

# create

YOUR HEALTHY FUTURE STARTS *HERE*



"I'm really pleased with our Hospital. It's wonderful to have a place like this in a small town."

LEONA MEENDERING SHARES HER STORY | PG. 3





# from the CEO

## *Dear reader,*

Welcome to the inaugural issue of CREATE—the community magazine of Osceola Regional Health Center.

We've been reflecting on our mission and values and felt that a change was needed to ensure that our community understands everything we have to offer. It's with this in mind that I'd like to officially introduce you to our new name: Osceola Regional Health Center. While we've served Osceola County for nearly 60 years as Osceola Community Hospital, we've come to realize that our name no longer fully encapsulated the range of services we offer.

With our highly skilled providers and cutting edge technology we felt that this new name better reflects who we are and the high level of care we provide to our patients. It reinforces our mission to be a leader in healthcare, committed to bringing the best health solutions to the people we serve.

### **Why CREATE?**

An integral part of our identity is continuing to make a positive impact in our community. To do this we're focusing on communicating the ways we serve Osceola County and the surrounding areas with our community magazine, CREATE.

We decided to call this magazine CREATE because it stands for our core values: **c**ompassion, **r**espect, **e**xcellence, **a**ccountability and **t**eamwork for **e**veryone. It also sparks the idea of "creating" one's own healthcare story in partnership with Osceola Regional Health Center, helping you take steps to ensure a happy, healthy future.

### **What to expect**

In this inaugural issue we'll share a heartwarming testimonial from a woman thankful for the exceptional care her husband received as he neared the end of life and celebrate the contributions of two wonderful women to the healthcare of our community. And an informative article on primary care will help remind readers about the importance of preventive care to living a long and healthy life.

I hope you enjoy this first issue of CREATE and look forward to continuing to serve our patients with respect and compassion as Osceola Regional Health Center.

Yours sincerely,

Ben Davis, CEO

We want to hear from you! Have a story idea or a community member who deserves recognition?  
Call **712-754-5351**.





## ▶ testimonial

*When Leona Meendering thinks about Osceola Regional Health Center (ORHC), one word is quick to come to mind: grateful.*

### **A Second Chance**

Before her husband Edward Meendering (more affectionately known as Ed) passed away in June, ORHC had the privilege of providing his healthcare. Ed suffered from respiratory issues that caused lung failure, an episode of which led to a visit to the emergency room.

“They said there was no pulse,” Leona recalled, “But they performed CPR and were able to bring him back.”

The exceptional care of the emergency responders gave him a few more precious months of life—time to spend with family and friends, including many of the nurses at ORHC.

“The care he received there was excellent,” Leona shared, “The nurses went above and beyond. They really cared for him, and he for them.”

In fact, Leona had many heartwarming stories to share about Ed’s special

bond with the nurses. They knew he loved the ice cream at ORHC and would make sure he had a scoop when a craving hit. And on a particularly memorable day a nurse gave Ed a manicure, something he’d never done before. Each small act of kindness ensured that even during such a difficult time Ed was content.

“I’m really so pleased with our hospital. It’s wonderful to have a place like that in a small town,” Leona said. “They have such excellent people working there. Ed enjoyed the time he spent there. They made him as pleasant and happy as he could be.”

### **A Generous Gift from Grateful Hearts**

As Ed and Leona witnessed the amazing work being done at ORHC they made the decision that after Ed passed, they would request donations to the health center for his memorial in lieu of traditional flowers. “If it helps someone else, that’s what it’s

all about,” Leona said of the gift. And with the addition of her own donation the final total came to \$5,000, a generous sum that helped fund a point-of-care ultrasound machine for the emergency room.

“I would just like to thank the staff there from Ed’s whole family for the excellent care he was given,” Leona said.

### **Still Giving Back**

Even before Ed was a patient at ORHC, Leona had a connection to the facility. For years she’s volunteered at the New Beginnings Thrift Store in Sibley, which is affiliated with the health center and partially volunteer-run. A portion of its proceeds from gently used items help fund the Bright Beginnings Daycare in Sibley.

