

MANNING REGIONAL HEALTHCARE CENTER Connect

EMPLOYEE RECOGNITION: Kathy Freese Receives DAISY Award

➤ Kathy Freese, a registered nurse who works in the medical/surgical department, emergency department, and Recovery Center at Manning Regional Healthcare Center (MRHC) was recently recognized for her exceptional role as a nurse and awarded the 2023 DAISY Award.

Freese's excellent care has never gone unnoticed – several patients nominated Kathy for the award, sharing their praises about the great care she provides.

"Andrew and I could never thank you enough for all you did for us. You were a Godsend," shared one patient.

Another added that Kathy "is always kind, smiley, and non-judgmental. You could tell she really cares!!"

These testimonials, among many others, made Freese the perfect recipient for the 2023 DAISY Award, a program that honors and celebrates the skillful and compassionate care nurses provide every day.

DAISY Award honorees are recognized within their department, receive an award certificate, and are publicly recognized. Freese was surprised with the award by her co-workers and family on Wednesday, June 28th.

"Kathy is an empathic nurse who always puts her patients at the center of her nursing practice," said Chief Nursing Officer, Michelle Andersen, RN, BSN. "Thank you, Kathy for taking extraordinary care of those we serve!"

"Kathy is an empathetic nurse who always puts her patients at the center of her nursing practice."

- Michelle Andersen, CNO

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 shown to Patrick and his entire family. When he died, 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.

Eligibility

All nurses who exemplify MRHC's mission and values and demonstrate our vision daily are eligible to be nominated. DAISY Award honorees are nurses who provide compassionate and remarkable care while demonstrating clinical excellence. Anyone, including 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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MANNING REGIONAL
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JACOBSEN SISTERS

MAKE AN IMPACT IN THEIR COMMUNITY

➡ Many employees at MRHC have shared that their coworkers feel like family and that the hospital is like a second home. For the Jacobsen sisters, Taya Vonnahme, Mikasia, Neeka, and Kamaya Jacobsen, it couldn't be more true as they work alongside each other in various roles at MRHC.

Taya, the oldest sister, currently serves as the Director of the Recovery Center at MRHC. "I knew I wanted to be in healthcare since I was young after watching the impact my family had on people in the community as healthcare providers," shared Taya, MSN, RN, ARNP, CADC. "Our parents worked for the local EMS, our father worked with the fire department, our uncle works as a paramedic in Carroll County, and our grandmother, Cynthia Genzen, was a well-known nurse here at Manning Regional. We've had a lot of great influences."

A sentiment that Taya's sister, Mikasia, echoes when she thinks about what encouraged her to pursue a career in the medical field. "My grandmother was a big inspiration," said Mikasia, BSN, RN. "She was an ER nurse, and getting to dress up in her scrubs and play with her equipment at home is something I remember fondly."

Mikasia currently works as a House Supervisor. Through MRHC's tuition assistance program, Mikasia received her LPN in 2020, her RN in 2021, and finally, her BSN in 2022. "MRHC has been a blessing with easing the strain of nursing school by offering me tuition assistance," Mikasia said. "My co-workers and supervisors at MRHC were also supportive and pushed me to continue my education."

In addition to their family members and co-workers being an inspiration for their careers and a solid support system, the sisters have always had, and still have, an important impact on each other.

"My family is for sure my main support through my career choices, but my sisters are my biggest supporters." - Kamaya

"They are the ones I go to for any decisions or help I need along the way," said Kamaya. "It was because of my sisters I got the opportunity to work at MRHC."

Kamaya works as a CNA on the med/surg floor and a counselor tech in the Recovery Center. Two roles that allow her to frequently work alongside her sisters. "Being able to work with my sisters is one of my favorite things. We have a unique bond that we get to bring into the hospital that tends to bring a lot of laughter and joy to our patients, clients, and co-workers when they experience us working together," Kamaya said. "We are very close and do many things in our lives

together so why would work be any different?

We have a love for our community as well as our jobs, making what we do easier as we get to care for many people that we know in some way or another," Taya added.

Yet another factor that played a large role in the girls choosing

their career paths was knowing they could make a difference in the community they grew up in.

