

THE ANNUAL REPORT EDITION

# create

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Family Physician

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**Osceola**  
REGIONAL HEALTH CENTER

AN AVERA PARTNER

# welcome!



On behalf of the Board and staff of Osceola Regional Health Center (ORHC) I would like to say thank you for your continued support and for allowing us the opportunity to serve you. By choosing ORHC, and our Avera affiliated family medicine clinic, you not only support our ability to provide excellent healthcare services close to home, but you also contribute to our community's local economy.

Last year alone, ORHC and related services had a huge impact on the local economy by way of direct employment of individuals living in our community, service purchases from other local community businesses, and through donations ORHC made to support other community organizations. ORHC directly employs 122 of your friends and neighbors and the hospital, with the support of our Avera Clinic, has brought four new doctors and nurse practitioners to the community over the last three years.

This year we had a leadership team transition in that our prior CEO, Ben Davis, took an open CEO position at a community hospital in Glencoe, Minnesota. While this was a big change for ORHC, we are building on the progress that Ben made during his tenure.

In August of this year, the Board was pleased to announce the hiring of Joe Heitritter as our new CEO and cultural leader. Joe is a local having grown-up in Boyden, Iowa. Joe previously worked at Sioux Center Health as their Support Services Officer. The Board and staff are excited about the new ideas and direction that Joe will bring to ORHC. [Read more about Joe on page 11.](#)

I hope you will continue to allow our excellent staff to serve you. Regional critical access hospitals like ORHC are facing many obstacles as the healthcare service industry attempts to realign itself to manage already low reimbursement rates while still facing ever rising operational costs. Accordingly, your decision to support high quality healthcare right here at home is more important than ever. With your current, and continuing support, ORHC is well positioned to manage the changing landscape in healthcare. Our first priority will always be to provide high-quality, locally managed, healthcare services to our great community. Thank you.

  
**Nathan Rockman**  
OSCEOLA REGIONAL HEALTH CENTER  
BOARD OF TRUSTEES - PRESIDENT


## What is create?

Besides being the name of our annual report, **CREATE** represents the core values in which all of the employees at Osceola Regional Health Center follow with the intention of better serving our community and each other.

**Compassion**  
**Respect**  
**Excellence**  
**Accountability**  
**Teamwork**  
for **Everyone**



600 9th Avenue N. Sibley, Iowa 51249  
712-754-2574

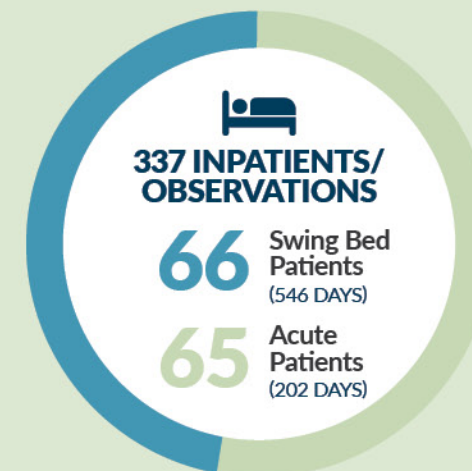
 **WE'RE SOCIAL!**  
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**FOR MORE INFORMATION**  
about our hospital, services and  
providers; visit us online at  
[www.osceolarhc.org](http://www.osceolarhc.org)

## # OUR YEAR IN numbers

Quantifying Osceola Regional Health Center's commitment to quality care, exceptional service, and making a positive impact in our community.

 **22,513**  
OUTPATIENTS



**122 TOTAL EMPLOYEES**  


**109** MEDICAL  
STAFF  
MEMBERS

**\$26,268,233**  
2023 HOSPITAL ECONOMIC IMPACT

### NEW BEGINNINGS VOLUNTEER HOURS

 **23**  
Volunteers

 **2768**  
Hours

 **122**  
WELLNESS CENTER  
MEMBERS  
(NON-EMPLOYEES)

**APPROXIMATELY**  
**\$4.3K**  
DONATIONS TO  
COMMUNITY



**6761**  
TOTAL PHYSICAL  
THERAPY VISITS



**SAME-DAY  
SURGERIES  
INCREASED BY**  
**41.4%**

 **24**  
RESIDENTS AT  
HEARTWOOD  
HEIGHTS

- 16** Independent
- 8** Assisted

 **\$15K**  
CHILDCARE  
SUPPORT



**It's extremely important to get screened at age 45. Colorectal Cancer is one of the most treatable cancers if caught early.**