“We all work together and help each other,” Leona shares, explaining that it’s a team effort to keep the store up and running. “I’ve been doing it for many years and just love it.”

## **New Beginnings Thrift Shop**

331 9th St, Sibley

### **Hours of operation:**

Monday-Thursday, 9am-5pm  
Friday, 9am-4pm  
Saturday, 9am-3pm

Volunteers are critical to the success of New Beginnings. If you are interested in volunteering, please call **712-754-4003**.



PICTURED LEFT TO RIGHT:  
Rachel R. Wilcinot, DO  
Samantha Van Gorp, DNP  
Samuel Park, MD  
Gregory J Kusters, DO, FACOFP  
Tasha Jennings, DNP

## PRIMARY CARE: The Key to Long-term Good Health

When's the last time you've seen your primary care provider? Are you a faithful annual-visit scheduler? Or someone who has to think a bit to remember the last time they had a check-up?

Samuel Park, MD., a primary care physician at Avera Medical Group Sibley, shares, "It's so important to have regular appointments with a primary care provider to stay well and detect any possible health concerns as early as possible for the best chance of successful treatment."

A primary care provider, which can include family practice doctors, nurse practitioners or physician's assistants, may assess your general health with the following:

- Listening to heartbeat and breathing sounds via stethoscope
- Head and neck exam, including tonsils, lymph nodes and thyroid
- Abdominal exam to check for any tenderness and liver size
- Check of muscle strength, reflexes and balance
- Lab tests, such as a complete blood count (CBC), blood chemistry panel and urinalysis
- (For Women) Clinical breast and pelvic exams
- (For Men) Testicular and prostate exams

"Having a little anxiety before an appointment is perfectly normal," says Rachel R. Wilcinot, DO, "But I encourage people to take that first step and come in for an appointment so they can see that it's really a rather simple process. Giving patients the opportunity to ask questions and voice any concerns is also a great way to build relationships that give them the confidence to come back every year."

In addition, your provider may recommend other screenings based on your current health or health history, which could include mammograms (for women), PSA blood test (for men), blood cholesterol and sugar level screenings and colonoscopies (for most over age 50).

Another important part of an annual exam is a simple behavioral health assessment to provide a check of your overall mental health. Suffering from behavioral conditions such as depression or severe anxiety can go undetected, so your primary care provider will do their best to help ensure support and care is given to those who need it.

And when it comes to the appointment itself Gregory J Kusters, DO, has some helpful tips.

"It's important to bring all the medications you take – both prescription and over-the-counter drugs and supplements – to your appointment. Also, write down any questions you have in advance so you don't forget to ask," Dr. Kusters, says, "This ensures that your provider has all the information they need to make your appointment as thorough as possible and allows you to bring up anything that might be a potential concern."

**Making it a priority to have an annual checkup with a primary care provider is one of the best things you can do for your overall health and well-being. Schedule an annual checkup at Avera Medical Group Sibley by calling 712-754-3658 or visit [Avera.org/Sibley](https://Avera.org/Sibley) today.**

## employee spotlight



### Mandy Groen | Ultrasound Technician

At ORHC we are blessed with a staff of talented and compassionate medical professionals dedicated to serving patients with utmost care.

One of those staff members is Mandy Groen, who has been at ORHC for 10 years as an ultrasound technician in the radiology department. She embodies our mission of having a positive impact on the lives of people in Osceola County through her work every day.

As a senior in high school she job shadowed at Osceola Regional Health Center and discovered she had a passion for working with patients and helping people. After getting an Associate of Science Degree from Northwest Iowa Community College and a Bachelor of Science degree from the University of Nebraska Medical Center she settled on pursuing radiology.

"I chose radiology because I have always enjoyed math and science, and radiology seemed to use both of these areas. I also knew I wanted to do more than just radiology, so I looked into other fields that were associated and ultrasound really interested me. I

applied to the University of Nebraska Medical Center program and was one of 8 students chosen."

