AppleSects Quarterly Foundation News

JRMC has changed my life ONE OF THE DOZENS OF REASONS

Stacey Pesek, patient access specialist at Jamestown Regional Medical Center (JRMC), shares that her patient experience led her to choose a career at JRMC. Hers is one of the dozens of reasons to choose JRMC for care. In her words, JRMC is "my family."

My fiancé and I were expecting our first child, and couldn't have been more excited! I had a very complicated pregnancy, and was a patient multiple times at JRMC. During the time I spent as a patient, I found my passion.

From the minute I walked through the door, I felt welcomed, and a sense of reassurance that everything was going to be okay. Well, everyone was right. After a few months of making a minimum of three trips a week to the hospital for monitoring, we welcomed a healthy baby boy, Brody, on May 29, 2013.

My patient experience at JRMC made me who I am today. I chose my career in patient access management because of my patient experience. I was beyond excited after I applied for an admissions clerk position, that I got not one, but two interviews. One week later I was offered the job. I started September 13, 2013. I was thrilled to begin my role in serving others. I have seen patients and families welcome beautiful newborns. I've also offered my shoulder as support after families have lost loved ones.

Throughout my career, JRMC has changed my life. August 2014 would change my family's life forever.

My fiancé had been battling a sickness for a couple of months, and on August 27, 2014 my life as a JRMC employee was sent back to the patient's view. That evening I took Josh to the JRMC Emergency Department because he was short of breath.

(L to R) Joshua Hetletvedt and Stacey Pesek Continued on page 3.

Growing season A MESSAGE FROM THE DIRECTOR

As we move into the summer months and the "growing" season, there are dozens of reasons to choose Jamestown Regional Medical Center. Please help us celebrate the generosity and hard work of our team. Our team includes you, our staff, supporters, volunteers and physicians from JRMC and our collaborative partners.

Forty-six high school students learned about health careers at the JRMC Scrubs Academy.







LISA JACKSON (701) 253-4806 ljackson@jrmcnd.com

This issue is about the reasons.

Services have grown. JRMC Clinic is now open in Carrington. Visiting specialists include Audiologist, Sue Matthiesen; Orthopedic Surgeons, Drs. Michael Dean and Timothy Volk; Podiatrist, Dr. Rachael Renschler; and Urologist, Dr. Robert Bates.

Best places to work. JRMC was named Modern Healthcare's 150 Best Places to Work in Healthcare for 2017. This is no small accomplishment. We know is it because we treat each other like family. Stacey, Debbie and Diane are a few employees who will tell you so in this issue.

We've got your support. From penny fund raisers to plant sales, the money adds up! Every year department managers request new equipment and technology to help improve patient care. JRMC is able to provide some of these items only because of you. This year we are working on the JRMC Cancer Center, but also cool things like a breast cancer biopsy machine that can eliminate surgery and reduce costs for care.

The future of care. There are unknowns in the future of healthcare, but it's really not that different than the past. We have to manage immense change. We all worry about the cost, having good insurance and accessibility to the services we need. JRMC is consistently one of the Top 100 Critical Access Hospitals (CAHs) in the United States. This isn't an accident. The way JRMC adapts to change is with a plan and the right people.

Thank you for supporting this vision and choosing us for your care.



Lion Jackson

Director, JRMC Foundation



Reasons to mark your calendar.



JULY GOLF "FORE" GOOD

Jamestown Country Club
18-hole Scramble
10 am Registration • Noon Shotgun Start
5:30 pm Presentation and Supper
Registration on page 11.





JULY CONCERT FOR CARE

6 pm BBQ 8 - 11 pm All-Ages Street Dance



AUGUST GOLF "FORE" ANGELS

Jamestown Country Club 9-hole Scramble & Luncheon 9 am Registration 10 am Shotgun Start



SEPTEMBER TEA FOR ALL SEASONS

2 pm Trinity Lutheran Church

STACEY'S REASON (FROM PAGE 1)

His nurse called Dr. Philip Jystad into the room and explained what was happening. Dr. Jystad called Josh's primary care doctor, Dr. David Mathison who shared that Josh had a tumor from his lymph nodes in his neck all the way down to his spleen.

