

Local people. True stories. Real advice.

Momentum



Excellence. Always.

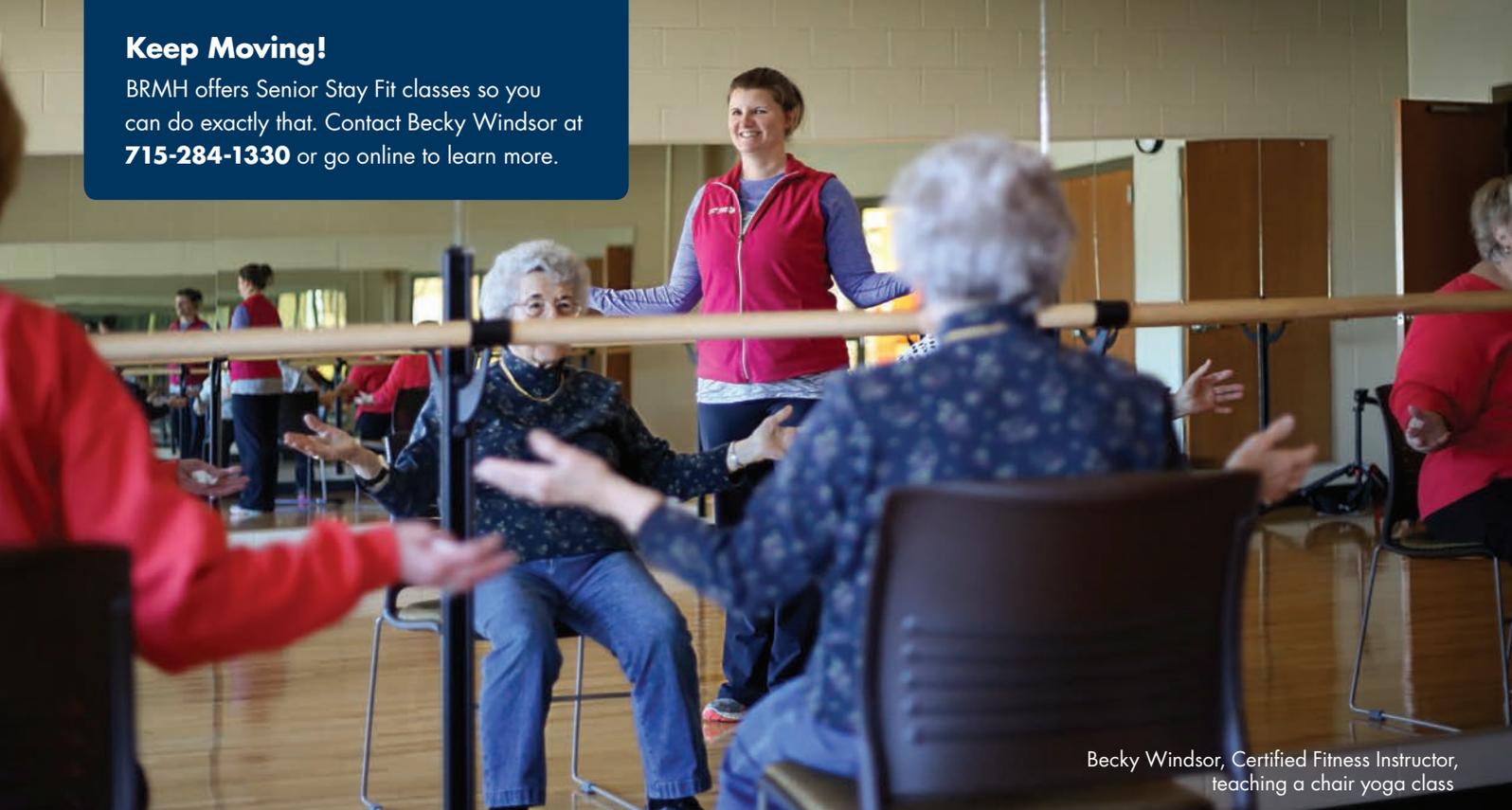
REPORT TO THE COMMUNITY
Spring 2017

Welcome Spring, Not Allergies



Keep Moving!

BRMH offers Senior Stay Fit classes so you can do exactly that. Contact Becky Windsor at **715-284-1330** or go online to learn more.



Becky Windsor, Certified Fitness Instructor, teaching a chair yoga class

May is Senior Health & Wellness Month



Dr. Esteban Miller
Hospitalist & Chief
Medical Officer

Growing older isn't always a walk in the park, but with the right habits and regular check-ups, your senior years can be much more enjoyable.