Now with a decade of experience under her belt she reflects on how fortunate she is to work at the very same facility that inspired her passion for healthcare.

"I enjoy working in the community I grew up in. I like to be able to give back to my community by serving the patients at ORHC. And I feel we are so lucky to have a hospital with so much technology," she said.

In fact, thanks to the excellent work of the radiology department at ORHC, they recently received a Helmsley Grant to purchase more new technology: a Siemens Computed Tomography (CT Scanner) and a Digital Radiography room, both of which feature cutting edge radiology technology for a better chance of early detection, which leads to better health outcomes.

Throughout her years, Mandy has seen changes in technology and many patients come and go, but one in particular stands out in her mind.

"A patient had an ultrasound ordered and I found a mass. The early detection of this cancerous mass led to early treatment and the patient was able to recover fully," she shares, "It made me feel good that I was able to help this patient by means of ultrasound technology."

And she's only scraped the surface of all the good she can do at ORHC.



I enjoy working here. The employees are like family to me. We work together to bring the best experience to our patients.



"We strive to fulfill our mission and values. I feel we are always looking for new technology and new processes to make our hospital great for our community."





## community spotlight

PICTURED LEFT TO RIGHT:  
Amy Glade with Makynlee Fox, mother  
Kayla Daggett with baby Gary O. Fox,  
father Gary Fox with Blakelee Fox.

## Amy Glade | Public Health RN

Amy Glade was born at ORHC and now, for eight years and counting, she's been an advocate, an educator, a champion and a confidant for members of the community in our Public Health agency.

A registered nurse for 11 years, Amy shares that working in public health provided her with a profession that taps directly into her two passions. "The basic anatomy and science behind health and the human body amazes me daily. I also enjoy working with members of the public. Pairing the two makes my position incredibly gratifying."

A large part of her work centers on the Best Care for Better Babies program, a credentialed program offered to mothers in Osceola County prenatally up to six months post-delivery. It focuses on physical, emotional and mental development, nutritional support and overall education for both the mother and baby.

"My job is to inform families as the infant grows, but in all honesty, these families are teaching me more about life than I ever expected possible. They put their trust in me and having them reach out

with questions or concerns, even after discharge, is exceptionally rewarding."

After working in public health services for so long, Amy has seen firsthand changes in the community and the ways in which public health services have adapted to provide the best care and education possible.

One of the changes she's observed over the last several years is an increased desire from community members for mental healthcare. "With the current shortfalls in mental health providers across the United States, it validates the concerns these individuals exhibit (about getting adequate care). As an agency, we work diligently to make the connections and networking for those we serve."

She's also noted that the community is focusing more on their personal well-being, saying, "Our agency is seeing an increase in those we serve throughout the various programs we offer."

One of the most impactful ways public health helps spread this message of maintaining well-being is through collaborating with the registered nurse in the Sibley-Ocheyedan School District to ensure students are up-to-date on their immunizations.

Amy also shares how public health works closely with ORHC to better educate and serve the community. "I see public health as an extension of ORHC," she says, adding that they work directly with local lab services for health promotion screenings and the nursing, physical therapy, and occupational therapy teams to ensure that people make successful transitions back to their homes after treatment.

However, for Amy there isn't just one program or initiative that she's most proud of. Instead, it's the small yet mighty (just three employees) public health team. She says, "We are small, but as a group we make a large impact."

For more information about Public Health Services, please call **712-754-4611** or visit **115 Cedar Lane, Sibley, Monday through Friday from 8am-4:30pm.**



***When it comes to independent senior living, making the right choice for you or your family member isn't always easy.***

You want a balance between independence and care, privacy and community, and so many other variables that finding the right place can seem elusive. That's where Heartwood Heights comes in.

