Team Effort Kicks Cancer for Lake View Boy

Two and a half year old Emmett woke his parents up in the middle of the night to go potty in 2013. Ecstatic with his potty training progress, Cora and Scott Lahr gave their youngest son high fives as they took him to the bathroom. Excitement turned to confusion as their toddler struggled to urinate and started crying. “He said he had to go, but then there would be very little urine,” explains Cora.

She and Scott reached out to Stewart Memorial Community Hospital (SMCH) for answers. “We had recently moved back to Lake View after living in Des Moines for 12 years, and SMCH is the hospital we trusted for our family when we returned,” says Cora. A urine test revealed Emmett had bladder infection and he started an antibiotic. “The next day, Emmett was still struggling. We worked with Mark Mogensen at the Lake View McCrary Rost Clinic, and he ran blood tests which all came back normal. We started a different antibiotic in hopes of good results,” recalls Cora.

When Emmett still did not improve, Mogensen, a certified physician assistant, recommended Emmett be hospitalized for further evaluation. “At SMCH, Dr. Susan Hornback ordered x-rays which revealed Emmett’s colon was backed up with stool, and the process to clean out his bowels was started. We were really impressed with the care we received from Dr. Hornback and Mr. Mogensen. Their level of compassion is remarkable,” notes Cora.

While Emmett’s constipation was relieved, he still struggled to urinate. Dr. Hornback suggested
Emmett receive specialty care at Blank Children’s Hospital in Des Moines. “As young parents, we appreciated Dr. Hornback’s fortitude to find answers for Emmett,” recalls Cora.

“Quality health care is our top priority for our patients. If we are unable to solve a patient’s issues, we reach out to our trusted partners,” notes Dr. Hornback.

Additional tests revealed the source of Emmett’s trouble. A tumor the size of a tangerine was sitting in his bladder. He had stage 3 Rhabdomyosarcoma (pronounced rab-doh-my-oh-sarcoma), which is cancer of the bladder. “The doctors believed he would need an operation so we headed to Iowa City for surgery,” says Cora. The team of specialized surgeons was able to remove most of the tumor. “We were able to come home the day before Thanksgiving. We were counting all of our blessings and extremely thankful for the great team of medical providers that got us to this point,” notes Cora.

In December, Emmett started his 48-week treatment plan to become cancer free. “We did a lot of traveling back and forth to Des Moines for his chemotherapy and radiation. While we had to have most of his care at Blank, I commend the communication between Mogensen, Hornback and the team at Blank. When we were able to use SMCH and McCrary Rost Clinic, they were well informed of how Emmett was doing. The excellent communication made our care easier because everyone was on the same page,” notes Cora.

During his off weeks of chemo treatment or when his port needed to be flushed, Cora trusted the staff at SMCH. “Emmett would need lab work to see where his blood counts were at and it was very convenient to go to SMCH for those tests. It saved us time on the road,” says Cora. “In addition to benefiting from the convenience of our local clinic, we felt the care and compassion of the staff. On numerous occasions, Mr. Mogensen would call us and check in on how Emmett was doing. It’s comforting and reassuring to know our local medical team cares so much about their patients,” says Cora.

“A cancer diagnosis is a very scary and challenging time for patients. As a medical provider, I want to do all I can to help reduce their anxiety and answer questions. Caring for a patient with a serious diagnosis takes an entire team, and I’m honored to be a part of that team,” says Mogensen.

In October of 2013 Emmett had his last chemo treatment. “It was a long journey and we learned so much about the unwavering strength and support of our family, friends, community and local medical team,” notes Cora. Emmett completed begin kindergarten this year at East Sac County School and is ready for a summer filled with his favorite activities instead of doctor appointments. “Emmett is thrilled to spend his afternoons casting his fishing pole alongside his brothers again!” laughs Cora.
Partnering with Press Ganey reveals the Voice of the Customer at SMCH

Stewart Memorial Community Hospital and McCrary Rost Clinic take seriously what their customers are saying about them. They have partnered with Press Ganey, the nation’s leading provider of patient satisfaction surveys.