"Some conditions become much more likely as you age," says Dr. Esteban Miller, hospitalist and family practice provider at BRMH. "Heart

disease, lung disease, cancer, and eye problems are all conditions whose likelihood increases as you age."

Dr. Miller recommends regular check-ups for seniors, which should include chronic disease management, weight checks, blood pressure, immunizations and cholesterol screenings, plus vision and hearing tests.

Preventable accidents, like falls in the home or driving accidents, also increase as one ages. These can be caused by simple loss of bearings, memory loss, or any

number of other neurological conditions, like loss of feeling in the hands or feet, or sleep disturbances. Arthritis is another condition that often appears as you age. Dr. Miller recommends staying in shape and trying to keep within a healthy weight to alleviate the symptoms of arthritis and to help prevent it from worsening.

"The best thing to do is stay active, healthy, and independent as long as you can," says Dr. Miller.

"Prevention is important. It saves money, time, and can add years of good health to your life."

Talking about your medications

"If you are concerned with the number of pills you are taking, see your doctor to discuss reducing medications," suggests Dr. Miller. "Ask which pills are for symptom control versus disease management or disease prevention. Then ask yourself if it is worth taking a pill for that symptom."

1 Keeping on your feet



Dr. Paul Helstad
Podiatrist

When your feet aren't in good shape, neither is the rest of your body.

"Your feet are your foundation," says Dr. Paul Helstad, podiatrist at Black River Memorial Hospital. "It's important to protect them."

Dr. Helstad says this is especially true for seniors. As you age, sensory receptors in feet can dull from lack of stimulation. This may result in overcompensation and loss of range of motion. These, in turn, can lead to overuse syndromes, tendonitis, arthritis, obesity, and diabetes.

The best thing, says Dr. Helstad, is to just keep moving. "Studies have shown that exercise and range of motion exercises dramatically reduce the risk of death."

If you've let your exercise regimen slip in the past few years (or if you've never had one), Dr. Helstad says that's okay. "You have to start somewhere," he says. "Talk to your doctor. Take it slow if you have to, but don't wait to get out and get moving."

Finding the right fit

Dr. Helstad says that shoes that work for seniors are easy to find, but it's worth checking with a podiatrist first. "Each case is different," he says. "A stiff-soled shoe might be better for some, while others should have more cushion." Make an appointment with your podiatrist to discuss shoe gear and put your best foot forward in your senior years.





Ruth Lahmayer Chipps,
Registered Dietitian

Top Tips for Senior Health & Wellness Month

2 Eat well every day

Black River Memorial Hospital's Registered Dietitian Ruth Lahmayer Chipps, MS, RDN, CD says that eating healthy should be a priority throughout one's life, but seniors especially need to ensure they are getting the right nutrition.

Lots of seniors struggle with making food at home, especially if they are cooking for one. "Share meals with others when possible," advises Ruth. "And take advantage of dining programs like Meals on Wheels, which provides balanced meals without the work and cleanup."

Ruth says the following nutrients are particularly important as a person ages:

- Fiber for regularity
- Calcium and vitamin D for bone health
- Vitamin B12 for energy and brain function
- Potassium for blood pressure and to avoid fatigue and depression
- Healthy fats to lower chances of heart disease
- Adequate fluid intake to prevent dehydration

BRMH is proud to provide resources to help you eat your best every day. Check out www.brmh.net/recipes for delicious, easy, and healthy seasonal recipes.

3 Staying Safer at Home

Most seniors would prefer to live in their own home as long as possible, so take preemptive measures to make your home safe for your future self. B-Home, Black River Memorial Hospital's new medical equipment supply store, offers the products that will help you stay safe at home longer.

Make Bathrooms Safer

Falls occur frequently in bathrooms, so install grab bars in showers and make the toilet more easily accessible with equipment that helps you get up and down.

Keep Moving

Staying active is critical to staying healthy in one's later years, but your balance may become less certain as you age, so prevent falls and stay on your feet with walkers, canes, and other ambulatory assistance.

Breathe Easier

B-Home has a respiratory therapist on staff to assist with oxygen tanks and accessories, CPAP/BiPAP equipment, and other respiratory therapy items that will help you stay independent at home. ■



Call **715-284-3662** or visit www.brmh.net/bhome for more information.

Rite of Spring

Is it Allergies, or Something More Serious?



