

# MANNING REGIONAL HEALTHCARE CENTER Connect



## WE'VE GOT THIS!

What A Difference A Year Makes



An overwhelming sense of fear, anxiety, and unknowns characterized the sentiments felt throughout the hospital, our community, and across the world last spring. When COVID-19 hit the United States in early 2020, the MRHC team spent weeks preparing and anticipating for what was to come, not knowing when that would be or how events would transpire. And when it did, the world seemed to be turned upside down.

“At this time last year, we were forced to limit all of our outpatient services so we could focus on COVID-19. We implemented mandatory masking and screenings for employees and patients, and at one point we had to re-use single use items to make sure we didn’t run out of supplies,” reflected MRHC Infection Preventionist, Jill Arp. “We held incident command meetings weekly, sometimes more often depending on the current situation or what decisions needed to be made.”

A designated respiratory clinic was created to keep patients with suspected coronavirus separate from well patients. Recovery Center services were put to a halt, in-person group therapy sessions were no longer able to be held for Senior Life Solutions, and telehealth services became the new normal.

**Continued on page 7 >>**

*Your Trusted Experts Close to Home*

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MANNING REGIONAL  
HEALTHCARE CENTER

An Affiliate of **MERCYONE**

# MRHC Announces: Project Forward

🔄 In March, MRHC kicked off capital campaign, **Project Forward**, for making much needed capital improvements that will allow us to continue caring for the community. This renovation addresses some very important services close to home that area residents have come to depend on, including mental health services, infusions, and chemotherapy.

This renovation project provides dedicated and expanded space for the Senior Life Solutions program, upgrades to the hospital pharmacy to meet regulations, and adds a second negative-pressure isolation room. Most importantly though, it demonstrates our commitment to providing care close to home for our most vulnerable community members.

Although planning for this project has been in the works for the past 12-18 months, fundraising started at the beginning of 2021 and demolition began on May 10th (photos shown here). This is a fast timeline in order to meet regulatory requirements for the pharmacy project which was delayed due to COVID-19. We anticipate the entire project to be completed by late fall.

has been raised to date.

One unique way we are hoping to encourage donations is by having families join together to honor a family name or legacy. Simply state that the donation is part of the 'JOHN HENRY Family' and all contributions received for that family will be cumulatively recognized. The donor recognition wall will be prominently located near the surgery waiting room. The design is anticipated to be a tree in which any donation over \$10,000 will be recognized as a branch, and donations of \$100,000 or more will be recognized as tree trunks.



**Linn Block, RN, BSN, MHA**  
Chief Executive Officer

## A Continuum of Care in the Manning Area

We invite the community to consider supporting this campaign in one or more of these ways:

- 1. Be an advocate** for this project and the continued investment in our local communities.
- 2. Support this project financially.** Contributions of every size matter.
- 3. Identify other interested donors/advocates.**
- 4. Choose MRHC as your trusted healthcare facility.**



## Catalyst Gift

The catalyst that allowed us to move forward quickly was a generous gift from the Donald & Leana Kalkhoff estate. Leana passed away on June 2, 2020 and Donald on November 26, 2020. Neither the hospital staff nor the administration realized the impact we made on the Kalkhoffs throughout their life. It wasn't until Jordan Janson, from Edward Jones, called us in late December and let us know of the Kalkhoff's will to leave nearly \$300,000 for the hospital. We were beyond humbled to receive such an incredible gift. It's a true testament to the care that all of our employees offer to each one of our patients.

"I know Leana and Don were both seniors, but I couldn't say if this is something that would have benefitted them," said Block. "However, I can't imagine that they would not want to see this program continue to grow and thrive in this community. I think they would be proud to know it is impacting many of their friends and family. I just wish we would have gotten a chance to thank them!"

## Contributions to Date

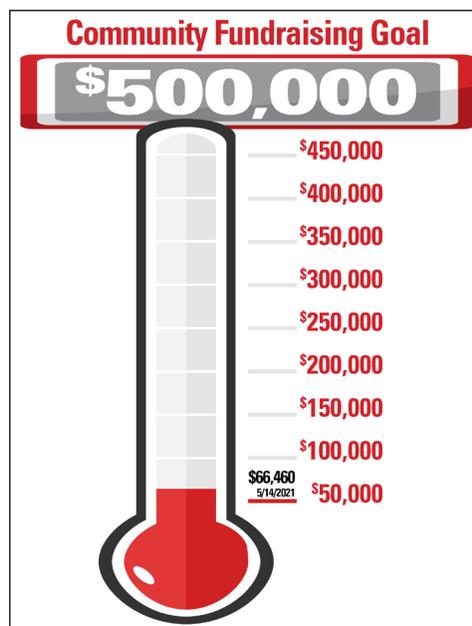
To date, MRHC has secured \$1,264,460 of the estimated \$1.9 million project cost through pledges, donations and CARES Act funding. This equates to 67% of the total project. The goal is to have community members contribute \$500,000 toward the project, of which \$66,460

## About the Renovations: Senior Life Solutions

The Senior Life Solutions (SLS) program started at MRHC in 2017 as an intensive, outpatient group therapy program designed to meet the unique needs of senior adults living with symptoms of depression or anxiety, dealing with difficult life transitions, a recent health diagnosis, or the loss of a loved one. For the past five years, this program has seen positive growth. During the pandemic, services increased by 14% despite the fact that participants couldn't meet in person due to safety precautions.