— **CONNIE MORRISON**  
MD, GENERAL SURGEON  
PRACTICING FOR 20 YEARS

IN 2021, THE U.S. PREVENTIVE SERVICES TASK FORCE ISSUED A NEW RECOMMENDATION THAT COLORECTAL CANCER SCREENING FOR PEOPLE AT AVERAGE RISK SHOULD START FIVE YEARS SOONER. THE CHANGE TO AGE 45 WAS BASED ON THE TREND OF GROWING CASES AMONG YOUNGER ADULTS.

## Don't let fear stand in the way of your health

**S**teve Rasche's idea of work-life balance is "go, get it done." Steve is a local farmer from Heron Lake, MN. If he isn't busy farming or hauling feed, he is traveling or indulging in one of his many hobbies. About a year ago, it seemed like all of that may change when he was diagnosed with colorectal cancer.

After a recommended preventative colonoscopy screening from his primary care physician, Steve decided to call and schedule an appointment. The procedure isn't as bad as some people think. He said, "I had to drink about a gallon of liquid the day before to clean me out. That's the fun part. They put me under and the next thing I knew I was done."

He was grateful for Dr. Connie Morrison and the caring medical team at Osceola Regional Health Center that helped make the process as smooth as possible. "Really friendly people. One nurse told me to call, day or night, with any questions I might have."

It was during this routine colonoscopy when Dr. Morrison discovered the growths on the



**Some colonoscopy scopes have a limited radius. The new scope at Osceola Regional Health Center is smaller and more flexible increasing the viewability of the entire colon.**

inside lining of Steve's colon. Additional scans determined that these polyps were indeed cancerous and that Steve was in Stage 3 of Colorectal Cancer.

"It had spread to some lymph nodes, but not to the liver and lungs."

A little scared and nervous, Steve focused on the fact that the cancer was caught early enough that it was still treatable.

The next several months proved to be a very trying time for Steve. With constant trips to doctors' offices, treatments, as well as dealing with the side effects of chemotherapy and radiation, Steve was all but beat.

**Steve is not one to stay down for long. After 6 months of chemotherapy and radiation treatment, he is cancer free.**

*Schedule an appointment with your primary physician to learn about screening options. Call 712-754-5308 to schedule your colonoscopy at ORHC today.*

Eager to stay on top of his health, he is committed to his on-going three-month preventative check-ups and has become an advocate for regular colonoscopies, urging his friends and family not to let fear stand in the way of their health. "The procedure isn't that bad. Go, get it done."

# Ahead OF THE game

Recovering from a sports injury helped Bria Wasmund realize her future career.



**B**ria Wasmund is off to college succeeding her career as point guard for the Sibley-Ocheyedan Girls Basketball team. She will continue her basketball career at Dakota State in Madison, South Dakota as she furthers her education to become a Physical Therapist.

The road to this point has not been easy. In 2022, Bria entered her junior year with intentions of starting as point guard for the Sibley-Ocheyedan Generals. She went up for a layup and awkwardly landed on her knee resulting in immediate discomfort. This led her to seek care from an orthopedic specialist, with further imaging helping diagnose a torn ACL. As part of her recovery, intense physical therapy was recommended

to ensure proper healing in order to return to her prior level of sport activity. Bria choose to receive her care at Osceola Regional Health Center (ORHC) with regularly scheduled appointments with Kyle Ingwersen, DPT.

"Kyle sees you as so much more than a patient. He cares about you as a person. He would go out of his way to ask me, mentally, how I was doing," Bria said fondly describing her experience at ORHC. He asked her to bring a basketball to her appointment to customize her recovery by gearing it towards what she was interested in... BASKETBALL!

Ingwersen's intentionality and personalized care sparked Wasmund's interest in physical therapy. Now, fully recovered

from her injury, she is starting college with over 60 hours of job shadowing experience in the field. Exceeding the amount of required grad school hours.

Zach Wessels, DPT, was also influential in Wasmund's care and schooling, "Zach helped me get in contact with other physical therapists for job shadowing and we started talking about grad school." Bria said expressing her gratitude for the staff at ORHC. "Kyle and Zach have taught me a lot and they make it fun."

