

THE ANNUAL REPORT EDITION

# create

## MEET DR. LEE

Family Physician

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**TOP  
WORK  
PLACES**  
2021



**Osceola**  
REGIONAL HEALTH CENTER

AN AVERA PARTNER

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Cooperative Farmer's  
Elevator

Des Moines Register

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## Annual Report Edition 2021

### CEO Message

Welcome, I am pleased to introduce you to our third annual CREATE publication! CREATE was designed to serve as a communication to our community about the great things that are happening throughout our organization and the latest health news to guide us toward a healthy future. This year, we are pleased to provide a more in-depth view with the Annual Report edition.

We are using statistics to illustrate our commitment to quality care, exceptional service, and making a positive impact in our community. As you know, this past year has been anything but ordinary. Despite the circumstances, our team has gone above and beyond to provide quality care and exceptional service. You will notice a very evident over-arching theme of their strength in the stories provided in this issue. These stories prove the reasons why I am optimistic and grateful for our team at Osceola Regional Health Center.

From Laurie Jenness' powerful story of her care to Top Workplace employee testimonials, to Cooperative Farmer's Elevator commitment to the community to the leadership of our board members during the pandemic, I hope we have effectively communicated the many activities of this past year.

It is impossible to explain a year of experiences in just twelve pages. However, my hope is that this edition of CREATE stands as a reminder of the courageous healthcare heroes that continue to care for our community each and every day.



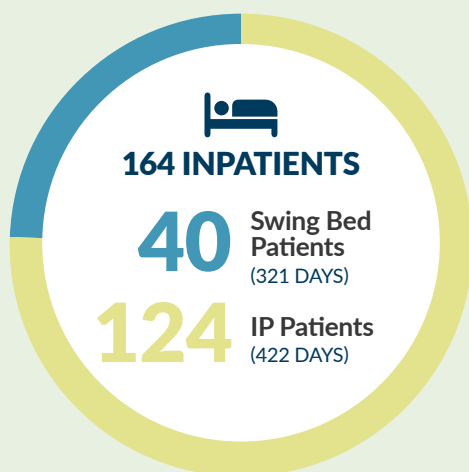
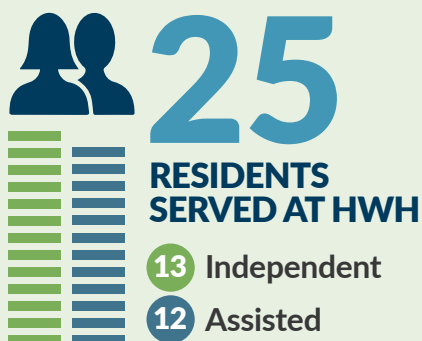
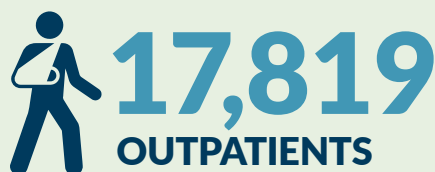
Ben Davis, CEO

Osceola Regional Health Center



# # OUR YEAR IN numbers

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



**\$7,564,273**  
2020 HOSPITAL  
ECONOMIC IMPACT

## NEW BEGINNINGS VOLUNTEER HOURS



APPROXIMATELY  
**\$25K**  
DONATIONS TO  
COMMUNITY





# Quality IS OUR MISSION AT ORHC

Osceola Regional Health Center (ORHC) is dedicated to excellence in health care for the communities that we serve. Osceola Regional Health Center's Quality Improvement Program has its foundation in ORHC's Mission, which is to enhance and improve the quality of life of the population it serves, to be the area's premier health care service provider, and to have a positive impact on the lives of the people and community it serves.

ORHC's Quality Improvement Program is a systematic, coordinated, multi-

disciplinary and continuous approach to improving performance by focusing on the processes and systems that affect the delivery of our services and patient outcomes, according to Kathy Winter MLS (ASCP) Quality Director.