According to program director, Janet Brus, RN, Senior Life Solutions had 188 referrals and served 64 area residents who were struggling with depression and anxiety during the past 12 months. "We are grateful that everyone was able to get connected via telehealth, however, it's time we get back together safely," said Brus.

This project will include a dedicated group therapy meeting room with state-of-the-art audio-visual capabilities that will allow patients to join remotely as needed. This community room may also be used for Recovery Center outpatient therapy and will be available to the public for use during non-business hours. Dedicated offices for the therapist and psychiatrist to meet one-on-one with patients and an office for the director will be added as well.

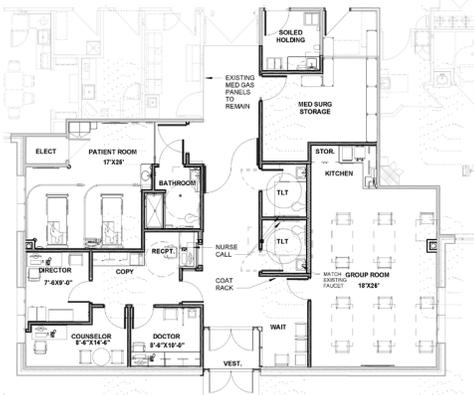


## Pharmacy and Patient Isolation Room

Also included in this renovation is the expansion of the pharmacy department. Director of Pharmacy, Jen Morris, PharmD shared that this is primarily due to a regulatory requirement in place for mixing chemotherapy, infusions, and other hazardous materials. The expansion will feature a room that improves staff safety when mixing these medications.

Due to the demands of the pharmacy project, we were in need of modifying the HVAC systems to allow for the negative pressure. Due to the proximity of the other renovation project, and to maintain our licensure of 17 beds, we are adding another patient isolation room with negative pressure capabilities. This will allow us to accommodate three patients in the event we have another airborne outbreak.

For questions about this project or to donate, please contact Amy Benton at (712) 655-2072.



# Samantha Quelland, ARNP is Newest Clinic Provider

We are pleased to welcome Samantha Quelland, ARNP to the Family Practice Clinic. After receiving her nursing degree in Des Moines, Quelland attended Purdue for her nurse practitioner degree.

"I originally started my career as a CNA working in a nursing home, and I really enjoyed building those relationships," Quelland reflected. "As I progressed in my career as a nurse, working in the OR, I really missed having those patient relationships. It was then I decided to continue on to become a family nurse practitioner. This position allows me to get to know my patients and take care of them throughout their life."

Quelland began in April by providing support in MRHC's emergency department and is now seeing patients in the Family Practice Clinic.

"Sam has a broad range of nursing experience and is looking forward to building relationships and caring for the families of our community," said Linn Block, CEO.

Quelland currently lives in Des Moines with her six-year-old son. Originally from Van Meter, she



was drawn to Manning for its similar size.

"Getting back to a small town community was appealing to me. I'm excited to get to know everybody here and to be able to provide that continuum of care for patients from infants to the elderly, watching them grow, and being able to impact patients long-term," said Quelland.

To make an appointment with Samantha, please call MRHC at (712) 655-2072.

*"Getting back to a small town community was appealing to me. I'm excited to get to know everybody here and to be able to provide that continuum of care for patients."*

## 2021 Manning Regional Healthcare Center Renovation

# Project Forward

MRHC capital campaign to meet the evolving needs of our communities.

### Senior Life Solutions

- Safely reconvene group therapy
- Dedicated space for services

### Pharmacy

- Meet regulatory requirements for mixing hazardous medications (ie. chemotherapy)

### Patient Isolation Room

- Add 1 negative pressure room with 2 beds

Make checks payable to and mail to:

Manning Regional Healthcare Center 1550 6th St., Manning, IA 51455

Questions? Contact: **Amy Benton**  
(712) 655-2072 | amy.benton@mrhcia.com

### Recognition Levels

\$1,000 – \$4,999  
\$5,000 – \$9,999  
\$10,000 – \$24,999  
\$25,000 – \$49,999  
\$50,000 – \$99,999  
\$100,000 +

## I/We wish to support Manning Regional Healthcare Center's 2021 Capital Campaign



Donor Name(s): \_\_\_\_\_

I/We prefer to remain anonymous. (Name will not be published.)

