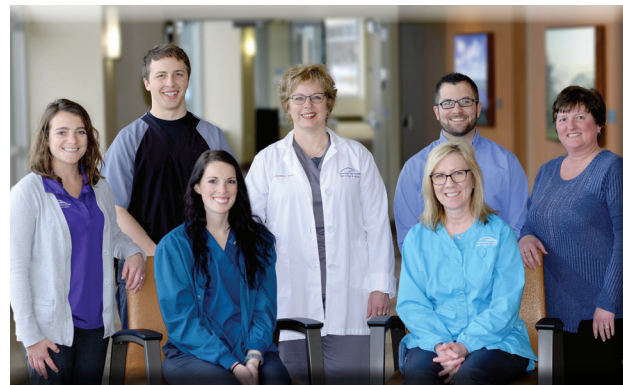


It's
all about
you



Crossing Rivers Health

2017 Annual Report



Crossing Rivers Health Board of Directors

The Crossing Rivers Health Board of Directors represents the community and region served by the independent, not-for-profit corporation. These 10 board members volunteer their time to manage and direct the organization's affairs, properties and funds, to ensure the longevity of our Critical Access Hospital.



Katie Garrity
President



Lisa Esser
Vice President



Chad Trautsch
Secretary



Charlie Connell
Treasurer



Roy C. George
Director



Chad Abram
Director



Mattie Rademacher
Director



Dick Rogers
Director



Michael Rogge, MD
Medical Chief of Staff
Ex-Officio Member



Bill Sexton
Chief Executive Officer
Ex-Officio Member



Katie Garrity
Hospital Board President

Our 'why' is you

I value my volunteer service in the governance of Crossing Rivers Health. It allows me to see firsthand the often life-changing effects of an organization whose primary purpose is to promote health and wellness, while providing extraordinary medical care. My role affords me the opportunity to support and interact with people who are dedicated to helping others. Additionally, this role allows me to interact with those whose lives are impacted because of this honorable work.

The talent and experience of the teams we have in place across the organization, coupled with the vision of our board, support our success in being a responsive and responsible provider of community health and wellness.

We continually work to ensure lean, efficient and sustainable operations by reviewing processes and investing in innovative technology. This encourages us to work smarter and more efficiently with the direction and support of Board governance. A culture of continuous improvement takes steadfast leadership and the strength and experience of our employees.

Why do we do what we do? From the organization's volunteers, to the staff, to the leadership and board; our 'why' is you.

Crossing Rivers Health supports the health and wellness needs of our region, by providing an exceptional patient experience and unsurpassed clinical quality. We continue to make significant investments in necessary new services, staying aligned with our mission, and clarifying our vision for the future.

We continually assess and look for innovative ways to improve patient experience, quality, and outcomes. We know people are trusting us with their lives and their loved ones' lives, and that is an obligation and a privilege we never take lightly.

In our world, everything we do is for our patients- our community. It's truly all about you- our neighbors, our friends, our inspiration.

I thank our more than 350 employees and 200 volunteers, including our Board of Directors, who work so diligently to serve our patients and our communities. They are committed to ensuring each trip through the doors of our medical center and clinics exceeds expectations.



Bill Sexton
Chief Executive Officer



Growing Specialty Care

2017 brought about the newly expanded Crossing Rivers Health Center for Specialty Care on the second floor of the Medical Center. At the completion of the Crossing Rivers Health Medical Center in 2015, space was left unfinished on the second floor and reserved for future growth opportunities. In June of this past year, Crossing Rivers Health began the work to finish this space, which now is home to a growing list of specialty care providers available through Crossing Rivers Health. This includes Allergy & Asthma; Behavioral Health; ENT; Gynecology; Orthopedics; Pain Management; Podiatry; Sleep Medicine; and Urology.

Crossing Rivers Health is proud to be able to fulfill the region's need for access to specialty providers close to home. The ability for

our organization to recruit experienced, board-certified specialty providers to our rural medical center is due, in part, to Crossing Rivers Health's reputation for both quality and patient satisfaction. It also demonstrates our commitment to serving the health needs of our region.

Crossing Rivers Health will continue to explore bringing other specialty providers to the Center for Specialty Care. By increasing the region's access to more specialists, patients and their family members can enjoy less travel time and expense, as well as the convenience of high quality, specialized care in a state-of-the-art, patient-centered environment.