As part of the ORHC Quality Plan, all departments are tasked with developing metrics and goals to ensure the quality of each service we deliver. These metrics are tracked and reported to the Quality Committee, the medical staff and the Board of Trustees. Quality metrics and goals are department-

specific and range from monitoring hospital-acquired infections to maintenance generator checks. These metrics provide us with data driven analysis to improve processes.

Our aim is to engage and inform our community of this data. Community members can look forward to monthly spotlights to learn what we're doing to ensure they receive quality care, no matter the department. Although our employees each shine in their unique areas of expertise, it is truly a team effort.

**PICTURED ABOVE:**  
Kathy Winter with patient



# TOP WORK PLACES 2021

Des Moines Register

We are pleased to announce that Osceola Regional Health Center (ORHC) has earned the title of **2021 Top Workplace**, the nation's most credible employer recognition program awarded by the Des Moines Register. Elaborating on their vote to name ORHC an employer of choice, our employees shared their personal testimonies as to why this is a great place to work.



## Testimonial

I had the privilege of having a clinical rotation at ORHC in 2020 in the physical therapy department. I saw first-hand how important patient care is to everyone. As of last month, I was blessed to begin working as a physical therapist at ORHC! So thankful for the wonderful people here and our patient-centered goals!



— ZACH WESSELS,  
PHYSICAL THERAPIST



## Testimonial

Starting as a new employee at a health care facility in a small, tight-knit community, I was worried about feeling like an outcast – but not here! Every single person I have encountered since I started has been warm & welcoming, and made it such an enjoyable work environment.



— JESSI MEYER,  
ACUTE/SKILLED CARE  
NURSE MANAGER



## Testimonial

When I started at ORHC, I had never felt so welcomed. They make you feel like family here. I have never been made to feel pressured or overwhelmed, and when I have an idea everyone is willing to listen. It is so refreshing, and witnessing the quality of care here makes me know I'm in the best place I could be.



— DENISE KENNEDY,  
COOK



## Testimonial

I became a medical laboratory scientist to become an essential part of the healthcare team. It is so rewarding to know the results I provide help make critical decision to care for patients every day.



— DANIELLE ONKEN,  
LABORATORY MANAGER



There's a reason we are a recognized health leader.

Review our available positions and apply online easily at [osceolarhc.org/about/careers](https://osceolarhc.org/about/careers).



## RECEIVING THE BEST CARE, *right in her backyard—literally*

*Laurie Jenness knows surgeries all too well, and she has consistently sought care close to home—literally, from her backyard.*

"I live right behind the hospital, so outpatient services has always been steps away. I'm so thankful to have had capable and competent care right here in Sibley," Laurie said.

Laurie regularly sees local provider Dr. Rachel Wilcinot for her care. "I call her Dr. Rachel—she's been with me every step of the way." Warning signs began in 2014, when Laurie's

brother discovered pre-cancerous cells in a recent colonoscopy. He encouraged his siblings to consider the same procedure. Laurie immediately contacted Dr. Wilcinot for a referral and scheduled an appointment at Osceola Regional Health Center (ORHC) to have her first colonoscopy.



Dr. Wilcinot pictured with Laurie Jenness

A “smooth and simple” procedure later, polyps were removed and Laurie received the peace of mind she needed to move past the scare. Little did she know, a colonoscopy was only the beginning.

After the age of 45, colonoscopies are recommended every three years. Laurie had let her second colonoscopy slip between the five- and six-year range until a curious, intensifying pain in her upper-abdomen signaled something wasn't right. That's when she realized she was overdue to the routine procedure.

In December of 2020, Laurie underwent her second colonoscopy and more polyps were removed. Yet, the ongoing abdominal pain did not subside, causing her to question her health. Further investigation became necessary and she put her trust in Dr. Peters, Osceola Regional Health Center's general surgeon, to do the exploratory work.

