

# Defining Moments

Summer 2016

A Publication of the Howard Young Foundation



## And They're Off!

8 Dragons. 48 Teams. 1 Great Cause.  
Roar with the dragons and support  
local hospitals during the **Inaugural  
Minocqua Dragon Boat Festival**

Page 06



*Howard Young*  
FOUNDATION





# In a Boat or From the Shore...

## Be a Part of the Dragon's Roar

Never has one event offered more ways for you to support our local hospitals in providing the advanced care that you and your loved ones can depend on when in need.

The Inaugural Minocqua Dragon Boat Festival features opportunities for people of all ages to participate by:

- Joining, sponsoring or making a pledge to a team
- Volunteering for a shift during the day
- Cheering dragon boat teams as they race
- Enjoying music, food and a festive atmosphere



### Inaugural Minocqua Dragon Boat Festival

Saturday, August 20, 2016

Racing: 8:00 a.m. - 5:00 p.m. (Awards Ceremony and Celebration to Follow)

Torpy Park, Minocqua

Every moment of the day will be defined by camaraderie, fun, family and charity. Start something amazing with us by being a part of this inaugural event and in doing so, support the Howard Young Foundation's commitment to ensuring excellent healthcare in the Lakeland area.

#### Mailing Address

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P.O. Box 470  
Woodruff, WI 54568

#### Office Location

Howard Young Foundation, Inc.  
420 Oneida Street, Suite #100  
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# The Mission of the Howard Young Foundation

*The Howard Young Medical Center was built in 1977 through a very generous bequest provided by philanthropist Howard Young. Bearing his name to honor his philanthropic gift, the Foundation was established in 1984 to advance the health and wellness of all people in the communities we serve through your charitable support.*

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## THE HOSPITALS OF MINISTRY HOWARD YOUNG HEALTH CARE



Howard Young Medical Center, Woodruff, WI



Ministry Eagle River Memorial Hospital, Eagle River, WI

# From the Chairman...

## Family Fun for Charity



**Trig Solberg**  
Board Chairman

### FAMILY FUN FOR CHARITY!

I would like to personally invite you to attend the Inaugural Minocqua Dragon Boat Festival August 20, 2016, at Torpy Park on Lake Minocqua. Hosted by the Howard Young Foundation, it is sure to be an exciting fun-filled day on the water, while raising awareness and support for our mission to advance the health and wellness of all people in the communities we serve. Please join us!

### FUNDRAISING SUCCESSES— AND ANOTHER GIVING OPPORTUNITY

My sincerest thanks to everyone who so generously supported our most recent fundraising campaigns. Response to last winter's holiday appeal to purchase a new bladder scanner for our emergency departments surpassed expectations. In addition to the scanners, we were able to provide Howard Young Medical Center (HYMC) with a Xenex



*LightStrike is on the job at HYMC.*

LightStrike Germ-Zapping Robot™, the latest technology in patient safety and infection control. Meet LightStrike on page 14.

Last year's successful "Our Legacy" campaign allowed us to purchase a state-of-the-art CT scanner, which physicians at HYMC and the **One Heart**

Cardiology Suite are now using to better care for patients with heart disease, traumatic injury, stroke and other time-sensitive medical issues.

This summer, the Women's Legacy Council of the Howard Young Foundation is embarking on a \$550,000 "Early Detection - Here and Now"

campaign to purchase a Hologic 3D Breast Imaging system for HYMC. This advanced technology provides patients and their doctors with superior imaging for more accurate results. During the campaign, all gifts will quadruple in value thanks to a dollar-for-dollar match by Ministry Health Care and benefactors Toni and Ron Budelier. Learn more on pages 10 and 20.

### DISCOVER OUR HOSPITALS' BEST-KEPT SECRETS

Did you know that our hospitals have earned many accolades and achievements for consistently outperforming national standards in safety, quality, and service? We share some of them on pages 13-15. The Foundation is proud to be the philanthropic partner of hospitals that are so dedicated to excellence in patient care.

Two more best-kept secrets are the providers and services available to you at the Ministry Medical Group Clinic. Located inside HYMC, the clinic is another great service at the hospital that you might not have been aware of. Meet the providers on page 12.

### THANK YOU FOR YOUR CONTINUED SUPPORT

We are pleased once again to honor our remarkably generous donors by including their names on pages 22-27. Thank you for your continued commitment in support of the ever-growing needs of our rural healthcare community. We hope you take pride in knowing that your gifts make a difference to so many people who are able to receive care of the highest quality right here at home.

Sincerely,



# President's Perspective

## Giving Back to the Community through Outstanding Healthcare

**Sandy Anderson** Vice President, Ministry Health Care Northern Region; President, Howard Young Medical Center and Ministry Eagle River Memorial Hospital

It has been almost a year since I became president of Howard Young Medical Center and Ministry Eagle River Memorial Hospital, and I am continually impressed by the level of community support our hospitals receive. From financial gifts to the Howard Young Foundation for technology advancements at our facilities, to collaborations with physician partners who enhance our services, to the dedication of our auxiliary volunteers, I've not seen any other hospitals with greater community support.

We, in turn, are able to give back to the community by providing exceptional healthcare. I am proud to say that our hospitals consistently exceed patient satisfaction benchmarks established by the Centers for Medicare and Medicaid Services (CMS) and achieve high marks in patient care and outcomes from a broad range of regulatory organizations. Patients and their families can feel very confident in the degree of care provided by our staff.

### CREATING FIVE-STAR FACILITIES

In the year ahead, we are continuing our focus on patient satisfaction. The ultimate goal is for our hospitals to become CMS five-star facilities; we have currently earned their four-star rating. We have set some lofty goals, which our associates (employees) and management leadership teams are working very hard to achieve. We are also going to have more patients involved in committees at the hospitals, and are in the process of establishing a Patient Advisory Committee so that patients can

give us first-hand feedback about how we're doing. The result of these initiatives is that when you come into Howard Young Medical Center and Ministry Eagle River Memorial Hospital you'll experience a sense of being in a five-star facility.

