Preparing for COVID-19

Stewart Memorial Community Hospital (SMCH) has been a medical resource for area residents for nearly 60 years. When news stories began to surface about a new virus causing widespread illness in China, then Italy and other European nations, before finally appearing in California, Washington, and New York, leaders and other staff at the Lake City hospital were paying attention.

SMCH Infection Prevention and Employee Health Director Kiana Lamphier says, “At the end of February we were learning more about the virus. We were aware it was in the U.S. and we wanted to be prepared.”

Kari Jones, Chief Nursing Officer at SMCH, explains, “We started talking through existing policies. We had a pandemic policy that was written in 2014. A few changes were made, but overall this policy directed our work through this pandemic. Over the years, we had conducted drills regarding many emergency situations. At the beginning of this year, we had planned to focus on isolation surveillance. We were working with staff to ensure proper use of personal protective equipment (PPE).”

Further drills and planning ensued says Kiana, “We began doing airborne isolation drills with our staff role playing as if a patient with symptoms had arrived at our facility. In March, with more media coverage and staff and patients asking more questions, we initiated our incident command response team as a way to address the situation and have an organized means of conveying information.” Staff at SMCH have been trained to utilize the incident command system, a framework for organizing on-site responses to a particular event, often an emergency situation.

Kiana’s responsibilities included staying up to date with the constantly changing guidelines from the Centers for Disease Control (CDC), the World Health Organization (WHO), and Iowa Department of Public Health (IDPH). “Guidance was changing on a daily basis, sometimes multiple times a day,” she recalls. Her job was to implement those changes to ensure SMCH performed within those guidelines to ensure patients and staff were as safe as possible.

Kari and Kiana participated in teleconferences with UnityPoint Health affiliates, Calhoun County Healthcare Coalition, and the SA7 Regional Emergency Preparedness Coalition to make sure all were following similar steps. Additionally, leaders at SMCH began meeting daily in incident command debriefings. During those meetings new guidelines were outlined, supplies were reported and staffing needs were discussed. Minutes from the meetings were posted on an internal website to provide timely communication to staff.

The facility saw several changes. “We reduced entrances at the Lake City site to only two with screening of anyone entering the building. We limited visitors and elective procedures. We also limited high touch areas, especially in the cafeteria. Wearing a mask and face shield with every patient was also implemented,” notes Kari.

“We also had meetings in regard to surge planning,” says CEO Cindy Carstens. “We discussed two scenarios: one where larger affiliates would send us lower acuity patients when their beds were filled, and one where we had multiple patients coming to us through our Emergency Department.”

“Throughout this health crisis we’ve learned many things,” says Cindy. “We’ve worked hard to ensure adequate supplies. Having strong connections with supply companies is extremely important. Our relationship with the county disaster coalition has been extremely beneficial as they’ve been able to bring us supplies. All of those relationships were very important for us to be able to provide what our patients and staff needed. We are very prepared.”
Facebook Famous

Dr. Margaret Vitiritto takes on new role
by Margaret Vitiritto, board certified family physician at McCrary Rost Clinic

The last few months have been anything but business as usual for SMCH and our community. The COVID-19 crisis has presented some very unique challenges to us as healthcare providers, but also the opportunity to explore some unique ways of connecting with the community.

At the beginning of the coronavirus pandemic, I was shocked at the amount of false information that was popping up on social media and even on some news programs. Even worse, many of my patients were confused and frightened by some of this misleading information. I wanted people to have the most up-to-date, science-based information that they could, but social distancing meant that the traditional Lunch and Learns and in-person community talks were out of the question. Luckily, there is a way to reach a lot of people in their own homes without risking exposure to the coronavirus, and that is by using FaceBook Live.

I’m rarely on social media, and I’m certainly not used to being on camera, but after discussing this idea with Jennifer Snyder, marketing coordinator at SMCH, we both agreed that we had a unique opportunity to help our patients and our community deal with the challenges ahead. We presented our first broadcast on March 2nd, and since then we’ve continued weekly and even twice-weekly updates addressing coronavirus-related topics of community interest. These have included such things as social distancing, talking about what a virus can and can’t do, prevention, depression and anxiety, how children are being impacted, and even weight gain during quarantine. So far, we’ve received a lot of very positive feedback from our community and as far away as California and even Europe! We keep our presentations brief and also archive them on the SMCH FaceBook page so that they can be watched at any time.

