

north reach newsletter

SPRING 2014 www.lakewoodhealthcenter.org

Honoring 40 Years of Service to LakeWood and the Community

The past 40 years have seen a host of changes in health care. But through them all, some things have remained the same at LakeWood—the warm, friendly faces of three very special nurses.

CHANGING TIMES

In 1975, LakeWood had 34 beds for patients—but no pharmacist. “The administrator was in charge of the pharmacy,” recalls Linda Bouchard, L.P.N.

Bouchard started as a licensed practical nurse at LakeWood in 1975 and became the pharmacy technician in 1995. She has maintained both licenses.

One of the most positive changes Bouchard has observed over the years is LakeWood’s increased access to larger medical facilities if patients need to be transferred. “We can have a helicopter or airplane here in minutes,” she says—and that wasn’t the case in 1975.

GROWING UP TOGETHER

Karen Usiski, L.P.N., was 15 when she started at LakeWood Care Center in the kitchen and later the laundry. Though those jobs were never her true calling, she did find her passion at LakeWood.

“I really liked the elderly,” Usiski says. So she became a certified nursing assistant, then a licensed practical nurse. “The biggest change is that a nursing

home now is more of a home setting where we help people maintain their independence for as long as possible.”

MORE TECHNOLOGICAL ADVANCEMENTS

Marcia Toll, L.P.N., was first hired in 1974 as a surgical scrub nurse. For the past 35 years, she has served as both a scrub nurse and a clinic nurse at LakeWood. One of the biggest changes she has observed is in the availability of certain

Health care has seen major advancements. But some things have remained constant.

medical equipment at LakeWood. LakeWood used to have access to certain medical devices only once every two weeks. Now, though, LakeWood has most of the medical equipment it needs on site.

SOMETHINGS NEVER CHANGE

Over the past four decades, health care has seen major advancements. And LakeWood has progressed right along with it. But some things have remained constant. Among them: Bouchard, Usiski, Toll, and an unflinching dedication to patients. “Quality medical care has remained our top priority,” Bouchard says.

Adds Toll: “We’ve always been a very caring facility. Patients know we want to take the best care of them that we can.”

Read more about LakeWood’s long-lasting commitment to patient care on page 3. Send your photos of LakeWood facilities through the years to jamieboretski@catholichealth.net. Photos may be featured in upcoming issues of *NorthReach*.



Linda Bouchard, L.P.N. (left); Marcia Toll, L.P.N. (right); and Karen Usiski, L.P.N. (not pictured), have each dedicated more than 40 years of service to LakeWood.

inside

LakeWood Update from President Breuer
2

LakeWood Offers Childbirth Education Classes
5

New Ambulance Equipment a Lifesaver
6

Celebrating Doctors’ Day
8



LakeWood Update from President Jason Breuer

... reaching beyond our walls
to expand health care access.

Welcome to the newest edition of *NorthReach*. On the previous page, you saw that LakeWood is celebrating a significant milestone, with three employees who have each provided more than 40 years of service to LakeWood and the community. Each of them has provided care in one of our distinct areas of service: long-term care, hospital, and clinic. I would like to take this opportunity to thank Marcia, Linda, and Karen for their dedication.

PAGE 3: SACRED STORY

LakeWood and Catholic Health Initiatives have long celebrated the custom of sharing stories related to our health care experiences in the published editions of “Sacred Stories.” LakeWood has had several stories printed over the years; you can read the collection of Sacred Stories at www.catholichealth.net/sacred-stories. Included in this edition of *NorthReach* is another great story of the care provided in our community in the past—and how we still have the same basic principles of care today.

PAGE 4: UNDERSTANDING YOUR COVERAGE

With health care reform, our nation is seeing a significant increase in the number of people covered by insurance.

LakeWood has worked closely with the state of Minnesota to help individuals enroll in MNsure, the state-operated health care exchange. In this issue, you will find an article on whom to contact at LakeWood to receive assistance with enrollment.

PAGE 6: NEW, LIFESAVING EQUIPMENT

I’m happy to announce that the LakeWood Ambulance Service was recently awarded a generous grant to fund the purchase of a 12-lead ECG. This new equipment will allow expert medical responders to save valuable time when they are responding to cardiac care emergencies. This technological advancement will provide a higher level of care for patients in our community.

PAGE 7: FAITH AND FUN

LakeWood has experienced many great events since the last edition of *NorthReach*. Our care center and assisted living residents enjoyed ice fishing through Zippel Bay Resort. This annual trip creates great memories for all involved. LakeWood staff and residents also participated in the World

Day of Healing, an event held to pray for those who are sick and for those who work in health care, and to renew our commitment to this healing ministry. Cardiac Rehab celebrated its annual lunch—an event that was well attended. I am always amazed at the number of lives in our community that this program touches. It has made an enormous difference for people who are recovering

from cardiac complications.