Honor/Tribute/Family & Business Recognition \_\_\_\_\_

Full Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Signature: (Required) \_\_\_\_\_

As a 501(c)3 organization, donations to Manning Regional Healthcare Center are tax deductible.

### DONATION AMOUNT

\$100

\$500

\$1,000

\$2,500

\_\_\_\_\_

### TYPE

Cash

Check

# Local Farmer is Grateful for Life-saving Healthcare Close to Home

↻ The 2020 spring planting season had an unexpected start for one area farmer and continued to be a year of many unexpected twists and turns. “When I cut my leg in a farming accident, I never imagined the ups and downs I would face in the next eight months,” said Bary Kienast, resident of rural Manning.

Bary has been a longtime patient of Manning Regional Healthcare Center and always appreciated receiving his healthcare close to home. Routine visits with his primary care physician, Dr. McLaws, ensured that Bary remained healthy on a day-to-day basis so that he could effectively manage his diversified farming operation, be active with his kids and grandkids, and continue to serve his community.

“It’s just so convenient as a farmer to be able to stop into town, visit the doctor, and be back in the cab headed right back to the farm,” said Kienast.

However, it wasn’t until the past year that Bary became overwhelmingly grateful for the lifesaving care he received.

“When my accident initially happened, it was Hope Jensen, CDE, ARNP who was on-call and saw me in the ER,” recalled Kienast. “She quickly realized that the wound was much larger than she could treat so she called in Dr. Luong, MRHC’s wound specialist.”

From that day forward, Bary truly appreciated Dr. Luong’s attention to his wound as he would come in for the next six weeks to have his wound evaluated, cleaned and new dressings applied.

Although wound treatment wrapped up in mid-June, Bary then contracted COVID-19 in July. But as many farmers do, he tried to ‘tough it out’ and just deal with the symptoms until he couldn’t handle it any longer.

On July 12th, Bary was in so much pain that he couldn’t even walk. It was then that he and his wife, Karen, knew something was really wrong. That Sunday, Bary was admitted to the hospital for five days and was treated in-patient for COVID-19.



Although his COVID-19 symptoms would subside, Bary experienced tremendous pain in his back and right clavical area, and two days later he was back in the ER. On July 21st, he was admitted to the hospital to be evaluated.

Over the next few days, Dr. Luong would work with MercyOne specialists to determine what the potential causes might be. “It was then we realized it was likely a blood infection and we needed to get him specialized treatment right away,” said Dr. Luong.

On August 2nd, Bary was life-flighted to Mercy in downtown Des Moines where he was treated by an Infectious Disease doctor and a Neurosurgeon who identified that he had an abscess on his spine. Bary had contracted methicillin-resistant staphylococcus aureus (MRSA). They performed back surgery to remove the abscess.

After six weeks of recovery, Bary was sent back to Mercy to remove a new abscess that formed. He was fortunate to be admitted by Mercy because they had recently announced they were not receiving transfers due to the overwhelming needs of COVID-19 patients.

“Honestly, I don’t even know if I thought about COVID at that point. I was just grateful that we had a diagnosis that would be treated. He was headed to Des Moines and the providers were all on the same page with Bary’s medical plan,” said Karen.

An additional surgery was needed to remove the abscess and the disc that was ruined by that abscess. The Neurosurgeon performed a fusion of the L4 and L5 vertebrae.

Karen was able to be with Bary pre-op, but other than that she was not allowed to be at the hospital in Des Moines due to the COVID-19 restrictions. Once Bary was released from Mercy, he continued to receive daily infusions for the next six weeks that lasted nearly an hour each day back at MRHC.

“Because I was able to get these infusions right here in Manning, I could get chores done, go in and receive my infusion and then get back to the remainder of the day,” remembered Kienast. “I didn’t have the time or energy to be driving back and forth to a larger hospital to receive daily infusions, and I didn’t necessarily want to be around all of the COVID-19 patients that the

urban hospitals were treating.”

As Bary's recovery continued, he eventually graduated to at-home infusions. The MRHC team worked with Carroll Area Nursing to ensure Bary could receive home healthcare.

“I was so happy to be able to get back to my daily routine on the farm,” said Kienast.

Although Bary will now be on antibiotics for the rest of his life, he truly believes that the prompt, persistent care, teamwork among the entire medical team, and ultimately the personalized

*“You just can't find that kind of compassionate care everywhere. I'm grateful that at MRHC, we don't have to give up quality in order to receive local care.”*

care he received at MRHC truly saved his life.

“I really appreciate the team environment surrounding my care,” said Kienast. “It didn't matter when I went to the hospital (day or night), whichever provider or nurse was there to care for me, all knew my situation and they worked together to find the answers.