We have found that FaceBook Live really lends itself to reaching a large number of people with information in a way that is easily accessible. It is also adaptable. During the COVID-19 crisis, SMCH has been able to offer fitness classes to the community, and we anticipate even more programming in the future.

I’ve been extremely happy with how our COVID-19 updates have been received and I’m grateful to our community for their support and suggestions. We are hoping to continue using Facebook Live as a way of presenting the most up-to-date information we can about the coronavirus and other topics of interest to our community. Please reach out to us if there is a topic or concern that you would like addressed, or with any suggestions on how we can improve. I look forward to connecting with you and remember, we will get through this pandemic together!

Pictured is Dr. Margaret Vitiritto as she presents information about COVID-19. In her weekly chats she addresses many aspects of the pandemic and offers common-sense advice via social media.
Getting Strong, Getting Fit During a Pandemic

On March 17, Governor Kim Reynolds proclaimed that gyms and fitness centers in Iowa would be closed. That decision impacted the exercise classes offered by Rehab Therapy Services at Stewart Memorial Community Hospital that would normally be offered in the facility’s Sweat Shop exercise room.

Senior Strong Strength and Balance class was developed by Physical Therapist Kay Crabb, using her course certification as a Functional Aging Exercise Group Specialist, to help senior citizens improve balance and strength. First offered a year ago, the class has proven popular with the over-60 set, filling up quickly. The class is customized to meet the needs of individual participants, and meets for 16 sessions. Most class members opt to continue the class after seeing the benefits. “I had fallen in my garage. My balance wasn’t good - I was falling a lot,” says Judy Hungate. “During this class I was taught the proper way to get myself up. My husband says I’m now walking better. I just feel better!”

Power and Prevention class is a sports performance and injury prevention program designed for high school and junior high athletes. It was first offered in summer 2019 and the physical therapists and athletic trainer at SMCH were gearing up to offer it this summer as well. “When the governor closed the fitness centers to help mitigate the spread of coronavirus, we had to postpone our plans for our onsite fitness programming. As a result, we started looking for a new way to support our community’s wellness efforts at home and introduce our programs. When we realized we could offer both programs on Facebook Live format, it seemed like the perfect avenue to give people some exercise options from the comfort of their own homes,” says Rehab Services Director Rachel Judisch. “We worked with infection prevention nurse Kiana Lamphier and determined if we had no more than three people exercising, we would be well within the social distancing parameters.”

The response to the classes was beyond the instructors’ hopes. “I had hoped to at least reach my previous students and offer the opportunity to continue their progress. I was thrilled to see the average number of views for each class was around 700. Many of my past students watched, but there were many new people,” remarks Kay.

“As SMCH gets back to business as usual, the classes will resume in a more traditional format. But it was fun to think outside the box and be able to offer something beneficial to the community,” says Branden. “It was gratifying to read the comments from those who were watching, but I look forward to working with individuals in the clinic.”

Larson, Speech Pathologist Courtney Schreck, and Dietitian Maurine Thieszen were more than willing to put on exercise clothes and get a little sweaty. “Exercising on camera took some getting used to,” says Branden, “but my teammates helped give me the one-on-one responses I would normally get from a class participant. They made the experience more interactive by demonstrating correct form while I showed modifications.”
Telehealth. A New Age in Medicine

When Governor Kim Reynolds recommended elective procedures halt to help slow the spread of COVID-19, the medical providers at McCravy Rost Clinic sought new ways to provide care for their patients.

Telehealth has been in use at Stewart Memorial Community Hospital for a few years, primarily in the emergency and mental health setting. “Rural Health Clinics had previously been restricted in the use of telemedicine. We are excited to offer telemedicine in our clinics. It has been a fantastic way for our providers to connect with their patients without having those patients onsite. It does not work for every patient or every encounter, but when appropriate, it has been working well,” explains CEO Cindy Carstens.

