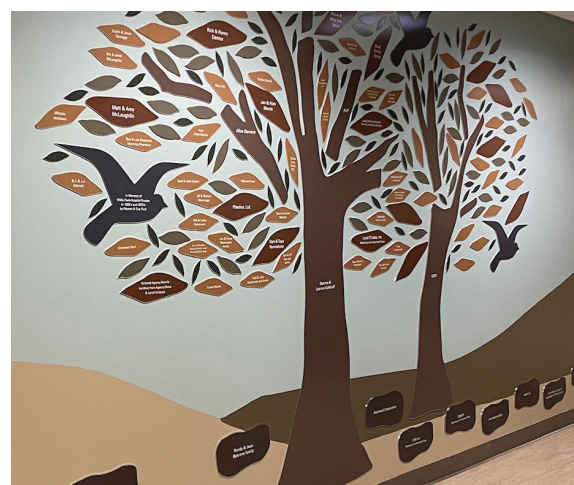


# MANNING REGIONAL HEALTHCARE CENTER Connect



## EMPLOYEES GIVE THANKS

Financial giving steadily increases to ensure healthcare remains close to home.

“We are grateful for the many financial contributions, large and small, that have made a significant impact on the services offered here at Manning Regional Healthcare Center,” shared MRHC CEO, Linn Block, RN, BSN, MHA. “We are proud to be able to recognize those within the hospital with the Trees of Hope donor wall display.”

The recent installation of the donor wall, located near the surgery waiting room, represents the contributions made during the hospital's recent capital campaign, Project Forward. In total there were 83 donors who contributed nearly \$700,000. As donations continue to be made to the hospital, additional leaves will be added throughout the year.

“We recognize that it takes many different funding sources and committed citizens to ensure that we can provide the high-quality care and variety of health care services that we offer here at MRHC,” said Block. “One of the organizations that has made a significant impact over time has been the hospital Auxiliary, and they have lots to celebrate this year.”

### Auxiliary Surpasses \$300,000 in Contributions

While membership is a mere \$10/person, the total contributions from the Auxiliary to Manning Regional Healthcare Center over the past 47 years has now surpassed \$300,000. Since 1975, the Auxiliary, on average, has maintained an annual membership of 200 members.

“While some people can afford to make larger donations, others can only make smaller, incremental donations over time,” shared Janet Myer, hospital Auxiliary president. “It's incredible how those smaller donations add up, though.”

Some of the more notable donations Myer recalls over the years were furnishing the birthing room at the old hospital, providing a van for the Plaza, creating a beauty shop at the Plaza, and getting furniture in the Recovery Center. “Although some of these items are no longer in use, one thing remains steady is our commitment to keeping quality healthcare available here in Manning,” said Myer.

*Continued on pg 2 >>*

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<< **Continued from pg 1** As the needs of the community and the hospital evolve, so do the projects that the Auxiliary funds. "Each year we ask MRHC departments for a wish list and try to spread the support throughout the whole facility," emphasized Myer.

The Auxiliary has had to adapt to new ways of funding over the years as well. For many years, the Auxiliary hosted the snack bar at the Plaza. The Auxiliary now hosts the snack bar at the Manning Public Library from 2-4pm every Monday through Friday. "We invite the whole community to take advantage of the homemade snacks while visiting the beautiful new library," encouraged Myer. "It's an easy way to show your support and get a sweet treat as well!"

The Auxiliary also hosts multiple bake sales throughout the year. These have been held in conjunction with the Manning Farmer's Market twice



*In addition to Myer as president, the hospital Auxiliary's board includes Sally Hodne and Linda Vinke as co-vice presidents, Cynthia Genzen as secretary, Sharon Kelderman as alternate secretary, Gwen Jahn as treasurer, Marlene Borkowski as historian, and representatives at large, Janet Gruhn, Theda Wiese, and Arlene Meier.*

per summer since the pandemic. Annual bake sales are also held before Easter and Christmas.