Multiple tests were done, including ultrasounds (with Ultrasound & Radiology Tech Mandy Groen, whom Laurie especially adored during her care), thorough looks into her esophageal tract, a check for Celiac Disease, and countless more. There was one service left to mark off—a scan that Dr. Peters believed could target the remaining problem on his list of ideas.

Dr. Peters issued an order for a hepatobiliary iminodiacetic acid (HIDA) scan—an imaging procedure used to diagnose problems of the liver, gallbladder and bile ducts. The Nuclear Medicine vehicle arrives at ORHC bi-monthly and provides a 1–4-hour service where a radioactive tracer is placed in the arm via IV and obtains a series of multiple timed images.

“It was really cool—like nothing I had ever experienced” Laurie recalled. “I got to watch the whole procedure on the screen next to me. They knew something was wrong when secretions were building up in my gallbladder and it wasn't passing anything.”

Upon receiving her results, Dr. Peters learned that Laurie's gallbladder was beyond underperforming at a whopping

7% functionality level. After years of mysterious illness and pain, her pouch-like organ was the culprit all along.

With her son's graduation around the corner, the procedure couldn't have been untimelier, but with encouragement from her family she decided it was best to remove her gallbladder as soon as possible. With the help from Osceola Regional Health Center, her procedure was able to be scheduled in under a week. Dr. Peters performed the surgery on a Monday, and her son graduated the following Friday. In all the celebration activity, Laurie didn't feel as fazed as she thought she might. Gratefully, Laurie admitted to feeling ‘back to her old self again’.

“I remember very little of the actual gallbladder surgery,”

Laurie recalled. “The nurses were absolutely phenomenal as they always have been. It was all a blur but I remember that I felt so cared for during my post-surgery stay.”

Although her own bed was in her backyard, she couldn't have asked for a better recovery thanks to her stay at the hospital. “When all was said and done, I went back home and cuddled with our new puppy for a few days. I remember feeling so much better immediately. I couldn't believe the difference when the gallbladder was gone.”

Within a week, Laurie was back doing what she loved, performing dental hygienist work at the Sanborn Dentist office, mowing lawns for the family business and living her life as a full-time boy mom.

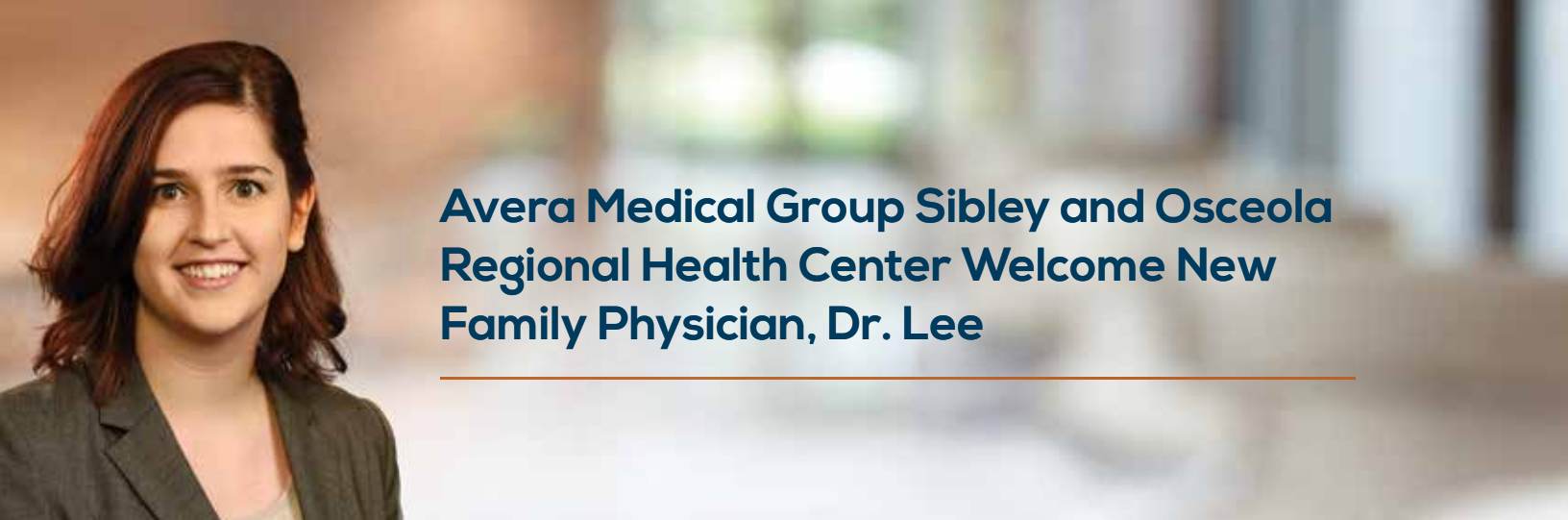
Laurie's health history is unpleasant, but she fondly recalls the care and consistency of multiple ORHC team members who helped her and saw her through the experience.