Beginning in March, many patients elected to schedule their well and follow-up visits with their medical providers using telehealth. With the help of technology, board certified family physician Derek Duncan and all the medical providers in the clinic can consult with their patients. “While our medical providers adhere to the appropriate standards of care in medical practice, certain needs can be fulfilled through a virtual office visit on a patient’s phone, tablet, chromebook, or laptop - any electronic device with a camera,” he says. “I’ve had appointments where we’ve discussed results from lab tests. I even had a visit with a patient with a dermatological issue. The patient was able to show me a rash that I was able to diagnose and prescribe medicine. This is also useful for patients who are experiencing mental health concerns.”

While nothing replaces an in-person visit with your provider, telehealth visits may be a temporary solution and are covered by most insurances, but check with your provider. Please call your medical provider’s office to see if a telehealth visit is appropriate for your need.
Auxiliary’s Gift is Picture-Perfect for SMCH Babies

In the age of social media, it has never been more important for families to be able to share news, photos, and events with friends and loved ones. Posting a great photo of a family’s newest arrival is a highlight for many new moms and dads.

For many years, Stewart Memorial Community Hospital has included a virtual nursery on its website where parents can elect to include their baby’s photo and vital statistics. With social media options like Facebook and Instagram, the obstetric nursing staff wanted to upgrade the service and give families photos they will cherish and share.

To improve the quality of the photos a new camera and photo printer were needed, along with some new accessories. When the SMCH Auxiliary heard about this opportunity, they were anxious to help new mothers and babies. They held their annual geranium sale in April and dedicated the proceeds to this effort. Overwhelming support increased the sales of the plants by 41% over the previous year.

Jenni Macke, manager of OB at SMCH, stated, “We strive to deliver an outstanding birth experience while young families are here. We look forward to capturing the character and beauty of your baby made possible by SMCH Auxiliary. Thank you Auxiliary members for your continued support!”

“The Auxiliary exists to raise funds and provide volunteer support for the hospital. What better way to support new moms and showcase the amazing care they receive than to designate proceeds from our Mother’s Day geranium sale for the purchase of equipment that will commemorate the births of babies at SMCH,” says Auxiliary coordinator Beth Stauter.

Pictured are Auxiliary Volunteer Coordinator Beth Stauter, Director of Development, Marketing & Volunteers Jesse Underwood, OB Manager Jenni Macke, and OB nurse Brooke Bass with items donated by the hospital auxiliary for baby photos.
You and your family are our number one priority. As the world has rapidly changed around us due to the COVID-19 virus, one constant has remained: the compassionate and loving care from our highly trained staff to you and your family. We strive to ensure your safety when you need us most. With any great challenge comes opportunity to learn, grow, and reshape how we care for you to the best of our abilities.

**What we have learned from our first experience with a world pandemic:**

We have amazing heroes on our staff. Their courageous hearts work the front lines and behind the scenes to ensure we are here for you whenever you need us. We have a resilient community that recognizes the importance of our operation and are extremely supportive and understanding. We have become innovative in care delivery and understanding of our facility’s current limitations.

Those limitations make us grateful. We are grateful for the future of our Putting People First Campaign. We have a plan in place to make your future care ideal for today’s challenges. This renovation will provide a safer and more efficient environment. Our new Emergency Room will come with private exam rooms. Those rooms will be equipped to examine a loved one without exposure to the entire department, thereby improving privacy and safety of exposure to others. You can take comfort in knowing our emergency care team at Stewart Memorial Community Hospital is here to provide compassionate care as quickly as possible by our team of specially trained physicians, nurses and technicians, using the most advanced protocols and technology.

**The Putting People First capital improvement project for our organization is still underway.**

The USDA Rural Hospital Loan Funding has been approved and is moving forward. We continue to receive outstanding support for this project through widespread community philanthropy. The
donations from our community have continued to lift us toward success.