It's most reassuring that now when I go back to the hospital or I'm out and about in the community, members of my healthcare team still ask me how I'm getting along. You just can't find that kind of compassionate care everywhere. I'm grateful that at MRHC we don't have to give up quality in order to receive local care.”

## Local Mom of Four Receives Woundcare Close to Home

“I never imagined that you could find skin cancer in the form of a lump without having any visual signs on your skin,” said Manning resident, Jeanne Kerkhoff. “I am hopeful that by sharing my story everyone will realize the importance of self-exams and early detection.”

Jeanne manages the Northwestern Mutual Financial in Manning, is an active community member and volunteer, and has four growing children. In late 2020, Jeanne visited with her primary care provider for what she thought might be a hernia. Further exploration and testing showed evidence of melanoma spreading to her lymph nodes. Thanks to the quick action by her

It wasn't until her surgical wound became infected that she received care at MRHC. Jeanne's surgical oncologist referred her to the Wound Care Clinic at MRHC for ongoing management of her surgical wound.

“I'm so thankful I was able to go to MRHC for the wound care since it's located in my hometown,” she said. “The wound vac and drainage tubes kept me from maneuvering around and doing things myself,” she added. “I had to rely on my husband and kids to help me out, which was definitely a change for the family.”

“Dr. Luong and nurse, Kendra Tiefenthaler, were able to help minimize and manage my pain.



concern for my care, her efforts to get answers and help me, along with Dr. Luong's attention and ongoing wound care treatment. The best thing about the care I received was their genuine care and advocacy.”

After seven weekly visits to the wound clinic, Jeanne's wound was healed. “I was ecstatic! I'm so thankful and blessed to not be attached to tubes anymore, and I have new empathy for those who are. Kendra and Dr. Luong exceeded all my expectations and provided comfort during a challenging time,” said Kerkhoff.

*“I'm so thankful I was able to go to MRHC for the wound care since it's located in my hometown.”*

medical team in January 2021, she underwent surgery to remove multiple lymph nodes, began recovery, and started receiving immunotherapy.

They also prescribed antibiotics for the infection and Kendra taught me how to clean and change the dressings daily to treat the infection. I was immediately impressed by Kendra's genuine

# Keep Kids Healthy This Summer

Summer's long, lazy days are quickly approaching, abundant with new opportunities for play and recreation. With the change of pace also comes the need to be extra mindful of the health and safety of our children. Here are some helpful tips to prepare your family for an injury- and illness-free summer full of fun memories:

## Plan your new routine.

It can be hard to maintain a good routine once school is out, but it's important to find a rhythm for anchor points in your day. Things like set meal times and bedtime are so important for keeping summer chaos at bay and setting up good habits for the entire family. Transition times can be hard with a houseful of people, so consider posting a schedule for the day; if everyone knows the expectations for how the days will run, things can go much more smoothly. Also, consider including your children's options for what to do at certain times of the day to cut down on "I'm bored" attitudes and foster some self-entertainment skills and independent play.



members are more likely to get sick if they aren't getting enough sleep, and can have a slower recovery time after illness.

## Set screen time limits.

If not kept in check, your kids may be tempted to mindlessly play on a screen all day. Set expectations for not only *what* they are doing with their screen time, but *how much time* you'll allow. Consider having them earn screen time by keeping up with daily chores and maintaining a good attitude. Encourage children to set a timer during screen time so they know when it's time to put it away.

## Stock up on sunscreen and bug spray.

Once summer hits, we often find ourselves rummaging through closets, medicine cabinets, and our vehicles for last year's sunblock and bug spray. Stay ahead of the game by locating now what you already have in these departments; purchase what you need; and keep them in places that are easily accessible for everyone in your family (both at home and on the road). We know how the days can get crazy busy and it's hard for mom and dad to be on the ball all the time, so encourage children who are old enough to put on their own sunscreen and bug spray. Take some of the burden off yourself by getting them in the habit of remembering this important task before they go outside each day, and even consider displaying a sign by your door to remind everyone.

## Keep healthy snacks around.

Minimize the temptation for your kids to junk food binge while they're home this summer by maintaining a pantry filled with healthy choices. Consider easy, self-serve options like bananas,

grapes, apples, and string cheese. Yogurt and cut, fresh veggies dipped in hummus or nut butters are also great options.

## Talk about summer safety habits.

Have conversations with your kids about the dangers that go along with summer activities. Talk about water safety, the importance of life jackets, and being supervised by a responsible adult while in or near water. Other topics to bring to your child's attention include the importance of wearing helmets while biking, staying hydrated in the heat, minimizing contact with ticks (and proper tick removal), how to treat bites and stings, how to identify an allergic reaction, and campfire safety. Talk them through when and how to call 911 if this is something you have not already discussed with your child.