The Auxiliary's final bake sale of 2022 will feature Christmas goodies and will be held the first Saturday in December on Main Street in Manning.

### Continued Financial Need

While Medicare/Medicaid reimbursements continue to be a challenge for rural hospitals, community members have shown increased financial support to ensure high-quality healthcare services are available close to home.

"We are grateful for the increased financial support to our hospital," shared Block. "When people set foot in our hospital, they are surprised and impressed by the beautiful facility and quality of healthcare that is unexpected from a small-town hospital."

There are many ways to give to support the hospital, both great and small. For long-term financial support of the hospital, please contact Linn Block, CEO at (712) 655-2072 or email [linn.block@mrhcia.com](mailto:linn.block@mrhcia.com).

ways to give



# MRHC WOUND CARE CLINIC

## Receives Clinical Distinction and Patient Satisfaction Awards



MRHC is pleased to announce that the Wound Care Clinic is a dual recipient of RestorixHealth's Clinical Distinction and Patient Satisfaction Awards. Recipients of these awards meet or exceed national quality benchmarks over a set period of time.

"The Wound Care Clinic is proud to be recognized again for not only its dedication to healing but also its dedication to patient satisfaction," said Dr. Thang Luong, M.D. "We are proud to be a recipient of an award that recognizes the hard work and dedication of our staff."

RestorixHealth's Clinical Distinction award recognizes centers that have demonstrated success by meeting or exceeding patient safety goals along with a healing rate above 90%. The Patient Satisfaction award recognizes centers that have met or achieved a patient satisfaction score of 96% or higher. The MRHC Wound Care Clinic has now received this dual award three times in addition to a Center of Excellence award in 2019.

The Wound Care Clinic is dedicated to optimizing outcomes and preventing lower limb loss in patients with non-healing wounds. This approach to wound care is aggressive and comprehensive, coordinating traditional and advanced therapies and techniques that are proven to reduce healing time and improve healing rates.

Since non-healing wounds rarely result from a single cause, the Wound Care Clinic begins with a thorough evaluation and diagnostic testing to determine the underlying cause of the wound. A treatment plan is then developed to give patients the best chance for healing. Most treatments are covered by Medicare/Medicaid, HMOs, and other private insurance.



Manning's clinic is staffed by Dr. Thang Luong, M.D., Kendra Tiefenthaler, RN, and supported by Elaine Macumber, RN. Integrating a team of wound care professionals optimizes patient care, while offering the most advanced healing options for hard-to-heal wounds.

*The MRHC Wound Care Clinic is held every Thursday.  
For more information about treatment plans or to schedule an appointment, please call 712-655-8100.*



# Lymphedema Services Now Available

🔄 Lymphedema typically occurs in an arm or leg; however, it can occur anywhere in the body. If left untreated, the collection of protein-rich fluid provides a culture rich for infection and inflammatory processes. Reduced oxygen transport then decreases healing to compromised tissues and wounds.

"The lymphatic system is a one-way drainage system for the body. When there is a blockage, fluid may become backed up and sit like water behind a dam," explained MRHC Occupational Therapist, Amanda Arneson, MOTR/L, CLT.

Risk factors include:

- Cancer
- Lymph node removal
- Radiation treatment
- Chronic venous insufficiency

"We began seeing more and more patients experiencing the effects of lymphedema, so Amanda became certified to provide treatment for our patients," said Director of the therapy department, Taylor Nelson, PT, DPT.

Patients will now be able to receive the following treatments at Manning Regional Healthcare Center:

- Manual lymph drainage
- Compression bandaging
- Compression garments
- Exercise and elevation
- Education in self-management



**Amanda Arneson**  
MOTR/L, CLT

To schedule a lymphedema consultation with Amanda at MRHC, call (712) 655-8298.

## MRHC WELCOMES NEW MENTAL HEALTH PROVIDER

🔄 Manning Regional Healthcare Center is pleased to welcome Katie Mogensen as the new mental health provider in the Specialty Clinic. Starting October 12th, Mogensen will be in Manning offering mental health services twice a month on Wednesdays.