We still have a need for you to make an impact for not just today and the COVID-19 response, but for the future of health care for our community for years to come. Please consider making your gift today to support this meaningful project.

We are accepting pledges for up to five years and have worked with several donors on stock transfers and planned gifts. If you have any questions or would like to learn more about our project, please contact Jesse Underwood, Director of Development, Marketing, & Volunteer Services at 712-464-4117 or email at junderwood@stewartmemorial.org.
When Minutes Count

A visit to the emergency room can be very stressful. There is pain, illness, and worry about the unknown. What’s causing the problem? Will they be able to help me? How soon will I feel better?

At Stewart Memorial Community Hospital (SMCH), the medical professionals take your health and well-being very seriously. In the emergency room, you will be examined by medical providers and nurses. You may need an x-ray by a radiology technologist. Blood samples may be taken by a lab technician. Respiratory therapy may help with breathing issues. A pharmacist may provide medication.

If your symptoms require it, you may be transferred to a facility that can provide advanced specialty care. Depending on the situation, you may be transferred by ambulance or by helicopter. For the benefit of its patients, SMCH has partnered with UnityPoint Health’s LifeFlight air ambulance service. The state of the art technology aboard today’s rescue helicopters allows crews to perform life-saving procedures and make the craft the best chance of surviving a serious medical emergency.

LifeFlight has a long history of providing service in Iowa, having recently celebrated its 40th year in service. LifeFlight’s medical personnel are trained in critical care, advanced life support, pediatric and neonatal advanced life support, and advanced airway management. Each flight is staffed by a pilot, flight paramedic, and flight nurse who have completed a nationally recognized flight certification program.

LifeFlight expanded coverage of western Iowa in December by installing a base at the Carroll airport. Flight nurse Taylor Kelly, who is based out of Carroll says, “Depending on weather conditions, we can get to Lake City in about eight minutes. While we can take patients anywhere, including Mayo Clinic and the Twin Cities, we can get to Des Moines in about 35 minutes. Those minutes count in a critical situation.”

Lara Cornelius, emergency department director at SMCH, says, “We appreciate the LifeFlight staff. They are extremely capable, and we can trust our patients will get high quality care. My staff also appreciate that they follow-up with us within a day or two. Within the boundaries of patient privacy, they let us know how the patient is doing. They understand that a crisis can be traumatic for healthcare workers, and they reinforce that we took the appropriate actions.”

LifeFlight program manager Michael Zweigart says, “There is a misconception about the price tag of being transported by air ambulance. We are in-network in Iowa with Blue Cross Blue Shield of Iowa and many other insurance providers. We also have a patient advocacy program in which we work with the patient and insurance companies to keep out-of-pocket costs as low as possible. The average out-of-pocket expense in Iowa is around $180 for the patient.”

“Our patients deserve access to lifesaving care,” says Lara, “and our partnership with LifeFlight provides timely interventions that matter when minutes count.”
Throughout her nursing career, Ann Lengeling has held many roles. She began as an aide and, as she advanced her education, worked as a licensed practical nurse, and as a registered nurse before earning her bachelor of science in nursing from the University of Iowa. Over the years she’s worked on the inpatient floor and as an emergency room nurse in a hospital on all kinds of shifts, including nights and weekends.

Her most recent role was with Kindred Hospice as Executive Director. “I found this job to be extremely rewarding. (Being in) hospice is a very vulnerable time for people. It’s a gift of time. I felt very passionate about what we are able to do for patients and their families during their final days,” Ann says.

While Ann feels strongly about hospice care, she says she missed providing care for acute patients in the hospital. “My leadership goals led me back to the hospital setting.”

When Stewart Memorial Community Hospital (SMCH) began its search for a Director of Nursing, Ann welcomed the opportunity. “I’d always heard amazing things about the hospital. Its values and goals resonated with me. I was looking for ways to grow my management and leadership skills, and SMCH seemed like a good fit for me,” she explains.

CEO Cindy Carstens welcomes Ann to the staff. “I am thrilled to have Ann join us in a leadership role at SMCH. She brings a wealth of experience as a nurse, and I’m sure she is up to any challenge she meets. Ann has a depth of compassion that is obvious as soon as you meet her and a passion for doing the right thing. Ann is a great fit for our hospital.”