## Schedule routine health exams.

Summer is a great time to schedule routine wellness exams and sports physicals because children and teens aren't missing school. To schedule a well-child visit or sports physical with one of our Family Practice Clinic providers, please call (712) 655-2072.

## Make sure everyone gets plenty of sleep.

Once school hours aren't setting our schedules, it can be easy for good sleep habits to fall by the wayside. Sticking to a set bedtime each day this summer will go a long way for good attitudes and warding off illness in your home. Getting enough sleep each night gives us more energy to make healthier choices, like exercising and eating right, and keeps everyone in better spirits (translation: less whining). Remember that lack of sleep also affects our immune system. Family





Staff from various departments worked together to facilitate two mass vaccine clinics held in March and April 2021.

## What A Difference A Year Makes << Continued from pg 1

“Thinking back, we never really experienced an influx of COVID-19 patients like many hospitals in larger cities. In reality, our numbers dropped, people postponed their regular visits, and we weren’t able to provide specialty clinic services,” shared Linn Block, MRHC CEO.

“In the beginning, COVID-19 was scary for all of us. With everything shutting down like it did, we had to find a new normal. However, the lab never shut down,” said Renee Stangl, Laboratory Director.

Before COVID-19 hit the MRHC community, the laboratory went from processing approximately 2,500 test counts per month to over 5,500 counts in a single month at the highest point of the pandemic. Throughout the past year, the laboratory has administered more than 61,000 tests.

“As COVID-19 testing procedures frequently changed, we had to adapt often and remain flexible,” said Stangl.

In April, the State Hygienic Lab (SHL) was the only place to send COVID-19 testing and it had a 48-72-hour turn around time. In May, Mercy started testing at Corteva by saliva and nasopharyngeal swabs. Finally in June, MRHC received COVID-19 test supplies from the SHL so tests could be run at MRHC.

“After working in the same field as a medical lab tech for over 40 years, this was a very scary time because of the unknown and uncertainty of being a front line worker,” said Wendy Klatt, Laboratory Technician.

### Progress Forward

Last year at this time, numerous people couldn’t wait to receive and administer the COVID-19 vaccine. After much anticipation, on March 31st, MRHC received 250 doses of the Moderna vaccine and held the first mass public vaccination clinic. As of May 13th, MRHC has vaccinated a total of 574 people.

“I’ve done infection control for many years and

could never have imagined going through what we did,” said Arp. “Looking back now, we were resilient; we worked with various community and state health organizations to provide the most up-to-date information; and we continued to protect the communities and people we serve.”

Although people are still wearing masks, things look a lot different at MRHC than they did a year ago. Visitation has resumed, only patients are screened, employees perform self-screening, specialty clinic services are again being offered, and we are able to purchase any supplies that are needed.

“We are still required to send daily reports to Mercy, Iowa Department of Public Health, and the federal government,” shared Arp, “But we look forward to the day that we don’t have to do that anymore.”

“While I would never want to go through a pandemic again, I have to admit that I am proud of how resilient our team has been throughout this past year,” said Block. “From our front-line staff, to our medical team, laboratory department, incident command team, senior leadership, board of directors, and every person in between, we have worked together to ensure our patients continue to receive the best care and experience they could possibly receive, even despite the circumstances.”

Instead of navigating a global pandemic, our focus now is on new opportunities, the future of MRHC and moving forward while continuing to address the ongoing needs of our communities.

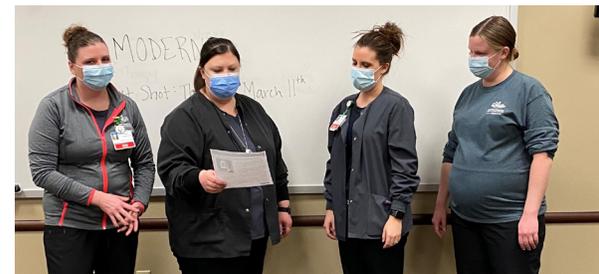
“While we have pivoted during critical times we have never strayed from our primary strategic goals. That laser-focus has allowed us to rise above status quo. We have remained committed to serving the healthcare needs of our patients, and continue to provide care to this four-county area. Looking back on the pandemic, I can’t help but think what a difference a year makes. I believe we are stronger than our facility has ever

been before, and we look forward to continuing that care for years to come,” said Block.

We will continue to offer COVID-19 testing through the Family Practice Clinic, at the provider’s discretion.

“As far as vaccines, we are partnering with Carroll County Public Health (CCPH) to provide vaccines to our patients as it will be easier to get ten people together county-wide to give the vaccine to at one time,” said Arp. Please call CCPH at (712) 794-5408 to schedule a COVID-19 vaccine.