### THE ROLE OF PHILANTHROPY IN OUR COMMUNITIES' HEALTHCARE

Through donor support of the Howard Young Foundation's most recent fundraising efforts, we have been able to purchase a bladder scanner for our hospitals and a CT scanner for Howard Young Medical Center. We look forward to adding the Hologic 3D Breast Imaging system following a successful "Early Detection - Here and Now" fundraising campaign this summer. Providing our patients with such state-of-the-art diagnostics without increasing the cost of healthcare is only possible through the generosity of Foundation donors and the direction and vision of its board and committee members. We are very excited to be involved in the Foundation's strategic planning so we can continue to provide value-based service to the Northwoods.

Thank you to all who work so diligently to ensure the highest level of healthcare in our communities.

Warmest regards,

*Sandra L. Anderson*

# The Dragons are Soon to be Awakened...and Released!

8.20.2016

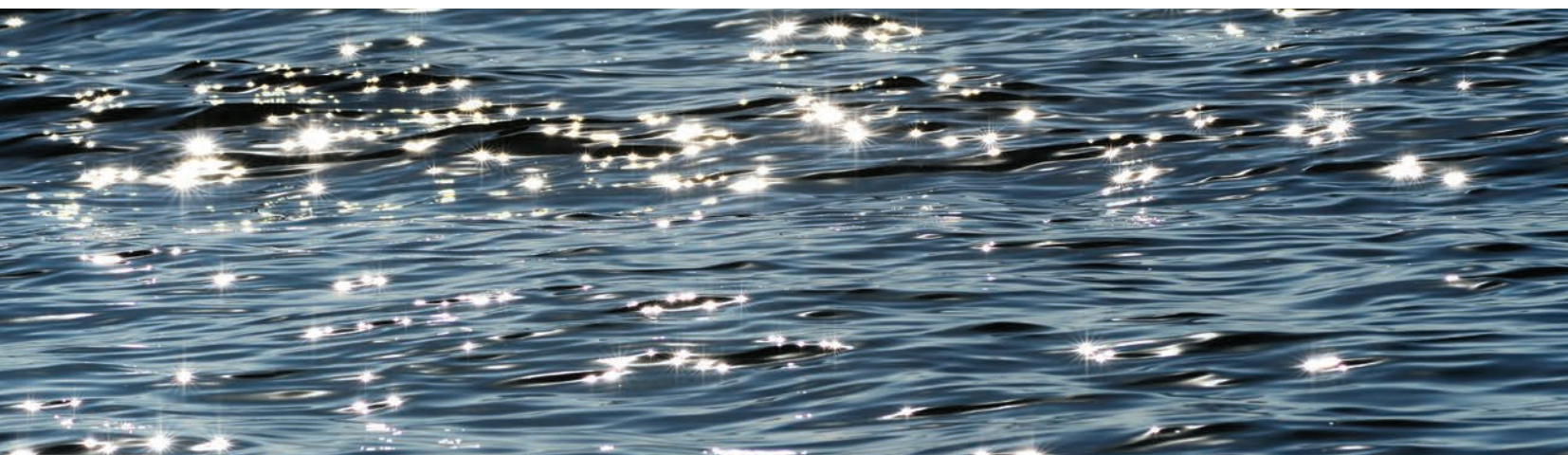
Imagine waking up on August 20, 2016, grabbing a cup of coffee and taking in the morning air over Lake Minocqua at Torpy Park. Now, imagine an excitement and energy in the air. It's an energy fueled by people. People who are part of a team; perhaps a team of 20 who will soon be paddling a dragon boat, or a team that is volunteering to make sure a new event runs without a glitch. Soon, you see brilliantly colored dragon boats make their way to the beachfront. With a dot on the dragon's eye to wake it and a few moments of gratitude for all those participating, the Inaugural Minocqua Dragon Boat Festival is underway...and you are part of it.

Dragon boat racing is one of the fastest growing watersports in the world and festivals are held around the globe. A 45-foot beast of a dragon boat is navigated by a team of 20 paddlers, a drummer and a steersperson. Teams include organized clubs as well as groups of friends and coworkers who have formed teams to represent a theme or a company. The Inaugural Minocqua Dragon Boat Festival will feature eight boats with a goal of registering 48 teams.

## THE INSPIRATION BEHIND THE FESTIVAL

Last summer, several Howard Young Foundation volunteers formed a team and entered the Lake Superior Dragon Boat Festival in Superior, Wis., as "Pirates of the CUREibbean," led by Mike Mondrall, highly regarded captain in the sport of dragon boat racing. Seeing the success of the event, from the camaraderie, to the number of people it brought to Superior to participate and cheer, to the funds raised, inspired Erin Biertzer and Sherry Jacobi, members of the Howard Young Foundation's board of directors, to bring such an event to Minocqua.

What started as a spark of an idea is now a fire-breathing dragon of reality. Erin and Sherry, along with the committees they assembled, have created a day that highlights the very best the Lakeland area has to offer. What could be better than a day with friends old and new on Lake Minocqua? From the excitement of participating in or cheering a race, to children being creative in the Northwoods Children's Museum's Dragonlings Activity Area, to enjoying a cool beverage from the Dragon Breath Beer Garden... the day has something to offer everyone.





## FUN, AND SO MUCH MORE!

As excitement abounds surrounding the day's activities, **the purpose of the day is to raise funds and awareness for the Howard Young Foundation.** All proceeds from registration, souvenir sales and the Paddler's Pledge Program, as well as a portion of food and beer sales help provide technologically advanced state-of-the-art care right here in our community. The Paddler's Pledge Program is an integral part of the Festival's fundraising efforts where anyone can pledge a donation on behalf of a team or directly to the Foundation. **Please consider pledging a gift during this event. Every gift connected with the Inaugural Minocqua Dragon Boat Festival will be generously matched dollar for dollar by Ministry Health Care.**

The Inaugural Minocqua Dragon Boat Festival has already spurred activity that reaches before and beyond August 20. Perhaps you have seen a dragon boat on Lake Minocqua this summer. With the support of the Howard Young Foundation and the guidance of Captain Mike, the Island City Dragon Boat Club has been formed and practicing since May. They'll participate in other festivals throughout the state. If you want to experience what dragon boat racing is all about, stop by a practice and try it out. The team meets Wednesday evenings and Saturday mornings at Torpy Park. If you are interested in joining the team please contact the Howard Young Foundation at 715.439.4005.