“
It's all about you
 It's like being with family because they treat you like you're the most important person in their life. They really care about the patients and it was so relieving to experience that high level of care.

Dancing Queen

Donna's Story

Donna Anderson has many loves – her family, teaching, water aerobics, and dancing. Donna is passionate about performing in the Opera House Players Theatre in Elkader, Iowa. When she began experiencing sharp pain in her hips that made it difficult to sit, walk, and dance, she was determined to find a solution.

“It felt like a knife was going into my hip. I didn't have the range of motion that I used to have and my quality of life was limited. I tried medications and cortisone shots and nothing seemed to work. I knew that it was more than arthritis.”

Over time, the pain was progressively getting worse and, after being referred by a family friend, Donna made an appointment to see Sue McMillan, Family Nurse Practitioner at the Crossing Rivers Health Clinic.

“Sue is absolutely amazing! She and Shaina, her medical assistant, took such great care of me. I was able to get an appointment with Dr. Andrew Friessen, Orthopedic Surgeon at the Crossing Rivers Health Center for Specialty Care, the very next week.”

CROSSING RIVERS HEALTH ORTHOPEDICS

February

Dr. Scott Johnson, Sleep Disorder Specialist, joined the team at Crossing Rivers Health Center for Specialty Care.

February

The Crossing Rivers Health Center for Specialty Care welcomed orthopedics to the list of services.

“From my very first visit, I just fell in love with everyone here. They are so compassionate and caring and they really treat the patient here. I just felt like they were treating me like a queen, it was just fabulous.”

Donna underwent hip replacement surgery for her left hip in September and her right hip in October of 2017.

“At Crossing Rivers Health, it’s all about you. It’s like being with family because they treat you like you’re the most important person in their life. They really care about the patients here. It was so relieving to experience that high level of care. Everyone here – the staff at the Clinic, the team in the Center for Specialty Care, the surgical unit, the inpatient care team, physical therapy and occupational therapy – they were all gentle and willing to do anything they could to make me comfortable.”

Donna has successfully completed rehab and is excited to get back to doing what she loves. “I can’t wait to dance and sing across the stage at the Elkader Opera House again. I am looking forward to that more than anything and I can thank Crossing Rivers Health for helping me get there.”



Hear more about Donna's Crossing Rivers Health experience at crossingrivers.org/Donna



February

The Cardiac Rehabilitation department hosted the annual heart healthy education event Live SMART! for Your Heart.

March

The Medical Imaging department achieved American College of Radiology (ACR) accreditation for the 80 slice, reduced radiation CT scanner.

April

Patient Family Services offered a free Advanced Directives educational opportunity on National Healthcare Decisions Day.

It's all about you



Excellence in Patient Care

Hospitals today are tasked with constantly providing higher quality care at a lower cost. Every aspect of the patient experience must be approached with a passion for excellence and an eye toward efficiency and effectiveness. It's a challenge that staff at Crossing Rivers Health does not take lightly. Receiving an Excellence in Patient Care Award—presented by Studer Group®, a Huron solution—is considered an honor in the healthcare industry, and is a source of pride for our organization.

Crossing Rivers Health was awarded that honor in August. Specifically, the organization was recognized for exemplary results related to responsiveness of staff as measured by the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey. Organizations receiving this award achieved a ranking at or above the 90th percentile for patients discharged in 2016, as measured by the HCAHPS patient experience survey required by the Centers for Medicare & Medicaid Services.

Excellence in Patient Care Awards are presented annually to a select group of organizations from Studer Group's partner base of hospitals, health systems, and physician organizations. To be eligible for an award, an organization must demonstrate outstanding performance and achievement in patient care, employee engagement, or physician engagement.

Crossing Rivers Health is committed to providing a positive experience for patients. This award is a reflection of the hard work and dedication of our employees. Through our mission, we strive to provide extraordinary care to all those we serve.



May
The Crossing Rivers Health Center for Specialty Care added Urology to the list of specialty services.