Mogensen will provide care for children ages eight and older, adults, and elderly individuals. She will be performing psychiatric/mental health diagnostic evaluations and medication management for psychiatric/mental health disorders including depression disorders, bipolar disorders, anxiety, and anxiety-related disorders such as PTSD, schizophrenia and psychotic-related disorders, ADHD, and behavioral-related disorders.

Originally from Lake City, Mogensen is excited for the opportunity to provide quality healthcare in a rural area.

"Living in a rural setting can present limitations to access of healthcare, especially specialty services," said Mogensen, PMHNP-BC. "I am passionate about being able to bridge that gap and improve access to psychiatric/mental health care as it can have significant impacts on many aspects of an individual's life, including work, social functioning, interpersonal relationships, physical health, and much more. Family members and loved ones of someone suffering with mental health can also be affected. By improving mental well-being, a person's overall quality of life and the lives of those close to them can also be improved."

In addition to providing mental health services in rural Iowa, she is also looking forward to working with the Recovery Center at MRHC.

"Rural settings often lack substance abuse services, and I think it is wonderful that MRHC can offer them," said Mogensen. "Substance abuse disorders often accompany mental health disorders, and with proper mental health treatment, there are higher rates of long-term sobriety."

Throughout her healthcare career, Mogensen has worked as a registered nurse in acute care settings and has experience in med/surg, ER, labor, delivery, and postpartum care. She was also a certified lactation consultant and has worked in the ambulatory care setting for primary care. In addition to working with MRHC, Mogensen has provided outpatient psychiatric care at UnityPoint Clinic Berryhill Mental Health Center in Fort Dodge since February of 2021.



**Katie Mogensen,**  
PMHNP-BC

Mogensen completed her RN degree through DMACC, her BSN through Chamberlain University, and her MSN with specialty of psychiatric mental health nurse practitioner at Walden University. She obtained her board certification for Psychiatric Mental Health Nurse Practitioner across the lifespan (PMHNP-BC) through the American Nurses Credentialing Center and is a member of the American Nurses Association and Iowa Nurses Association.

To see upcoming mental health clinic dates, visit [www.mrhcia.com/events](http://www.mrhcia.com/events), or to schedule an appointment with Mogensen, call (712) 655-8100. Referrals are not needed. If you need additional mental health information, education, or would like to discuss support, please contact your primary care physician at (712) 655-2072. For those 65 and older, call Senior Life Solutions at (712) 655-8262. Or call the Manning Recovery Center at (712) 655-2300 and talk to a professional.



# MRHC Helps Individuals EASE INTO RETIREMENT

➤ As it has become more common for semi-retired or retired individuals to choose to continue working in a part-time or less intensive role, MRHC has taken notice and taken action to accommodate this emerging trend in employment.

"This is a great way for individuals to transition into retirement as well as retain and attract high-quality staff who might want to cut back on working full-time, eliminate travel, or simply remain connected within healthcare. And it has been a win-win for us," said MRHC CEO, Linn Block, RN, BSN, MHA.

This is the case for Nancy Danner who worked as a registered nurse for 27 years in the Carroll County area, a Certified Physician Assistant for 16 years in Manning, and a Certified Medical Coder at MRHC the last four years. After retiring in August, she has since transitioned to a volunteer position as the Senior Health Insurance Information (SHIIP) counselor at MRHC.

"I will be 70 in October, but I wanted to volunteer for something that was really needed," Danner shared. "SHIIP helped my husband and I when we had to make Medicare-related decisions and we found the volunteer counselors were very helpful."

Danner meets with individuals every Wednesday by appointment and provides information to aid in Medicare decision-making.

"I very much like the environment at the hospital, and I feel comfortable with the employees. I am happy to be able to continue to help the people of the Manning area as a SHIIP volunteer counselor," Danner said.

Three other MRHC employees were able to take advantage of part-time roles as they looked to ease into retirement or take on less demanding jobs but continue to play an important role in healthcare.