"I wanted to help my community in a way that would make an impact," said Neeka, CADC, a CNA, EMT, and counselor tech in the Recovery Center. Mikasia adds, "there are highs and lows when working in a small town. The lows hit a lot harder as these are the people we have grown up with or have watched grow up themselves. I care a lot for my community, and I hurt when we have a loss. But the highs are worth it. Being able to provide great medical care and seeing progress for our patients is very rewarding. I really enjoy that I can share these experiences with my sisters and that when people come in, they know they can count on one of the Jacobsen/Genzen girls."

The women also share that, in addition to the support they receive from the community, each other, and their family, they would not be where they are without their team at MRHC.

Taya points out that "the hospital has developed and changed, offering me different opportunities I never anticipated. My co-workers are truly the best reason to work at MRHC. In addition, the flexibility for my family and outside duties are always met."

Mikasia emphasizes that "my co-workers are great and offer support in both my professional and personal life. I like that I am close to home and get to care for patients I know every day. I know I am serving where I am needed and that I am doing my part as a nurse to help provide excellent care here at MRHC."



CURRENT OPENINGS

- **Med/Surg RN: Full-Time**
\$10,000 sign-on bonus
- **ED ARNP or PA-PRN**
- **CNA**
- **Dietary Cook/Aide**
- **Business Office Manager**

To join the MRHC team, visit www.mrhcia.com/careers to learn about open positions.

WOUND CARE CLINIC

Receives Clinical Distinction and Patient Satisfaction Awards

➤ The MRHC Wound Care Clinic was a recent dual recipient of RestorixHealth's Clinical Distinction and Excellence in 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 awards that recognize the hard work and dedication of our staff."

RestorixHealth's Clinical Distinction award recognizes centers that have demonstrated exceptional success by meeting or exceeding clinical and safety benchmarks over a six-month period, and the Excellence in Patient Satisfaction Award recognizes centers that have demonstrated exceptional success by meeting or exceeding patient satisfaction benchmarks over a six-month period. The MRHC Wound Care Clinic has now received this dual award four 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.



HIP REPLACEMENTS *Now Offered at MRHC*

➤ MRHC is excited to add hip surgeries to the list of orthopedic services offered in the Specialty Clinic. To accommodate this additional service, Dr. Steven Stokesbary, M.D., F.A.A.O.S., a Board-Certified Orthopedic Surgeon, now offers orthopedic services in Manning three times per month.

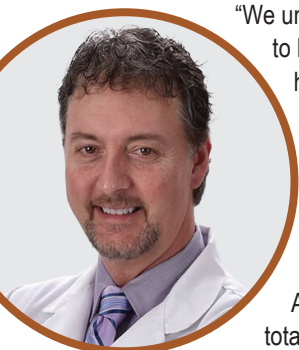
"We understand that patients and their loved ones prefer to have surgeries and procedures done close to home, so we are excited to offer hip surgeries in Manning," said MRHC CEO, Linn Block, RN, BSN, MHA. "Due to the increase in demand, we have also added another clinic date, so we are able to continue to offer additional specialty services for our patients."

As a General Orthopedist with an emphasis in total knee and hip replacement, sports medicine,

and arthroscopic surgery, Dr. Stokesbary also offers knee ACL reconstruction, rotator cuff repairs, treatment for chronic and acute pain, carpal tunnel release, ulnar nerve transposition, and trigger finger release.

To see upcoming clinic dates, visit the MRHC website or call (712) 655-8100 to schedule an appointment.

Special thank you to the MRHC Auxiliary for helping make this new service possible for our community! Money raised from their upcoming fundraisers will be designated to help purchase equipment necessary to provide total hip replacements.



THRIVE *Close to Home*

CRISENTIA BLAZEK



After making her way to the United States from Indonesia, Crisentia Blazek eventually made Iowa her home and began her career as a nurse at MRHC.

"My husband encouraged me to apply at MRHC because of its connection to the Manning community which is known for being forward-thinking," shared Blazek, RN, BSN. "MRHC has been a welcoming place for me to start my career as a nurse. My co-workers try to help whenever I need it. The providers are willing to answer questions I have. The community is there for you during the good times in life as well as the challenging times."

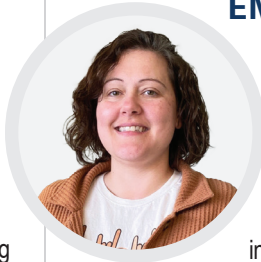
Blazek works in the Specialty Clinic, assisting different specialty providers and does outpatient services including infusions, injections, and dressing changes. While MRHC is thankful to have a talented and considerate nurse like Blazek, she is mutually grateful for the opportunities she has had to grow her nursing career in a rural community.