Dr. Robert DeFatta
ENT Specialist

As excited as you are to get out and enjoy the warmer weather spring brings, so too are the flowers, trees, and grass that have been lying dormant all winter. With these come spring allergies.

But your sniffing, sneezing, coughing, and general congestion may not, in fact, be caused by allergies. They could be the sign of something chronic, such as a sinus infection or other ailments of the ear, nose, and throat. If you've been suffering for longer than usual, and over-the-counter antihistamines aren't working as well as they should, it may be time to schedule an appointment with a doctor.

Dr. Robert DeFatta, ENT specialist at Black River Memorial Hospital, acknowledges that it's not always easy to tell if it's allergies or something more. "Make an appointment with an ENT," he suggests. "There are so many more procedures and techniques than there used to be to help chronic sufferers. Your ENT specialist can go through your history, order the appropriate tests, and determine the best course of action to help you feel better faster." ■



Your Clear Solution is here!

To make an appointment with Dr. DeFatta, call **715-284-3678**



SATURDAY, MAY 20

Wazee Lake Recreation Area
Black River Falls, WI

Pace and Pedal Duathlon
5K Wazee Color Fun Run/Walk
YOUTH RACE - Free!

REGISTER FOR THIS EVENT AT
BRMH.NET/PACEANDPEDAL

Pace and Pedal 2017 Sign up today!

This year's Pace and Pedal will be on May 20th, 2017. Participants of all ages can enjoy biking, running, or both!

New this year: 5k Color Fun Run/Walk and youth racers will have the option of being showered with colors along the way.

All proceeds will benefit Jackson County's Healthy Living Coalition: Jackson in Action. Learn more online at www.jacksoninaction.org.

John Ladwig's Passion for People

John Ladwig's journey to his career at Black River Memorial Hospital's Diagnostic Imaging department wasn't a particularly direct one. After earning a degree in agriculture and working at a co-op, he went back to school for imaging in his 30s. From there, he spent years circling the facility before he became a permanent member of the Diagnostic Imaging team.

"I worked on a mobile CT scanner," he explains. "Every time I would come to Black River Memorial, I liked the atmosphere and the teamwork. It felt like a good place to work."

Although the work was significantly different from what he was doing at the co-op, John immediately liked BRMH for the same reasons he liked the co-op: the people.

"It's the same in that it's a people-focused job," says John. "But it's a field that's much more interesting to me."

The people and his relationships with patients are what John is going to miss most about BRMH when he retires in April.

Some of these relationships have spanned generations. Early in his career, John did a CT scan of a woman and noticed that she was having a brain aneurysm. "They flew her to surgery very quickly," he says. Since that day, whenever the woman sees John around town, she says hello to "the man that saved her life."

Recently, John was doing an x-ray for a little girl who had injured her back. "You know her grandma," the girl's father told John. "You're the man who saved her life," said the girl.

"That's the kind of thing that makes you feel good, to be recognized and to have the trust of your patients. I will miss that."
-John Ladwig.



Over his two decades in the Diagnostic Imaging department, John has seen a lot of changes, particularly in the technology of the machines he uses.

"The hospital should be commended," he says. "The two upgrades to the CT scanner and MRI scanner didn't happen because they were out of date. The hospital saw the advantages they had for patients, how these machines were more comfortable and safer. So they invested in new machines."

Although there is a lot he will miss about working at BRMH, John is looking forward to retirement. An avid golfer, and a constant presence at the Interfaith Volunteer Caregivers Golf Fundraiser, John has big plans for retirement. He will golf more, fish more, and move back to his hometown of Amery, WI, to be closer to his siblings. ■

A Passport to a Better Community

It's hard to picture Nehomah Thundercloud sitting down. In fact, it's hard to imagine her being still at all. The Black River Falls native and member of the Ho-Chunk Nation has been on the go for as long as she can remember.

"Growing up, my parents were always good role models," she says. "They participated in community events, got us volunteering. It's something we've always done as a family."

Today, Nehomah volunteers with the Red Cross and the Educational Enrichment Fund, helps lead the Ho-Chunk Nation Financial Literacy Project, works with the Andrew Blackhawk American Legion Auxiliary, helps organize Project Christmas for Jackson County, and is an active member of the Native American Alumni of Dartmouth College.

In addition to giving back, Nehomah says the travel bug has been with her since her early days as well. While her first solo trip, a journey to Pennsylvania to visit her uncle when she was ten, didn't go as planned (she cried, her father cried, and the trip was cut short due to homesickness), it didn't prevent future wanderlust.