As we are all starting to see the light at the end of the tunnel, MRHC encourages everyone to stay vigilant. Follow proper hand washing and hygiene practices, maintain social distancing practices, and wear masks when in close contact or public spaces. Together we will keep our patients, families, and communities healthy.



(Above) Staff ensured that patients were well-informed and their questions were answered when they received the vaccines.

(Below) Hallways were prepared to monitor patients after receiving the vaccine and keep the process running efficiently.



# Mental Illness: Stop the Stigma

Unless you or a loved one are dealing with mental illness personally or professionally every day, it's easy to ignore how deeply it impacts even those who don't directly suffer. Despite all of the progress made in recent decades, mental illness still carries a stigma in the minds of many, sometimes even in well-meaning, caring people. This stigma is the hurdle to a long list of reasons why people are not getting the care they need to overcome this illness. Our hope is to increase awareness of the ongoing stigmatization of mental illness so more people can get the help they need.

*Mental illness still carries a stigma in the minds of many, sometimes even in well-meaning, caring people.*

## Why Aren't People Receiving Help?

More than half of people with mental illness don't receive help, according to the American Psychological Association. One reason is lack of insurance: either they don't have it at all, their insurance plan skimps on mental health coverage, or outright doesn't cover what is needed.

Another reason (and perhaps the most prevalent one) is fear of how they will be treated by family, friends, coworkers, employers, and even their health care providers, and the possible loss of

## Mental Health in Children and Adolescents

Anxiety disorders affect 25.1% of children between 13 and 18 years old. Research shows that untreated children with anxiety disorders are at higher risk to perform poorly in school, miss out on important social experiences, and engage in substance abuse.

- Mental health disorders are the most common diseases of childhood.
- Of the 74.5 million children in the United States, an estimated 17.1 million currently have or have had a psychiatric disorder – more than the number of children with cancer, diabetes, and AIDS combined.
- Half of all psychiatric illness occurs before the age of 14, and 75% by the age of 24.
- Children and adolescents with psychiatric illness are at risk for academic failure, substance abuse, and a clash with the juvenile justice system – all of which come at a tremendous cost to them, their families, and the community.



their job or relationships that could result from being treated differently in light of their mental illness. Common reactions paint mental illness as a weakness or something to be ashamed of. This is all because stigma, prejudice, and discrimination against people with mental illness are still very much a problem.

## Why is Increasing Awareness About Mental Health Stigmatization so Important?

Just like all other medical conditions, when people don't seek care their condition typically worsens. Understanding the stigma surrounding mental health and removing it will help people get the care they need.

Stigma, prejudice and discrimination against individuals with mental illness can be subtle or it can be obvious, and always detrimental. As with any sort of stigma, stigma surrounding mental illness comes from ignorance and fear. This ignorance and fear is exacerbated by media portrayals of mental illness.

## Tips to Help Overcome the Mental Health Stigma

The National Alliance on Mental Illness (NAMI) offers some suggestions about what we can do as individuals to help reduce the stigma of mental illness:

- **Talk openly about mental health**, such as sharing on social media or in personal conversations.
- **Educate yourself and others** – respond to misperceptions or negative comments by sharing facts and experiences.
- **Be conscious of what you say** – remind people that words they say matter.
- **Encourage equality between physical and mental illness** – draw comparisons to how they would treat someone with cancer or diabetes.

- **Show compassion for those with mental illness.**
- **Be honest about treatment** – normalize mental health treatment, just like other health care treatment.
- **Let the media know when they are using stigmatizing language** presenting stories of mental illness in a stigmatizing way.
- **Choose empowerment over shame** - Cara Delevingne (actress & model) said in a 2019 interview; "I used to feel guilty for being depressed, but after realizing I wasn't alone I was able to begin to recover." She went on to say: "If you learn to love and accept yourself and not give in to what other people think about you [stigma], you can get better."

Stigma and potential discrimination can contribute to worsening symptoms and keep some people from getting the help they need. A recent extensive review of research found that self-stigma leads to negative effects on recovery among people diagnosed with severe mental illnesses.

Effects of stigmatization can include:

- Reduced hope
- Lower self-esteem & self-efficacy
- Increased psychiatric symptoms
- Difficulties with social relationships and/or social isolation
- More difficulties at work
- Reluctance to seek treatment and less likely to stay with treatment
- Lack of understanding by family, friends, coworkers, or others
- Fewer opportunities for work, school, or social activities
- Trouble finding adequate housing
- Bullying, physical violence, or harassment
- Increase in suicidal ideation

#### What can we do to Address the Mental Health Stigma?

We have made great strides in diminishing the stigma of mental illness, but there's plenty still to do. We can do our part by truly listening to people who are enduring mental illness and by showing compassion. Isn't this what community is all about: knowing people, learning to empathize, and seeking growth for the good of the community?