"MRHC has supported and helped me by offering continuing education inside and outside the facility and giving me an opportunity to work in different departments," said Blazek. "MRHC shows that they value their employees by providing financial assistance for college education, offering shift choices for employees who are taking college classes, and giving opportunities to learn new skills through job shadowing."



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EMMALEE BOLIN



Emmalee Bolin works as a counselor at the Recovery Center and has found that her personal experience with addiction and recovery is what inspires her to help others.

"I actually attended the Manning Recovery Center in 2014," said Bolin, LBSW, CADC. "I gained so much knowledge and understanding through my own experiences as an addict that I wanted a career where I could help others who also struggle. I get to connect with clients and give them a sense of hope. If I can make an impact on one person and help others to consider there is a better way of life than living in active addiction, then all my effort is worth it."

Bolin shares that she has a great support system at the Recovery Center to help her do her job to the best of her ability. "I truly feel like we have a good team atmosphere," said Bolin. "We all communicate well and when something happens or a coworker is out, we take charge of what needs to be done for our clients. I feel like my co-workers are my family."

While Bolin's goal for all her clients is to help them achieve lasting sobriety and leave the Recovery Center with the knowledge and tools to live healthy, drug-free lives, she has no intention of leaving any time soon and is ambitious about the future of her career.

"My goal is to eventually get my master's in social work," Bolin shared. "I am a good leader and have always been in management throughout my years of employment. I would love to be the director of the Recovery Center one day."



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MYA ERTZ



"I always knew that I wanted to help people," shared Mya Ertz, RN at MRHC. "I found that nursing had many different avenues to care for others, so my junior year of high school I met with Jill Arp about the tuition assistance program at MRHC and I was sold. My passion to help others, in addition to the tuition assistance and flexibility in roles at MRHC, encouraged me to pursue nursing."

The tuition assistance program at MRHC has helped many employees like Ertz advance in their nursing careers by paying for their tuition and books. Once an employee passes their boards, they return to work at MRHC and "work off" their tuition assistance. For every hour of work, \$1.00 of the tuition assistance is "paid back." The employee never actually pays MRHC. They simply go to work, use their education to properly care for patients, and over time their tuition is paid back.

"The tuition assistance program is an amazing opportunity for people to gain experience in the field and complete school without the financial burden of student debt," said Ertz. "I worked at MRHC as a CNA and LPN through school and gained valuable experience as I completed my RN."

Ertz has now completed her schooling and has established a rewarding career at MRHC that she enjoys.

"I like working at MRHC for many reasons," said Ertz. "Not only is MRHC close to home, but it also employs many of my close friends. They also allow me to help in different departments and roles! The atmosphere is amazing, even in passing people say hi with a smile. The hospital is my home away from home."



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WHAT THEY'RE SAYING!

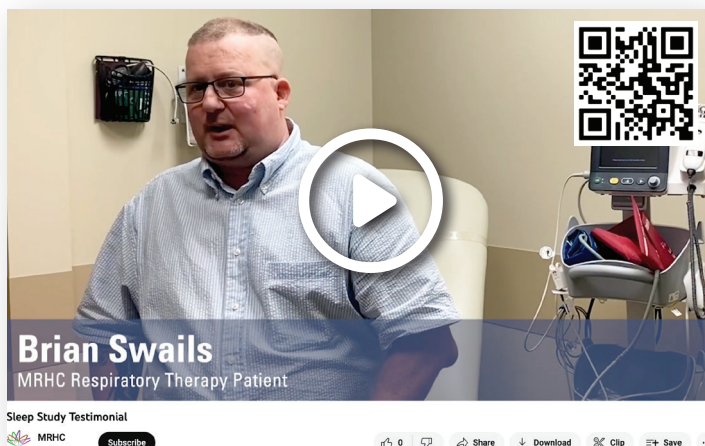
During Patient Experience Week, the last week of April, MRHC patients, Brian and Nancy, shared their personal experiences with MRHC's staff, care, and treatment. It's testimonials like these that make us proud to offer a variety of care to our community members, right here close to home.

How a Sleep Study Changed Brian's Life

Being constantly tired and irritable was something that Elk Horn resident, Brian Swails, just associated with getting older, but after trying to live off energy drinks for too long he agreed to an at-home sleep study through MRHC.