Mindi Boyle now works as the Care Coordinator and Discharge Planner at MRHC after working in healthcare for 28 years. Boyle started her career at the Business Office at MRHC and spent 13 years filling a variety of roles at the hospital. After making a career change and receiving her four-year degree, Boyle worked as the Social Services Coordinator at the Manning Plaza for 15 years.

"After working for MRHC for 26 years, coming back felt like coming home," said Boyle. "Working in a hospital setting has allowed me to continue to learn new things, help people, and stay connected in the

healthcare arena on a part-time basis. I appreciate MRHC giving me the opportunity to continue working in healthcare and serving patients in a little different capacity than I had previously."

Even after being away from the hospital setting for 15 years, MRHC staff have helped Boyle's transition go as smoothly as possible and made it feel like she never left.

"Everyone at MRHC has been so welcoming and helpful. There is a team approach facility-wide to ensure that everyone, employees and staff, are taken care of with the utmost respect and care. We are fortunate to have such a progressive, professional, and compassionate healthcare facility in our community, and I am proud to be a part of that again," shared Boyle.

Similarly, when Becki Ehlers reached retirement age after working in healthcare for over 30 years, nine of those spent in Admissions at MRHC, two as a receptionist at the Manning dental office, and 18 years as a chiropractic assistant and secretary, she was grateful to find a part-time role at MRHC. After seeing that the hospital needed a screener during the pandemic, she stepped out of retirement.

"I wanted to help patients again because I missed being around people," Ehlers shared. "I liked the options that were presented to me for a retired individual. I enjoy being around people, and I can still help out with my grandchildren and spend time with friends and family."

**Continued on pg 5 >>**

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MLT, MT or Lab Assistant - FT & PRN	Medical Records Coder
Speech-Language Pathologist	Physical Therapist
House Supervisor RN - FT	LPN - Acute

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# THRIVE *Close to Home*



*Kendra* TIEFENTHALER

One integral team member for the Wound Care Clinic at MRHC is Clinical Coordinator, Kendra Tiefenthaler, RN, BSN. Kendra's role in healthcare has evolved over the years, and she now works as a traveling wound care nurse, providing care throughout Western Iowa clinics, including MRHC.

"Kendra goes above and beyond the call of duty every day, making sure her patients are cared for and that they understand each step of their treatment plan," said Chelsea Spear, RestorixHealth Physician and Community Liaison. "She is such an essential piece to the wound care clinics, and she prides herself on getting to know each patient within the clinic and community. She always tries to make the day of people around her better."

Tiefenthaler works at three hospitals regularly, including MRHC, and she fills in at two other clinics as needed.

"Having the opportunity to work at MRHC for three plus years consistently has allowed me to become part of the community," said Tiefenthaler. "I often feel like I am caring for my own family. Plus, MRHC has a great team environment which allows for good communication and more effective care."

As Tiefenthaler reflects on how she has grown in her career, she feels grateful for the role and responsibility she has been trusted with.



"Health care is always evolving and being a clinical coordinator providing a specialty service throughout local western Iowa clinics is motivating and rewarding," said Tiefenthaler.

← *read more*



*Elaine* MACUMBER

Elaine Macumber's career in healthcare went in a completely different direction than she expected after MRHC Chief Nursing Officer, Michelle Andersen, called Macumber one day and ultimately changed the trajectory of her career.

"I told Elaine, 'I think you would make a great nurse and we'll even pay for you to go to school', and she did! She is not the only one. We try to mentor and help our employees with leadership development both externally and internally," shared Andersen, RN, BSN. Macumber went on to utilize the tuition program at MRHC to complete her LPN and RN education at Western Iowa Tech Community College.

"MRHC has provided me with a lot of career advancement," Macumber said. "With the tuition assistance, the decision to go to school was easier on me. We didn't have to worry about the financial obligation that school has with it, and I could focus on learning. Nursing school is a tough schedule anyway, and with flexible hours at MRHC I was able to work full-time while in school, and it really helped me get through. There are also a lot of great nurses at MRHC who helped me learn quickly."