“I don’t see myself as only a manager, but more as a coach/leader for my nursing staff,” says Ann. “I’m here to build and support them to become strong in critical thinking and skills. I want our nursing staff to feel as educated and comfortable in situations as possible. This is what is best for patient care.”

Meeting with staff across all departments, Ann believes strongly in open communication. “My role is to be an advocate for our patients and staff. There are two sides to every situation, and with a level head, I hope to understand, bring resolution and solutions, and ultimately provide exceptional care for our patients and job satisfaction to our nurses.”

Ann and her husband, Nate, are raising their three children: Grace (13), Wade (11) and Nora (8). The family enjoys spending time together while camping and kayaking.
**Auxiliary Events**

July TBD ......................................................... City Wide Garage Sale
- Gift Shoppe Garage Sale held in the hospital lobby

August 4 .... Auxiliary Meeting “Fraud Protection” by ISU Extension
9:30 AM in Conference Center

September 1 ...... Volunteer Appreciation Luncheon – Painting with Paisley Pansie
10:00 AM in Conference Center
Reservations Required

September 9-11 ........ ISU/Iowa/UNI Cookie Sale
Conference Center

September 17 ......................................................... Uniform Sale
10 AM-6 PM
Conference Center Parking Lot

October 6 ......................................................... Auxiliary Meeting
“Bird Watching” with Abbey Conrad,
Naturalist, Calhoun County Conservation
9:30 AM in Conference Center

October 7 ......................................................... Nutman Sale
10 AM-4 PM in Private Dining Room

October 8 ......................................................... Nutman Sale
8 AM-2:30 PM in Private Dining Room

October 19 ................... Collective Goods and Bake Sale
10 AM-4 PM in Conference Center

November 3 ...................... Auxiliary Meeting
“Are You Spreading Fake News”
by Darcy Dougherty-Maulsby
9:30 AM in Conference Center

November 5 ......................................................... Mingle Jingle
4:30-6:30 pm in Lake City Clinic Lobby

November 9 ......................... Linen Sale
7 AM-4 PM in Conference Center

November 10 ......................... Linen Sale
7 AM-3 PM in Conference Center

November 28 ..................... Small Business Saturday
9 am-3 pm Heart Strings Gift Shoppe open
in Lake City Clinic Lobby

December 1 ......................... Christmas Tea
9:30 AM in Conference Center

**Cookie Challenge**

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

September 9-11

Vote for your favorite team by purchasing decorated cookies for just $1.00 each

Will the winner of the Cookie Challenge predict the winner of the Big Game?

All proceeds benefit your SMCH Auxiliary sponsored projects!
If you are able to help decorate cookies at 11:00 am on September 9th,
please volunteer by calling 712-464-4183

Pre-order by calling 712-464-4183
Join us for a Lunch Connection at Stewart Memorial Community Hospital on Thursday, August 13th or August 20th. Speech-Language Pathologists Rachel Judisch and Courtney Schreck will present “Keeping Memory Sharp” at noon each day. 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, August 6th. To learn more about the services offered by Stewart Memorial Community Hospital, visit www.stewartmemorial.org. Find us on Facebook at www.Facebook.com/SMCHLakeCity.

Lower Dose* CT Imaging System Arrives at SMCH

Stewart Memorial Community Hospital is leading the way for patient care in medical imaging. In partnership with Brown’s Medical Imaging, SMCH has installed a state of the art 128-slice CT Scanner by Hitachi, which will be the first of its kind in the state of Iowa. The Hitachi’s SCENARIA View, (“View”) includes the latest technology in radiation dose reduction features with an accommodating design that reassures patients, as well as a broad range of clinical capabilities and features to meet the demand of today’s diagnostic imaging professionals.

The View includes a more spacious 80cm opening to reduce anxiety. The lateral shift table allows patients to remain centered and secure. The table accommodates patients up to 550 pounds and lowers to 20 inches from the floor to allow easy access.