Yes, the dragons have been released in the Lakeland area and they are here to stay. All who are part of the Howard Young Foundation and the Inaugural Minocqua Dragon Boat Festival are happy to welcome them to our community. Join us to roar with the dragons on August 20 at Torpy Park in Minocqua. Until then, visit [minocquadrdragonboat.com](http://minocquadrdragonboat.com) often to meet the teams and to stay updated on Festival details. Also, follow us on Facebook and Twitter.



[www.minocquadrdragonboat.com](http://www.minocquadrdragonboat.com)

 [Facebook.com/MinocquaDragonBoatFest](https://www.facebook.com/MinocquaDragonBoatFest)

 [@MQADragonBoat](https://twitter.com/MQADragonBoat)

## Join Us!

Saturday, August 20, 2016  
8:00 a.m. – 5:00 p.m.  
Torpy Park and Lake Minocqua

### FOR MORE INFORMATION, CONTACT:

[www.minocquadrdragonboat.com](http://www.minocquadrdragonboat.com) or call the Howard Young Foundation at 715.439.4005

### HOW TO GET INVOLVED

#### Cheer & Enjoy the Festival!

#### Volunteer



Volunteers are needed on race day to support our paddlers and race coordinators with everything from boat loading and unloading, to marshalling teams to their starting positions and posting finishing times. Shifts can be as long as all day or as short as four hours.

[www.minocquadrdragonboat.com/volunteer](http://www.minocquadrdragonboat.com/volunteer)





[www.minocquadrdragonboat.com](http://www.minocquadrdragonboat.com)

 [Facebook.com/MinocquaDragonBoatFest](https://www.facebook.com/MinocquaDragonBoatFest)  
 [@MQADragonBoat](https://twitter.com/MQADragonBoat)

### PLEDGE YOUR SUPPORT

Supporting a team with your pledge is the most important part of the event and helps that team to raise the most funds, but more importantly, you help the Howard Young Foundation raise money to invest back into our local hospitals. Every pledge is matched by Ministry Health Care and provides charitable support to achieve our mission.

[www.minocquadrdragonboat.com/pledge](http://www.minocquadrdragonboat.com/pledge)



## THANK YOU TO OUR DRAGON BOAT FESTIVAL SPONSORS!

OUR PRESENTING SPONSOR



PORECAT & LACE



BILL HOPPER

Yacht Club Bar & Grill





# Why We Give

## The power behind “Yes!”



We are so grateful to all of our donors whose generosity enables us to say “Yes!” when responding to the technology needs of our hospitals. Your gifts make the defining difference in people’s lives every day.

*Yes! You are that important. Thank you!*

### Sarah Johnson, Benefactor & Community Ambassador

Sarah Johnson of Presque Isle is a business woman, college student, yoga instructor, wife and mother of two young children whom she home schools. On top of all that, she serves as a community ambassador and donor of the Howard Young Foundation.

“I started serving as a community ambassador last year after seeing a presentation by the Women’s Legacy Council about the Foundation’s mission,” recalled Sarah. “What really struck me was how important philanthropy is to recruiting and retaining the best doctors so we can continue having the high-quality healthcare we’ve all come to rely on. The Foundation is essential to bringing in new technologies and services that make our hospitals more desirable for new physicians.”

Sarah and her husband are also Foundation donors. They like to support people and places that match

“*I give because I care about my community.*”

their values, and feel the Foundation “is a great fit” for them. They appreciate the good things the Foundation is doing to advance healthcare in the Northwoods and the positive impact it is having on their community. “Rural areas like ours are experiencing a decline in family population,” explained Sarah. “Ensuring we have quality healthcare by supporting the Howard Young Foundation gives families a reason to stay here or even to relocate here. We are committed to the area and to doing what we can to make a difference for our community.”

**Sarah Johnson** is an entrepreneur, past executive director of the North Lakeland Discovery Center in Manitowish Waters and is currently pursuing a master’s degree in education.



# Why We Give

## The power behind “Yes!”

### Toni & Ron Budelier, *Extraordinary Benefactors*

“ We give because  
*Ministry Health Care*  
*has been good to us.* ”

Toni and Ron Budelier support the hospitals of Ministry Howard Young Health Care because they know and trust the Ministry system. Former residents of Stevens Point, they and their family received care at Saint Michael’s Hospital there, as well as at Saint Joseph’s Hospital in Marshfield. Now living in Arizona, they spend summers in Lac du Flambeau and feel “inclined, and even obligated” to support Ministry hospitals here too.

Toni and Ron choose to support the hospitals through their gifts to the Howard Young Foundation. “Access to up-to-date, quality healthcare is critical, especially in remote areas,” Ron said. “The Foundation’s mission really dovetails with providing that to the Northwoods population.”

The couple experienced the value of local healthcare on a personal level when a relative was injured in a water skiing accident. “She was treated in the emergency department at Howard Young Medical Center and received excellent care. It would have been very unfortunate if there had not been a hospital nearby,” recalled Toni.

#### AN EXTRAORDINARY GIFT

Toni and Ron feel so strongly about investing in Northwoods healthcare that they are generously providing a \$125,000-match challenge this summer to equip Howard Young Medical Center with a state-of-the-art Hologic 3D Breast Imaging system—the new standard in breast cancer detection.

Through the match, they will double all gifts received from the community up to \$125,000 for a total of \$250,000. That amount is being matched by Ministry Health Care for a total of \$500,000. The campaign is an initiative of the Women’s Legacy Council, a committee of the Howard Young Foundation board of directors. Read more about the campaign on page 20.

**“We are providing the match because all of us—women and men, and maybe especially men—care about the women in our communities,” explained Ron. “We all have mothers and sisters and wives and loved ones. That is why we’re encouraging people to accept this match challenge.”**

To donate now, please visit [howardyoungfoundation.org](http://howardyoungfoundation.org) and click on the Funds tab. Or mail your check payable to Howard Young Foundation to P.O. Box 470, Woodruff, WI 54568. Please reference "WLC Early Detection - Here and Now" on your check.

**Toni and Ron Budelier** are past owners, and Ron is past president, of Emmons-Napp Office Products, Inc. Headquartered in Stevens Point, it provided business services and products to customers throughout Wisconsin, eastern Iowa, and Michigan’s Upper Peninsula. They are now retired.