Macumber started her nursing career at MRHC working in ER/acute care before moving to the specialty clinic as a staff nurse. Now serving as the Specialty Clinic Manager, Macumber manages staffing and takes care of all specialty clinic provider needs. She will also continue as a clinical nurse in the specialty clinic.



↑ *read more*

## << Continued from pg 4

Ehlers was able to continue working after her services were not needed as a screener anymore, and she now works part time in the HIM department.

After 48 years in healthcare, Laurie Stein is coming back to work part-time at MRHC as she transitions into retirement. Stein started her career in healthcare in Sac City as a medical assistant before becoming a certified medical assistant (CMA) and working in the Manning clinic for 35 years, seven of which she served as a CMA for Nancy Danner. She obtained her RN degree in 2010 and started at MRHC as a surgical and specialty nurse the following year.

She obtained her BSN degree in 2013 and has been at the Carroll VA since then, providing primary care and mental health nursing to local veterans.

"I wanted to be closer to home instead of having to drive 20 plus miles one way to work every day," shared Stein, RN, BSN. "I thought it would be great to come back full circle to the clinic setting that I originally started at when I first came to Manning."

Stein will be assisting MRHC transition to their new electronic health record system and working as a nurse as needed in the clinic. Not only is she looking forward to being back at MRHC, she is appreciative of the opportunity to

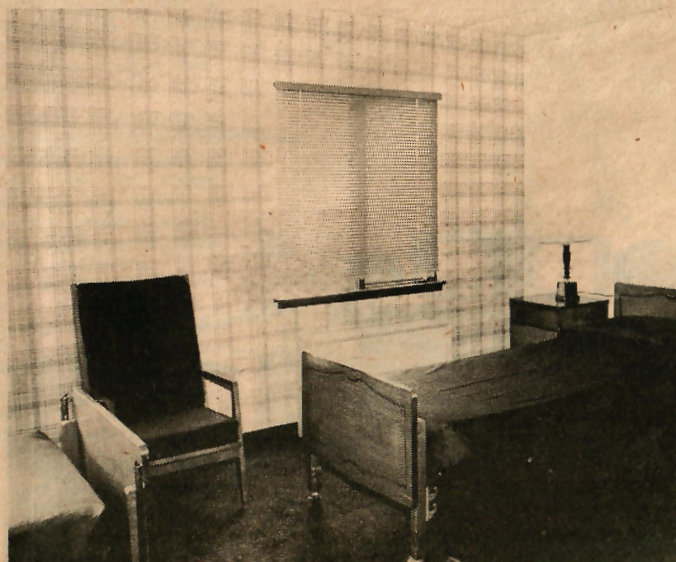
continue working in healthcare with less stress and more time for herself.

"This part-time status will allow flexibility in my schedule so I can enjoy some retirement time such as freedom to travel and more time for volunteer work in the community that I am very passionate about," Stein said. "I know a lot of the staff at MRHC so I feel that I will fit in well with the team environment, and I am looking forward to working with everyone. I haven't even started, and I already feel welcome."

*If you would like to join the MRHC team, visit [www.mrhcia.com/careers](http://www.mrhcia.com/careers) or call (712) 655-2072 for more information on current job openings.*



Then



Now

# RECOVERY CENTER

## Celebrating 40 Years of Substance Abuse Recovery

➤ The Recovery Center at MRHC recently celebrated 40 years of providing substance abuse recovery services in western Iowa.

### The Early Years

In 1982 it had become evident that substance abuse recovery services would fill an unmet need in the area. Since state funding was not an option at the time, Health Resources, Inc. of Chattanooga, Tennessee worked with the hospital to establish the Substance Abuse Treatment Unit, known as the SAT Unit. Clients were first accepted for residential treatment on January 17, 1983.