After a few tests and lots of worrying, we found out we would be going to Fargo that night. The preliminary CT suggested CANCER! I spent the next hour crying on the shoulders of the staff in the emergency department, as Josh was in the ambulance on his way to Fargo. Sherri Madcke, Tammy Massine, Erika Speidel, Holly Wald and Vicki Treitline stood in a circle and gave me their shoulders to lean on.

Thursday, September 4, 2014 our lives would change forever. Josh was diagnosed with stage III Hodgkin's lymphoma. He underwent four rounds of chemotherapy and four weeks of radiation. I was concerned about my job, my family and our future. JRMC employees stood by my family's side, supported my time away and offered their shoulder when I needed it.

January 13, 2015, Josh rang the bell to signify the end of his cancer treatment. This January, we celebrated his two year anniversary.

My OUTSTANDING, AMAZING, patient experience has shaped me into the person I am today. I strive to offer the best patient experience one can have. I am an advocate for every patient and their family and a mentor for my fellow coworkers. JRMC is my family. Thank you for letting me serve others, in the best way I possibly can.

—Stacey Pesek
JRMC Patient Access Specialist

(L to R) Grace and Kala Bercier



Kala's Korner HELPING JRMC'S YOUNG PATIENTS AND FAMILIES

eachers said she talked too much. Her mother joked that her daughter was always up to something.

But that young girl grew into a kind-hearted young woman, whose mission was to serve children. Despite Kala Bercier's sudden and untimely passing in 2013, her mission continues today.

Kala (Schroeder) Bercier grew up on her parents' dairy farm in rural Gackle. She graduated from Gackle-Streeter. In 2000, she married Dale Bercier and together, the couple had two children, in addition to his two children from another relationship.

For the benefit of all of the kids, Kala volunteered in their activities. Her outgoing and chatty nature meant she was a natural soccer coach, religious education teacher, volunteer with Girl Scouts and Boy Scouts, Victory Lutheran School fundraiser and active church participant.

"She just thought that raising those kids was her mission in life,"

says Kala's mother, Peggy Schroeder.

Schroeder, and her daughter Tanya, Kala's younger sister, both work at Jamestown Regional Medical Center. Peggy is the unit clerk in the surgery center. Tanya is a radiology technologist.

Kala's kind heart and outgoing nature also captured the heart of an anonymous donor. That donor made a gift in Kala's name to JRMC Foundation.

"The gift provides items of comfort to children and their families," says Foundation Director Lisa Jackson. In an emergency, parents and caregivers aren't always prepared for a hospital stay.

"When someone in your family is sick, you rush to the hospital without thinking," Jackson says. "An overnight bag with snacks, toys and a change of clothes is usually an afterthought."

Kala's Korner offers personal comfort items such as toothbrushes, deodorant, slippers, as well as toys or activity books for young patients and visitors. "If Kala were alive, this is something she would do."



The mission of Kala's Korner touched the hearts of the Jamestown Optimist Club and employees at Heritage Insurance in Jamestown.

(L to R) Tanya Schroeder, Steve Bossert, Peggy and Loren Schroeder, and Tracy Dockter

"We wanted to make an impact where it was needed," says Steve Bossert, an agent at Heritage Insurance.

Peggy appreciates these gifts, and the anonymous donor who started it all. She wonders who the donor is and why that person chose Kala. But she is comforted too, knowing her daughter's legacy is remembered in a project she'd have admired.

For more information on Kala's Korner or to make a gift, call JRMC Foundation at (701) 952-4880.



(L to R) Mandy Galbreath and Lauren Topp work as a team, volunteering in the JRMC Patient Care Unit.

100 HOURS
Robert Ness

500 HOURS

Marlene Axtman

Mary Bertsch

1,000 Hours
Judy Hoyt
Kathy Huber
Carol Lawrence
Joy Neustel
Ella Thoms

LARRY TAG
Volunteer of The Year

CINDY GRIMM
Auxilian of The Year

Volunteering RECOGNIZED AS A REASON FOR SUCCESS

amestown Regional Medical Center can't do the work it does without the work of the volunteers," comments K.C. DeBoer, JRMC CEO.

DeBoer presented awards to 100 of the JRMC volunteers at the medical center's annual Volunteer Appreciation Banquet.

Since 1997, those volunteers have donated more than 133,000 hours. Last year alone, they donated more than 5,000 hours.