Challenge what you think you know, challenge your own biases, and then encourage others to do the same. We can also do our part by speaking out when we encounter damaging stereotypes in the media, or discriminatory practices in business.

Just as they say "every vote counts" in politics, it takes each of us doing our part to help overcome stigmas associated with mental illness. As individuals and caregivers, we do this through increasing public awareness of what mental illness is (and what mental illness is not). Mental illness is NOT a choice, a weakness, a moral failing, or the wrath of an angry deity. Mental illness IS a disease that can improve with proper treatment.



**Generalized Anxiety Disorder (GAD) affects 6.8 million adults, or 3.1% of the U.S. population, yet only 43.2% are receiving treatment.** Women are twice as likely to be affected as men. GAD often co-occurs with major depression.



**Panic Disorder affects 6 million adults, or 2.7% of the U.S. population.** Women are twice as likely to be affected as men.



**Social Anxiety Disorder (SAD) affects 15 million adults, or 6.8% of the U.S. population.** SAD is equally common among men and women and typically begins around age 13. According to a 2007 ADA survey, 36% of people with social anxiety disorder report experiencing symptoms for 10 or more years before seeking help.



**Specific phobias affect 19 million adults, or 8.7% of the U.S. population.** Women are twice as likely to be affected as men. Symptoms typically begin in childhood; the average age-of-onset is 7 years old.



**Obsessive-Compulsive Disorder (OCD) affects 2.2 million adults, or 1.0% of the U.S. population.** OCD is equally common among men and women. The average age of onset is 19 with 25% of cases occurring by age 14.



**Post-traumatic Stress Disorder (PTSD) affects 7.7 million adults, or 3.5% of the U.S. population.** Women are more likely to be affected than men. Rape is the most likely trigger of PTSD: 65% of men and 45.9% of women who are raped will develop the disorder. Childhood sexual abuse is a strong predictor of lifetime likelihood for developing PTSD.



**Major Depressive Disorder (MDD) is the leading cause of disability in the U.S. for ages 15 to 44.3.** MDD affects more than 16.1 million American adults, or about 6.7% of the U.S. population age 18 and older in a given year. While Major Depressive Disorder can develop at any age, the median age at onset is 32.5 years old. MDD is more prevalent in women than in men.



**Persistent Depressive Disorder, or PDD, (formerly called dysthymia) is a form of depression that usually continues for at least two years.** PDD affects approximately 1.5% of the U.S. population age 18 and older in a given year, about 3.3 million adults. Only 61.7% of adults with MDD are receiving treatment. The average age of onset is 31 years old.

# MRHC Announces DAISY Award Roxi Doyel, LPN

Throughout Roxi Doyel's career at MRHC, she has been known to deliver superb nursing care. And Roxi's great care hasn't gone unnoticed - patients will frequently return specific comments calling her out on all the great care she provides. That's why she is a perfect recipient for the 2021 DAISY Award, a program that honors and celebrates the skillful, compassionate care nurses provide every day.

"Roxi is a very thoughtful and compassionate nurse who is always going above and beyond for patients," says Shelby Dickson, Clinic Manager at MRHC. "She is always willing to help patients in need. She is a wonderful employee who exemplifies positive teamwork in the workplace. She is always jumping in to help her coworkers, doing whatever is needed to get the job done. We are so lucky to have Roxi Doyel at MRHC!"

Roxi has served as the nurse for Dr. Douglas McLaws at MRHC for the past nine years. He shares, "There is absolutely no way I could ever

do what I do without Roxi being there to make it happen. Beside every good provider there stands a fantastic nurse. Without a doubt she has a love for all the people we have the honor of helping," said McLaws.

Coworkers also appreciate Roxi's dedication to fellow employees and patients. "The things that stick out to me are her wealth of knowledge, bedside manner, and the time she takes with each patient encounter," said Jackie Blackwell, Director of Quality. "Roxi serves as a reliable resource with a positive attitude. She is an outstanding nurse and so deserving of this award."

### About the DAISY Award

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999.

During his hospitalization, the Barnes family deeply appreciated the care and compassion



**Roxi Doyel, LPN**  
Family Practice Clinic

shown to Patrick and his entire family. When he passed away they felt compelled to say "thank you" to nurses in a very public way. More than 2,500 health care facilities in 15 countries and 50 states now honor extraordinary nurses with The DAISY Award.

DAISY Award Honorees are recognized within their department, receive an award certificate and are publicly recognized. Roxi was surprised with this award by her coworkers and family on May 7th and a public reception was held on May 11th.