"The SAT Unit was the only hospital-based program fully-functional with residential, outpatient, and support groups in Iowa at that time," shared Denny Garvis, the Recovery Center director from 1990-2007. "We were also the first hospital-based program in Iowa to get a three-year licensure and 100% in licensure review."

Dr. Myer & Dr. McNerney were the first medical directors for the 12-bed SAT Unit. They initially started off with five staff members and provided residential and outpatient services. They also provided dual diagnosis/co-occurring disorder mental health services with Dr. Jerry Catron - treatment services that were groundbreaking at that time. The center was also able to host DMACC nursing students for 15 years through a DMACC nursing professor, Pam Garvis, so they could get a background in substance abuse and addictions, which was unheard of at the time. These experiences are still rarely offered in nursing education programs.

The Recovery Center eventually established outreach programs in Atlantic, Carroll, Ida Grove, and Denison. When it came to outpatient services, Medicaid played a big role since they would only pay for outpatient services if the treatment center was located within the hospital.

Eventually, many programs around the state started switching to strictly outpatient treatment based on low census, and the SAT Unit soon faced the same crisis. The numbers were very low for both kinds of treatment and at the time, the MRHC hospital board was questioning whether to keep the SAT Unit doors open.

"My philosophy was that if we do the right thing, we'll get patients and that will keep the doors open. I argued that if we could sustain one year of operating in the red, we could survive, and the board went along with it," Garvis said. "As other similar programs went to just outpatient, we remained residential, and thankfully it worked because a year and a half later our numbers started to improve. Bill Ohde was a strong hospital board supporter for us to get the one-year probationary program, and without his input and support, I don't think the Recovery Center would be here today."

The SAT Unit's name was later changed to "Manning Family Recovery Center" to draw attention to the expansive family support program.

After 33 years at the hospital on Main Street in Manning, the Center moved to its present location at 1550 6th Street in 2014 when

Manning Regional Healthcare Center moved. The new space allowed for more natural light in patient rooms and space for indoor and outdoor recreation. Finally, to simplify outreach efforts, the center shortened its name to the Recovery Center in 2018.

**"To say that low income or minorities are the ones that need treatment is false," Garvis said. "We have treated politicians, several mayors, doctors, lots of nurses, lawyers, administrators, ministers, priests, and paramedics."**

As Garvis reflected on how the Recovery Center operated in the 80's, 90's and 2000's, he shared a few key takeaways:

"We are very proud of what has happened here over the years, but if there was anything in treatment that we could have improved on back then, it would have been working harder to help clients understand that you can still have fun and not drink and use," Garvis said. "We tried to have as many social functions as we could to introduce people to the 'real world.' Our intent





was to help them understand that 90% of the population drinks and uses, and that's the world they're going to function in when they leave treatment."

## The Recovery Center Today

The Recovery Center's staff now consists of 11 full-time staff and five as-needed staff. The center also has a 16-bed capacity but can overflow into the hospital if needed.

"We always have a significant waitlist. The average wait time right now is four weeks," said Recovery Center Director, Taya Vonnahme, MSN, RN, ARNP, tCADC. "But if someone were to walk in right now, we'd find a bed for them. We'll overflow as much as we have to. I won't turn anyone away."

A primary differentiator for Manning's treatment program is the fact that the Recovery Center is located within a critical access hospital.

"Being connected to the hospital allows us to easily access all possible modalities of care from lab, radiology, nursing, specialty clinic services, and more," shared Vonnahme.

It also allows the Recovery Center to take patients who have extenuating medical backgrounds and several who have significant medical issues as they can be seen by specialty providers at MRHC during their stay.

The co-ed chemical dependency facility offers services such as detoxification, residential treatment, outpatient treatment, and consultations or evaluations.

"Our services continue to change and grow," shared Vonnahme. "Currently, we provide treatment at four levels of care from detox, residential, and three options of outpatient treatment. Everyone can benefit from one of the types of services and most clients follow a

steppingstone path and will work their way down through their specific treatment plan."