"It really just changed my life," Brian shared. "Tina [Gehling], my respiratory therapist, was a wealth of knowledge and she helped with everything from how to set the machine up and everything that I needed. The education this hospital provides is phenomenal."

Hear more from Brian about how the decision to have a sleep study gave him answers and immediately changed his life.

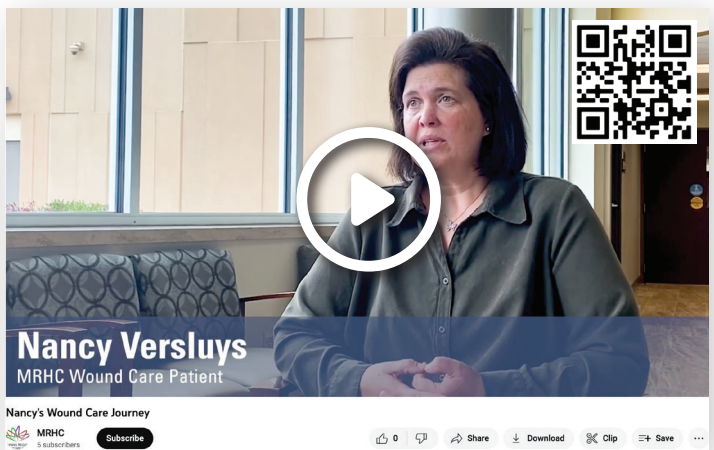


Nancy's 20+ Year Wound Finally Heals

After having wound care treatments for more than 15 years with a recurring wound, Nancy began treatments at the MRHC Wound Care Clinic and has seen dramatic improvements and received personalized care that she hasn't received elsewhere.

"You walk in; they know your name; they know who you are and why you're there," Nancy said. "Dr. Luong is very personable. Kendra is very personable. They want to know about your history; they want to know about your day. It's much more personalized here. I want to feel like they care for me as a person, that's what healthcare is all about."

Hear more from Nancy about her experience receiving wound care treatments at the MRHC Wound Care Clinic and how it has compared to other facilities in which she has received treatment.



MRHC OFFERS FREE MEDICARE INFORMATION

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 attending the free "Welcome to Medicare" seminars. These seminars are a free and confidential service that will cover Medicare Parts A & B benefits, Prescription Drug Benefits (Part D), Medicare Advantage Plans, Medicare supplement

insurance, as well as share tips to help individuals identify Medicare fraud, errors, and abuse.

Seminars will be held on July 18th, September 26th, and November 28th. Call (712) 655-2072 to register for a seminar. Nancy Danner is also available every Wednesday at MRHC to meet with individuals by appointment. She can provide information to aid in Medicare decision-making and answer questions related to Medicare itself, benefits, plan options, claims, and how to guard against becoming a victim of Medicare fraud.

She will not provide recommendations for plans or agents but can answer questions and provide impartial information to help individuals make educated decisions and assist people who have a limited income.

Anyone interested in making an appointment with Danner can email 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.

The Oppermans' Legacy Continues

➤ In today's day and age, people often want to 'experience the most' and 'live their best life.' One part of living a great life is to be grateful for the opportunities and places that you value and to consider the impact you want to make and the legacy you wish to leave for the next generation.

For longtime Manning residents and family farmers, Bill and Phyllis Opperman, they had great examples throughout their lifetime of the generosity of family and friends who contributed their time, talent, and treasures for the betterment of the community.

Bill's grandfather, George Dietz, a prominent farmer and visionary businessman, had the foresight to recognize that when the Manning General Hospital was built, it would need an elevator to be effective. He contributed financially so Manning would be one of the first rural hospitals in the state to have an elevator. This feature assisted patients for many years until the current hospital was built in 2014.

In an interview in early 2021, Bill reflected on the numerous other amenities Manning cherished thanks to generous donors and funds raised from various community events, such as the fire department, parks, trails, the Hausbarn Heritage Park, and so much more.

Bill and Phyllis lived a full life, felt blessed to live in Manning and were very proud of all that the small community had to offer. They were active in community events throughout their life. As they looked at estate planning, they looked to identify ways they could give back to the community and make a difference for generations to come. They also wanted to make an impact while they were alive so they could see the fruits of their labor.

Most notably was their foundational gift to kickstart the Manning Public Library relocation and expansion in 2022. Although Phyllis unfortunately did not get to experience the finished space after passing just two months

prior to the library opening, Bill visited nearly every day. Not only did he read the daily papers, but he also volunteered to take care of the new community gem. Nothing made him prouder than seeing people of all ages enjoying the space.