Bria is looking forward to being able to help people the same way Kyle and Zach helped her. "It will be pretty rewarding to see someone go from not being able to walk to participating in sports and knowing that I was able to help them."

"They see you as more than just a patient."

“

This program helped me realize I want to be part of a hospital like this. After college, I want to work at a smaller hospital and be able to help the community. Each department was amazing to me. Overall, this program is so amazing and I'm so glad I was able to be a part of it.

— **KAISHA VAN ENGEN**  
SPRING 2023



“

It gives students exposure to a variety of different things, including talking to people you've never met that you will now know for a lifetime, and finding interests that you never knew you had. I am extremely grateful for all of you and allowing me to have a part in this program.

— **MAKYA DYKSTRA**  
FALL 2022  
(NOW EMPLOYED AT ORHC)



“

Everyone on staff was very kind and welcoming. I felt like they all tried to include me in conversations, they always explained to me what they were doing and why, and even let me help as much as I could.

— **RYLIE BOER**  
SPRING 2023



“

Just by being at the hospital and seeing many different things, I was able to figure out what I wanted to do. So next year I will be attending SDSU and majoring in exercise science in order to attend grad school after and become a physical therapist.

— **EMMA LANGSTRAAT**  
SPRING 2023



## School to Career

Investing in the next generation of our community has been a focus at Osceola Regional Health Center. Our most recent program partners with the Sibley-Ocheyedan School District. The School to Career program is a semester long commitment and provides students a well-rounded, on the job, hands on experience while earning school credit. The program allows students to expand their knowledge of the various opportunities within healthcare and help them make more informed decisions along their career path.

*Additional opportunities for students include shadowing, internships, preceptorships, and clinical rotations.*

For more information, please contact Human Resources.  
Emily.VanKekerix@osceolaregional.org | 712-754-5315

# trust and community

*Traveling is among Dr. Austin Eggers' many hobbies. He has been to 28 states and 2 countries. This is Dr. Eggers at Loch Vale in Rocky Mountain National Park in Colorado.*

Osceola Regional Health Center and Avera Medical Group Sibley would like to welcome our newest physician Dr. Austin Eggers, MD, to the facility and our community.

Dr. Eggers always knew he wanted to help people. Growing up, he was frequently confronted with life and death. His father worked as the mortician in his hometown of Rosholt, SD. Witnessing his father's compassion and ability to help people during difficult times in their lives was a true inspiration for Dr. Eggers. Having that same passion for healing is what led him to his pursuit of becoming a doctor.

He had always known a doctor to be a family medicine physician. The physician that assisted in his birth also delivered both of his sisters and his mother. "It's a pretty cool thing to be able to care for the whole family through multiple generations," he said. This along with the readings from Malcolm Gladwell and David Epstein's book "Range" solidified his decision to become a family medicine physician and sparked a relentless passion to make a meaningful difference in the lives of those around him.

**Dr. Eggers believes that trust and listening are paramount to successful patient care. He also understands that trust is not something that just happens, it's built. At the beginning of each visit, he takes the time to talk with his patients on a personal level.**

"I treat my patients as if they were my family members. So much of what we pick up on are what the patient perceives things to be. Listening is very important," he said.

Not only is it important for Dr. Eggers to get to know his patients on a personal level, but also to become a part of our close-knit community.

"I wanted to go to a rural hospital instead of a big hospital, because

you are able to make better connections with your patients and better connections in the community," he said.

Hailing from his own close-knit community, Dr. Eggers holds a profound appreciation for the value of strong community bonds. He now is a resident of Sibley and is excited to serve his new community!

## DID YOU know?

### EDUCATION:

Bachelor's in medical biology from University of South Dakota in Vermillion, 2016; medical degree from University of South Dakota, 2020; residency at Sioux Falls Family Medicine, 2023.

### INTERESTS:

Running, cycling, hiking, traveling with a goal to visit all 50 states, reading, playing piano and following Minnesota sports teams.

Osceola Regional Health Center and  
Avera Medical Group Sibley would like  
to welcome Dr. Austin Eggers, MD, to  
the facility and our community.

Dr. Austin Eggers is currently accepting new patients. To schedule an appointment with Dr. Eggers, call Avera Medical Group in Sibley at 712-754-3658.