In high school, Nehomah was an exchange student her junior year and studied in the Philippines. Her experiences there changed Nehomah's mind about college. "I got brave and looked around. Dartmouth has a great program for Native American students."

After graduating, Nehomah headed back to Wisconsin. But she wasn't done seeing the world. For Nehomah, travel is essential: "Wherever I go, I go there to learn new things. As a Ho-Chunk member, I'm particularly interested in the stories and history of the indigenous people."

It's her passion for learning and helping others—along with a positive K-12 experience of her own—that inspired Nehomah to serve on the Black River Falls school board.

"I took the job knowing that I had a different perspective to offer," says Nehomah. "And now I do what I can to learn all about the business of a school district and just take the mystery out of it for parents and students."

Whether she is on the shore of Lake Baikal in Siberia, on her favorite beach in Hawaii, or enjoying the midnight sun in Alaska, Nehomah always returns home to the community she loves. ■



Nehomah with her four nieces

Report from the Chief Executive Officer Mary Beth White-Jacobs



“Serving You with Excellence” was certainly evident in our focus and accomplishments for 2016. We completed our Triennial **Community Health Needs Assessment and Improvement Plan** in collaboration with many community partners. This project validated

our strategic objective to collaborate with local healthcare providers to meet the needs of our population. With reimbursement changing, shared resources will be important for our future.

We moved our **home-based services** to our **“B-Home” building** at 311 County Road A. This expansion provides our community a direct interface with our team that provides Hospice, Palliative, Respiratory and Homecare services. In addition, you are now able to get the supplies and medical equipment you need right here in our community. Whether it’s a short term illness or injury or a chronic problem that is impacting the quality of your life, we are here to support you by bringing care to your home.

We have increased our **hospitalist team** to ensure you receive excellent care and attention when you need to stay in the hospital. Our hospitalists are in contact with your primary care provider to ensure continuity of care and a smooth transition to care when you go home. They coordinate your care from start to finish; a process that may shorten your stay and cost of care.

We provided classes and events **in the community** like Meals on Wheels, B-Wealthy nutrition classes, Babysitting Clinic, Summer Athletic Enhancement Program, Senior Stay Fit, Pace and Pedal duathlon and 5K and the ever-popular Women’s Night Out. Many of these initiatives are done with our community partners.

We work with the local primary care providers and visiting specialists to ensure you can get the services you need close to home including emergency, urgent care, maternity, rehabilitation, diagnostic and surgical procedures.

What makes all of this possible? The people, those that provide the care and those that trust us to do so; the facilities, to ensure we can meet the needs of our patients; and our connection to the community we serve.

Thank you for trusting us with your care and supporting us to continue our journey of “Excellence, Always.”

2016 Board of Directors



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Chair



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Vice-Chair



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Chief of Staff



Ellen Moldenhauer,
Treasurer



Mary Beth White-Jacobs,
Secretary



Brad Chown



Elliott Garvin



Shelly Severson



Beth Smetana

Report from the Chief of Medical Staff

Michael Mahan, MD



The way in which we practice medicine today is very different than just a couple of years ago. As we gain more experience with entering information into an electronic health record, it is still very important to us to keep our care as personal as possible.

The external forces that move healthcare are unending as well. With the new administration, we will see more changes, but we all share the mission of making healthcare affordable and of high quality. It is becoming quite difficult to recruit physicians to rural communities all over the country, with Black River Falls being no exception. We continue to recruit physicians and mid-level providers, like nurse practitioners, to help care for rural patients who may be older and/or sicker with chronic diseases.

We are honored to have a dedicated group of medical staff in Jackson County who work very hard to improve the health of Jackson County in the building and in the community. For instance, you may see Dr. Jeff Polzin helping to clean up the Black River or Dr. Kirk Lane working with local law enforcement or Dr. Esteban Miller helping coach a soccer team. You may see me riding my bike to work or Dr. Howard Spegman taking a walk with his wife at the Lunda Community Center. We do all of this as a partner in the healthcare system and your care.

Report from the Partners' President - Mary Bue



At the end of 2016, Partners of BRMH had 127 members plus 28 summer "Volunteers." Partners have volunteers who help in so many ways, like assisting families in the Surgery department, delivering coffee, juice or water to patients, selling great items in the gift shop, greeting visitors at

the front desk, providing community education events and coordinating many fundraisers, just to name a few.

Together, these volunteers contributed 8,249 hours of service to the hospital and community, valued at \$23.56 per hour. Partners contributed \$194,346 worth of time to BRMH.