Bill was intentional about considering other impacts he wanted to make before his passing. He reflected on the parts of the community that had the biggest influence on them throughout their lives.

Personalized Care Makes Impact

One memory that kept coming to mind was that, as they faced health challenges, they were able to continue receiving care in Manning and were "overwhelmed by how much people truly cared," shared their daughter, Janis Opperman.

Janis, who has worked as a nurse in Omaha for many years, reflected that "the care they received at MRHC was exceptional. What mattered most to them was that all the medical staff worked together and were willing to talk to them as people making sure they understood everything that was going on. When they needed

anything the staff made sure they got it. Staff always went above and beyond their expectations, and how much they cared always showed. Having caregivers that are neighbors and family of friends always meant a lot to them. They could not have gotten better care anywhere else."

The Oppermans were grateful to have various healthcare services in Manning so they didn't have to travel far as they aged. Phyllis went through physical therapy and was thankful for MRHC's skilled team of therapists. She appreciated that, although she had to receive treatment three times a week, in a matter of five minutes or less she could get there and Bill could go back home instead of waiting for her in the lobby. Likewise, it wasn't a long drive home to get back and rest.

Another example of the exceptional care the Oppermans received at MRHC was when Phyllis suffered a stroke. "Dad called 911 and they responded right away. In less than five hours from the initial phone call, surgery was completed in Omaha. Had she not been seen right away and stabilized in Manning, it would have been too late to take her elsewhere," Janis said.

A Legacy in the Making

"Dad was always a practical man, and he knew that life had its cycle," said Janis. "As he reflected on the legacy he wanted to leave, he shared that he wanted to contribute financially so that community leaders could do what they needed to get done."

"[Bill] always wanted to do something important, something from the heart."

- Janis Opperman

Bill and his family met with Linn Block, MRHC CEO, who shared some of the opportunities that were on the horizon for the hospital. "While we didn't determine an exact project at the time, we shared the vision for the future of the hospital and our commitment to keeping necessary services local," said Block. Bill was happy to hear of the progress and commitment to ensuring that hospital services would be available for generations to come.

Although the board of directors have not determined the exact project this donation





will fund, Block assures, “it will contribute to something big. The Oppermans’ donation will provide support for necessary upgrades to further provide high-quality, yet local care, that patients deserve and have come to expect from MRHC.”

“We are grateful for their legacy contribution to MRHC as well as their children’s willingness to support us even though they no longer live

here,” added Block. “It is generosity like theirs that keeps our rural hospital thriving despite a tough economic and political environment.”

Bill passed away on January 15, 2023, and he and his family were grateful that he could spend his final days at MRHC. He was comfortable, it was convenient for the family, and the ability to see his friends meant the world to him.

“As we all consider the legacy we want to leave in this world, we are thankful for visionaries such as Bill, Phyllis, and even Grandpa Dietz who were intentional about making a difference long into the future for the entire community,” shared Block.

MRHC will forever remember the Oppermans and are grateful for their support of MRHC and the Manning community.

If you or your family would like to consider making a legacy donation to Manning Regional Healthcare Center, please contact CEO, Linn Block at (712) 655-2072 to arrange for an in-person meeting. Visit www.mrhcia.com/donate to learn about more ways to give or donate online.



SENIOR LIFE SOLUTIONS

Awarded 2022 Training Site and Program Finalist of the Year

➡ The Senior Life Solutions program was recently awarded the 2022 Training Site and Program Finalist of the Year awards. Senior Life Solutions Program Director, Janet Brus, RN; Program Therapist Amy Hull, LISW; and Office and Patient Coordinator, Cathy Dammann were surprised with these awards in mid-March.

Top-performing employees and Senior Life Solutions programs from around the country are recognized annually based on their excellence in demonstrating the program’s values of care, compliance, and community. Award recipients demonstrate outstanding patient care, excellent comprehension and execution of compliance regulations, and strong community engagement.

“This is truly an honor,” said Senior Life Solutions Program Director, Janet Brus. “We work hard to provide a quality service for the hospital and our patients. They are the reason we are here. We love what we do.”

Senior Life Solutions is a program designed to meet the unique needs of individuals, 65 and older, experiencing symptoms of age-related depression or anxiety, dealing with difficult life transitions, a recent health diagnosis, or the loss of a loved one. MRHC’s Senior Life Solutions program staff includes a board-certified psychiatrist, a nurse practitioner, a licensed therapist, a registered nurse, and other trained professionals dedicated to the well-being of seniors.