Press Ganey reveals its purpose on its website, “Whether it’s in the hospital, medical practice, ambulatory or home care setting, we partner with clients to create and sustain a high-performance environment to ultimately improve the patient experience. Our comprehensive suite of health care solutions helps clients meet their goals of improved quality, better care and lower costs. Press Ganey is not just about measuring patient satisfaction; Press Ganey is about improving patient satisfaction.”

Having measurable patient satisfaction results gives SMCH the tools needed to improve in all areas. The survey allows SMCH to compare itself to the state average and other hospitals in specific areas. This reveals what SMCH is doing well and highlights opportunities to improve patient satisfaction.

<table>
<thead>
<tr>
<th>Quality Rating Given By Patients</th>
<th>SMCH</th>
<th>ST. ANTHONY</th>
<th>MARY GREELEY</th>
<th>MERCY DES MOINES</th>
<th>IOWA AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients who reported their doctors “always” communicated well</td>
<td>89%</td>
<td>89%</td>
<td>86%</td>
<td>79%</td>
<td>84%</td>
</tr>
<tr>
<td>Patients who reported their nurses “always” communicated well</td>
<td>88%</td>
<td>86%</td>
<td>83%</td>
<td>78%</td>
<td>82%</td>
</tr>
<tr>
<td>Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)</td>
<td>89%</td>
<td>85%</td>
<td>79%</td>
<td>69%</td>
<td>76%</td>
</tr>
</tbody>
</table>

Data is the most current information available as of 6-12-15, which reflects results from July 1, 2013 – June 30, 2014. Source: www.medicare.gov/hospitalcompare
Lymphedema Treatment Puts Spring into Lake City Woman’s Step

Carol Dickkut and her husband Bob, a physical therapist at Stewart Memorial Community Hospital, are active in their retirement. Carol substitute teaches and Bob fills in part-time at the hospital. Their schedules leave them lots of time to spend with their family and each other, in addition to volunteer work, reading, and golf. The fun-loving pair excitedly plan get-away trips with friends and family.

Enjoying each moment life has to offer was a lesson learned after health issues for Carol began. In September 2012, Carol opted to have her ovaries removed as a preventative measure after discovering she was at high risk for developing ovarian cancer. At that time, lymph nodes were also removed. After microscopic testing of the removed organs, it was revealed that she had stage 2 ovarian cancer. Additionally, after this second ordeal with cancer, the first occurring in 1984 when a mastectomy was performed after Carol discovered a lump in her breast, she decided to have her other breast removed in 2013 for preventative measures.

Nearly three months after her chemotherapy ended, Carol noticed her left foot and ankle was swollen. An ultrasound scan was prescribed to check for blood clots. When none were found, Carol and her oncologist opted to do nothing and see if the swelling resolved itself. In 2014 she saw her surgical oncologist who, after seeing the swelling had not reduced, ordered another ultrasound. Again finding no blood clots, Carol received a prescription for lymphedema treatment. She then started treatment for her lymphedema at SMCH, which

**Lymphedema:**
Swelling that results from the inability of the lymphatic system to remove water and protein from the tissues of certain parts of the body. It can affect the arms, legs, trunk/abdomen, head and neck, or external genitalia. Lymphedema will continue to progress if it is left untreated and there is no cure.

Bob Dickkut, physical therapist at Stewart Memorial Community Hospital is trained by Laura Hejtmanek, DPT, in wrapping the legs of his wife, Carol, which helps treat her lymphedema.
now offers the special therapy.

Lymphedema is defined as swelling that results from the inability of the lymphatic system to remove water and protein from the tissues of certain parts of the body. It can affect the arms, legs, trunk/abdomen, head and neck, or external genitalia. Lymphedema will continue to progress if it is left untreated, and there is no cure.

Causes of lymphedema include surgery and/or radiation therapy for various cancers, especially with lymph node removal or damage; infection, trauma, deep vein thrombosis, chronic venous insufficiency, heredity, or parasites (usually in developing countries). In Carol’s case, the removal of lymph nodes during her surgery in 2012 is the likely cause.