Volunteers at JRMC serve in different ways. Some of those ways include calling patients at home to check in on them, guiding patients and families through the hospital and filling envelopes and packets with patient information.

In addition to celebrating the volunteers' hard work, JRMC also recognized its Volunteer of the Year, Auxilian of the Year and several volunteers who'd reached various volunteer milestones.

JRMC recognized Larry Tag as its Volunteer of the Year. Tag phones Telecare patients, checking in on them at home. He also helps prepare group therapy classes for patients recovering from surgery.

JRMC employees vote for the Volunteer of the Year.

"Departments were asked to provide submissions and the votes kept coming in for Larry Tag. He wears many hats at JRMC and we're so grateful to have him," says Lisa Jackson, JRMC Foundation Director.

JRMC also recognized Cindy Grimm as its Auxilian of the Year. Grimm is the past president of the Auxiliary. Under her leadership, the Auxiliary raised more than \$40,000 for JRMC's Cancer Center.

The JRMC Auxiliary chooses its Auxilian of the Year. This year, they selected Grimm because of her leadership. "One of the ways she leads is by filling in and supporting others when they need help," says Jackson.

To learn more about volunteering at Jamestown Regional Medical Center, call (701) 952-4809.



rinary incontinence is embarrassing, uncomfortable and unsightly.

To add insult to injury, it can also destroy a person's quality of life.

That was Jamestown resident Sheila Schnabel's experience for more than a year. But thanks to a minimally invasive procedure and a knowledgeable physician, Schnabel is back to enjoying activities she loves.

Urinary incontinence means urine leaks when a person doesn't want it to. The problem is much more common than people realize: 30-50 percent of middle-aged and elderly females suffer from it, according to the National Institute of Health. Severe incontinence affects men too, although not as often as women.

Before incontinence issues plagued her, Schnabel was active in her home and especially at Temple Baptist Church. When she started missing services, church leaders would call her to check in.

"I got good at evading the questions," she says.

The incontinence was a physical problem. But missing church and social activities weighed on her mental health.

"I couldn't go anywhere," shares Schnabel.

The incontinence got so bad, she moved out of her house and into a nursing home. And while that helped a little, she said she leaked so frequently that she wouldn't leave her room. Not even for meals.

"I was wet all the time. That was so frustrating," she says. "And lonely too."

Schnabel says she'd met with other urologists and didn't like them. "If a doctor holds his hand on the door while I'm talking to him, I'm outta there," she says. So she tried Dr. Robert Bates, a Harvard-trained urologist at Jamestown Regional Medical Center.

"I liked him immediately," she says.
"He explained everything and
wasn't in a rush."

Often times, patients try medications, but the medications aren't always the best choice. Incontinence occurs because of a miscommunication between the brain and the sacral nerves, which control the bladder and muscles involved in urination. Pelvic floor therapy and Kegel exercises can help with incontinence issues, Dr. Bates says, but many women do them incorrectly.

In Schnabel's case, Dr. Bates tried what's called an InterStim. "We've been doing InterStims for 20 years," Dr. Bates says. "With most patients, we see dramatic improvements within a week."

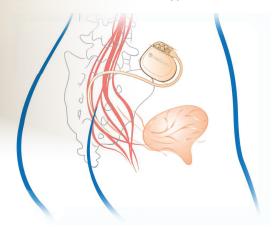
InterStim is a small device implanted at the lower back. The procedure is minimally invasive and has minimal side effects. One of the benefits of InterStim is patients get to try it first.

Incontinence is a major problem for women of Medicare age, Dr. Bates says. About 40 percent struggle with incontinence. People think it is part of the aging process, Dr. Bates adds, but it's not.

"This is an issue that has to be shared,"

(L to R) Sheila Schnabel and Dr. Robert Bates, JRMC Urologist

(below) InterStim technology



Schnabel tested it for a week and experienced significant changes. She wasn't 100 percent better, coughing and sneezing still caused minor leaks but she could go to church and meals again.

"Helping people recover from incontinence is one of Dr. Bates' passions," says Annette Hazelton, manager at JRMC Clinic. "Incontinence should never be accepted. And Dr. Bates has seen it all. There's nothing to be embarrassed about with him."

Today, Schnabel is singing praises for the InterStim procedure. The days of sitting in her room, alone, are over.