Self-referrals as well as family members, friends, community members, physicians, and other health professionals can refer people to the Senior Life Solutions program. For more information, education, or to discuss support, please call (712) 655-8262.



SPECIALTY CLINICS AT MRHC



Cardiology

Kyle Ulveling, M.D.

Clinics offered: First and third Tuesday of every month



Dermatology

Abby Behrens, MSN, ARNP, FNP-C

Clinics offered: First and third Wednesday of every month



ENT

David Denman, M.D., FACS

Clinics offered: First and third Wednesday of every month



General Surgery

Josh Smith, D.O., FACOS

Clinics offered: Every Monday



OB-GYN

Michael Woods, M.D.

Clinics offered: Second Wednesday of every month



Orthopedics

Steven Stokesbary, M.D., FAAOS

Clinics offered: Three times a month



Pain Clinic

Brian Jacobs, ARNP, CRNA, NSPM-C

Clinics offered: First and third Wednesday of every month



Podiatry

Eric Jensen, D.P.M.

Clinics offered: Every Tuesday except the first Tuesday of the month



Urology

Andrew Bourne, M.D., FACS

Clinics offered: Every other Friday



Wound Care

Thang Luong, M.D.

Clinics offered: Every Thursday

Stessman Receives PHARMACY RECOGNITION

➤ The desire to maintain high-quality, local healthcare services is a common theme in Manning and much of west central Iowa. In order to keep those services strong, it takes dedicated healthcare professionals who put the needs of patients before their own. It's not every day, though, that these unsung heroes get recognized for the work they do. Last fall, Bob Stessman, former owner of Manning Pharmacy and part-time employee for MRHC, was recognized with the Bowl of Hygieia Award.

Known as the most widely recognized international symbol for the pharmacy profession and considered one of the most prestigious awards in pharmacy, this recognition is awarded annually to a pharmacist who has made outstanding civic and community contributions throughout their career.

For more than 30 years, Stessman has served the greater Manning area with local pharmacy products and services, and it was important to him when he sold the business to ensure those services remained local. Today, Bob works on an as-needed basis to support the pharmacy needs at MRHC.

In 2021, the Iowa Pharmacy Association also awarded MRHC's Jen Morris, PharmD, with the Health Systems Pharmacist of the Year Award, and Connie Siepker, CPhT, received the Pharmacy Technician of the Year Award.

Read more about Stessman's award at bit.ly/3NR4Lv4 or by scanning the QR code to the right.



George Bruce Named OUTSTANDING EMPLOYEE

George Bruce, IT Specialist at MRHC, was recognized for his exceptional performance and growth in his job and received the 2023 MRHC Outstanding Employee Award during Hospital Week on May 10th. Bruce was nominated for the award by several of his co-workers who all agreed he not only meets but exceeds the criteria for this award.

The Outstanding Employee Award recognizes an MRHC employee who consistently performs a high-quality of work and extra duties beyond those normally assigned, demonstrates a willingness to work with others and assists whenever needed, has a positive attitude, displays exceptional dependability, and creates a positive work environment. Characteristics that Bruce undeniably possesses, making him a popular nomination and an easy choice for the award.

In a nomination letter, one of Bruce's co-workers commented that, "George is extremely passionate about his job and ensures that MRHC not only has a safe network but that users can access and do their work efficiently. He has gone above and beyond in the number of projects he has helped to implement in the time he has been here. We are so much safer and better off with him. I don't know what we would do without George!"

Another co-worker commented that, "everyone at MRHC knows his laugh, and he's built positive, collaborative relationships with employees throughout the entire facility. I think most, if not all, would say that if George is



working on their IT problem, they can expect a resolution. He continually puts in time outside of his core hours (evenings and weekends) and he is always there and available. There are so many technical things George has impacted that most employees don't see or know about."

In addition to assisting with technical needs and problem-solving for fellow co-workers, Bruce also played an integral role in helping MRHC seamlessly introduce a new electronic health record system earlier this year.

"George's technical knowledge is unmatched by anyone I've ever worked with and that shows in his quality of work," said a fellow co-worker. "He has been instrumental in our EMR conversion, often serving as the subject matter expert for technologies, vendors, equipment, and systems that we don't even own."