## community spotlight

In an era of digital information overload, local newspapers remain a trusted source of credible, local news in our thriving community.

**T**he Osceola County Gazette-Tribune is an official legal newspaper for Osceola County. It has had a long interesting history starting with Sibley's first newspaper, The Sibley Gazette, which began shortly after the town was settled in 1872. The Gazette-Tribune, as we know it today, was established after combining local newspapers into one official news source.

The Gazette-Tribune is owned and operated by Iowa Information Media Group, which is also thriving. Iowa Information is a family-owned business that was founded in 1962 by Peter W. and Connie Wagner, marking the beginning of their publishing journey first with the Golden Shopper. Since then, Iowa Information has continued to grow. The Wagner family now owns 10 local newspapers, 5 shoppers, 1 entertainment guide, OKOBOJI Magazine and White Wolf Digital Printers, which prints 179 newspapers, as well as this issue of our CREATE magazine.

"I always wanted to own the hometown paper," said Peter

Wagner about the acquisition of The Osceola County Gazette-Tribune in 2021. Connie added "Everyone seems to know us! Anywhere we go someone stops us and tells us how much they enjoy the paper."

Peter and Connie have always been passionate about their work and take great pride in being able to share that with the community.

"Newspapers are the first written history. Communities need to have the ability to look back to know where they came from, who they are and where they are going. Local news is so important," said Peter.

Peter and Connie also believe that the continued support and growth of local healthcare is equally important. The Wagner's have been supporting Osceola Regional Health Center for decades. "We were here when the hospital was built, we were original donors to the hospital. Now we value the connection

with Avera," said Peter when talking about how much the hospital has also been thriving.

We would like to thank Peter and Connie for their commitment to their hometown and working with us to help create a healthier and more informed community.



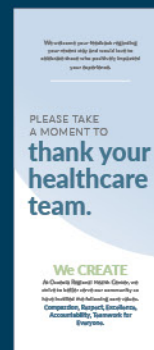
Visit them online at [www.nwestiowa.com](http://www.nwestiowa.com) for more details about The Osceola County Gazette-Tribune, Iowa Information Media Group, their other publications, news articles and more!

## DID YOU know?

THERE ARE TWO GREAT WAYS TO SAY

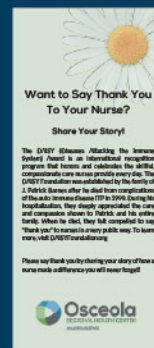
# Thank you

TO YOUR LOCAL HEALTHCARE TEAM



### ■ CREATE CARD

Recognition program honoring employees for their exceptional service and care.



### ■ DAISY AWARD

National program honoring nurses who provide above-and-beyond compassionate care to patients and families.



Joe Heitritter with his wife, Kendra, and daughters, Lucy, Rose and Nora.

# welcome

**Joe Heitritter** ORHC CEO

"I am honored to have been selected as the next CEO of Osceola Regional Health Center. I look forward to this incredible opportunity to collaborate with the exceptional ORHC team to continue to deliver high quality healthcare services for the people of Osceola County and the region."

## more about Joe

### EDUCATION

**Bachelor's Degree in Sociology**

Northwestern College, Orange City | 2008

**Master's Degree in Healthcare Administration**

Bellevue University, Bellevue, NE | 2013.

### WORK EXPERIENCE

**Peace Corps in Paraguay, South America** | 2008-2010

**Promise Community Health Center** | 2010-2013

**Sioux Center Health** | 2014-2023

### INTERESTS

Sports, especially baseball and golf; outdoor activities; reading



# When time is everything, we are here for you

The Emergency Department at  
Osceola Regional Health Center is staffed  
24 hours a day, every day of the year.



**Austin  
EGGERS**  
MD

Family Practice,  
Prenatal

**Gregory  
KOSTERS**  
DO, FACP

Family Practice

**Kelsey  
LEE**  
MD, DABOM

Family Practice, Obesity  
Certification, Prenatal

**Samuel  
PARK**  
MD

Family Practice

**Nathan  
PETERS**  
ARNP

Family Practice

**Garrett  
STERK**  
DO

Family Practice,  
Prenatal

**Rachel  
WILCINOT**  
DO

Family Practice,  
Prenatal