PAGE 8: CELEBRATING PROVIDERS

March 30 was

celebrated as Doctors’ Day. LakeWood providers spent some time with the “little people” of our community to mark the occasion. As you can see by the photo and the thank-you, our providers are very much appreciated. Please take the time to thank your providers for the quality care they offer. LakeWood’s medical providers are a group of dedicated individuals who focus on community-based health care. I am sure they will appreciate your comments.

Thank you for reading this edition of *NorthReach*. As always, please feel free to contact LakeWood—or me, at **218-634-3407**—with any ideas or concerns you may have.

Jason

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

by Kay M. Schell, Mission Leader



Fruit Salsa with Cinnamon and Sugar Tortilla Chips

2 kiwis
2 apples (golden delicious or your favorite apple)
8 oz. raspberries
1 lb. strawberries
2 tbsp. white sugar
2 tbsp. brown sugar
3 tbsp. blueberry fruit preserves
10 (10-inch) flour tortillas
Butter spray
Cinnamon and white sugar

Preheat oven to 350 degrees. Cut fruit in bite-sized pieces and combine with white and brown sugar and fruit preserves. Chill until served. Cover flour tortillas with butter spray and sprinkle with cinnamon and white sugar. Cut each tortilla into quarters and place on ungreased cookie sheet. Bake eight to 10 minutes and cool on wire rack. Serve cinnamon and sugar tortilla chips with the chilled fruit salsa.

Recipe by Christina Draper, C.R.C.R., patient access representative at LakeWood Health Center/Conifer Health Solutions

The oldest man in Lake of the Woods County died in July 2012 at the age of 103. He was born here before it was even known as Lake of the Woods County. He had many stories to tell about his life experiences and was often interviewed by those who were interested in the history of the area.

After he died, we received the following thank-you note from his daughter:

"To All the Staff at LakeWood, Dad wished to thank you all for your gentle care over the past months. He thought you were wonderful—kind and caring. He told me often what a great bunch of doctors and nurses we have there and how fortunate we are to have them.

He recalled when he was about 7 or 8, he had to run a couple miles to the neighbor and have them call to Roosevelt for the doctor to come to save his brother from bleeding to death. He came on a 'fast horse' and his brother was stitched up and saved. 'How the times have changed,' he said, 'but not the care!'"

What an honor to have known and cared for this man, a legend in our county!

It was also an honor for the staff to be compared with that country doctor who dedicated his life to caring for his friends and neighbors. He was likely often called out in the middle of the night, sometimes in the middle of a storm, with nothing more than the supplies he carried in his black bag, his medical knowledge and skills, and his genuine concern and compassion for the people of the community.

Medicine and technology have advanced by leaps and bounds over the past 100 years, but it's reassuring to know that care is still a matter of the heart.

Medicine and technology have advanced by leaps and bounds over the past 100 years, but it's reassuring to know that care is still a matter of the heart.

Read about our ongoing patient-focused care on page 1. Send your pictures of LakeWood's facilities through the years to jaimboretzski@catholichealth.net. Photos may be featured in future issues!

Patient Advocates: *We've Got You Covered*

LakeWood Health Center can meet your needs for everything from vaccinations to surgery. Now, we can also help you navigate through the sometimes confusing health care landscape.

LakeWood-affiliated patient advocates offer help with various needs. Maybe you're struggling to understand the new health care law and how it affects you. Perhaps you're having troubles with MNsure, the Affordable Care Act's Minnesota-specific online insurance marketplace, or with Medicaid. Or you might be having a hard time affording your important prescription drugs. For all of this and more, help is close at hand.

FINDING AND UNDERSTANDING YOUR COVERAGE

It's easy to get confused about what MNsure does and how it works. And, really, a lot of people are not very computer savvy. LakeWood's patient advocate, Lynnette Tiedemann, is available to help by phone or in person. So is Northwest Community Action's youth and family coordinator, Misty Lundbohm.

From filling out the application and finding out your eligibility, to enrollment and payment, the MNsure online process can take up to an hour. "With two of us as patient advocates, we can help more people throughout the day," says Lundbohm. Her organization regularly

hosts MNsure events in Kittson, Lake of the Woods, and Roseau counties. "We're willing to meet with people outside of those counties, too," Lundbohm adds.

As you scroll through insurance plans on MNsure, "We'll carefully explain the options, but remain impartial," says Tiedemann. "We won't make decisions for you."