“When you feel that uncomfortable, adding an hour-long trip on top of it makes the experience even more dreadful than it already is. When I can get the best care right in my backyard, why would I explore going anywhere else?”

Delivering a full continuum of care close to home is what our team does best.







## Avera Medical Group Sibley and Osceola Regional Health Center Welcome New Family Physician, Dr. Lee

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Our providers are the cornerstone of our mission to deliver quality, service, and impact to our community. Avera Medical Group Sibley and Osceola Regional Health Center are pleased to welcome Dr. Kelsey Lee to our provider network.

After graduating with a degree in Biology from Creighton University in Omaha, Nebraska, Dr. Lee attended the Sanford School of Medicine, and recently completed her residency at Wesley Life Health Center in Wichita, Kansas.

Based in Sioux Falls, South Dakota, Dr. Lee is elated to transition to practicing rural medicine and learning about the many small-town amenities the community of Sibley offers. "I love that in a small town, you can see patients develop over time and you're with them throughout their health journey. You know the facilities, every team member in every department, and you continue to see your patients—not only in the clinic, but beyond in the ER and hospital."

Dr. Lee comes to Sibley with her husband and 18-month-old son, Marvin.

Shaping her perspective and interest in a career in medicine, Dr. Lee calls out one experience specifically. At her older brother's wedding reception, Dr. Lee's grandfather suddenly had a heart attack. Dr. Lee, an EMT at the time, and her brother, who was in medical

school, worked as a team to manage their grandfather's code long enough to get him to the hospital. "The crisis made me realize medical problems are very real and the more you can address them early on, the better."

Dr. Lee's grandfather survived a few days after the incident. "It also really spurred the decision to become a physician and help people navigate the question, 'What do you do with a loved one after something has happened?'" For many people, health issues come on quickly, but Dr. Lee wants to be on their team for next steps toward a healthier future.

"When someone comes in for healthcare—for example, with a knee issue—they're actually coming because it's painful to get on the ground and play with their grandkids, or because they can't golf with their friends." Dr. Lee emphasizes that it's the little moments that make life so wonderful. While health issues can be an obstacle, the right care can get people back to doing what they love.

"Health is one thing that people worry about, but health is everything I worry about for them," she said.

One area of care which will be an asset to community health is Dr. Lee's strong passion for obesity management. "The fellowship aspect of it really appeals to me—being able to be there as a member of their team and check in

when they haven't met their goals. Weight really impacts self-image and it's disheartening when a patient puts so much effort forth and they don't see the results they want."

During her residency at Wesley Life, Dr. Lee had many opportunities to talk to a variety of patients, both before and after they developed complications with their weight. "That experience gave me a passion to help patients meet their goals. The landscape has really changed for disease management, with obesity management having special focus in the past ten or so years."

