

# LakeWood Health Center

VOLUME 2009

ISSUE 4

NOV/DEC

## NorthReach Newsletter



Please join us as we  
celebrate with  
**SharRay Feickert**  
her upcoming retirement

Public Open House  
7:00 pm - 8:30 pm

Friday, December 18, 2009  
The Moose Lodge  
Baudette, Minnesota

7:15 pm Cake Cutting



This photo was taken in 1985 when SharRay was Director of Nursing. She is pictured with a new fetal heart monitor.

## A President's Farewell *SharRay Feickert retires*

The season of advent is upon us as I write my last message as President of LakeWood Health Center. I will be retiring January 4, 2010. This last message gives me an opportunity to reflect on my 33-plus years of experience in the healthcare field.

Since I started work as a staff RN at what was then Trinity Hospital, all health services have been merged onto one campus. New programs, such as the Diabetes Resource Center and Coumadin Clinic, were developed to provide local support for people in our community. Through the Healthier Communities Initiative, LakeWood worked with other community groups to build a new theater and skate park, address economic development concerns, and work on beautification of our community. We have gone high tech with an on-site CT scanner, mammography services and other state-of-the-art equipment in the patient care areas and laboratory. We went from a manual accounting system to a computerized system. We have witnessed numerous changes in healthcare, including fluctuations in reimbursement, and have survived. When the going was particularly rough, we brainstormed and came up with innovative ideas to bring in additional revenue and keep our employees working.

I am proud to be a part of this healthcare team whose vision was established by the Sisters of St. Joseph in 1950 and whose roots have grown deeper over the past 59 years. I am proud of the employees, the medical

staff, leadership team, managers, Emergency Medical Technicians, hospice and care center volunteers who continuously strive for excellence and are dedicated to the task of providing quality healthcare.

I have been blessed to have worked with board members who have guided LakeWood. I have also been very fortunate to have had the support of county and city officials throughout my tenure.

The local ministerium group has also been instrumental in the success of the organization in meeting the spiritual needs of patients and residents.

I would like to thank all the people that I have had the opportunity to work with throughout the years. I have learned many life lessons from you. I also want to thank the patients and residents for allowing me to be a part of their lives, first as a nurse and then as President and CEO. You are the reason that local healthcare is so important to this community. It has been a blessing for me to have served you in both roles.

As I turn the leadership role over to my successor Jason Breuer, I feel confident that LakeWood's future is secure. Jason has been a part of the LakeWood family for 11 years, starting out as an Occupational Therapist. He will be working alongside a group of seasoned managers and a staff of dedicated employees as he transitions into



**SharRay Feickert**  
*President/CEO*

## LakeWood Health Center Missions New Administrator

### *Jason Breuer prepares to lead facility*

LakeWood Health Center will begin the new year with a new leader. Beginning in January, Jason Breuer will become LakeWood's new Administrator.

Jason Breuer accepted his call to lead the organization at a Missioning Ceremony held at the facility on Monday, November 30, 2009. with LakeWood and CHI Mission Statement and Core Values serving as the foundation of the ceremony, the Board of Directors, senior leadership, management staff, employees, volunteers and Medical Staff all pledged their support to Jason Breuer as he prepares to lead



*Ceremonial gifts given to Jason Breuer - a candle, Holy Bible, and the Mission and Values of LakeWood.*



*SharRay Feickert, retiring CEO, lights the candle for incoming leader, Jason Breuer*

them into the future. They also reaffirmed their own commitments to supporting LakeWood's healing ministry.

During of the ceremony, Jason was presented a Catholic Health Initiatives candle as a symbol of the light of Christ, which will guide him in his ministry; the Holy Bible as the foundation of Catholic ministry in healthcare; and a framed copy of LakeWood's Mission and Values, by which all who are a part of LakeWood live out the values of Reverence, Integrity, Compassion, and Excellence.

## A President's Farewell

*continued from page 1*

his new role. He will find strength and support in these hard-working people, just as I have over the years.

I look forward to my retirement as I move into another chapter of my life. I have enjoyed being part of LakeWood and its previous affiliates throughout my career. I feel confident that LakeWood will continue to move forward.