In October, seven BRMH Partners attended the State Convention in Appleton and served as part of the convention planning committee. Our Partners organization qualified to receive the "Honor Points Award" given for outstanding services during the past year.

Our fundraisers, like the Brunch with the Easter Bunny and Linen Sale, had a net income of \$19,963, which allowed us to donate \$15,275.38 to the hospital for specialized equipment, scholarships and support for various hospital-based programs.

It has been another very busy year for the Partners of BRMH. We are all part of a great team and always welcome new members!

Partners Officers 2016

- President.....Mary Bue
- President-Elect.....Nancy Hindes
- Treasurer.....Linda Nandory
- Secretary.....Jackie Shankey

Report from the Chairman Dennis Eberhardt, BRMH Board Chair



As we continue to advocate for rural healthcare and work under mandates by the government to be a sustainable healthcare organization for generations to come, we work to grow necessary services for Jackson County residents.

The leadership team of Black River Memorial Hospital is extremely dedicated to providing the best care to patients and their staff who work very hard for patients and families to ensure we are providing an excellent customer experience.

We continually look to the community for input on healthcare in Jackson County. Last year, we surveyed more than 500 people to better understand what the community health needs are and this year in May, we will again look to hear the voice of the community to get your opinion about Black River Memorial Hospital and its services.

I work with a dedicated board of directors made up of excellent community members and am honored to be a part of the Black River Memorial Hospital family. We continue to ensure that Black River Memorial Hospital is here for generations to come and advocate for rural healthcare.

| Statement of Operations* (Year Ended December 31) | | |
|--|---------------------|---------------------|
| | 2016 | 2015 |
| Revenue | | |
| Net Patient Service Revenue | \$47,335,000 | \$43,991,000 |
| Other Operating Revenue | \$1,478,000 | \$1,286,000 |
| TOTAL REVENUE | \$48,813,000 | \$45,277,000 |
| Expenses | | |
| Salaries & Wages | \$23,649,000 | \$19,883,000 |
| Employee Benefits | \$7,986,000 | \$7,052,000 |
| Professional Fees | \$894,000 | \$2,767,000 |
| Supplies & Other | \$10,610,000 | \$11,021,000 |
| Depreciation | \$2,358,000 | \$2,172,000 |
| Interest | \$558,000 | \$583,000 |
| TOTAL EXPENSES | \$46,055,000 | \$43,478,000 |
| Net Income from Operations | \$2,758,000 | \$1,799,000 |
| OTHER INCOME | | |
| Investment Income (Loss) | \$773,000 | (\$8,000) |
| Contributions | \$6,000 | \$6,000 |
| TOTAL OTHER INCOME (Loss) - NET | \$779,000 | (\$2,000) |
| Revenue in Excess of Expenses | \$3,537,000 | \$1,797,000 |

*Unaudited numbers

| Community Benefits* For the year ended, December 31, 2016 | |
|--|---------------------|
| Financial Assistance | \$1,642,000 |
| Unreimbursed Medicaid and Other Government Programs | \$2,888,000 |
| Community Health Improvement Services | \$121,000 |
| Community Health Education | |
| Healthcare Support Services | |
| Health Professionals Education | \$119,000 |
| Nursing and Medical Students | |
| Subsidized Health Services | \$10,423,000 |
| Emergency and Trauma Services | |
| Women and Children's Services | |
| Subsidized Continuing Care | |
| Financial and In-Kind Donations | \$98,000 |
| Community Building Activities | \$154,000 |
| Community Benefits Operations | |
| Community Collaborations and Partnerships | |
| Total Community Benefits | \$15,445,000 |



90%
of patients reported their doctors "Always" communicated well



21,934
total patients were served at Black River Memorial Hospital in 2016



84%
of patients gave the hospital a high approval rating

Medicare Survey of Patients' Experiences

| | BRMH | WI Average | National Average |
|--|------------|------------|------------------|
| Patient survey summary star rating ★★★★★ | 5 out of 5 | | |
| Patients who reported that their nurses "Always" communicated well | 87% | 83% | 80% |
| Patients who reported that their doctors "Always" communicated well | 90% | 83% | 82% |
| Patients who reported that they "Always" received help as soon as they wanted it | 80% | 74% | 69% |
| Patients who reported that their pain was "Always" well controlled | 76% | 72% | 71% |
| Patients who reported that staff "Always" explained medication before giving it to them | 78% | 69% | 65% |
| Patients who reported that their room and bathroom were "Always" clean | 85% | 79% | 74% |
| Patients who reported that the area around their room was "Always" quiet at night | 72% | 65% | 62% |
| Patients who reported that YES, they were given information about what to do during their recovery at home | 94% | 90% | 87% |
| Patients who "Strongly Agreed" they understood their care when they left the hospital | 64% | 57% | 52% |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) | 84% | 77% | 72% |
| Patients who reported YES, they would definitely recommend the hospital | 83% | 76% | 72% |