# Did You Know?

## PSSST! You Should Try Ministry Medical Group Clinic—Woodruff’s Best-Kept Secret!

### SEE WHAT YOU’VE BEEN MISSING

If you haven’t heard about Ministry Medical Group (MMG) Clinic in Woodruff, it’s time to get in on the area’s best-kept healthcare secret! Established in 2001 and located within Howard Young Medical Center, the clinic’s staff of family practitioners and medical specialists can meet all of your family’s healthcare needs, from an expectant mom to a child with a broken bone to a grandparent with heart disease.

Dr. Brett Masayeva is one of two general practitioners on staff, and said being located within the hospital is beneficial for the clinic’s patients and providers. “Our clinic is adjacent to the emergency department, next door to the **One Heart** Cardiology Suite, and just down the hall from radiology, lab and behavioral health services. It’s very convenient for patients, and as clinicians we have access to whatever services our patients need.”

### YOUR WOODRUFF PATIENT-CENTERED MEDICAL HOME

MMG Clinic subscribes to the patient-centered medical home philosophy of offering a comprehensive, team-based approach to medical care that focuses on preventative medicine and effective management of chronic conditions, such as diabetes. In addition to physicians and specialists, the MMG team includes nurse practitioners, registered nurses, a case manager



### MINISTRY MEDICAL GROUP CLINIC

240 Maple Street  
(Use North Entrance of Howard  
Young Medical Center)  
Woodruff, WI 54568

**715.356.8920**

### SERVICES

- Primary Care for All Ages
- OB/GYN and Women's Health
- Preventative, Cardiac and Acute Care
- Management of Chronic Conditions
- Treatment for Illnesses and Injuries

### CLINIC HOURS

Monday	7 a.m. – 5 p.m.
Tuesday	7 a.m. – 6 p.m.
Wednesday	8 a.m. – 5 p.m.
Thursday	8 a.m. – 5 p.m.
Friday	7 a.m. – 5 p.m.

***NEW Patients Welcome!  
Walk-In Care and Same-Day  
Appointments Available***

# Did You Know?

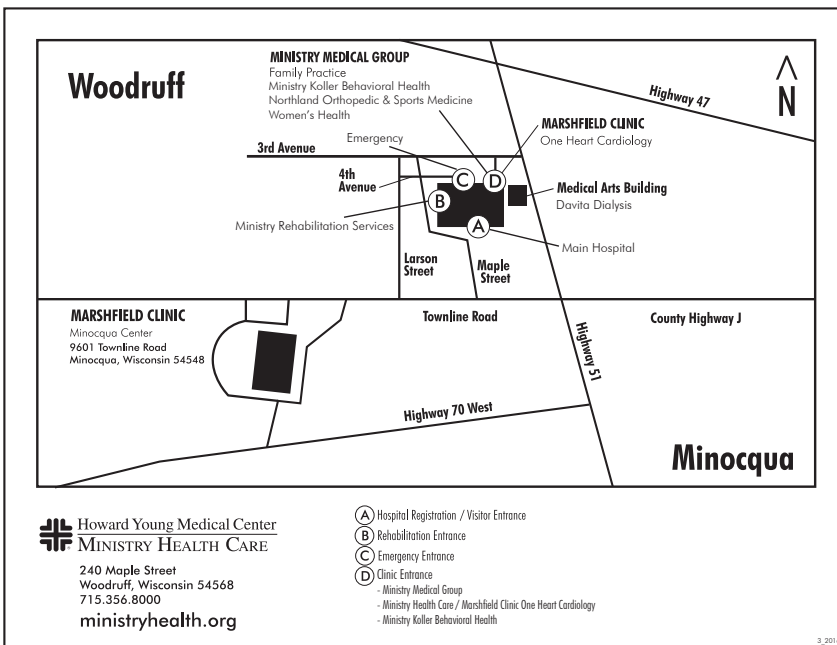
## (Continued)

and a social worker. “We all try to get to know our patients well and work together to give them the best care,” explained Amy Lavin, NP. “I personally practice from a holistic approach and try to treat them mind, body and spirit, not necessarily just with medications.”

### RAVE REVIEWS IN PATIENT SATISFACTION

Kelli Klessig, Manager of Clinic Operations, said patients appreciate the clinic’s friendly atmosphere. “On our patient surveys, people say that they feel comfortable when they come to us. They know our staff, and staff knows them. And they like having a doctor who really takes time to listen.”

The clinic offers extended hours, walk-in care and same-day appointments to accommodate your schedule. To make an appointment, call 715.356.8920.



Ministry Medical Group Clinic, 240 Maple Street, Woodruff, WI 54568  
(Use North Entrance of Howard Young Medical Center)

## MEET THE PROVIDERS OF MMG CLINIC

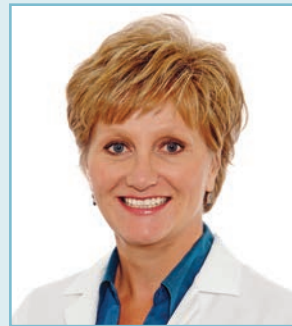
### PRIMARY CARE CLINICIANS



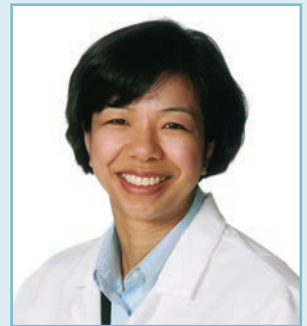
**Brett Masayeva, MD**



**Thomas Marren, MD**



**Amy Lavin, NP**



**Margaret Alvarez, NP**

### SPECIALTY CLINICIANS



**William Padgett, MD**  
Board-Certified  
Orthopedic Surgeon



**Dean Pollnow, MD**  
Board-Certified  
Obstetrician/Gynecologist



**Linda Jerzak, NP**  
Women's Health

# Two of the Nation's Highest Ranking Hospitals

## Right Here in the Northwoods

We all have certain expectations when we go to the hospital. We expect quality care. We expect to be safe. We expect to be treated well. What we might not expect here in the Northwoods, though, is that **the care you receive at Howard Young Medical Center (HYMC) and Ministry Eagle River Memorial Hospital (MERMH) is ranked among the top in the country.** Both hospitals have received a long list of recognitions and accolades for consistently outperforming national standards for quality and patient satisfaction.