The season of advent is a season of anticipation and waiting as we prepare to celebrate the birth of the Christ Child. LakeWood is waiting, too. We are waiting to see

the impact of the government's healthcare reform bill. We are waiting to see what new technology there will be to assist us with patient care. We are waiting to see what the future holds for LakeWood and Catholic Health Initiatives. I know the future of LakeWood will be solid due to the foundation that has been built by the Sisters and the employees who create the healthcare team we have today.

May God bless you and bring you health and happiness in the New Year.

Thanks for the memories!

*SharRay*

*The mission of LakeWood Health Center and Catholic Health Initiatives is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.*

## MISSION MOMENT

### *At least slow down so you don't miss it*

*Kay M. Schell, Mission Leader*

We were all tired and hungry and more than ready to find our hotel. We were anxious to settle in and find something to eat, and the kids were excited to check out the swimming pool. The directions said the hotel was just off the highway on our way into the city so we didn't expect any problems finding it. What we didn't count on was the four o'clock traffic pushing us along faster than we wanted to go as we looked for our exit.

As we traveled on, it became obvious that we had missed the road so we had to turn around and go back the way we had come. I suggested we try to "hit some red lights" so we could stop, think, check the map and look at the street signs; however, I was the only one in the car who thought sitting at a red light might get us closer to our destination, and so on we went. At some point it felt like we were in the vicinity of the hotel so we turned off the highway. We found ourselves on a road with very little traffic, which allowed us to slow down and check out our surroundings. It was our son, John, who finally spotted the hotel sign off in the distance.

Do you find yourself in a similar situation during the Holiday Season? Many of us are in such a rush for Christmas to arrive that we miss the Season of Advent, which for Christians is a time of expectant waiting and preparation for the celebration of the birth of Christ. It's a time that is meant for us to prepare our hearts and minds for the good news that God sent to the world in the form of a tiny babe. It's a time to stop and look at the lights and remember the Star of Bethlehem that signaled the birth of the Christ Child. It's a time to think, reflect and pray. There is so much to see and feel and hear if you just take the time. And if you're not able to stop, then at least slow down a little so you don't miss the most important thing of all, which is the gift of God's peace.

Amen.



## Around-the-clock pharmacy service coming soon...

### *24/7 telepharmacy service means enhanced patient care*



No matter the time of day or vacation schedule, LakeWood will have a registered clinical hospital pharmacist at its side - virtually.

Beginning in January, LakeWood Health Center will be participating in the ePharmacist Direct service, which connects staff at the hospital electronically to a pharmacy hub in Fargo.

ePharmacist Direct will complement LakeWood's current hospital pharmacy services by extending the availability of a clinical pharmacist to around-the-clock access. Our nurses, pharmacy technicians, medical providers and even patients will be able to consult with a pharmacist in real time, talking face -to-face using a camera and computer.

Medication orders will be scanned and sent electronically from LakeWood to an ePharmacist Direct pharmacist who will review the order, observe medication preparation, and consult with the medical provider, nurse and/or technician, over a secure computer connection. The pharmacist will also monitor for drug interactions and provide patient education when needed.

The result is a win-win situation. ePharmacist Direct will allow the facility to provide enhanced patient care in a cost-effective manner.

Federal grant money is funding the startup of ePharmacist Direct services with the establishment of a central pharmacy hub by Catholic Health Initiatives in Fargo.

LakeWood Health Center is one of the early adopters to partner with ePharmacist Direct for remote pharmacy services.



*Pictured above is an ePharmacist Direct pharmacist reviewing orders with a pharmacy technician.*

*The project described here is supported by a grant from the NDSU College of Pharmacy, Nursing and Allied Sciences and the North Dakota Telepharmacy Project with funding from the Office of Health Information Technology/HSRA/ DHHS.*

## Care Center Residents Enjoy a Day at The Spa

Staff of LakeWood Care Center transformed the everyday Rehab Room at LakeWood Care Center into “The Spa” for a day. Residents were sent personal invitations to enjoy full relaxation sessions and pampering. The menu of services they could choose from included hand massage, foot massage, facials, aromatherapy and nail care and polish. There were beverages and hors d’oeuvres to choose from as well.