Facts and Statistics for Fiscal Year Ending December 31, 2016, 2015 and 2014

| | 2016 | 2015 | 2014 |
|---|---------|---------|--------|
| Total Number of Patients Served (all patients, regardless of type) | 21,934 | 20,915 | 18,438 |
| Number of Employees (end of fiscal year) | 350 | 323 | 329 |
| Number of Births | 137 | 168 | 153 |
| Number of Procedures in Surgical Services | 1,169 | 1,237 | 1,219 |
| Number of Rehabilitative Therapies | 33,450 | 37,128 | 41,266 |
| Number of Respiratory Therapies | 13,326 | 13,410 | 14,065 |
| Number of Diagnostic Exams (tests performed in Laboratory: 117,140 and Imaging: 17,248) | 134,388 | 110,368 | 95,718 |
| Emergency Room and Urgent Care Visits | 11,356 | 11,139 | 10,578 |





Visit our website at www.brmh.net for a full list of hospital events and to view our latest videos.

Nondiscrimination statement:

Momentum complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-715-284-5361.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-715-284-5361.

For full disclosure, visit www.brmh.net/nondiscrimination/english.

HOSPITAL EVENTS 2017

Senior Stay Fit Yoga Classes

May 2 – May 25

Tuesdays and Thursday, 9:00 a.m. - 10:00 a.m.

Lunda Community Center, BRF

Register by calling 715-284-1379

Grief Support Group

Thursday, May 4, 8:00 a.m. - 11:30 a.m.

B-Home Services and Supplies

Register by calling 715-284-1343

National Hospital Week

May 7 – May 13

Breastfeeding Class

Tuesday, May 9, 6:30 - 8:00 p.m.

BRMH – Dorothy Halvorson Conference Room

Diabetes Education & Support Group (DESG) Monthly Meeting

Wednesday, May 10, 10:30 - 11:30 a.m.

BRMH – Dorothy Halvorson Conference Room

BRMH Annual Meeting

Thursday, May 11, 6:00 p.m.

BRMH – Dorothy Halvorson Conference Room

Pace & Pedal Duathlon

Saturday, May 20, 8:00 a.m. - 12:00 p.m.

Wazee Lake Recreational Area

Register at brmh.net/paceandpedal

Chair Yoga

June 5 – July 24

Mondays, 10:00 a.m. - 11:00 a.m.

Lunda Community Center, BRF

Register by calling 715-284-1379

Onward & Upward Chair Yoga

June 5 – July 24

Mondays, 11:30 a.m. - 12:30 p.m.

Lunda Community Center, BRF

Register by calling 715-284-1379

Senior Stay Fit Strength Classes

June 6 – June 29

Tuesdays and Thursday, 9:00 a.m. - 10:00 a.m.

Lunda Community Center, BRF

Register by calling 715-284-1379

Better Breather's Club Meeting

Monday, June 5, 10:30 a.m. - 11:30 a.m.

BRMH – Dorothy Halvorson Conference Room

Heartsaver CPR, AED, First Aid Training

Tuesday, June 6, 10:00 a.m. - 5:00 p.m.

BRMH – Dorothy Halvorson Conference Room

Childbirth Education Class

June 9 & 10, 6:30 - 9 p.m. & 9 a.m. - 1:00 p.m.

BRMH – Dorothy Halvorson Conference Room

Diabetes Education & Support Group (DESG) Monthly Meeting

Wednesday, June 14, 10:30 - 11:30 a.m.

BRMH – Dorothy Halvorson Conference Room

Better Sleepers Meeting

June 20, 6:30 p.m.

B-Home Services and Supplies

Register by calling 715-284-3685

Community Blood Drive

Wednesday, June 28th, 10:00 a.m. - 5:30 p.m.

Comfort Inn & Suites, Black River Falls

Momentum is published by Black River Memorial Hospital. The information contained in the magazine is to educate consumers about various health subjects and is not intended to replace professional medical advice or service. Personal health concerns should be brought to the attention of your physician or health professional prior to any change in medical treatment, routine exercise or diet.