Laura Hejtmanek, a physical therapist on the team at SMCH, graduated from Des Moines University in 2006 with a Doctorate in Physical Therapy (DPT). She began working at SMCH in 2012 and recently became a Certified Lymphedema Therapist (CLT) through the Norton School of Lymphatic Therapy, a member of the North American Lymphedema Education Association (NALEA). “I’ve been very excited to begin a lymphedema treatment program here at SMCH to bring a new level of specialized care to the area,” she says.

Prior to treatment Carol had difficulty finding shoes that would fit. Her feet and legs felt heavy and the swelling was noticeable. Treatment can help reduce the swelling and maintain swelling reduction. Methods of treatment can include manual lymph drainage, compression bandaging, skin care, therapeutic exercise, and compression garment fitting.

For Carol, treatment meant undergoing manual lymph drainage followed by wrapping with compression bandages on her affected limb by Laura every day for two weeks. The goal was to reduce the swelling by at least 60 percent and allow Carol to move on to wearing specially fitted compression garments all day. At night she wears a custom fitted night sleeve to help manage the swelling.

“I feel fortunate that I sought and received treatment before the condition got too bad. The best thing about treatment is that I now have a choice of shoes and a lightness in my step! Maybe Bob and I can enjoy dancing during our next vacation!” Carol says with a twinkle in her eye.

To learn more about lymphedema treatment at Stewart Memorial Community Hospital, please contact Laura Hejtmanek at 712-464-4244.

Dian Richardson, a former Lake City resident and long-time supporter of SMCH, is generously funding efforts to increase awareness of Lymphedema (LE) services now offered at SMCH. Richardson was diagnosed with Lymphedema in 2001 and has managed the chronic condition with the help of physical therapists.
SMCH Celebrates Employee Accomplishments

Stewart Memorial Community Hospital recently recognized employees for their accomplishments during 2014 at its Rewards and Recognition Banquet. The Auxiliary Shining Star award recipient was volunteer Jenny Sporleder. Danni Anderson, P.A.-C., was selected as the Provider of the Year. The Golden Pillar award, which is given to a department that exemplifies the standards of behavior at SMCH, was earned by the Transition Coaches and the Physical and Occupational Therapy department. Kevin Hejtmanek, D.P.T, Physical and Occupational Therapy, was chosen for the Champion of Standards award, which is given to an individual who exemplifies the standards of behavior at SMCH.

Thank You for Your Years of Service!

40 Years
Valerie Kalous
Scott DeVries
Susie Reiling

35 Years
Gayleen Schug

30 Years
Norma Wessling
Joann Wiederin

25 Years
Beverly Watters
Martha Huser
Jim Henkenius

20 Years
Shirley Naughton
Deborah Dunn
Jodi Henkenius
Rebecca Mohr

15 Years
Debra Legore
Rhonda Gorden
Toni Pfrender
Vicky Higgins

10 Years
Lisa Miller
Cathy Rardin
Kathryn Kozal
Kari Jones
Pearl Wuebker
Julie Mosher

5 Years
J Maulsby
Brittany Krause
Pixie Hepp
Ann Riat
Sara Holst
Melissa Monahan
Dr. Susan Hornback
Amy Schumacher
Laura Smith

The Golden Pillar Award went to the Occupational and Physical Therapy department (left to right) Lisa Findley, Kay Crabb, Sharon Miller, Candy Morrow, Bob Arnold, Laura Smith, Jill Birks, Ann Riat and Kevin Hejtmanek.

The Golden Pillar Award went to the Transition Coaches Zacharina Winker, RN, and Brooke Minnehan, RN.

The Shining Star award recipient was volunteer Jenny Sporleder.

Danni Anderson, P.A.-C. was presented the Provider of the Year Award by Heather Cain, CEO.

Kevin Hejtmanek, D.P.T, was named the Champion of Standards and received the award from CEO Heather Cain.
A Note from the SMCH Auxiliary President

I read this in Chicken Soup for the Volunteer’s Soul and thought I would share it.

Top Ten List of Things a Volunteer Should Know

1. Have fun! Life has enough drudgery; volunteering shouldn’t be one of them. Giving of yourself should be uplifting and joyful. We are at our best when we learn, grow, play and serve each other with love and respect.