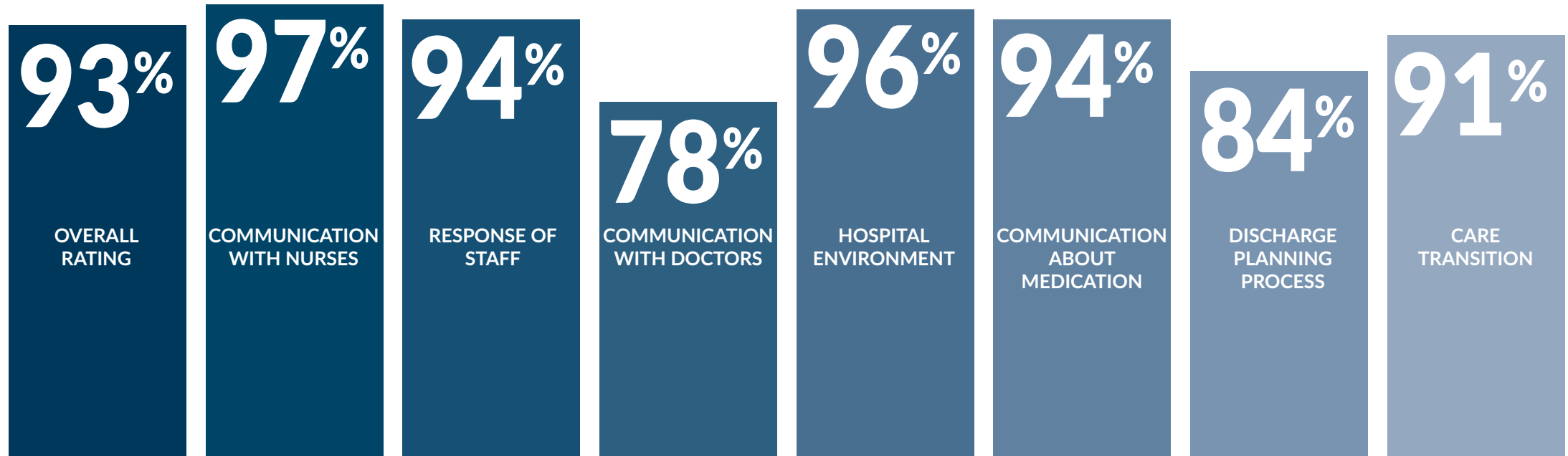
May
Emergency Department staff members attended Pediatric Trauma Simulation training.



May
Crossing Rivers Health Child Care staff received autism education provided by Autism Society of Wisconsin.

Patient Experience How are we measuring up?

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a patient satisfaction survey required by the Centers for Medicare and Medicaid Services for all US hospitals. Crossing Rivers Health's patients receive the 72 question Press Ganey survey at their home, allowing them to evaluate their healthcare experience. That valuable feedback is then shared and utilized by staff to make necessary changes.



Statistics provided by 2017 Press Ganey Survey Results, and reflect when a patient answers "always" to questions relating to the categories above.

Wisconsin Health Care Best in the Nation*



The average time an ER patient waits to receive a diagnostic evaluation by a qualified medical professional at Crossing Rivers Health is

12.5 MINUTES OR LESS

National average is 28 minutes

*According to the federal Agency for Healthcare Research and Quality (AHRQ)

June

The Advanced 3D Mammography service was awarded the Community Impact and Innovation award by Intalere.

July

Emergency Department nurses achieved certification for completing advanced trauma care for nurses.

August

The nursing staff was awarded Studer Group's Excellence in Patient Care Award.

Caring for our community

As a not-for-profit, critical access hospital, Crossing Rivers Health is dedicated to improving the health and wellness of the individuals and communities we serve. In addition to healthcare services, Crossing Rivers Health offers an array of outreach programs, to help meet the broader health and wellness needs of the region. These programs range from education and screenings, to support groups and specialty care services.

4,312
Specialty care visits

14,412
Primary care visits

926
Surgical procedures

992
Total inpatients discharged

Crossing Rivers Health

22,213
Outpatient visits

2,560
Urgent Care visits

6,191
Emergency Room visits

Local economic impact and the 'multiplier effect'

Crossing Rivers Health contributes to the local economy through the people directly employed, goods and services purchased and employment taxes paid- as well as through the 'multiplier effect'.

JOB IMPACT

Direct363
Indirect185

548

GENERATED LABOR INCOME

Direct\$30,960,419
Indirect\$10,031,176

\$40,991,595

NET REVENUE

Direct \$51,287,446
Indirect\$21,592,015

\$72,879,461

August

Partners of Crossing Rivers Health hosted a free educational program Coping with Lung Disease.