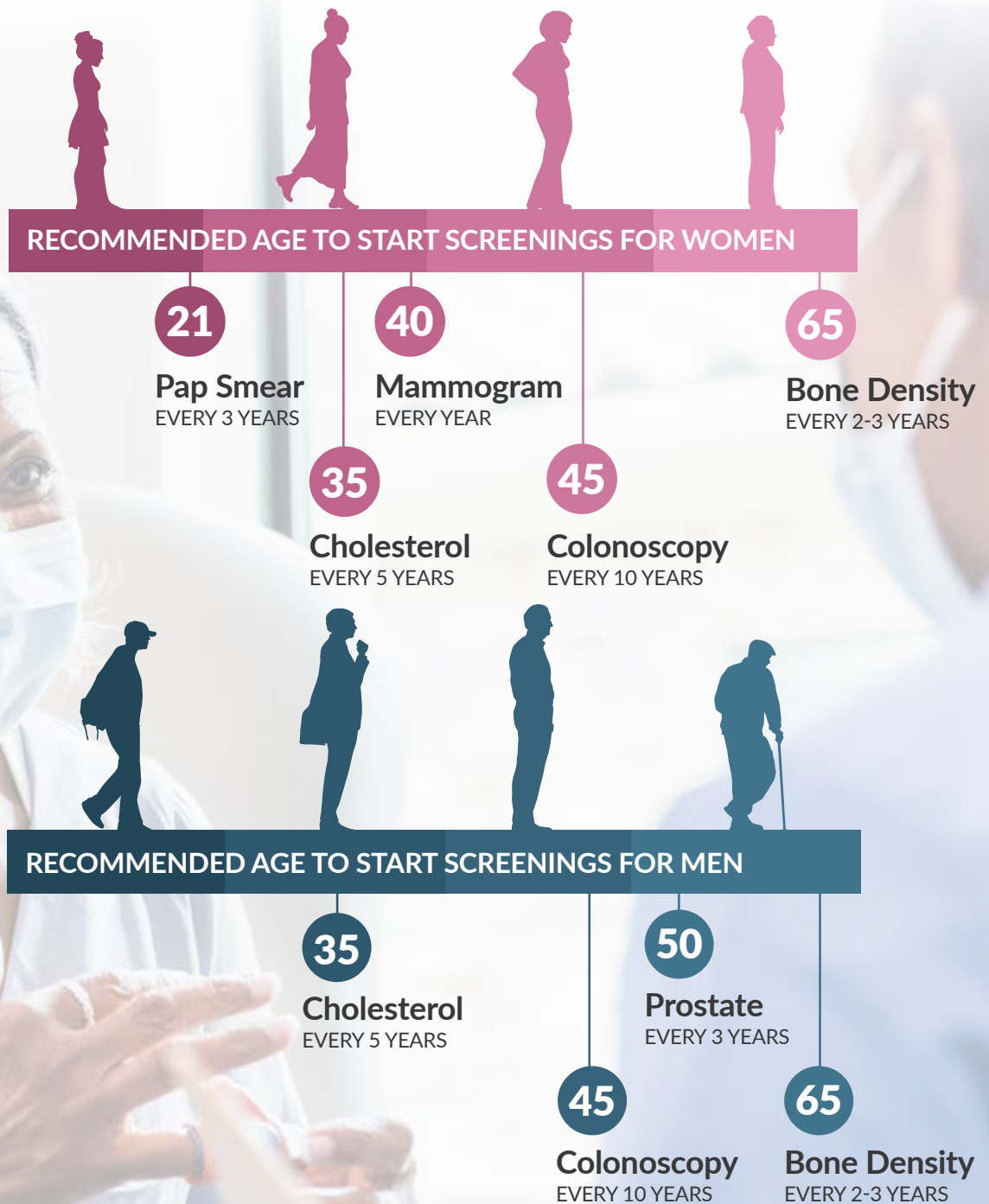
Women's health, including prenatal care, is also an area that Dr. Lee looks forward to providing locally. "During my residency I got to deliver lots of babies, and through motherhood with my 18-month-old, I learned that it's really an enjoyable and exciting time not only for women but for the whole family." Dr. Lee wants to walk with women and families through those learning curves, whether they want to start a family, are pregnant, or need a provider for the whole family.

