are admitted for short-term care. On average, patients stay about two weeks while receiving speech, occupational or physical therapy.

After knee-replacement surgery, Marshall resident Dianne Zylstra chose to have rehabilitation at the care center. She says short-term rehabilitation helped her recover faster.



Dianne Zylstra (R), short-stay rehab patient, with Physical Therapist Jill Runia from Big Stone Therapies, Inc.



"I needed the structure of this rehab program to keep me on track. I had an hour of physical therapy and an hour of occupational therapy each day," Dianne says. "There's no way I would have done that much at home. And they have the equipment and expertise here to make my therapy successful!"

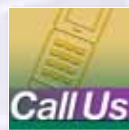
Kelly DeVlaeminck, social worker at Avera Marshall, points to the health care providers' attention to detail as the main reason the program has been successful.

"We work with the residents to have meals they like and to make sure we can help them have a routine similar to what they have at home," she says. "Another benefit is the socialization. People in rehabilitation aren't as isolated as they would be in swing beds in a hospital. They can have activities, meals and visits with their peers and family."

"They have the equipment and expertise to make my therapy successful."

– Dianne Zylstra

Dianne says that being a part of a group during her rehabilitation motivated her to keep working hard as she saw her peers recovering, too. "Therapy is exhausting and it's painful, but it is so worth it. I am making progress. And I have to keep working at it because I want to be able to play trains with my 3-year-old grandson Nicholas," she adds.



During short-term stays at Avera Morningside Heights Care Center, residents can continue to see their primary physician. To learn more about short-term rehabilitation or to schedule an appointment, call Kelly DeVlaeminck at (507) 537-9131.



ADVANCED, EXPERT

in a Comfortable, Convenient Location

Avera Marshall Remodels Surgical Area

Avera Marshall is remodeling its surgery center to ensure patients are confident they are receiving the best, most convenient care with the latest technology.

"Our surgery services are growing. We are increasing surgical capabilities that we offer the patients in our community," says Angela Chesley, vice president of Patient Care Services. "By remodeling our surgery area, we are upgrading all of our current equipment, and we are preparing ourselves to grow even more in the future."

The project will be completed by mid-2011. The number of operating rooms has increased from three to four, and the entire surgery area has been moved closer to the same-day surgery center for maximum efficiency. Operating rooms have been remodeled, and waiting rooms and reception areas will be remodeled soon so that patients and their families are in a warm, comforting environment.

But what it really comes down to, says Dr. Michael Schneider, is that patients receive the best quality of care available.

"When a patient is injured or ill, we have highly trained surgeons at Avera Marshall using the latest, safest equipment," says Dr. Schneider. "Part of this remodel is to update our surgical instruments because patients deserve state-of-the-art technology."

Design Efficiency Means Better Outcomes

New equipment and larger operating rooms allow physicians to be more efficient in their work. All the equipment physicians need is right in the room, which can lead to better surgical outcomes for patients.

"The remodeled OR space is well thought out. It is spacious and lends itself to good patient care," says Dr. Michael Schneider.

Focus Is on Best Experience for Patients

Major goals for remodeling include better outcomes for patients, less time in surgery and less movement of patients around the hospital.

"The location has been a huge help. There is less travel time for the patient after surgery," says Robin Richards, registered nurse at Avera Marshall. "It also means doctors talk to the family immediately afterwards because the family waiting room is closer and more convenient."

Physicians and staff members drove the decisions for the remodeling. While a lot of thought went into the layout, design, lights and equipment, the focus was on the benefit for patients.

"The physicians and staff members gave a lot of feedback on the design because they know what will provide the best care for patients," says Angela.



CARE

SPECIALTY SURGERIES

Avera Marshall Regional Medical Center offers the following surgical specialties:

- ENT (Ear, Nose, Throat)
- Endoscopy
- General Surgery
- Obstetrics/Gynecology
- Ophthalmology
- Orthopedic
- Podiatry
- Urology

What the Doctors Say...



"The larger rooms and updated equipment give more space for orthopedic procedures."
– **John Kemp, MD**



"The remodeled OR space is welcoming and impressive. Our patients gain confidence when they see and feel the comfort of the space."
– **Michael Schneider, MD**



"The technology that we now have allows all staff members to see what the surgeon is seeing, which is a great educational tool for staff members. It helps ensure patients are getting the best care with the latest technology."
– **Curtis Louwagie, MD**



"These are among the best surgery suites I've seen. They are roomy and efficient, and they rival big-city technology. That along with the skills of our staff makes Avera Marshall a perfect choice when someone needs surgery."
– **Kevin Gildner, MD**

Eye Clinics Join Avera Medical Group

Four more eye care clinics have joined the Avera Medical Group. Avera Marshall purchased PBR Optometrists, Ltd., of Windom and Mountain Lake in July, the Springfield PBR Optometry office in October, and the Tracy clinic in January.