Most recently, HYMC was recognized by the Joint Commission for attaining and sustaining excellence in accountability measure performance, meaning certain actions are completed in an established timeframe for every patient, every time for their medical condition. HYMC was ranked in the top 10% of all hospitals for core measures in pneumonia, surgical care improvement and prevention of blood clots. Scores were based on how often patients received appropriate care in those areas. HYMC is one of only 1,043 hospitals out of more than 3,300 eligible hospitals in the United States to achieve the 2014 Top Performer distinction.

The Top Performer program recognizes hospitals for improving performance on evidence-based interventions that increase the chances of healthy outcomes for patients. "It really showcases our dedication to implementing and adhering to best practices and ensuring quality outcomes for our patients," explained Teri Theiler, RN, BSN,

CPHQ, Ministry Health Care Northern Region Vice President of Quality and Safety.

### QUALITY IN ACTION

"Our hospitals' quality programs are top of mind at all times," said Karen Lauer, RN, BSN, MSOLQ, Director of Quality for both hospitals. "We monitor specific indicators for our organizations, one being core measures that are mandated by the government, the Joint Commission and the state of Wisconsin to ensure we are delivering the right treatment in the right way at the right time."

An on-staff quality specialist reviews patient charts to ensure core measure compliance and to identify and correct any issues. "If there is any area of concern, we reach out immediately to the provider and the nursing staff to correct it through support and education," Teri commented.

Ministry Health Care's parent organization, Ascension, assists the hospitals with ensuring best practices. "They look at best practices for, say, total hip replacements or bowel procedures, and pull it all together in a toolkit we can use to implement best practices for those patients," commented Teri.

Compliance and competencies are publicly reported, giving insurers and healthcare consumers the ability to make informed decisions when choosing providers. For example, HYMC's birthing center is ranked highly by Blue Cross Blue Shield. Consumers can use that information and feel comfortable choosing to deliver at HYMC based on quality of care.

## Two of the Nation's Highest Ranking Hospitals (Continued)

### PROVEN SATISFACTION

In addition to quality care, both hospitals rank above state and national averages in patient satisfaction. Scores are based on how quickly patients receive care, how well staff explains medications and whether patients feel adequately prepared to self-manage their continued recovery after they get home.

“We have a telephone survey that is done two weeks after discharge through our emergency, outpatient and inpatient departments,” noted Deb Karow, Vice President of Patient Care Services for HYMC. “I can say with pride that our last results ranked in the top 25% in the country. We are working hard to be in the top 10%.”

### GUARDING PATIENT SAFETY

The hospitals also have initiatives in place to keep patients safe. Intuitive IV pumps with built-in programming increase the safety of medication administration. Beds and chairs that monitor movement alert staff when patients identified as being at risk for falls attempt to get up. A geriatric steering committee and Hospital Elder Life Program are in place at HYMC to minimize delirium for their elderly patients.

Rigorous housekeeping methods have kept the incidence of hospital-acquired infections to a minimum. The recent addition of a Xenex LightStrike Germ-Zapping Robot™ at HYMC adds another layer of protection for patients and staff. LightStrike uses ultraviolet light to eradicate bacteria, viruses and pathogens such as MRSA and Ebola. LightStrike was funded through the Howard Young Foundation.

### EMPHASIZING CARE IN PATIENT CARE

Being hospitalized is scary. At a time when patients are feeling most vulnerable, tending to their emotional needs is just as critical as treating their physical needs. “Patients and their families deserve to be treated with kindness, respect, compassion and understanding at all times while in our facilities,” Deb stressed. “We want them to know that they are our number one priority; that the ‘busyness’ that goes along with our work does not supersede the comfort and needs of our patients.”

Hospital leadership takes time to visit patients at the bedside to make sure their needs are being met. “I am overwhelmed sometimes with the gratitude and

## MEET YOUR MATCH, SUPERBUGS!

*In the battle against infection, LightStrike™ rules supreme.*

Germs have nowhere to hide now that the Xenex LightStrike Germ-Zapping Robot™ is on the job at Howard Young Medical Center. LightStrike systematically disinfects every nook, cranny and surface with its intense Pulsed Xenon UV light to eradicate hospital-acquired infections.

*The only Full Spectrum™ robot of its kind*, LightStrike is seven times more effective than traditional cleaning; kills superbugs such as C. diff spores, MRSA, Ebola, Anthrax

and Staphylococcus aureus; and reduces total surgical site infections by up to 100%.

*“Our infection rate is already below state and national averages, but the best rate is zero,” said Deb Karow, Vice President of Patient Care Services for Howard Young Medical Center. “We are doing everything possible to keep our patients safe.”*

LightStrike’s \$100,000 cost was funded through the Howard Young Foundation.

the positive feedback that we receive through this experience. It's working," Deb remarked.

Nurturing relationships between patients and staff is part of the hospitals' culture. Sheila Hulce, Manager of Patient Care Services, ICU, Intermediate Care, Emergency Department and Birthing Center at HYMC, said her departments nurture those relationships by scheduling staff to care for the same patient every day. "What happens is that they start building relationships with the family. I see family members coming up to the desk and addressing the nurse by name; they literally know that nurse. It builds trust."

Rachel Braasch, Manager of Patient Care Services, Medical Surgery Department at MERMH said that patients and families notice and appreciate the hospitals' efforts in building that trusted, caring relationship. "They see it when somebody holds their hand or cries with them. They see that loving support. We do more than administer a patient's medications or change their dressing. We emotionally support them and their families."

### IT ALL COMES DOWN TO TEAMWORK

Achieving world-class standards of care takes the dedication and cooperation of the entire facility. "It's a team effort with our nursing staff, physicians, environmental services, maintenance and volunteers," commented Teri. "Minus any of those pieces and we would not have the quality achievements that we do."