**Dr. Lee began in October 2021 and is currently accepting new patients. To schedule an appointment with Dr. Lee, call Avera Medical Group Sibley at 712-754-3658.**



# Health Screenings By Age

As you age, your risk for certain diseases and health conditions changes. Regular screenings are key to catch warning signs early on. Below are general guidelines for what age to begin preventative screenings, and how frequently to have them. Please talk to your primary care provider directly for their recommendations based on your health history and risk factors.



# From Farm to Table, Committee to Community: COOPERATIVE FARMER'S ELEVATOR



Deeply rooted in the community and the growing planet, Cooperative Farmer's Elevator (CFE) in Oscheyedan, Iowa, uses their expertise to guide and serve local growers, residents, contractors, students, and the public alike.

While CFE is heavily involved in their full territory, you won't be surprised to find them out and about in Osceola County. When the agronomy, feed, grain, and lumber company came together in 2015, they swiftly formed an Advocacy Committee to oversee community project opportunities. The proactive members hit the ground running, reaching out their helping hands to individuals, school and childcare systems and businesses.

continuously evaluates ways farmers can find the support necessary to do their jobs, which includes local hospital involvement, immunization clinics and mental health services. Community involvement and investment is another sphere that CFE embraces. Their long list of local involvement includes community business project donations, fundraisers for veterans for Midwest Honor Flight, an internal food pantry, clothing and shoe drives, a Sack Program for children who may have food insecurity, internships, and scholarship opportunities.

"Investing in the future of our organization is crucial, and education is a driving force," Flick said. "Beyond our heavy involvement in the local FFA chapters and county fairs in our territory, sending our leaders to schools to inform them about agriculture and career opportunities in the industry, reviewing scholarship applicants regularly, we also provide an internship and young farmer program called Core. Both give an opportunity to connect and educate young leaders in agriculture. It's really important to us to support students who are genuinely interested in pursuing an education and career in the farming industry and demonstrate passion for it."

Roll-out of a full-tuition scholarship to Agriculture majors interested in working part-time at CFE during their studies begins in January 2022.

"Overall, we hope to show students that there are great jobs right here in Northwest Iowa that don't require a 4-year degree, and they can start their career as soon as they want."

A recent large-scale project of CFE's includes planet-conscious farming. Many industries are forward-thinking when it comes to sustainability practices and CFE is no exception. In August 2021, they hired a Conservation Agronomist to keep them one step ahead environmentally. Flick believes that role provides incredible promise for the future, sharing that their knowledge will play a positive part in every one of their divisions. "For instance, utilizing management practices to better conserve their soil health will help them receive money back for their environmentally friendly farming practices," Flick explains.

Whether a community member is a local grower, contractor or supportive resident, they can apply for a membership to stay up to date with the organization. In addition, CFE Views, a CFE publication issued quarterly, contains relevant information for best farming trends, practices, and seasonal information. Each division is highlighted to get the community up to speed on current projects.

**At the end of the day, CFE feeds the world and provides for generations to come—what an asset to our community!**



"Our internal brand promise is, 'Passionately driving success for our customers, employees and communities,'

Katie Flick, CFE

Marketing Manager explained. "When our board

makes a decision, they ensure they impact all three of those promises successfully and in the right way."