   ~ Donald Patrick Dunn

2. Find a home or make a change. Are you stale or still fresh? Are you learning, enthusiastic or approaching burnout? Check yourself periodically and act upon your honest answers.

3. Stand back and admire. Sometimes people forget to say “thank you,” so you will need to reward yourself. Be proud of your accomplishments—take the time to smell the roses, hear the raindrops on the pane, feel the snow on your nose, taste the cool clear water.

4. Balance is key. Priorities add balance. Charity begins at home—keep the priorities straight. Balance out family, work and volunteering. If you become overwhelmed, stress will set in and you won’t enjoy doing anything.

5. Unpaid doesn’t mean unprofessional. “Anything worth doing is worth doing well.” All that we do, we need to do with our most sincere effort. Anything less is a disservice to those we are helping and ultimately to ourselves.

6. Ability, need and desire. You must have the ability to do the service, there must be a need for the service, and you must have the desire to be of service.

7. Watch and learn. Seasoned volunteers can teach you the “ropes” so to speak. Observe them and follow their lead. Have confidence in the knowledge that you are capable and trainable. Balance that confidence with a dose of humility, also.

8. Make a commitment. Sometimes a volunteer project is an acquired taste. Give yourself a chance to have good days, bad days and in-between days. If after three months you see no redeeming value, then at least you can feel you gave it a fair chance.

9. Pick your duration. One size doesn’t fit all, just like volunteer opportunities. I’ve found that volunteer projects come in three sizes: one-time, short-term, and “whad’ya doing for the rest of your life?

10. List your dreams and talents. Where do you excel? What have you always dreamed of doing? What do you really enjoy or would like to try? Is there a way to prepare, learn or try it as a volunteer?

It’s time for the Annual Iowa Hawkeyes VS. Iowa State Cyclones Cookie Challenge!

September 8th - 11th

Vote for your favorite team by purchasing a decorated cookie for just $1.00

All proceeds benefit your SMCH Auxiliary sponsored projects!

If you are able to help decorate cookies at 8:00 am on September 8th or 9th, please contact Danielle Evans at 712-464-4183

For pre-orders call Danielle Evans at 712-464-4183
Join us at
SMCH Auxiliary
Table A Fare
Noon Salad Luncheon and Silent Auction
Doors open at 10:00 a.m.
Saturday, September 19, 2015
Opportunity Living Gym, Lake City

Sign up to host a themed table or purchase $6 tickets by contacting Danielle Evans at 712-464-4183 or email at devans@stewartmemorial.org

We cordially invite you to be our guest and bring a friend for our 18th annual Table A Fare on Saturday, September 19th!


General Fund Report by Marci Duncan, Treasurer

Beginning Balance:
Income:
B brag & Blessings $ 43.00
Donations $ 420.00
Geranium Sale $ 3,130.25
Interest $ 6.73
Jewelry Sale $ 950.75
Membership $ 1,002.76
Misc $ 75.00
Trivia Night $ 1,750.00
Total Income $ 7,378.49

Expenses:
Dollars for Scholars $ (250.00)
Geranium Sale $ (2,035.25)
IHERRF Scholarship $ (300.00)
Jewelry Sale $ (775.75)
Memorial $ (29.68)
Misc $ (75.00)
Program $ (30.00)
SMCH Annual Gift $ (45,000.00)
Trivia Night $ (393.48)

Total Expenses $ (48,921.52)

Ending Balance:
$ 6,053.50

SMCH Gift Shoppe Financial Report

Beginning Balance - March 1, 2014 $ 14,005.69
Income:
Deposits $ 9,192.42
Interest $ 3.66

Total Income $ 9,196.08

Expenses $ 4,476.64

Ending Balance - May 31, 2015 $ 18,725.13
**Auxiliary Member** benefits from New Service at Community Pharmacy

In January 2015 Carol Laidler was suffering from stomach pain. A diagnosis of Type II diabetes had previously been controlled through diet and exercise, but the disease intensified, causing her to begin taking medicine. She experienced an upset stomach but didn’t become overly concerned. Then her triglyceride (a type of fat found in the blood which convert to energy between meals) levels went haywire, Carol was prescribed another medication to control them. Additionally, she was taking potassium to rectify a deficiency in her system. The three medications interacted and caused Carol to have intense stomach pain.