While names have changed to Avera Medical Group Optometry, the commitment to providing quality hometown eye care remains the same. Drs. Brian Temme and Roger Pabst, the previous owners of PBR Optometrists, Ltd. offices, continue serving patients at the current locations in Windom and Mountain Lake. Phone numbers and staff at the locations remain the same.

The partnership provides patients with greater access to eye care specialists. Ophthalmologists from the Marshall office provide outreach specialty eye care for patients with more complex needs. Patients with eye concerns like macular degeneration, glaucoma, retinal issues or corneal concerns benefit from having a specialist available locally on a routine basis.

With additional offices in Marshall and Redwood Falls, Avera's eye care clinics offer a range of services that include all kinds of eye care from routine exams to surgery.

Call the closest office for appointments or more information.

Avera Marshall Southwest Ophthalmology

300 S Bruce Street in Marshall • (507) 537-1427 or toll free (800) 537-1427

Avera Medical Group Optometry Mountain Lake

1040 Third Avenue in Mountain Lake • (507) 427-2345

Avera Medical Group Optometry Redwood Falls

500 E. Bridge Street in Redwood Falls • (507) 637-5715

Avera Medical Group Optometry Springfield

602 N. Jackson Avenue in Springfield • (507) 723-6548

Avera Medical Group Optometry Tracy

505 State Street in Tracy • (507) 629-3230

Avera Medical Group Optometry Windom

1006 Fourth Avenue in Windom • (507) 831-2429

Outreach ophthalmology care is also available in Montevideo.

Pediatric Rehabilitation

Children are not just little adults. They have unique needs – especially when it comes to health care. That's why Avera Marshall and Big Stone Therapies, Inc., partnered to create a pediatric rehabilitation program. The program offers outpatient physical therapy, occupational therapy and speech therapy for kids in a specially designed therapy area on the fourth floor of the hospital. The playground-themed space features swings, a rock climbing wall and other kid-friendly equipment to keep kids motivated as they work to reach goals. Staff assesses each child's abilities and needs and tailor therapy programs just right for young bodies and minds. Until now, families have had to travel to receive rehab care for their children, maybe even taking an entire day off work and school. Having services in Marshall will allow families to work a therapy appointment into their schedules with less disruption to their routines.

For more information on pediatric rehabilitation services, contact the Avera Marshall Therapy Department at (507) 537-9172.



Teen Screen Identifies Mental Health Issues Early



When teenagers are struggling with depression, friends and family members often don't know how serious the illness is. To help reach teenagers before they are at risk for suicide, Avera Marshall collaborated with local mental health resources to implement the Teen Screen program at Marshall High School.

"Some teens may not feel they have a path to tell people how they are feeling. This is one more tool we can provide for teens who may feel they don't have someone to tell about how they are feeling or what's going on in their lives," says Vickie Abel, director of Organizational Learning at Avera Marshall. She notes that one in three people have depression or thoughts of suicide in their lifetime.

Teen Screen is a free national program that identifies teens who have signs of mental health issues or are at risk for suicide. This year, Avera Marshall began administering the program in the Marshall area. Teen Screen is designed for young adults ages 11 to 18, and it is strongly recommended for grades eight to 10. It can be administered to groups or individually, as needed.

In the fall, ninth-graders at Marshall High School were screened, which involved the students taking a computerized questionnaire. Results were printed immediately, and then they were shared with the students and parents. (Results are not shared with school officials.) Counselors and other mental health care professionals were on hand to provide support as needed.

"A group setting works well for this type of screening," says Libby Pasquariello, RN, manager of the Avera Marshall Behavioral Health Center. "No matter what the results, all of the students meet with a mental health professional, so it helps decrease the stigma surrounding mental illness."

Teen Screen pairs well with Born to Be Alive, an Avera Marshall program that began after Evan Carrow, a Marshall High School student, died by suicide. At Born to Be Alive events, teenagers and families talk about their experiences with teen depression and suicide.

"Teen Screen combined with Born to Be Alive gives us a plan so we're responding to our teens' needs before it's too late," Vickie says. "Both efforts hope to destigmatize depression. Depression is a disease having to do with how your brain works. We don't want a shroud of darkness or secrecy around teens who are depressed."