As a result of their brand promise, the health of employees and local farmers is of great importance to CFE. Farming can be a stressful occupation and requires mental and physical toughness. Flick said CFE

# ORHC Direct Labs

## *Any lab test, now.*

Invaluable to your health journey, the laboratory at Osceola Regional Health Center (ORHC) offers precise results with impressive turnaround times to quickly identify your body's condition. Learn the answers necessary to effectively diagnose and treat your health concern—right when you want to.

ORHC Direct Labs gives you access to affordable and confidential laboratory testing without a provider visit. All testing is done by our federally licensed, advanced laboratory. Direct Labs is a helpful tool to monitor certain ongoing risks or to check potential health risks. These tests should not be used to substitute regular provider visits.

**Direct Lab appointments  
are available by calling  
ORHC at 712-754-5304.  
Same-day appointments  
are available.**



## AVAILABLE TESTS

### **Complete Blood Count (CBC) \$15**

Determines general health status and aids in diagnosis of anemia, infection, and cancer.

### **Comprehensive Metabolic Panel (CMP)\* \$25**

Determines general health status, health of major organ systems, and electrolyte balance.

### **General Wellness Screen\* \$50**

Determines general health status. Includes CBC, CMP, Lipid Panel and TSH.

### **Glucose\* \$10**

Determines if your blood sugar is within a normal range aiding in the diagnosis of diabetes.

### **Hemoglobin A1C \$25**

Determines the average amount of sugar in the blood over the last 2-3 months. Helps diagnose and monitor diabetes.

### **Lipid Panel\* \$25**

Determines the level of fats in the blood to help assess your risk of cardiovascular disease.

### **Thyroid (TSH) \$30**

Helps in the diagnosis and monitoring of thyroid disorders.

### **Vitamin D (25, Hydroxy)\* \$50**

Determines the level of vitamin D in the blood. Vitamin D is important for skeletal health.

### **Thyroid Panel \$45**

Helps in the diagnosis and monitoring of thyroid disorders. Includes TSH and Free T4.

### **Prostate Specific Antigen (PSA) \$35**

A male screening test for prostate cancer.

*\*Fasting recommended 10-12 hours.*

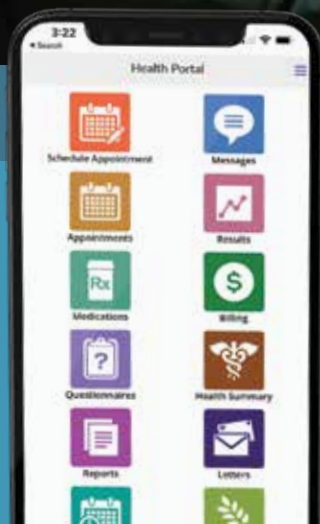
## AVERA CHART

Conveniently view your results, simply by accessing your phone!

By maintaining the highest possible standards for testing and personal service, Osceola Regional Health Center ensures prompt delivery of information and the support you need for the best care.

Your lab results, with your other health data, can be conveniently obtained by accessing AveraChart online. If you are not signed up for AveraChart and require assistance, there are tablets

available to do so at the admissions desk or in the laboratory. If you wish to sign up at home prior to your appointment please visit: [www.averachart.org](http://www.averachart.org)





## Who knew supporting local families was so easy?

**New Beginnings**, located in downtown Sibley, is a second-hand thrift store selling gently-used clothing, furniture, and household goods. The store has more than 20 community volunteer members, and was opened to generate funds for **Bright Beginnings**, an early childhood education center owned and operated by ORHC, to reduce the cost of childcare for parents. At the same time, New Beginnings provides community members with

the opportunity to purchase a variety of low-cost household and clothing items and provides residents an outlet to donate items that they no longer need themselves.

Donations are accepted during store hours, from 8:30 am to 4:30 pm Tuesday through Friday. Volunteers are critical to the success of New Beginnings. If you are interested in volunteering, please call **712-754-4003**.



**NEW BEGINNINGS THRIFT STORE**  
331 9th Street, Sibley, Iowa  
712-754-4003