## 2015 PATIENT SATISFACTION, QUALITY & FINANCIAL RECOGNITIONS

### Howard Young Medical Center

#### JOINT COMMISSION

#### *2014 Top Performer on the Following Key Quality Measures*

*(Announced September 2015)*

Core Measures  
Pneumonia  
Surgical Care  
Blood Clot Prevention

#### NATIONAL ORGANIZATION OF STATE OFFICE OF RURAL HEALTH – iVANTAGE

#### *In the Top Quartile Among All Acute-Care Hospitals in the U.S.*

Quality  
Outcomes

#### MEDICARE HOSPITAL COMPARE

#### *Outperformed State and National Standards for Medicare Hospital Spending per Beneficiary*

<b>HYMC:</b>	<b>0.88</b>
State:	0.94
National:	0.98

### Ministry Eagle River Memorial Hospital

#### NATIONAL ORGANIZATION OF STATE OFFICE OF RURAL HEALTH – iVANTAGE

#### *In the Top Quartile Among All Acute-Care Hospitals in the U.S.*

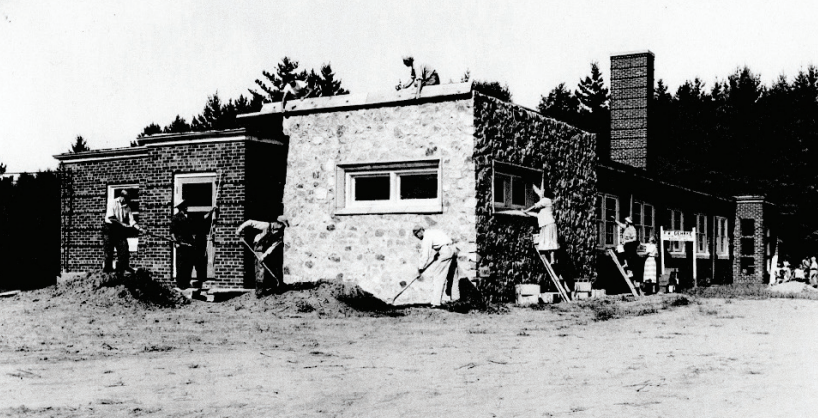
Quality  
Outcomes  
Financial

#### AMERICAN HOSPITAL ASSOCIATION HOSPITAL AWARDS FOR VOLUNTEER EXCELLENCE

Auxiliary volunteers Thrift Shop was selected as one of two finalists for the American Hospital Association's national award in community service.



*Kate Pelham Newcomb founded Lakeland Memorial Hospital in 1954.*



*Lakeland Memorial Hospital, built by pennies and community spirit.*



*Display at the Dr. Kate Museum.*

# The Legacy of Spirit


The Dr. Kate Museum will soon be the site of a Wisconsin Historical Marker commemorating the spirit and legacy of the residents of Woodruff and Arbor Vitae. Snowshoes, curious students, pennies...lots of pennies, an enterprising math teacher, the Lions Club, donations, bake sales, a humble heroic woman doctor and the need for a hospital were all pieces of a puzzle that finally came together. The result would forever change the medical landscape of this northern Wisconsin community: Lakeland Memorial Hospital.

The building of the hospital was not a dream without difficulty. The desire to build the hospital failed on its first attempt. The first board dissolved and another was immediately formed under chairman Bethel Simmons, a businessman from Woodruff, and Warren Gehrke, a Woodruff builder and fellow board member. The new board moved quickly, acquiring land for the hospital thanks to the donation by Mr. and Mrs. Clarence Larson. The board contracted with an architectural firm (they received a plan within a week), and with the help of the entire Woodruff-Arbor Vitae community, sought donations, sold brooms, held numerous bake sales, and eventually poured the foundation for the new hospital. Post WWII Northwoods was not a wealthy area, but it was rich in community spirit. Much of the labor and materials for the new hospital (towels, sets of bed sheets, lumber, concrete blocks, as well as most of the masonry, electrical and carpentry work) were donated by the Arbor Vitae-Woodruff community. Work continued and the hospital was built—but not finished.

The inspiration for the completion of this community hospital came from a math class at AV-W High School. The curious students







wondered what a million of something would look like, and what if that something was pennies? The students then suggested a million pennies could help the community's beloved Dr. Kate finish her hospital. The teacher, Mr. Otto Burich, had the class organize into committees with specific duties to collect and solicit the pennies. They wrote letters, made phone calls and wrote articles for newspapers, all of which resulted in receiving pennies from all 48 states and all continents (mission was accomplished in 104 school days without social media or the World Wide Web!).

Dr. Kate was a member of the hospital board, not the organizer of the penny collection or the parade. She was, however, the stimulus for the hospital. She continued to provide healthcare in a humble and unassuming manner. When the million pennies were collected, the community organized a parade to celebrate the collection on Memorial Day 1953. The students were recognized in the *Congressional Record*, *Woman's Day* magazine, *LOOK* magazine and *Readers Digest*. In 1956 the amazing story of her life and the power of pennies were featured on the popular television show, *THIS IS YOUR LIFE*. Dr. Kate was the face of the hospital and the rightful recipient of the praise, but the real workers and organizers were the people, students, civic organizations, teachers and the hospital board. This was truly a community spirit effort.

Dr. Kate Pelham Newcomb practiced medicine seriously and unselfishly. She had little money and worked under extreme conditions. She had, however, great faith. As one of a few female doctors in the country, she overcame many difficult obstacles to achieve her goal of becoming a doctor when she graduated second in her class from the University of Buffalo in 1917. As a physician she traveled hundreds of miles by canoe, snowshoes or on foot to treat homebound patients. The legacy of her dream and the dream of the community became the Lakeland Memorial Hospital, which opened debt free in 1954.

The story of Dr. Kate and the community lives on at the Dr. Kate Museum. In 2003 and 2013, a 50-year and 60-year anniversary celebration and penny collection were held and a scholarship fund established in honor of Dr. Kate and the students of AV-W High School. This piece of Wisconsin history is now part of the AV-W third-grade curriculum, and a "Night at the Museum" for students and their parents is a popular yearly event.

### THE MUSEUM NEEDS YOUR HELP!


The spirit and legacy of these combined efforts live on today through the Dr. Kate Museum in Woodruff. Maintained by the Dr. Kate Historical Society, the dedicated volunteers preserve historical collections and data; raise funds; and accommodate school groups, veterans' groups and civic organizations, as well as visitors from around the world. Dr. Kate had a dream to build a hospital—the members of the museum dream to enlarge their building to better serve the need for handicap accessibility, exhibit space, large group and school participation, and to move into the digital age.