Several of Bruce's co-workers also shared how his personality, dependability, and commitment to MRHC make him the best choice for the Outstanding Employee Award.

"George is extremely dependable when it comes to finding answers or solving problems and he works tirelessly until he finds solutions for his peers," a co-worker wrote. "He puts others' wants and needs above his own and is always willing to lend a helping hand where needed. If there is a problem, he will not only fix it but go above and beyond to research how to prevent it from happening in the future. He is super knowledgeable, very approachable, and always willing to help. We are so lucky to have George at MRHC!"

UPCOMING EVENTS AT MRHC

Blood Drives – July 25, Nov. 24

Auxiliary Bake Sales – July 21, August 25

Welcome to Medicare Seminars – July 18, Sept. 26

CPR/First Aid Trainings – July 17, Aug. 17, Sept. 6

Wellness Clinics – July 14, August 11, Sept. 8

WCIHF Golf Tourney – July 21

MRHC WELCOMES DEDICATED

Mental Health Provider,

Hollie Schechinger

➤ To address one of the primary health concerns affecting our rural communities, MRHC is expanding mental health services. Hollie Schechinger, a counselor in the Recovery Center at MRHC, is now a designated mental health provider offering services in Manning three days a week for patients 12 years and older.

"My new position will help expand the availability of mental health services for everyone," said Schechinger, LMSW. "I will be able to help people in Manning and surrounding communities get the help they need. Mental health services in this area are difficult to get as there are long waiting lists, so people struggle to get appointments. My hope is to provide support for people who are just waiting for help."

In addition to providing mental health services for the general community, Schechinger will also continue working with Recovery Center inpatient clients two days a week.

"I will be providing mental health therapy by using a wide variety of interventions and therapy models," Schechinger said. "I hope we can spread awareness of mental health and the importance of not hiding it."

"I want to bring more access to mental health services so that those who are staying quiet about their mental health problems can speak out about them."

- Hollie Schechinger

"I am very excited about this opportunity and building the availability of mental health services in Manning," Schechinger said.

Mental health care has always been important to Schechinger, and she is hopeful that her

new role will help those in need and change the stigma surrounding mental health.

"I have always wanted to work in healthcare in some way. During high school when we took those career quizzes, I always got therapist. I just have a passion for helping people," Schechinger shared.

"I found that social work would be a great way to help others in the healthcare setting, so after getting my social work feet wet working with troubled youth at Quakerdale in Manning, I really realized how important mental health is. Many people still see mental health as being taboo, but I want people to understand that mental health impacts everyone in multiple ways. That is when I realized I wanted to focus on helping others in mental health."

A 2009 Coon Rapids-Bayard graduate, Schechinger received a social work degree from Briar Cliff University in 2013. After working at Quakerdale, she worked in the Recovery Center for almost five years before going into Home Health with Carroll Area Nursing Services. She then returned to school to get her master's in social work with a focus in mental health and trauma from the University of Denver.

"After finishing my degree, I realized I really missed providing therapy, so when a position opened at the Recovery Center, I decided to take it," said Schechinger. "I spoke with the Director, Taya Vonnahme, about wanting to improve access to mental health services in this community, and she ran with the idea. The administration team at MRHC came together and we came up with the plan of adding a full-time mental health therapist. Having an administration that will help us achieve our career goals is amazing. They really care and want you to succeed. I wanted to expand mental health services, and now less than a year later I am already



working on making that goal reality."

"Hollie is very passionate about helping our community in more ways than we already do," said Vonnahme.

"She has been working with the Recovery Center in Manning for years, and when she came back, she made it

clear that she wanted to do more. I knew we had a great opportunity to provide additional services to our patients and community, so we are very excited to expand mental health services here in Manning."

In addition to feeling supported in her career goals, Schechinger shares that working at MRHC is fulfilling in other ways as well.

"Working at MRHC is almost like having another family," Schechinger shared. "I believe it speaks volumes that I worked here for 4.5 years and eventually decided to come back. We are very team-oriented, close with one another, and help each other out. Everyone is very encouraging and helpful in many ways even if they don't work in the same department. We are all here to work together to help ensure patient safety and needs are met."

To schedule a mental health appointment, 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 substance abuse professional.

NEW SPEECH THERAPY PROVIDER

Welcome, Carrie Scharfenkamp!

➤ The therapy department at MRHC is excited to welcome Carrie Scharfenkamp, M.A. CF-SLP, a new speech therapist offering services for adults and children.