Recovery Center staff have adapted treatments to meet the most pressing or newly emergent addiction issues, from alcoholism to the influx of meth to the abuse of prescription painkillers. The main goal for clients is to take their first step toward healthy, drug and alcohol-free lifestyles.

## The Future

As the Recovery Center continues to grow and evolve, they have big goals for the future.

"Our team continues to grow in many ways. We have started offering problem gambling and prime for life services (Iowa OWI course) and are working to add additional services," Vonnahme said. "I hope to be able to dedicate much-needed time to a prevention program."

While it is a top priority to expand prevention and outpatient services, they also want to emphasize the importance of mental health education.

"There are not enough services out there for mental health or addiction so we are trying to do the best we can in the short amount of time we have with the people that come in for treatment," Vonnahme said.

Fortunately, the Recovery Center has support and assistance within the hospital as well as the community. MRHC administration and the board of directors recognize that the Recovery Center is a key service line and part of the long-term vision and strategy of MRHC.

"We are fortunate for the support we receive and the community we're in," Vonnahme shared. "It's amazing how many people it takes to keep something like this afloat and the communication and skills you have to bring together."

*To learn more about substance abuse services at the Recovery Center, call (712) 655-2300 or visit [www.manningrecoverycenter.com](http://www.manningrecoverycenter.com).*



*To celebrate the 40th anniversary, more than 80 friends of recovery joined the Recovery Center staff on August 6, 2022 at the Manning Hausbarn-Heritage Park Konferenz Center. The free event included a luncheon, welcome, testimonials of recovery, and networking among all in attendance.*



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## Senior Health Insurance Information Services Offered at MRHC

**Where can I go to find answers about Medicare prescription drug plans? What is a Medicare Advantage plan? My medications have gotten so expensive I just can't afford to take them all, is there any help?**

Answers to these and other Medicare questions can be found by meeting with Nancy Danner, Manning Regional Healthcare Center's new Senior Health Insurance Information (SHIIP) counselor. Danner is at MRHC to meet with individuals every Wednesday by appointment.

"We're excited to welcome Nancy in her new role as a SHIIP counselor," said Amy McLaughlin, CPA, Chief Financial Officer at MRHC. "She will be a great resource for individuals turning 65, those who are considering changing Medicare benefits, or for anyone simply wanting to learn more about their current benefits."

SHIIP is a free, confidential service of the State of Iowa. Danner completed extensive training and shadowing before being certified. In her role, Danner will provide information to aid in Medicare decision-making and answer questions related to Medicare itself, benefits, Medicare supplement insurance, Advantage plans, Medicare Part D plans, Medicare insurance claims, and how to guard against becoming a victim of Medicare fraud. She will not provide recommendations

for plans or agents but will be able to answer questions and provide impartial information to help residents make informed decisions and assist people who have a limited income.

"The best time to start getting information is before you actually need it, so I recommend at least 6-12 months before someone turns 65 years old," Danner recommended.

"I wanted to volunteer for something that was really needed," Danner shared. "SHIIP helped my husband and I when we had to make Medicare-related decisions and we found the volunteer counselors were very helpful."

**Nancy Danner,  
SHIIP Counselor**



Anyone interested in making an appointment with Danner can email [shiip.counselor@mrhcia.com](mailto:shiip.counselor@mrhcia.com) or call MRHC at 712-655-2072. If a client is only wishing to talk on the phone, they may leave their phone number and Danner will return their call.

## Upcoming Events at MRHC

**October 7-8** - Prime for Life OWI Course

**October 13** - First Aid, CPR, AED Training

**October 14** - Wellness Clinic

**November 11-12** - Prime for Life OWI Course

**November 14** - First Aid, CPR, AED Training

**November 23** - MRHC Blood Drive

**December 4** - Auxiliary Bake Sale, Main Street Manning

**December 9** - Wellness Clinic

**December 9-10** - Prime for Life OWI Course

**December 12** - First Aid, CPR, AED Training

Read more news and find out more information at [www.mrhcia.com](http://www.mrhcia.com)