She contacted registered pharmacist Jane Moeller at Community Pharmacy and asked her to evaluate her medications. Community Pharmacy offers a new service to patients called Medication Therapy Management (MTM). Carol met with Jane and Megan Snyder, PharmD. They went over Carol’s health profile, analyzing all her health issues and the medications she takes to control them. The results were changes in Carol’s medication. The medicine she takes for her triglycerides was swapped for a different prescription, the medicine she takes for her potassium was changed to a more easily swallowed tablet, and the medicine she takes for diabetes was changed to a time-release version. Carol’s stomach pain disappeared. “The medical providers know your health issues. The pharmacists know the drugs. They all have to work together to make a person healthy,” says Laidler.

Jane Moeller attributes the changes in the services pharmacies offers to the changing attitudes of Americans. “We are showing more interest in maintaining our health. In a national survey, 80% of responses indicated Americans expect to be more active in managing their health than ever before. At Community Pharmacy we are responding to that expectation and providing the MTM program.”

The MTM program involves the patient’s healthcare team which includes the patient, the medical provider and the pharmacist. “It’s all about the patient and healthy outcomes. After analyzing the patient’s medical profile and medications used to control chronic conditions, we send our suggestions for any changes in medications to the patient’s medical provider. Together, the team decides on the best option,” explains Moeller. “So begins a new era in pharmacy - helping patients to better utilize their medications and to enjoy a healthier life.”

The cost of the program is covered on the Medicare Part D Plan. “Every insurance plan has different criteria. Check with your insurance company to find out if MTM is a covered service,” advises Moeller. “If it is not covered under Medicare, this service is available for a fee.”

To learn more about Medication Therapy Management or to set an appointment, call Community Pharmacy at 712-464-7281.

Pictured are Megan Snyder, PharmD, and Jane Moeller, RPh, flanking Carol Laidler who utilized the Medication Therapy Management service at Community Pharmacy. Working with Carol and her medical provider, the pharmacists found alternative medications to eliminate Carol’s stomach pain.
Lake View Mayor Lowers the Gavel on Pain

John Westergaard was in a lot of pain. The Lake View mayor suffered a car accident twelve years ago, undergoing surgery two years later when rods and screws were inserted into his vertebrae.

As a corn and soybean seed salesman, he was used to experiencing pain loading and unloading bags of seed for his customers each spring. What had formerly been a 2-3 week job each year became a 3 month long ordeal in the spring of 2014. The former Marine suffered crippling pain. “I was coming home at night and just lying on the floor. I was taking lots of medication and sleeping as much as possible to try to escape from it,” remembers John. The pain forced John to retire from his sales job.

After six months of living with constant pain, he made an appointment with Trevor Capron, certified registered nurse anesthetist at SMCH. “He spent more time talking to me, explaining the procedure, than it took to actually do the epidural steroid injection.”

Afterward, John felt his pain was cut in half. The avid woodworker and model train enthusiast returned to the activities he loved. “I’m able to stand for longer periods, and my mobility is much better.” Though he is careful to rest often and avoid doing more than he can handle, John is quick to grin, “I don’t have much quit in me!”

To learn more about Stewart Memorial Community Hospital Pain Management, contact 712-464-4250

Perry Henely, CRNA
Trevor Capron, CRNA
Throughout the year, Relay for Life Team SMCH raised money in various ways including a pumpkin decorating contest, selling cinnamon rolls donated by Donna Westcott, selling t-shirts and hosting cooking contests. The team was able to donate $2,650 to the American Cancer Society at its June 12th Relay for Life event held in Manson. Shown above are team members (front row) Marti Huser, Mary Ludwig, Heather Cain, Ricole Potts, Bethany Morrow, (second row) Danielle Evans, Katie Kozal, Sara Holst, Jane Janssen, Linda Rath, Lori Lasher, Lisa Wiederin, Jodi Henkenius, (back row) Carmen Schamel, Lory Jackson, Joann Wiederin, Brenda Buss, Pam Hospelhorn, Melissa Monahan, Katlyn Moeller, Leah Henkelman, Jim Henkenius and Jennifer Snyder.