"This is an issue that has to be shared," she adds. "Others should give it a try. It's not anything to be embarrassed about."

To learn more about the InterStim procedure or urology in general, call (701) 952-4878 or visit www.jrmcnd.com/urology.

Miles matter EXPANDING LOCAL CARE FOR A REASON

here are dozens of reasons to choose Jamestown Regional Medical Center for care. One of them is because it serves rural communities. In June, specialists from JRMC began accepting appointments in Carrington.

"No matter where you live, you should have access to high quality healthcare," says Trisha Jungels, JRMC CNO "JRMC always strives to be THE difference in healthcare. This is one way we can do that."

Each specialist will spend one business day per month at JRMC's Carrington Clinic, which is adjacent to Dr. Jay Bauer's Dental Clinic, 923 First Street South.



To schedule your appointment at the Carrington Clinic, call (701) 952-4878.

ORTHOPEDICS

Dr. Timothy Volk Dr. Michael Dean Pat Walter, PA-C

PODIATRY/FOOT & ANKLE

Dr. Rachael Renschler

UROLOGY

Dr. Robert Bates

AUDIOLOGY

Sue Matthiesen, MS, CC-A



"Without access to these specialists, residents of the Carrington and New Rockford communities would have to travel at least 40 miles for care," Jungels says. "That distance can be tough for families and seniors."

The clinic will offer specialty services not already available in Carrington and New Rockford.

Surprise celebration REASONS TO RING A BELL

Pebbie Holmstrom completed cancer treatments on April 6th. But on her last day, Holmstrom was disappointed when her medical provider offered no bell to ring.

Holmstrom, who recently retired as the front desk admissions clerk for Jamestown Regional Medical Center, is well-known as a friendly face with an uplifting smile. Patients and employees alike missed her when she took a leave of absence this winter.

"Debbie makes uneasy patients feel comfortable. She's perfect in her role," says JRMC Patient Access Management Manager Alison Kennison.

Everyone felt her absence during her cancer journey.

When Holmstrom returned, employees were thrilled to have her back. They were also thrilled she's successfully completed eight weeks of chemotherapy, a double mastectomy and 28 rounds of radiation. When Holmstrom mentioned she was a little let down about missing the bell, her friends and colleagues surreptitiously

stepped in. Thanks to the hard (and secretive!) work of Holsmtrom's coworkers, Lori Wanzek, Cindy Nelms, Muffy Weisz, Kennison and several others, JRMC surprised Holmstrom with a special bell ringing the day after her last treatment.

Holmstrom's family including her daughters, Becky Mittleider and Jodie Schiele, as well as Schiele's husband, Jon, and their children, Katie, Bryson, Nathan and Camden also shared the moment.

"I've only been this surprised one other time in my whole life,"

Holmstrom says with her husband by her side. "They got me good."

Barb Schlecht, clinical informatics specialist at JRMC recently rang a bell after completing her cancer treatment. "I didn't cry when I rang my own bell, but I cried today with Debbie. It's hard and humbling to accept the support from loved ones — and even strangers," Schlecht says.

Dozens of employees gathered to watch Holmstrom ring the bell, signifying the end of her cancer treatment. "We wanted to give her that experience," Wanzek shares.

Nelms agreed.

"We gave her a send-off in our pink shirts before treatment, and it is special to wear them again for her now after completing her treatments," she says.

"The symbol is also significant, given JRMC's work toward establishing a cancer center," Nelms says. The JRMC Cancer Center will allow patients to receive chemotherapy treatments closer to home.

"Today is wonderful. This is awesome,"

Holmstrom says.



45 years of reasons commitment to radiology

hat I do involves life-changing situations," says Diane Nelson, JRMC Radiology manager.

After decades in the department, Nelson left the darkroom in April. She leaved behind a legacy and legendary dedication to her job.

Nelson started as a radiology technologist at Jamestown Hospital in 1972 and advanced to the radiology manager position in 1990. Over the years Nelson has seen miscarriages, traumas, cancer and also good diagnoses for her patients. Nelson describes this as years of holding back tears and being strong for patients and their experiences.

"Retirement will be bittersweet for me,"
Nelson says. "For years I have not been able
to turn off my job, and now I will be able to. I
know I will miss it."