Vickie and Libby recommend having open conversations with teenagers about depression and suicide. "You won't be creating thoughts by asking questions," Libby says.



PROTECTIVE MEASURES AGAINST TEEN DEPRESSION AND SUICIDE

While it can be helpful to know warning signs of teen depression, it's also a good idea to take steps that prevent suicidal and depressive thoughts from arising. The Department of Human Health Services recommends the following as part of its national strategy for suicide prevention:

- Receive effective clinical care for mental, physical and substance-abuse disorders
- Have easy access to various clinical interventions and support for seeking help
- Keep strong connections with family, community and teachers
- Receive ongoing guidance from mental health care professionals
- Provide teen with skills in problem solving and conflict resolution
- Restrict access to highly lethal means of suicide
- Promote cultural and religious beliefs that discourage suicide and support self-preservation



To learn more, go to teenscreen.org.

SAFETY ON THE SIDELINES

Physician and Athletic Trainer Keep an Eye on Athletes

Dr. John Kemp, orthopedic surgeon at Avera Marshall, is the team physician at Marshall High School. With more than 20 years of experience in sports medicine, Dr. Kemp helps prevent injuries in student athletes. For those who are injured, he helps them recover safely without leaving Marshall for therapy.

"We focus on prevention, identification and treatment of injuries," Dr. Kemp says.

At Marshall High School, Dr. Kemp recently implemented ImPACT, a screening program that helps manage concussions in athletes. He also works with coaches and students on preventative measures. This year, Dr. Kemp helped reinforce injury-prevention exercise programs at several athletic summer camps.

"These types of programs are especially relevant for female athletes, who can be more at-risk for certain types of knee injuries," he remarks.

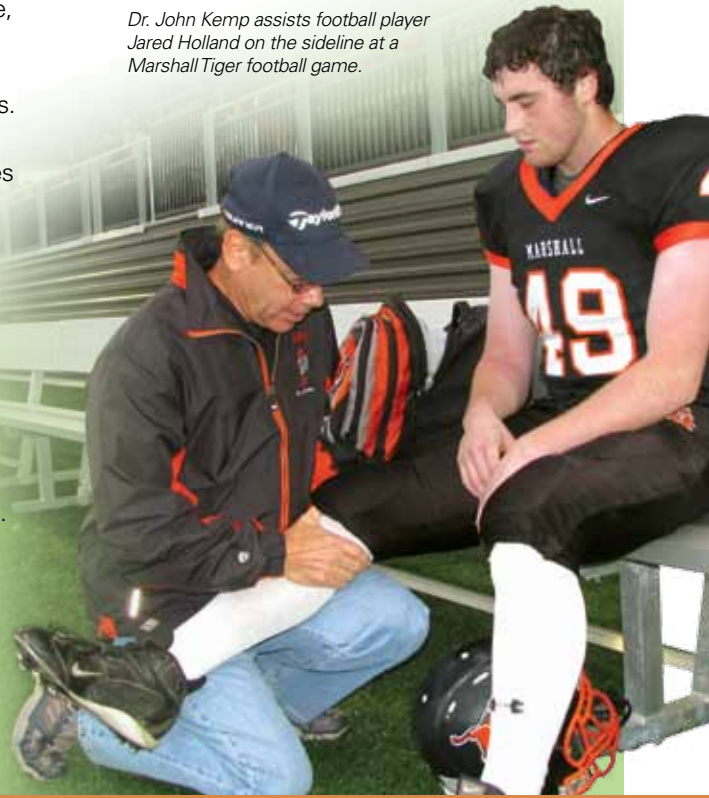
Dr. Kemp works closely with Athletic Trainer Charlene Ackerman, who assists students at Marshall High School every day. Both Dr. Kemp and Charlene attend home football games and other sporting events so they can provide immediate care if an athlete is injured.

JoAnna Holland, parent of sophomore Jared Holland, says having health care professionals on the sidelines provides piece of mind. Jared is a three-sport athlete, and Dr. Kemp and Charlene have provided care for several of his injuries. JoAnna was especially glad to have Charlene there when her son needed medical assistance during a wrestling meet last year.

"She really looks out for the kids," JoAnna relates. "Often kids feel pressure to get right back into their sports. Dr. Kemp and Char understand their concerns about sports, but they balance them with what is best for the students. As a parent, it's reassuring to have that kind of care available."

Dr. Kemp works with several other high schools in southwest Minnesota.

Dr. John Kemp assists football player Jared Holland on the sideline at a Marshall Tiger football game.