The residents who participated thoroughly enjoyed their day at “The Spa” and are looking forward to the next one.

Over the past two years, LakeWood staff participated in numerous courses to learn these techniques through

training

provided by Northland Community and Technical College as part of a collaborative grant effort focusing on Complementary and Alternative Medicine (CAM). Having been trained in the areas of Aromatherapy, Reflexology, Music Therapy, Light Therapy, Guided Imagery, and Mind, Body, Healing, staff can offer these techniques to residents at any time.



*Environmental Services staff member Sherri Smart, works through the steps of a hand massage for Roberta Sandsmark*



*Gweth Jaeger, RN, Assistant Nursing Director, begins a foot massage for resident Lorena Houtari*



*Activities Director Cathy Christensen provides nail care for Mabel Svitak*

## Celebrating the Spirit within LakeWood *continued from page 8*

**Darlene Bushaw** is LakeWood’s Information Systems Lead, working with the computers and technology within the facility. Her co-workers described her in the following ways: She is a person who is always there when you need help; she is very patient, and doesn’t mind helping you. The first thing out of her mouth is always good morning with a smile. She has a friendly, outgoing attitude, and laughs easily and often. She doesn’t let you know if she is having a bad day. Darlene is willing to assist at any time and I trust her abilities on the job. If she isn’t sure of the answer or how to fix it, she will find out. She is a great team player and works hard to make things right. She has been available to assist us so many times with problems and questions and is always willing to help in a “down to earth”, practical, understandable manner, and many times works after work hours. Darlene is always willing to listen to any issues and maintains a high level of professionalism at all times.

**Cynthia Dunn** is the Laboratory and Radiology Department Manager. Her co-workers commented that she is a very dedicated and hard working employee who has done great things for LakeWood. She is very professional, friendly, and puts her patients first. She always makes you feel welcome, is extremely fair, and always willing to go that extra mile to find the answer, which she usually already knows. Cynthia exemplifies the core values and service standards of LakeWood. Those who work under her leadership always say how great she is to work for. She has all the qualities it takes to make a ‘top notch’ employee, co-worker and department director. Working with her is a pleasure. She is a great department director and the best boss I have ever had in all the years I have worked at LakeWood.

## Violence Prevention Meeting Planned for January 14, 2010

*Community members to gather and discuss what can be done to reduce or prevent violence*

As part of the Healthier Community Initiative, LakeWood Health Center hosted a number of Community Assessment discussion groups earlier this year, looking to gather data about health care services available to the area residents and to identify needs within the community.

The groups spent time developing a “wish list” of services with no limits. They identified programs that the community currently has, those it has lost, and any that need support of some nature (financial, volunteers, etc.).

Through the discussions, an underlying concern began to surface. As many of us know, current national and local economic situations have caused financial stress for many. When there is already stress within one’s life and other factors begin to add more, there is an increased potential to use alcohol or other substances to temporarily relieve that stress. Alcohol and substance abuse brings a heightened risk for domestic violence, verbal abuse, physical abuse, and even sexual abuse.

With school-age children, the topic of bullying is a growing concern. And, today bullying isn’t done the old-fashioned way. Rather, much of the bullying is through texting on cell phones or through social mediums such as Facebook.

To educate and further discuss these concerns that may negatively affect the healthy community we strive to live in, LakeWood is asking interested community members to come together. A Violence Prevention Discussion Meeting is scheduled for Thursday, January 14, 2010 at Lake of the Woods School beginning at 5:00 pm.

This meeting is an opportunity for parents, educators and other community members to discuss and gain understanding of issues facing our community.

### Mark Your Calendar Today!

All community members  
are invited to attend a

## Violence Prevention Discussion Meeting

Thursday, January 14, 2010

5:00 pm

Lake of the Woods  
School Commons

*An evening meal will be served*

## Slicks Host Care Center Residents at Deer Camp

The Slick family has invited residents to spend a day with them at Deer Camp for many years now...enough years that it could be considered a tradition. Each fall, residents bundle up and prepare for a great day in the rustic camp with their hosts, the gracious members of the Slick family.