### MEMBERS OF THE DR. KATE MUSEUM ARE ASKING THE NORTHWOODS TO JOIN IN HELPING RAISE FUNDS TO PAY FOR THE HISTORICAL MARKER AND TO BEGIN THE DREAM OF MAKING THE CURRENT MUSEUM MORE FUNCTIONAL.

Over 60 years ago, a Northwoods community came together to fulfill Dr. Kate's vision of building a hospital. It is time again for our community to come together to expand the Dr. Kate Museum, perpetuate the living legacy of our "Angel on Snowshoes," and pay tribute to the selfless people of the Woodruff-Arbor Vitae community.

#### TO MAKE YOUR GIFT, PLEASE CONTACT US AT:

**Dr. Kate Museum**  
**923 Second Avenue, Woodruff, WI 54568**  
 Tel: 715.356.6896  
 Email: [dr.katemuseum@yahoo.com](mailto:dr.katemuseum@yahoo.com)  
 Web: [www.drkatemuseum.org](http://www.drkatemuseum.org)



“Please join in helping us raise funds to pay for the historical marker and to begin the dream of making the current museum more functional.”

# My 9-1-1 Moment

How long can someone survive without breathing or having a pulse?

**Let's just say 59-year-old Judy Hoover beat the odds.**

Judy Hoover of Lac du Flambeau doesn't remember having a heart attack. She doesn't remember calling a friend and telling him that her arm felt "weird," and that she was dizzy and having severe chest pain. She doesn't remember collapsing in her living room. And she doesn't remember being without a heartbeat for 20 minutes.

But, that's what happened to Judy on Tuesday, August 11, 2015. Her son, Bryan Hoover, recounts her story.

"It was a Tuesday morning, and Mom wasn't feeling well. I was at work, so she called a friend and told him what was going on. When he heard her symptoms, he called 9-1-1 and said that he would be right over.

"He got to Mom's house about 10 minutes later and found her unconscious in the living room. She wasn't breathing and didn't have a pulse. He didn't know CPR, but he did his best. He was banging on her chest, trying to get her to wake up when the Lac du Flambeau EMTs and paramedics from Howard Young Medical Center arrived."

By that time Judy had been without a heartbeat for almost 10 minutes. Rescuers used a LUCAS™2 Chest Compression device to get blood circulating to her vital organs again. The LUCAS™2 automatically delivers continued, standardized chest compressions and increases a cardiac arrest victim's survival rate to the hospital by 44%.



*Judy Hoover and her son, Bryan*

With the device in place, paramedics put Judy in the ambulance, began advanced cardiac life support and sped away to Howard Young Medical Center (HYMC), which was 15 miles away. Bryan, who works in facilities maintenance at HYMC, didn't know anything had happened to his mother until her friend called him. "He said I should prepare myself, because it didn't look good," Bryan said. "I was really scared, and called my girlfriend. She came to the hospital to be with me. We were waiting by the ambulance garage, and finally I saw the ambulance coming."

## A ROLLERCOASTER OF EMOTIONS

Bryan was desperate to know of his mother's condition, but the ambulance parked in such a way that he was unable to see her or the paramedics as they whisked her into the emergency department. When the paramedic who had been driving got out, though, Bryan asked if he knew how his mother was doing. "He told me that she hadn't been breathing and didn't have a pulse when they put her in the ambulance, but he didn't know anything else," Bryan recalled.

In the waiting room, Bryan paced back and forth waiting to hear whether or not his mother was alive. "I was thinking, *Holy cow, she might have died,*" Bryan said softly, choking back tears. About 30 seconds later, the paramedic he had spoken with brought Bryan encouraging news: his mother had a heartbeat! The joy and relief of that moment quickly deflated with what came next. She had been without

a pulse for 20 minutes, it was now erratic, and they were still using a ventilator to breathe for her. “I didn’t know what to think,” Bryan said. “It was such a rollercoaster of emotions.”

In the emergency department, preparations were made to fly Judy via the Ministry Spirit 2 Medical Transportation Helicopter to St. Clare's Hospital in Weston for specialized care. Multiple medications and a chest x-ray were ordered, and the medical team scrambled to stabilize Judy for the flight. “Her eyes were open, but she was unconscious,” remarked Bryan. “We talked to her anyway and the chaplain said a prayer for her.”

Bryan was also able to speak with the helicopter crew before takeoff. They explained what would happen during the flight and what would happen when Judy arrived at St. Clare’s.

Thirty minutes after arriving at HYMC, Judy was onboard the helicopter and on her way to Weston. Dr. Aubrey Hoye, the board-certified emergency medicine physician who had treated his mom, told Bryan that her vital organs, including her brain, could have been damaged. “Dr. Hoye couldn’t tell us what to expect, because there was no way of knowing at that point. Basically, all we knew was that Mom had died and then had been revived by the LUCAS™2,” Bryan commented.

### A SECOND CHANCE AT LIFE

At St. Clare’s Hospital, Judy underwent an immediate heart catheterization followed by sedation and 24 hours of induced hypothermia to give her organs the best chance of recovering from lack of oxygen. “She was in a coma state,” Bryan described. “Her heart was beating, but she was on a breathing tube. She was real pale.”

The doctor’s prognosis was that Judy likely would have severe brain damage. They could only wait and see if she woke up, and if she did, “whether she would ever be able to breathe on her own, or eat or talk or anything,” Bryan said.

After 24 hours in the induced hypothermic state, her body was allowed to warm up on its own. Remarkably, Judy not only woke up, but within three days she was up and walking. Mentally, however, she suffered from anoxia—a brain injury from lack of oxygen—which left Judy with severe memory loss. Recovering from that was a long road that included months of treatment at various facilities, including Ministry Eagle River Memorial Hospital, Lakeview Specialty Hospital in southern Wisconsin, and Phelps Care Assisted Living Facility in Phelps.

Judy worked hard and recovered from being declared incompetent and in need of 24-hour supervision to being fully capable of independent living. She was finally able to return to her home on February 5, 2016, six months after her heart attack. At the time this issue of *Defining Moments* went to press, Judy was receiving cognitive rehabilitation from Elizabeth A. Schussler, M.S. CCC-SLP Speech-Language Pathologist at HYMC as part of her continued recovery.