Heartwood Heights strives to provide seniors with the very best balance between what residents want and need. The facility, which is right on the ORHC campus, offers 22 one and two-bedroom apartments that come fully equipped with a kitchen (including appliances) and a full bathroom that is wheelchair-accessible, along with an emergency call system. Plus, laundry services on every floor and indoor storage units help provide additional independence. Heartwood Heights also fosters a sense of community with common areas, continental breakfast and noon meals, and planned activities for all residents. And, **coming in January 2020** are some new amenities to make independent living at Heartwood Heights even more comfortable!

**These assisted living services include:**

- 24-hour certified nursing assistants on staff
- 3 meals a day
- Registered nurse on staff for health management and assessments
- Twice weekly bathing assistance
- Dressing assistance as needed
- Medication management



A COMMUNITY TO CALL HOME.

If you're interested in learning more about the Heartwood Heights difference, schedule a personal tour by calling **712-754-3009**.

***Dear Community Member,***

What is your favorite part about the holiday season? Do you celebrate family traditions by making delicious Christmas goodies, exchanging holiday cards, or perhaps it's getting out decorations that you haven't seen since last year? Maybe you enjoy preparing the house while looking forward to hosting your family during their visit.

Osceola Regional Health Center has a tradition of providing quality care for you and your family, and want you to continue to have the very best care available right here at home. Having the latest equipment at our facility will make a difference in many lives, by offering us the opportunity to quickly diagnose and care for you. Taking care of you and your family is a privilege.

This year we are looking for your help in placing the latest technology in cancer screening, by bringing **3D mammography** to our facility. Early detection and diagnosis are critical with mammography exams. It is also important to offer patients the 3D state of the art technology that allows for a higher level of diagnosis and care close to home.

We invite you to join us by making a gift of \$25, \$50, \$100, or more so we can bring this advanced technology to Osceola Regional Health Center. This medical technology will help us save even more lives. Many people take this opportunity to remember a special person in their life by making their gift in honor, or in memory of them. Perhaps it is someone who always made you feel special, or someone that played an important role in your life. Please include their name along with your gift.

Thank you for considering a gift to Osceola Regional Health Center. We are truly blessed to live in such a loving and caring community. We wish you and your family, a very happy, healthy, and blessed Christmas season, and a happy New Year.

Respectfully,

CEO, Osceola Regional Health Center

**Call 712-754-5351 or mail donations to:**

Osceola Regional Health Center  
Attention: Foundation  
PO Box 258  
Sibley, IA 51249



## services we offer

Visit our new  
website!  
[osceolarhc.org](https://osceolarhc.org)

Appendectomy (Appendix Removal)  
Assisted Living  
Best Care for Better Babies  
Bone Density Scan (DXA)  
Cardiac Rehab  
Cardiology  
Cataract Removal  
Chemotherapy  
Cholecystectomy (Gall Bladder Removal)  
Colon Resection  
Colonoscopy  
Community Health  
Computed Tomography (CT)  
Diabetic Education  
Direct Labs  
Emergency Department  
Foot and Ankle Surgery  
General Surgery  
General Wellness Screening (Lab)  
Hand Surgery  
Heart and Vascular Screening

Hernia Repair  
Homemaker Services  
Immunizations  
Independent Living  
Infusions (Fresh Frozen Plasma  
and Platelets)  
Inpatient Care  
Joint Injections  
Knee Scope  
Laboratory  
Lifeline  
Magnetic Resonance Imaging (MRI)  
Mammography  
Massage  
Mental Health Services  
Nuclear Medicine  
Nursing Visits to Home  
Nutritional Counseling  
Occupational Health  
Occupational Therapy (OT)  
Oncology

Ophthalmology  
Orthopedics  
Pain Management  
Physical Therapy (PT)  
Podiatry (Foot Care)  
Pre-employment Drug Testing  
Prenatal Care (Ultrasound)  
Pulmonary Rehab  
Radiography  
Sleep Studies  
Speech Therapy (ST)  
Stress Tests  
Swing Bed  
Telemedicine  
Therapy Pool  
Total Knee Replacement  
Ultrasound  
Urology  
Wellness Center (24-Hour Access)  
Wound and Ostomy Care