They enjoy visiting over a cup of hot coffee, swap stories about everything and anything, and share in a meal fit for royalty. Slicks cook up venison and all the trimmings, including a dessert! You won’t find a better visit to a deer camp than this one!

To show their appreciation, the residents invite the Slicks to LakeWood Care Center for coffee, sometimes breakfast, or this year, the notorious Men’s Group get-together. They continue their conversations and enjoy each other’s company.

Thank you to the Slick family for continuing to welcome us to your deer camp!



Residents from LakeWood Care Center enjoy their traditional outing to the Slick Deer Camp



Cy Slick has a nice visit with  
Emery Bourgeois

## LakeWood Outsources Medical Transcription

In early December LakeWood began sending its transcription to DenMed, a company that provides quality transcription services nationwide to a variety of healthcare organizations, including other Critical Access Hospitals.

This change will allow the Medical Records employees, who previously did the transcription, to concentrate on other department responsibilities. Several of the staff are also trained coders and all of them are responsible for other tasks beyond transcription.

“The staff took a lot of pride in doing transcription,” commented Liz Hanson, Director of Medical Records. “Transcription is a skill that not everyone has the ability or desire to do; however, there are increased demands on our department and this move will allow the staff to focus on other responsibilities, including coding, that are just as important as transcription in the provision of patient care.”

And the rumor about staff lay-offs and the department closing? “That's just what it is, a rumor,” stated Hanson. “There are no plans to let anyone go. Furthermore, the facility could not function without a Medical Records department.”

The switch to DenMed occurred during the first week in December with the medical providers sending their first dictations to DenMed by way of a secure internet connection. The company guarantees a 24-hour turnaround time (the time

from dictation to the return of a transcribed report) - in reality this figure is much less with an average of three hours. DenMed staff proofreads 100% of the reports and complies with all privacy and security regulations regarding health information.

“There have been a few 'glitches' to work out,” Hanson explained. “So far, the information is flowing fairly smoothly both ways and we're getting reports back within 24 hours. As with any new process, there is a learning curve so I expect the turnaround time to only improve as the DenMed transcriptionists become more familiar with the LakeWood providers' dictations.”

Transcription directly impacts another Medical Records responsibility, coding, which involves applying a numerical code to every diagnosis and procedure for which patients are seen, both at the clinic and the hospital. Coding cannot be done until the providers' documentation is completed, and the billing process cannot be completed until the coding is done. With transcription being handled by DenMed, coders will be able to turn their attention to coding without having to worry about first getting the transcription done.

“Our department's goal is to assist the health care team in providing quality care and support the health of our community as well as the financial health of our facility,” stated Hanson. “Outsourcing transcription will help us do that.”

## Lindstrom Crowned Ms. Northwest Minnesota Nursing Home

Edy Lindstrom, representing LakeWood Care Center, was crowned Ms. Northwest Minnesota Nursing Home at a pageant held in Walker, Minnesota.

Each contestant was introduced with a short biography and interviewed by a panel of judges.

Everyone at LakeWood congratulates Edy on receiving this honor. We know she will serve in this position well over the next year.

“She is a great representative for LakeWood Care Center and we are very proud to have her as a part of our family here at LakeWood,” commented Carrie Claybundy, RN, Nursing Director at LakeWood Care Center.

LakeWood Care Center will host the Ms. Northwest Minnesota Nursing Home Pageant in 2010.



Edy Lindstrom

## EMTs Sponsor Frost Fest 5K

### *Fundraising efforts continue to raise money for new Ambulance Transporter*

With no snow on the ground and a clear forecast, 48 runners and walkers were anxious to take advantage of the unusual November weather. They gathered on Saturday, November 28, to face the 3.1-mile course of the Frost Fest 5K Fun Run/Walk. An Ambulance siren began the race (pictured at right).



For some it was an opportunity to run with others and strive to improve their running time, while for others it was a simple walk to socialize while supporting a good cause.

In their reflective blue coats, Emergency Medical Technicians with the Lake of the Woods Ambulance Service were stationed along the course to keep runners and walkers safe from traffic.