August

The first robotic-assisted surgery was performed at Crossing Rivers Health.

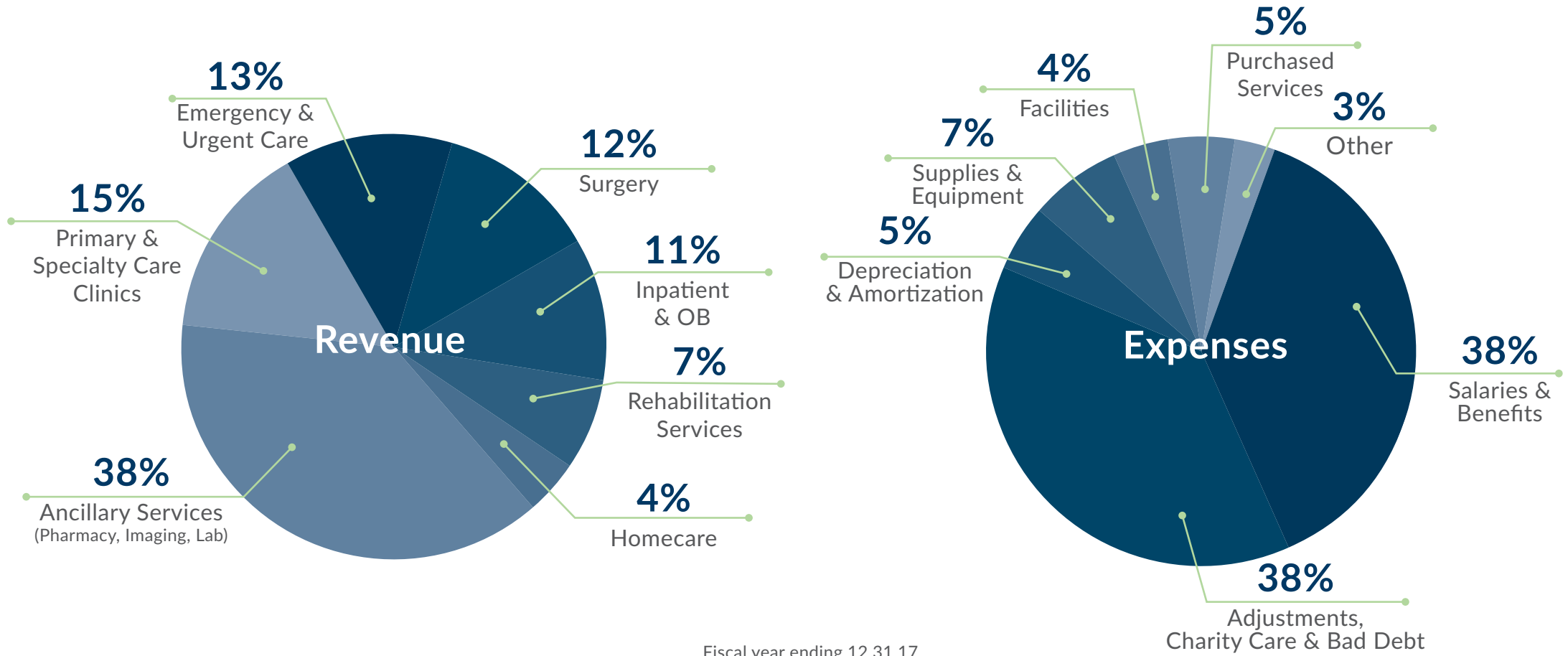
September

The Cardiac Rehabilitation department began offering Peripheral Artery Disease program.

2017, by the numbers

Ensuring a lifetime of quality healthcare to the people of our regional communities takes a strong focus on fiscal management and program sustainability. Crossing Rivers Health continues to provide exceptional care to the community, while optimizing operations. Being fiscally responsible allows us to reinvest in our organization, and the health and wellness needs of the region we serve.

It's all about you



September
 A wireless fetal monitoring system was installed in the Birthing Center to allow fetal monitoring through the use of Bluetooth capabilities, eliminating the need for wires.

October
 The #PinkPose Challenge painted the region pink to create awareness for the importance of breast cancer screenings. Community members and organizations posed in pink and shared their photos lending support.