Lundbohm adds: "We also help you get any answer you're looking for. Or we can point you in the right direction."

GETTING THE ACCESS YOU NEED

If you're trying to get Medicaid, Tiedemann and Lundbohm can help you fill out that application, too. If you don't qualify for federal assistance and need to reapply with Minnesota Care, "Doing it online is so much faster," says Tiedemann.

Even with expanded access to health insurance, many people might have a hard time affording important medications. "That's when the pharmaceutical companies step in with assistance," Tiedemann says. "You could call them directly for that, but their paperwork is in-depth. We can help."

Whether you're accessing prescription medications or finding the best insurance plan to fit your needs, you can count on LakeWood to give you a hand.

If you could use help navigating the health care system, you can call Lynnette Tiedemann (right) at 218-634-3439 or Misty Lundbohm (left) at 218-528-3258.

Your Preventive Care

One key feature of the Affordable Care Act is that preventive services—care that helps you maintain your health—are now a part of most health insurance plans. This may include:

- Tests for high blood pressure or cholesterol, diabetes, and depression
- Cancer screenings
- Vaccinations that protect against disease
- Counseling and care to stay healthy during pregnancy
- Well-baby and well-child visits for kids up to age 21
- Counseling to help you quit smoking, lose weight, eat a healthy diet, overcome depression, or reduce alcohol use

Check with your health care plan for details. To access the Minnesota-specific online insurance marketplace, go to www.mnsure.org.



Are You Expecting? LakeWood Can Help You Prepare

Painters and mechanics probably took some classes to learn about their crafts. Why should expecting parents be any different?

LakeWood Health Center offers childbirth education three times each year, in February, June, and October. The four-session program includes information on pregnancy, labor, birthing stories, comfort techniques, medical procedures, cesarean birth, newborns, and postpartum support.

EXPERTS AT YOUR SERVICE

LakeWood welcomes two nurses to the role of childbirth nurse educator. Originally from Baudette, Rachael Raschke, R.N., is a graduate of Hibbing Community College. She has worked at LakeWood Health Center since 2000. Raschke's goal is to alleviate any stress or fear that new moms and dads may have about having a baby. She does this by sharing her personal childbirth experiences and providing education. Rachael is married, with two boys who keep her busy with their extracurricular activities.

Audrey Brasel, R.N., originally from Park Rapids, Minn., graduated from Bemidji State University with a Bachelor of Science in nursing. She has worked at LakeWood Health Center since 2013. She is excited to take on her new role: helping new parents feel special and confident about their labor and birth experience. Brasel is married with three young children. In her spare time she enjoys fishing and helping her husband's family with their resort in Washkish, Minn.

ONGOING SUPPORT

LakeWood also provides support for new families through the Healthy Families, Happy Homes Family Home Visiting program. The program, coordinated by LakeWood Public Health, works with new parents to build a secure foundation for the newest member of the family. It provides voluntary home visits with a trained nurse educator for families during the early years of parenting.



Audrey Brasel, R.N. (left), and Rachael Raschke, R.N. (right), are pictured during part three of a recent four-session program on childbirth education.

During a typical home visit, educators share ideas about how to care for and play with new babies. They also teach parents about the growth and development of children.

Will you soon be welcoming a new member of the family? Get the childbirth education program schedule and request support from the Healthy Families, Happy Homes Family Home Visiting program by calling **218-634-1795**.

Give Your Baby a Healthy Start

When you are pregnant, everything you do affects your unborn baby's growth and health. Here are some tips for keeping your baby safe—even before he or she is born:

- Don't smoke, and avoid secondhand smoke.
- See your doctor for regular checkups. Start as soon as you think you're pregnant.
- Don't drink alcohol or take illegal drugs.
- Ask your doctor if the medications you're taking are safe.
- Eat healthy foods recommended by your doctor.
- Use gloves if you must change cat litter, which can carry infection.
- Fasten your seat belt, with the lap strap under your belly.
- Don't eat fish that is high in mercury. Stick with 12 ounces of low-mercury fish a week, including salmon, catfish, and light tuna. For information on the mercury content of local fish, go to <http://bit.ly/PI4UXR> and talk with your doctor.

Newly Awarded Equipment Will Help Ambulance Service Save Lives



When an ambulance rushes to the aid of a patient who needs cardiac care, time is of the essence. Any tool that can help shorten the time between a heart attack and the delivery of care helps to save lives. So it is a welcome announcement that Lake of the Woods Ambulance Service was recently awarded funding to purchase a tool that will do just that.