Greg Nordstrom, radiology technologist at JRMC says Nelson treated the radiology department like a member of her family.

Nordstrom, who has worked with Nelson for 23 years, says Nelson was always willing to complete any task necessary for the good of the department. "She is the most dedicated person I know. Over the years I saw her make a lot of personal sacrifices for the good of the radiology department," Nordstrom says.

Nelson worked full time and took call while she and Roger, her husband of 46 years raised four boys.

"I remember nights of call when I would have to get the boys out of bed and take them to the neighbor's house so I could rush to the hospital," Nelson says. "You did what you had to do, and my neighbors were great about chipping in."



ADVANCES IN TECHNOLOGY

Throughout her 45 years, Nelson has seen huge technological advances in her field.

"Technology has evolved to the point where it is nothing like it was when I started," Nelson shares. "We have gone from using dark rooms, to having CT scans and 3D Mammography for our patients."

Nelson was persistent and passionate in embracing the new technology. Her persistence was instrumental in bringing state-of-the-art technology to JRMC. Because of this, JRMC was the first hospital in the state to offer 3D Mammography for patients.

JRMC Chief Executive Officer K.C DeBoer states that Nelson's hard work and dedication has built the radiology department into the successful department it is today.

"Diane's dedication to her field and to JRMC has contributed to the success of this hospital. She will be greatly missed," DeBoer includes.

BIG MOMENTS

Looking back on her 45-year career, Nelson said she has enjoyed being able to be the eyes for all the departments in the building and being able to provide answers for physicians through clear radiology.

"It's been an amazing job and I know I will miss it," Nelson states. "Most of what I did involved a life-changing situation for someone else."

Nelson will slowly step into retirement, spending time with her husband, children and grandchildren, and maybe even traveling.



SAVE WOMEN'S LIVES

nowing cancer is the leading cause of death in Stutsman County for residents ages 45-84, one car dealership wanted to do something about it.

So they did. And in 10 years, they raised \$100,000.

More than 560 men, women and children registered for R.M. Stoudt's 2017 Running of the Pink 5K and 10K events. This year, the event raised \$22,800. That included a \$5,000 donation given directly from R.M. Stoudt. All proceeds stay local and benefit the No Excuses program and the Women's Way Chapter for breast and cervical cancer screenings as well as education and other needs.

"We're humbled," says Tara Kapp, BDC Coordinator at R.M. Stoudt. "We're humbled by the support from everyone. To know that Running of the Pink has helped people, and in some cases, saved their lives, that's what the event is all about."

EMPLOYEE REASONS

Sy the time I got home, my own baby was already sleeping. I didn't care. I picked him up and rocked him in the chair while I cried. I cried for these parents. The JRMC Infant Loss and Bereavement Program is still a work in progress but there has been healing for many parents suffering the loss of their child over the recent years. It has also brought out parents from other generations finally talking about their own experiences," Renae Lunde, RN JRMC Family BirthPlace.

Employees give to the infant loss and bereavement fund as well as support cancer care, hospice, new equipment, endowment and many other patient needs. This year in addition to sharing their gifts, they shared their stories during the employee giving campaign "A Walk in My Shoes." These stories are available at www.jrmnd.com.



"It is a 76 year family precept that we share our good fortune with the people who have helped us prosper. JRMC touches the community that built our business, without regard to wealth or status. Many hands brought us to this point and we hope our gifts touch many lives," says Casey and Sue Stoudt.



(far left) Tara Kapp, R.M. Stoudt BDC Coordinator (far right) Renae Lunde, RN JRMC Family BirthPlace

10 AM REGISTRATION, RAFFLES & FOOD • 12 PM SHOTGUN START • 5:30 PM AWARDS, PRIZES & MORE

Register online: www.jrmcnd.com

or mail this form with check/credit card (payable to):