AVERA MARSHALL *Foundation News*

To help support Avera Marshall to deliver high-quality, compassionate health care, the Avera Marshall Foundation provides an additional source of financial support for the hospital, resident care and home health services. The following are news items and projects of the foundation.

Focus on Emergency and Critical Care Equipment

As a growing regional hospital with more physician specialists on staff, Avera Marshall has seen an increase in Emergency Department visits and inpatients. Additional monitoring equipment is needed for critically ill patients. The foundation is seeking donations that can purchase items for use at the patient bedside. One example is the Draeger monitor, which tracks cardiac status. Multiple monitors are necessary when there are several patients requiring care at the same time.

Providing Funds for Needed Projects and Services

The foundation has been proud to assist with projects to further quality health care for people in our communities. Residents of Avera Marshall Morningside Heights Care Center are appreciative of the new chairs and televisions in their facility. Breast cancer screenings for women who otherwise could not have afforded them have been made possible with funds raised through the

Tough Enough to Wear Pink campaign. And acquisition of endoscopy equipment in the new surgery center was a joint effort of the auxiliary and foundation.

New Executive Director Named

Marty Seifert, former Minnesota state legislator, has joined the team at Avera Marshall. His role as executive director of the foundation is to guide the philanthropic activities and assist with identifying the needs that are beyond the normal capital abilities of the hospital and nursing home.

Board of Directors Changes

A great group of directors is focusing on the needs of the growing medical center. New board members Mark Dunn, Scott Williams and Donna Hartfiel have joined Don Louwagie, Willard Engel, Jim Knudson, Sara Kraft, Gary Becker and Mary Maertens. Together they identify the direction of the foundation and its efforts to support and enhance medical services at Avera Marshall.

How to Help Support Health Care in Marshall

The foundation welcomes all donations, large or small. Health care services are a precious community commodity, and all dollars stay local. If you can help, contact Marty Seifert in the foundation office at (507) 537-9145.

Fast, Affordable, Convenient

NEW CLINIC PROVIDES WALK-IN MEDICAL CARE

A unique new clinic in Marshall provides quick walk-in medical attention for common illnesses. **curaquick™** Clinic Avera opened Dec. 1 in the Marshall Hy-Vee.

Licensed practitioners at **curaquick™** Clinic Avera deliver care to people ages 18 months and older during convenient hours. Patients receive fast, affordable care for symptoms such as coughs, rashes and nausea. School and sports physicals are available, and so are tetanus vaccinations and certain types of tests. No appointment is necessary.

"By offering this service, we can help people save time and money when they need medical attention for minor illnesses or injuries," says Tom Ries, store manager.

Each visit costs \$59 with additional fees for tests, vaccines or immunizations. Medicare and several types of health plans are accepted.

"Consumers want this type of care, so it makes sense for Avera to bring this option to the community," says Mary Maertens, Avera Marshall CEO and president. "This model of care has been successful in other communities similar to ours, and we are pleased to offer this choice," she adds. "This is one way we can partner within our community to meet the needs of people who live and work here."

curaquick™ Clinic Avera also is conveniently located near the Hy-Vee pharmacy, so medications prescribed by the clinic's practitioners can be filled on site. When it's appropriate, patients will be referred to their primary health care providers for follow-up care.

curaquick™ Clinic Avera - Hours

Monday-Friday, 11 a.m.-8 p.m. • Saturday, 9 a.m.-1 p.m. • Sunday, 12-4 p.m.
Located in the Marshall Hy-Vee, across from the customer service counter

Symptoms treated at **curaquick™** Clinic Avera

- Allergies
 - Nasal Congestion
 - Sinus Pain/Pressure
 - Burning/Frequent Urination
 - Chest Congestion
 - Cough
 - Cold Sore
 - Rash/Itch
 - Athlete's Foot
 - Ear Pain/Itch
 - Flu
 - Skin Infections
 - Hoarseness
 - Minor Burn/Sunburn
 - Pink Eye
 - Ring Worm
 - Sore Throat
 - Upset Stomach
 - Stomach Pain
 - Heartburn
 - Diarrhea
 - Constipation
 - Minor Back Pain
 - Joint Pain
 - Insect Bite
 - Nausea/Vomiting
 - Headache
- TESTS**
- Influenza A & B
 - Strep
 - Urinary Tract Infection
 - TB
 - Mono



Get Smarter About Your Health

Sign up to receive eNewsletters from Avera.

From heart health to general wellness for men and women, In Great Health eNewsletters from Avera deliver wellness and health care news right to your inbox.

SIGN UP TODAY at www.AveraMarshall.org!



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