### Eligibility

All nurses who exemplify MRHC's mission and values, and demonstrate our vision on a daily basis, are eligible to be nominated. DAISY Award honorees are nurses who provide compassionate and remarkable care while demonstrating clinical excellence. Anyone - patients, patients' family members, staff members, physicians, visitors, and volunteers - are welcome to nominate any nurse whom they believe is deserving of the award.



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# MRHC Honors Outstanding Employee Sarah Lorenzen

MRHC's first ever Outstanding Employee Award honoree is Sarah Lorenzen, Patient Access Manager. This award recognizes employees who consistently perform a high-level of work and extra duties beyond those normally assigned, has a positive attitude, displays exceptional dependability, and creates a positive work environment.

Sarah's positive attitude, leadership skills, and dedication to her job are just a few in the long list of reasons why she is so deserving of this award. Sarah and her staff are the first

*"She has the respect of the staff and other department leaders that work with her. She is an example of an employee that every facility would want to have on their team! We are lucky to have her!"*

*"No matter how busy she is with her duties, Sarah is always willing and happy to help anyone or any department in the hospital. She constantly takes on extra duties and she and her staff always get them done."*

*"Sarah and the admissions department played*



**Sarah Lorenzen**  
Patient Access Manager

*"Sarah shines bright and so does her staff! I admire them and the role they play here at MRHC."*

encounter every patient has when they walk through MRHC's doors; from contacting patient transportation services to taking patients to their destination by walking them there or via wheelchair, and coordinating multiple appointments for patients. The exceptional support, caring attitudes, and helpful smiles they provide have not gone unnoticed. Here are some of the things the individuals nominating her had to say:

*"Sarah is a caring individual that comes to work every day with a smile on her face. She is compassionate to her patients and she has a sense of humor."*

*a large role in our COVID-19 vaccination clinics. They fielded hundreds of calls and made many, many appointments on top of their normal duties. Sarah shines bright and so does her staff! I admire them and the role they play here at MRHC."*

*"Sarah is a true team player! No matter what she is doing or working on, she will always help in any way she can. She is always willing to listen and suggest solutions for issues that arise. I feel there is nothing Sarah wouldn't do for MRHC, our patients and her fellow employees."*

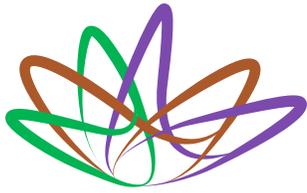
*"Sarah not only manages the day-to-day work*



*flow of her staff, but participates as an equal alongside her coworkers in the department. She is thorough and detail-oriented when coordinating care between the clinic and other departments within the hospital. She is a problem solver, critical thinker, and the most pleasant person to be around."*

Thank you, Sarah, for your commitment and dedication to your patients, coworkers, and Manning Regional Healthcare Center!





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# Jill Arp, RN, BSN Honored as One of Iowa's 100 Great Nurses

🔄 We extend our heartfelt congrats to MRHC's Jill Arp, RN, BSN, for being honored as one of Iowa's Top 100 Nurses! Jill was nominated by several MRHC coworkers and fellow community members. The honor recognizes nurses whose "courage, competence, and commitment to patients and the nursing profession stand out above all others." Jill is only the second nurse from MRHC to be awarded this prestigious honor.

"Jill is the type of coworker that you find filling in wherever she could be of service because of her team player mentality," said Jen Morris, PharmD, MRHC's director of pharmacy who has worked alongside Jill for 14 years. "While her primary area of responsibility involves setting our patients and facility up for success by preventing infections or educating and creating processes to improve safety, Jill has a servant heart that lends itself to helping others."

When asked what she enjoyed most about her work as a nurse, Jill replied, "The people;

the people by far are the best part about being a nurse. You meet somebody once, doing one little thing for them, and they will always remember you. You make such a bond with them," she stated.

This honor recognizes Jill's contributions, not only as a nurse but also as an active community member. Jill coaches volleyball and is very involved in her church, Zion Lutheran, in Manning. She sings with the Praise Band and does the music for Sunday School children. She has also served on Main Street Manning and is a member of the Manning Rotary.



**Jill Arp, RN, BSN**  
Infection Prevention/Employee Health Nurse  
Disaster Preparedness/Credentialing

*"... Jill has a servant heart that lends itself to helping others." – Jen Morris, MRHC Director of Pharmacy*

Time away from the hospital is also very important to Jill as she and her husband,

Kyle, are actively involved with their three daughters and their activities: Karlee, age 13, Kendra, age 9, and Kimber, age 7.

"Some people don't like to do nursing care in their community, but I think that is one of the best things. You may have known people all your life, and you get to help them and take care of them. I think that is so great," Jill commented. "I don't think I would raise my children anywhere else. I am just lucky that this job came open and I had the opportunity to work here. We are so fortunate to have this hospital in Manning."

It is safe to say that Jill's coworkers, family, friends, and fellow community members feel just as fortunate to have Jill in Manning.