ON-THE-GO CARE

The state-of-the-art equipment the Ambulance Service acquired is a 12-lead electrocardiogram (ECG) monitor. The device enables the Ambulance Service team to record vital medical information about patients while they are on the way to the hospital. And it goes further than that by allowing the team to send this information to the hospital—directly from the ambulance.

“Transmitting cardiac care information to the hospital ensures that emergency staff can be prepared,” says Bobby Jo Castle, director of Lake of the Woods Ambulance Service. “This critical diagnostic aid is a great addition to our tool kit.”

PROTECTING OUR HEARTS

Funding for the 12-lead ECG comes in the form of a grant from Mission: Lifeline. This community-based initiative of the American Heart Association aims to improve the system of care for heart attack patients in rural Minnesota.

Mission: Lifeline awarded the grant to Lake of the Woods Ambulance Service based on the demonstrated needs of the community. Many people in the area have risk factors for cardiovascular disease and heart attack. And because the area is so large, the drive to a hospital can be long. Having the 12-lead ECG on hand can help provide lifesaving treatments in a timely manner.

This kind of tool can ultimately benefit the entire community, says Castle. “This grant has positioned us to achieve improved cardiac outcomes for the residents and visitors we serve,” she says.

Help support the lifesaving efforts of the Ambulance Squad. To learn how you can serve, call **218-634-2120**.

Recent and Upcoming *Events*



Willie Walleye Day

LakeWood Health Center is a proud sponsor of Willie Walleye Day on Saturday, June 7. The Willie Walleye 5K walk/run is a great start to a summer full of healthy activities. For race information, call Jaime at 218-634-3486. You can access race registration forms at www.baudettelakeofthewoodschamber.com.



Cardiac Rehab Reunion

Each February, LakeWood Cardiac Rehab participants, alumni, and their families join staff from LakeWood's Cardiac Rehab program for a reunion lunch to celebrate life. More than 70 guests attended this year's event, which was held on February 20 at the First Lutheran Church in Baudette. The reunion included a heart-healthy lunch of veggie burgers and homemade chicken noodle soup. For more information about the Cardiac Rehab program, call 218-634-3433.



World Day of Healing Service

Kay Schell, LakeWood Health Center mission leader; Joyce Washburn; Sue Smith; and Pastor Tom Oberg led a World Day of Healing Service at LakeWood Health Center on February 11. World Day of Healing is one of the three Feast Days of Catholic Health Initiatives. LakeWood invites staff, residents, patients, and community members to pray for all who are in need of healing and wholeness, and for all who serve in healing vocations and ministries around the world. It is also a time to renew a commitment to heal as Christ healed.



Ice Fishing

LakeWood Care Center enjoyed a day of ice fishing on Lake of the Woods on February 10. This year's attendees were Dennis Topp, Adolph Marhula, Irene Thompson, Cathy Christensen, Leslie Schwieger, and Lila Ebeltoft, who is pictured here with volunteer Steve Gingerich holding the first catch of the day. The group enjoyed fresh sticky buns made by Schwieger, and each resident had an opportunity to reel up fish.

10456M

NorthReach Newsletter

Medical Providers Celebrate Doctors' Day with Their 'Biggest Fans'



Playing to a room full of your biggest fans is a dream come true. The Beatles had Shea Stadium. The Vikings had the Metrodome. Justin Quo, M.D., and Becky Poolman, nurse practitioner, had the Early Childhood and Family Education (ECFE) classroom at Lake of the Woods School.

Dr. Quo and Poolman visited the school on March 11 to meet and mingle with their “biggest fans”—the ECFE students—and to celebrate Doctors' Day, observed each year on March 30 in the U.S. The students, who range in age from 3 to 5 years old, created a special poster for LakeWood's medical providers. The poster was

Justin Quo, M.D. (left), and Becky Poolman, N.P. (right), receive thanks from a Lake of the Woods School classroom for Doctors' Day.

displayed proudly in LakeWood Clinic's waiting room throughout the month of March.

Students created drawings that explained times in their lives when a doctor helped them: “The Doctor Helped Me When I ...”

Experiences included “cracked my arm bone,” “had an ear infection,” “got glasses,” “needed shots for school,” “had crooked eyes,” “had a tummy ache,” and “threw up for a long time,” among others.

Your Chance to Say Thanks

Do you have a favorite doctor or medical provider who has gone above and beyond? Even though Doctors' Day has come and gone, it's not too late to thank him or her for contributions to your health and the community. Send in your note and let us know if you would like us to share it in a future issue of *NorthReach*.



By mail:

LakeWood Health Center
600 Main Ave. South
Baudette, MN 56623



By email:

jaimeboretski@
catholichealth.net



On Facebook:

www.facebook.com/
lakewoodhealthcenter