EMPLOYEE ENGAGEMENT

Crossing Rivers Health ranks in the

84th percentile

for Employee Engagement compared to other healthcare facilities surveyed by Press Ganey

Crossing Rivers Health overall Employee Engagement score on a 5 point scale

2017 SCORE
4.30

2018 GOAL
4.37

An Engaged Employee



Goes "above & beyond"



Feels loyalty to the organization



Has energy & enthusiasm for their work



Recommends the organization as a place to work & receive care

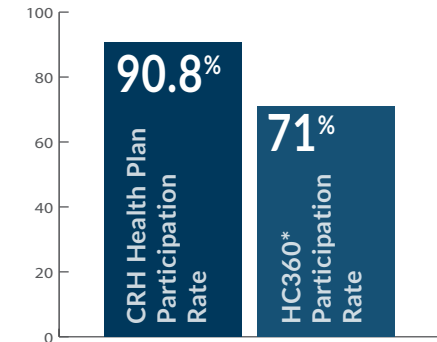
★ Strong employee engagement translates to behavior that benefits performance and quality of the patient care experience

★ Improved productivity ★ High quality ★ Improved safety ★ Improved clinical outcomes

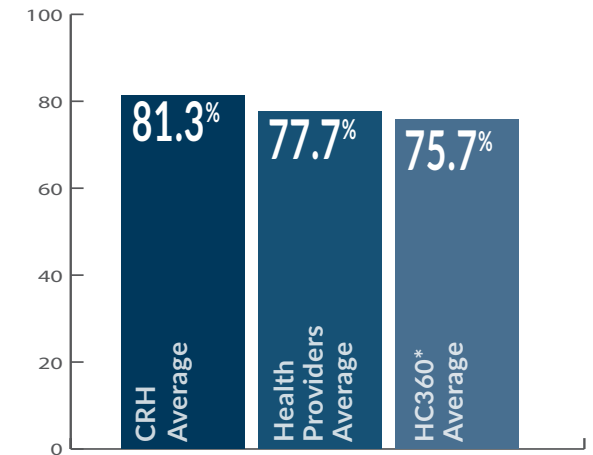
*Press Ganey's benchmarks draw on a database of over 2,200 healthcare facilities and over one million respondents.

EMPLOYEE WELLNESS

Participation in Employee Wellness Program



Average Employee Wellness Score



*Healthcheck360 = Crossing Rivers Health sponsored performance based Employee Wellness Program

October

A new coagulation analyzer was installed in the Laboratory to allow for more efficient work flows and turnaround times.

November

The Infant Loss Support Group was formed and hosted the first meeting.

November

Occupational Therapy offered free posture assessments to help detect imbalances and discover solutions.

Investing in the future of healthcare

Congratulations to the following scholarship recipients. Crossing Rivers Health is dedicated to investing in our community youth as they pursue higher education in healthcare occupations.

2017 SCHOLARSHIPS

Prairie du Chien High School

Tyler Adrian

Nursing \$8,000*

Clayton Ridge High School

Abi Jostand

Nursing \$8,000*

Fennimore High School

Macy Gunderson

Speech Therapy \$8,000*

River Ridge High School

Madison Stagman

Athletic Training/Physical Therapy.... \$8,000*

Seneca High School

Samantha Boland

Nursing \$8,000*

Wauzeka-Steuben School District

Tatem Baures

Nursing \$8,000*

* Deferred scholarships are allocated after a recipient is accepted into a program and meets all eligibility requirements.

2017 Ambassadors of the Year



Provider Excellence

Susan McMillan



Joy

Kayla Otto



Integrity

Kimberly Krogan



Compassion

Patrick Stovey



Leadership

Christine Schroeder



Unity

Bobbi Gofus



Excellence

Luke Hoffman

Crossing Rivers Health is committed to recognizing and celebrating the successes of our team members. Colleagues nominate employees, who they believe, exemplify the values of Crossing Rivers Health. Seven finalists are chosen by the Senior Leadership Team to receive the prestigious honor of Ambassador. Each Ambassador receives a framed award and personalized trophy, in addition to serving as Ambassadors throughout the coming year.

November

More than 200 community members attended the Grand Opening of Crossing Rivers Health Center for Specialty Care, in the newly constructed space on the second floor of the medical center.