Sponsored by the Lake of the Woods Ambulance Service and LakeWood Regional Healthcare Foundation, the Frost Fest 5K was a fundraiser to support the Capital Campaign to purchase a new Type 2 Patient Transporter (pictured above).

The LakeWood Regional Healthcare Foundation and Lake of the Woods Ambulance Service thanks the individuals, businesses and organizations who have supported them in their fundraising efforts. All donations, large or small, are appreciated. There have been a number of donations given in tribute to individuals. If anyone is interested in donating in honor of or in memory of someone, there is an area to note that on the donation form.

Questions about the Capital Campaign may be directed to LakeWood Regional Healthcare Foundation members Tom Mio at 634-3447 and Jason Breuer at 634-3481.

## Munroe Donates BINGO Winnings

Melba Munroe has won BIG at BINGO at LakeWood Care Center and has been saving her winnings! In November, she decided to donate her accumulated winnings of \$37.00 in quarters to the Ambulance Transporter fundraiser!



Thank you, Melba, for your generosity!

*Melba, and her husband, Al Munroe, are pictured here with Jason Breuer.*

*Please clip form & send with your donation*

### LAKEWOOD REGIONAL HEALTHCARE FOUNDATION DONATION CARD

I/We would like to show my/our support with a donation of \$\_\_\_\_\_. (Please make check payable to: LAKEWOOD REGIONAL HEALTHCARE FOUNDATION, earmarked "Ambulance Service.")

- My full donation is enclosed.
- I/We pledge this amount and will donate quarterly over the next 12 months.
- Credit card payments are accepted.  
Please provide the following information:

Credit Card # \_\_\_\_\_

Expiration Date: \_\_\_\_\_

**Full Name & Phone Number (please print):**  
\_\_\_\_\_

**Signature:** \_\_\_\_\_

Tribute information (optional):

In loving memory of:       In honor of:  
\_\_\_\_\_

**For donations totaling \$250 or more**, please provide the name as it should appear on our donor recognition materials (please print):  
\_\_\_\_\_

I/We wish to remain anonymous.

*Contributions are deductible from Federal Income Taxes to the fullest extent allowed by law*

# Celebrating the Spirit Within LakeWood

2009 Spirit Award recipients revealed at employee Christmas celebration

With only three awarded each year, it's the highest honor a LakeWood employee can receive - the Spirit Award.

In recognition of their exceptional professional and personal accomplishments, this year's Spirit Awards were given to Carol Davis, Darlene Bushaw and Cynthia Dunn. Congratulations to each of you!

The Spirit Award recipients were revealed at the Employee Appreciation Christmas Celebration held at the Moose Lodge in Baudette on Friday, December 4, 2009.

Each year staff has the opportunity to nominate co-workers based on their overall demonstration of LakeWood's Core Values of Reverence, Excellence, Integrity and Compassion. As part of the nomination process, staff are asked to provide examples and comments about their nominees. Here is a collection of comments given for each of this year's Spirit Award recipients:

**Carol Davis** is an Activities Aide at LakeWood Care Center. Her fellow co-workers described her as kind and explained how she does the extra errands and favors for residents all the time. Nothing you ask of her is too much trouble. Our Core Values of Compassion, Integrity and Reverence are obvious in Carol's life. No one is more suited for the Care Center residents than Carol Davis. Everyone she meets is greeted and cared for as if they were part of her own family. She really lives the standards at LakeWood. She always shows compassion and always thanks you. She shows the way and keeps growing professionally, personally and spiritually. She works well with everyone. She is always dressed professionally and her first impression is always positive. She is fun to work with and the residents enjoy her.

*(continued on page 4)*



*Pictured from left are 2009 Spirit Award recipients Carol Davis, Darlene Bushaw, and Cynthia Dunn.*

## NorthReach Newsletter

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The Retirement of SharRay Feickert



LakeWood Health Center  
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2

Jason Breuer to lead as Administrator



4

Care Center residents enjoy a day at The Spa



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BAUDETTE, MN  
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BOXHOLDER

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