Hitachi has been a long-time pioneer of diagnostic imaging systems, with more than 1,500 CT and MRI systems installed in the United States. The View offers the latest technology in 128-slice CT, combining enhanced patient safety through advanced technology dose reduction with broad clinical capabilities and enhanced patient comfort features for a wide range of applications including Cardiac CT Angiography (CCTA).

SMCH is acquiring the new View CT system to offer physicians and their patients access to the new and advanced diagnostic imaging techniques.

* In clinical use, dose saving features may reduce CT patient dose depending on the clinical task, patient size, anatomical location and clinical practices employed. Consultation with a radiologist and physicist are recommended to determine the appropriate dose needed to obtain diagnostic image quality for a particular clinical task.

With the cover lifted on the new CT scanner, Radiology Technologists Taylor Bohm, Jenni King, and Kendra Davis inspect the impressive technology that will result in increased comfort and enhanced images for their patients.
Outpatient Clinics at Stewart Memorial Community Hospital

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**
  Brittany Pearson, H.I.S.

- **Cardiology**
  Suzanne Feigofsky, M.D.

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

- **General Surgery**
  Ronald Cheney, D.O.

- **Mental Health Services**
  Glenna Nockeks, LISW
  Kendra Walker, ARNP

- **Ophthalmology**
  Steven O. Anderson, M.D.

- **Orthopaedics**
  Benjamin Bissell, M.D.
  Steven Meyer, M.D.

- **Pain Solutions**
  Sarah Crilly, CRNA
  Jeremy Johnson, CRNA

- **Podiatry**
  Brian Hamm, D.P.M.

- **Rural Behavioral Health**
  Melinda Engelmann, LISW
  Emile McNace, LISW
  Karla Manternach, LISW
  Amy Riesberg, LISW

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New Patients Always Welcome!

Stewart Memorial Community Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, gender identity, or sex.

**Stewart Memorial Community Hospital Calendar of Events**

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

- **Early Bird Classes**
  - Wednesday, August 19, 6:30 pm
  - Wednesday, November 11, 6:30 pm

- **Pre-Natal Classes**
  - Saturday, July 18, 8:30 am
  - Saturday, October 17, 8:30 am

- **Big Brother/Big Sister Classes**
  - Wednesday, July 29, 6:00 pm
  - Wednesday, October 28, 6:00 pm

- **Breastfeeding Basics**
  - Monday, September 15, 6:00 pm
  - Monday, December 15, 6:00 pm

- **Lunch Connection**
  Two Sessions:
  - Thursday, August 13 & August 20
  12:00 pm “Keeping Memory Sharp”
  Rachel Judisch, SLP, & Courtney Schreck, SLP
  SMCH Conference Center
  RSVP: 712-464-4214 by August 6

**Auxiliary Meetings**

- **All meetings held in the SMCH Conference Center. No registration necessary. Everyone is welcome!**

  - **Tuesday, August 4, 9:30 am**
    “Fraud Protection” by ISU Extension
  - **Tuesday, October 6, 9:30 am**
    “Bird Watching” by Abby Conrad, Naturalist, Calhoun County Conservation
  - **Tuesday, November 3, 9:30 am**
    “Are You Spreading Fake News?” by Darcy Dougherty-Maulsby

Follow us on Facebook at www.facebook.com/SMCHLakeCity

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  Karla Manternach, LISW
  Amy Riesberg, LISW

New Patients Always Welcome!

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

- **Danni Anderson, P.A.-C.**
- **Tonja Petersen-Anderson, ARNP-C**
- **Stephanie Bellcock, ARNP-C**
- **Sarah Crilly, CRNA**
- **Derek Duncan, D.O.**
- **Nancy Flink, P.A.-C.**
- **Megan Grodahl, P.A.-C.**
- **Liz Halbur, P.A.-C.**
- **Susan Hornback, D.O.**
- **Jeremy Johnson, CRNA**
- **Mark Mogensen, P.A.-C.**
- **Diana Smith, ARNP-C**
- **Margaret Vitritto, D.O.**
- **Barbara Weber, ARNP-C**