December

Crossing Rivers Health received recognition as a Business Honor Roll recipient by the Wisconsin Association of School Boards and the Prairie du Chien school district.

VALUING EMPLOYEE DIFFERENCES

It's all about you

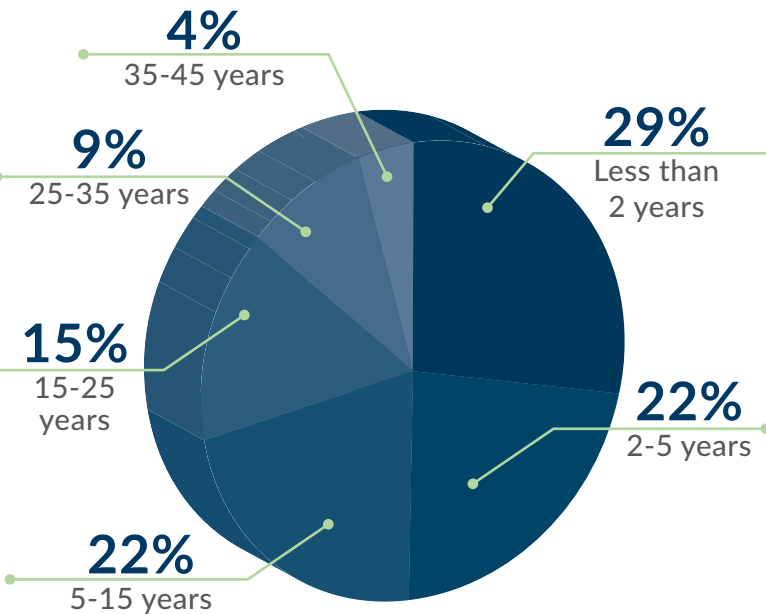
EMPLOYEE TENURE

363 extraordinary team members
(as of 12/31/17)

87% Women **13% Men**

10 years
Average length of employee tenure

44 years
Average age of team members



GENERATIONAL CHARACTERISTICS

CHARACTERISTICS	TRADITIONALISTS	BABY BOOMERS	GENERATION X	MILLENNIALS	GENERATION Z
Crossing Rivers Health Extraordinary Team Members	1 Born before 1946	115 Born between 1946 - 1964	124 Born between 1965-1980	123 Born between 1981-2000	0 Born after 2000
Formative experiences	Second World War Rationing Rock 'n Roll	Cold War Swinging Sixties Family-oriented	End of Cold War Intro to first PC Early mobile technology	9/11 Social media Reality TV	Global warming Mobile devices Cloud computing
Aspiration	Home ownership	Job security	Work-life balance	Freedom/flexibility	Security/stability
Attitude toward career	Jobs are for life	Organizational - careers defined by employers	Loyal to profession, not necessarily employer	Work "with" organizations not "for"	Move between organizations and businesses
Signature product	Automobile	Television	Personal computer	Tablet Smart Phone	3-D printing Driverless cars
Communication preference	Face-to-face	Face-to-face Telephone/e-mail if required	Text e-mail	Online and mobile	Facetime

*Years defined by SHRM

December

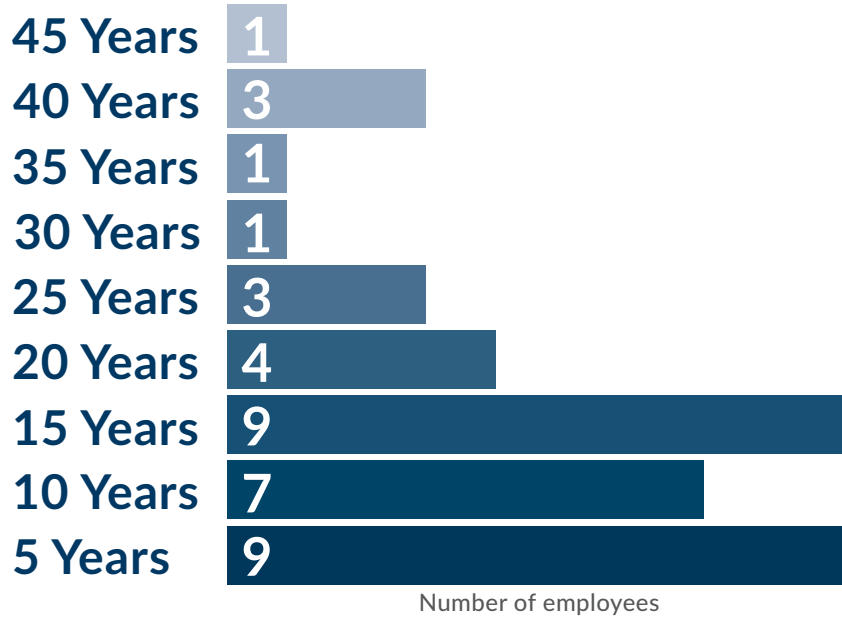
The Emergency Department purchased an ultrasound machine and began simulation training to allow providers to perform FAST exams to identify potentially life threatening bleeding in trauma patients.