SMCH to host Lunch Connection on “The Patient Portal”

Join us for a Lunch Connection at Stewart Memorial Community Hospital on Thursday, August 6th, 12 noon. Kari Jones will present “The Patient Portal,” a new service offered to our hospital and clinic patients which will enable them to view test results.

Lunch Connection is held in the Lower Level Conference Room at Stewart Memorial Community Hospital. Cost of $5 includes program and lunch.

Call Jennifer Snyder at 712-464-4214 for reservations by Thursday, July 31st. To learn more about the services Stewart Memorial Community Hospital has to offer, visit us at www.stewartmemorial.org. Find us on Facebook at www.Facebook.com/SMCHLakeCity.
Stewart Memorial Community Hospital offers a wide range of outpatient clinics to meet the varying needs of the people in our communities. Appointments for the outpatient clinics can be made by calling 712-464-7907 or 1-800-560-7500.

- **Audiology**
  John W. Reis, Au.D.

- **Cardiology**
  Mark Berry, D.O.
  Iowa Heart Center

- **Dermatology**
  Katherine Blomgren, P.A.-C.
  Scott Green, M.D.

- **Ear, Nose and Throat**
  Diana Smith, ARNP
  Tracey Wellendorf, M.D.

- **General Surgery**
  Ronald Cheney, D.O.
  Marc Miller, D.O.
  Josh Smith, D.O.

- **Ophthalmology**
  Ryan D. Vincent, M.D.
  Wolfe Eye Clinic

- **Orthopaedics**
  Thomas Dulaney, M.D.

- **Podiatry**
  Mark Hartman, D.P.M.
  Eric Jensen, D.P.M.
  - Surgery Services at SMCH

- **Pulmonology**
  James C. Meyer, D.O.

- **Urology**
  Stephen L. Piercy, M.D.

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### Stewart Memorial Community Hospital Calendar of Events

#### Oh Baby! Classes
To register, call 712-464-3171, ext. 6040.

**Early Bird Classes**
**Thursday, August 14**, 6:30 p.m.

**Pre-Natal Classes**
**Saturday, July 19**, 8:30 a.m.
**Saturday, October 25**, 8:30 a.m.

**Big Brother/Big Sister Classes**
**Tuesday, July 22**, 6:00 p.m.
**Tuesday, October 28**, 6:00 p.m.

#### Diabetes Support Group
The Diabetes Support Group meets April through October in the evening at SMCH. For more information please call our Diabetes Educators, Maurine Thieszen or Megan Huster at 712-464-3171.

**Thursday, July 23**, 5:00-6:00 p.m.
**Thursday, August 27**, 5:00-6:00 p.m.
**Thursday, September 24**, 5:00-6:00 p.m.

#### Lunch Connection
**The Patient Portal**
**Thursday, August 6**
SMCH Conference Center
RSVP: 712-464-4214 by July 30

#### Auxiliary Meetings
All meetings held in the SMCH Conference Center. No registration necessary. Everyone is welcome!

**Tuesday, September 1**, 9:30 a.m.
“Carnegie History” presented by Tammi Green, owner, Carnegie Café

**Tuesday, October 6**, 9:30 a.m.
“3D Mammo” presented by Mary Reiter, Director of Radiology at SMCH

**Tuesday, November 3**, 9:30 a.m.
“New Equipment in Occupational/Physical Therapy” presented by Occ Health Staff

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Health care providers at Stewart Memorial Community Hospital and McCrary-Rost Clinics

- Danni Anderson, P.A.-C.
- Tonja Petersen-Anderson, ARNP-C
- Stephanie Bellick, ARNP-C
- Ronald Cheney, D.O.
- Thomas Dulaney, M.D.
- Derek Duncan, D.O.
- Nancy Flink, P.A.-C.
- Rochelle Guess, FNP-C
- Susan Hornback, D.O.
- Marc Miller, D.O.
- Mark Mogensen, P.A.-C.
- Josh Smith, D.O.
- Adam Swisher, D.O.
- Kari Swisher, ARNP-C
- Barbara Weber, ARNP-C