Speech therapy services include evaluation and treatment in the areas of speech, language, swallowing, voice, cognition, and augmentative communication. Scharfenkamp can address issues with speaking, reading, listening, writing, thinking, and swallowing. Scharfenkamp will provide services for all age groups from birth to geriatrics.

"After working with children with disabilities at ChildServe I realized how much I enjoyed helping them communicate and complete tasks in their daily life," shared Scharfenkamp. "Many of the children I worked with had communication difficulties and would see a Speech-Language Pathologist. I became interested in the field, began to do some job-shadowing, and instantly loved it. While studying speech-language pathology, I realized my passion was much more than just working with children. I love helping all populations with their deficits and disorders."

"Nothing is more rewarding than helping patients reach their goals, no matter how small."

- Carrie Scharfenkamp

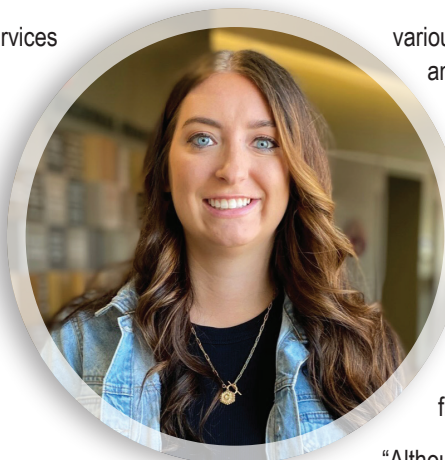
Common deficit areas Scharfenkamp works with are apraxia, aphasia, articulation, augmentative communication, dysarthria, expressive/receptive language disorders, oral motor disorders, fluency, swallowing, voice disorders, and pragmatic disorders. She also works with a wide range of diagnoses such as MS, dementia, autism, developmental delays, stroke, Parkinson's, cancer, ALS, TBI, cerebral palsy, speech/language delay, and more.

"Speech therapy services will look different for everyone depending on their deficits and diagnoses," said Scharfenkamp. "For adults, some common service areas would be communication, voice disorders, dysphagia, and cognitive deficits. Common service areas for children include communication, speech, language, social skills, and behavior. Regardless of the person's age or deficit, it is extremely important to find out what their needs and goals are to make functional improvements in their everyday lives."

Some warning signs that someone may need speech therapy services would be unintelligible speech, delays in speech/overall development, issues answering questions, difficulties with fluency (stuttering), coughing or choking while eating, or problems with any aspect of communication.

"I am excited to begin offering services that are needed in the area, individualized to the population's needs, and try new things that the hospital has not been able to offer in the recent past," said Scharfenkamp. "I would love to offer co-treatment sessions with occupational or physical therapy if appropriate and expand services to a wider variety of populations like adults and inpatients. Manning has a great, supportive community with an expanding hospital, and I look forward to being part of its continued growth and excellent services."

Scharfenkamp grew up in the Carroll area and received an associate degree from DMACC in Liberal Arts and bachelor's degree in Linguistics from Iowa State University. She attended the University of South Dakota for her Master of Arts in speech-language pathology while completing clinical work in



various settings for clients including an elementary school, Scottish Rite Children's Clinic, SEDDAC, and University Clinic. After graduating college, she began working at Northwest Area Education Agency as a speech-language pathologist where she currently works with children from birth to five years old.

"Although I will continue to work in the schools, I chose to work at MRHC as a PRN because I am passionate about many aspects of the field of speech-language pathology," shared Scharfenkamp. "I want to continue to work with a variety of patients with different deficits and learn more in the medical setting to expand the services that I can offer."

To schedule a speech therapy appointment with Scharfenkamp, call (712) 655-8298.

Speech Therapy Services

- Speech articulation
- Phonology
- Receptive language, fluency and voice
- Cognitive communication for dementia, stroke, post-concussion, Alzheimer's, and language deficits
- Swallowing therapy

Speech Issues

- Speech delays
- Unintelligible speech
- Stuttering, repetitive words
- Difficulty swallowing
- Coughing or choking while eating



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HOSPITAL WEEK 2023

In May, the MRHC team celebrated a State Fair-themed Hospital Week with food, fun, and games. This year's slogan was, "We are healthcare, caring for patients, strengthening communities." It truly does take all of us to care for our patients and strengthen our community. Thanks to each of you for what you do here, you make a difference!



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