Judy and Bryan credit the EMTs, paramedics and the LUCAS™2 device for reviving her and giving her a second chance at life. “If not for the LUCAS, I don’t know if I would be here today,” Judy said. “I am just so thankful!”

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*Judy’s story demonstrates the power of healthcare philanthropy through the Howard Young Foundation (HYF), which advocated for relocating the Ministry Spirit 2 Medical Transportation Helicopter to HYMC, provided funding for the helicopter hangar and enabled communities to purchase LUCAS™2 devices through a 50-50 match by the Foundation. In the last two years the device has been used on more than 75 patients who were in cardiac arrest. **To make a charitable gift to the HYF, please contact us at 715.439.4005 or access our website at [howardyoungfoundation.org](http://howardyoungfoundation.org).***

### SHARE YOUR 9-1-1 MOMENT

To share your story and help raise awareness of the Howard Young Foundation and its mission, please call us at 715.439.4005.

# Women's Legacy Council

Because Image is Everything



## WE HAVE NOW CREATED OUR OWN LEGACY.

You have been hearing about the Women's Legacy Council (WLC) for several years now. Beginning five years ago, guided by our values and vision, we decided to make our first mission a diagnostic heart center. The goal, to shorten the time and trials that loved ones go through when the uncertainty of a heart problem occurs. We were delighted to participate in the development of our beautiful **One Heart** Cardiology Suite. Because of you, our WLC supporters, we were able to provide one-half the total cost of the new diagnostic heart center located within the Howard Young Medical Center. THANK YOU to all of our 120 donors. We have only just begun! Join us and help bring that number to 500 donors.

## FOLLOWING THE LEGACY BEGUN BY DR. KATE, THE WOMEN'S LEGACY COUNCIL MUST HAVE HER SMILING TODAY.

We are very excited as we embrace our NEW QUEST!

The council now chooses to participate with Howard Young Medical Center in an exciting new development regarding the early detection and diagnosis of breast cancer.

We are all too aware of how a diagnosis that brings forth the words, "You have Breast Cancer," has affected our friends, their families or perhaps ourselves. Getting through such a diagnosis takes courage and spirit. We can help.

When the threat of breast cancer invades our life we must know we can reach out and receive the best care possible. At Howard Young Medical Center there is currently a suite that houses imaging and diagnostic equipment. It is time to turn this into a center where women feel secure in coming, knowing they will be in a place designed for their comfort and privacy with the best equipment and clinicians available.

## The goal of WLC is to raise funds for a Hologic 3D Breast Imaging system during our "Early Detection – Here and Now" campaign, which is now underway.

This is far superior to the 2D machine currently in use across the country. Breast cancer patients with the most positive outcome are those who detected their cancer early. The 3D uses less radiation, increases visibility of cancers that previously went undetected, and reduces unnecessary biopsies and tests. It is the first and only FDA-approved breast tomosynthesis exam.

Because Image is Everything –  
3D Mammography

“ We found an increase in invasive cancers, the ones we worry about. We're picking up the ones we want to be picking up and reducing the number of people who have to return for a second test. ”

- Dr. Sarah Fiedeweld, national expert on mammography



The bad news is the hefty cost, meaning that only big hospitals will be able to get these machines, leaving women from smaller communities with lesser quality or long travels to larger cities.

This is an expensive piece of equipment costing \$550,000.

#### NOW FOR THE BEST PART.

Toni and Ron Budelier have offered to match every dollar we raise up to \$125,000.

This means that our monies will be matched and then matched again by Ministry Health Care. One dollar becomes four dollars. WE CAN DO THIS. We will create a center in the Northwoods that provides quality healthcare and instills a sense of confidence for the patient and their family members.

To donate now, please visit [howardyoungfoundation.org](http://howardyoungfoundation.org) and click on the Funds tab. Or mail your check payable to Howard Young Foundation to P.O. Box 470, Woodruff, WI 54568. Please reference "WLC Early Detection - Here and Now" on your check.



## Philanthropy:

A love of mankind as manifested in deeds of beneficence.

Seven women who have made a difference in our world name our seven levels of giving. Please join us as we continue making a difference by choosing a level that suits you:

#### CHOOSE A LEVEL THAT SUITS YOU

Abigail Adams	\$100 - \$999
Sacagawea	\$1000 - \$2,499
Florence Nightingale	\$2,500 - \$4,999
Clara Barton	\$5,000 - \$9,999
Eleanor Roosevelt	\$10,000 - \$24,999
Jacqueline Kennedy Onassis	\$25,000 - \$49,999
Dr. Kate Pelham Newcomb	\$50,000 & above

For information about upcoming events or to learn more about the **Women's Legacy Council**, please contact Barb Maines at Howard Young Foundation at **715.439.4005** or [barb.maines@ministryhealth.org](mailto:barb.maines@ministryhealth.org).

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**Co-Chair Founders** - Susan Holmes, Judy Russell

**Founding Past Members** - Mary Fonti, Glenda Haug, Dawn Madigrano, Jeanne McJoynt

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# Minocqua Dragon Boat Festival

## 3 Ways to Tame the Dragon: Race. Pledge. Volunteer.

Support your community hospitals by racing, pledging or volunteering for the **Howard Young Foundation's Inaugural Minocqua Dragon Boat Festival** at Torpy Park, Minocqua, on August 20, 2016.

Thanks to the amazing generosity of our event sponsors, 100% of the proceeds will be reinvested into our community hospitals and shared with the service organizations helping to host the event. All pledges to support our paddlers are matched dollar for dollar by Ministry Health Care, immediately doubling the impact of every pledge.

**To join in the fun, please visit [minocquadrdragonboat.com](http://minocquadrdragonboat.com)** for information on team registration, volunteering, and most importantly, to pledge support for your favorite boat. Teams are not only racing for honor and bragging rights, they're also racing to see who will raise the most money in pledges.



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[minocquadrdragonboat.com/enter-a-team](http://minocquadrdragonboat.com/enter-a-team)



PLEDGE

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VOLUNTEER

[minocquadrdragonboat.com/volunteer](http://minocquadrdragonboat.com/volunteer)

Whether you race, pledge, volunteer or come just for the excitement and festivities,  
your support will make a difference in our area's healthcare.