JRMC FOUNDATION • 2422 20th Street SW • Jamestown, ND 58401

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Monday Night Birthday Club

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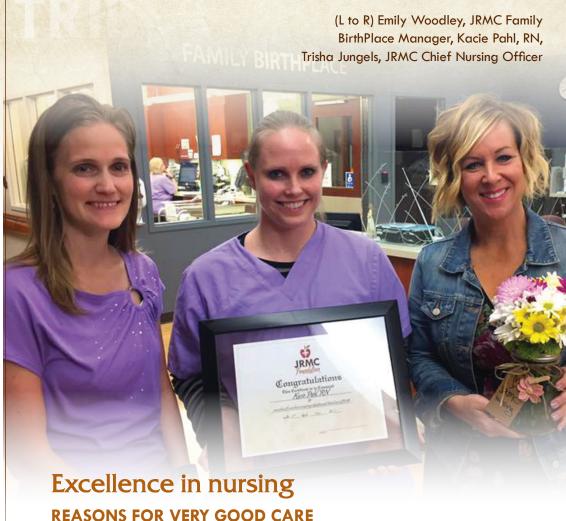
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The Nora Melvold Paulson award recipient is voted upon by his or her peers. The award provides an annual grant to a JRMC registered nurse who consistently embodies a commitment to excellence in nursing education and clinical care.



Because she is a team player, patient advocate and never complains,
Jamestown Regional Medical Center named Registered Nurse Kacie Pahl
its 2017 Nora Melvold Paulson Excellence in Leadership Award winner.

Pahl serves in the JRMC Family BirthPlace unit and has worked for JRMC since 2012. She and her children, Raina and Cameron, live in Jamestown. The Edgeley native holds a bachelor's degree in nursing from Jamestown College (now University of Jamestown) and a master's degree in nursing education.

In addition to her compassionate nature and positive attitude, Pahl has completed car seat training, lactation training and recently started assisting with prenatal classes. When she's not working or with family, Pahl volunteers with the North Dakota National Guard.

"Kacie is great with patients and is always a patient advocate," says JRMC Family BirthPlace Manager Emily Woodley. "Her team is always pleased to see that they will be working with Kacie because they know she never complains even during the most difficult times."

Brian and Nancy Spector created the Nora Melvold Paulson Excellence in Leadership Award in honor of Brian's grandmother, Nora Melvold Paulson. Paulson worked as a registered nurse at the then Jamestown Hospital for more than 20 years. She is remembered for her service excellence in clinical care and nursing education.

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We are very thankful that Dr. Coombe is at your facility! He has been our two daughters' ear, nose and throat (ENT) doctor since our oldest was 1 1/2 and she is now 6 soon to be 7. Today when we went for an appointment with him you could see the excitement and comfort in her eyes knowing that her doctor was the one taking care of her again. As well as you could see he was glad to be caring for her again! It's often hard to find someone you can trust with your child's care. And the staff at the clinic is amazing! They were so welcoming today and very courteous!

—Hope, Jamestown

I have never had a bad experience at JRMC. I have always felt they have had my best health as their concern. Very caring staff!

—Debra, Streeter

All of the people I met were excellent. Tracy, Dr. Burchill, Renae, couldn't have been any better. All were very friendly and very professional.

-William, Medina

ADDITIONAL CONTENT & DESIGN

Heather Erholtz, JRMC Director of Strategy & Planning Katie Ryan-Anderson, JRMC Marketing Manager





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Share it with us YOUR LEGENDARY STORY

We are inspired by the stories we hear every day about JRMC being THE difference. If you have any comments, suggestions or stories, we invite you to share them with us.

Visit www.jrmcnd.com.
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Auxilian of The Year, Volunteer of The Year and DOZENS of milestones of dedication honored at annual Volunteer Appreciation Banquet. Read more on page 5. NONPROFIT ORG U.S. POSTAGE PAID JAMESTOWN REGIONAL MEDICAL CENTER

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Special Spotlight



"...we are each here for service to a **GREATER GOOD** beyond ourselves."

Planning for the future REASONS TO BE THANKFUL

oarol Louise Stoudt had a message in life, "that we are each here for service to a greater good beyond ourselves." According to her family, she was a philanthropist that spent her days dedicated to giving both financially and with hands-on work. She learned about charity from her parents and proved to be an exceptional student.

JRMC Foundation is one of many benefactors of Carol's generosity, receiving the second largest gift in its history. It will serve hospice patients and their families. "Because Carol was purposeful in her estate planning, she has created a legacy that will live here with us for generations to come," shares Lisa Jackson, JRMC Foundation Director.

"We are honored that Carol thought of JRMC and the future of our community when planning her estate. We are truly grateful to her for her generosity," says K.C. DeBoer, JRMC CEO.