December

Partners of Crossing Rivers Health hosted the 2nd annual Christmas Right Here family-friendly holiday event.

SERVICE ANNIVERSARIES

Thirty-eight Crossing Rivers Health team members celebrated service anniversaries of five-year increments in 2017. The organization recognized the following years of service milestones:



Jan Steiner celebrates her 45 years of service at Crossing Rivers Health.

2017 RETIREMENTS

Sue Bahls 24 years
Nutrition Services Aide
Nutrition Services

Zita Balk 44 years
Patient Registration Manager
Business Administration

Bev Cathman 4 years
Concierge
Business Administration

Lynn Larson 10 years
Registered Health Information Technician
Health Information Management

Kris Lawrence 17 years
Internal Communications Coordinator
Communications

Cathy Leahy 16 years
Nursing Assistant
Nursing Services

Jeff Mink 6 years
Facilities Coordinator
Facilities

Illene Olson 28 years
Nursing Assistant
Home Health



Zita Balk celebrated her retirement with 44 years at Crossing Rivers Health.



Staff surprised Kris Lawrence with a heart-shape in honor of her last day.

December

Crossing Rivers Health Hospice honored loved ones passed at the annual Candlelight Memorial service.

December

Dave Breitbach, former Chief Financial Officer, was honored with the Wisconsin Hospital Association's Distinguished Service Award and Partners of Crossing Rivers Health remembered him at the Seasons of Lights and Walk of Stars Tree Lighting Ceremony.

Volunteers

Make a Difference Every Day

Dedicated volunteers donate their time, energy and talents to help fulfill the mission of Crossing Rivers Health. Volunteers provide support, which is vital to the well-being of our patients, including activities and socialization, pet therapy, bereavement support, fundraising and so much more.



225
Volunteers



8,707
Hours



\$6,120
Donated



I have been a Hospice volunteer since November of 2011. I love being able to make a difference and make every single day special for my patients. Volunteering is in my heart and makes me feel like I am making a difference in my life because I am making a difference in the lives of my patients.

~ Vickie Heilmann, McGregor, IA

HOSPICE *It's about how you live*

John & Margaret's Story

John Wachter's adoration for his late wife Margaret is evident- well past the last breath of life. John best describes their love as true and genuine, standing the test of time- 63 years to be exact –as well as the trials and tribulations of life.

"We had a wonderful marriage," John said. "She was awfully good to me. We very seldom had an argument. She was just a wonderful person. I couldn't see any fault in her. We went through some hard times, but we survived it."

When Margaret Wachter was diagnosed with pancreatic cancer on July 20, 2015, her devoted husband was sitting right beside her. "The doctor mentioned that it was the worst kind of cancer and the most painful. He said she had two months to live."

It turns out that the doctor's estimate was accurate, as Margaret lived just one week past the two-month diagnosis. "The doctors recommended Hospice because of the quality of life. Hospice staff did a wonderful job with her medication and would help us understand how to properly take care of Margaret. I couldn't ask for anything better."

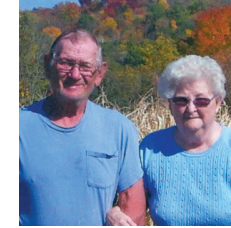
When it came to controlling Margaret's pain, John explained that the pain management was extraordinary. "I was so happy that Margaret was

not in pain. That meant a lot to me. I don't know if I could have handled it. If she was sick, I was sick. I would rather have it happen to me than have it happen to her."

John openly expresses his appreciation for the Hospice staff who have helped him and Margaret and their four children through this journey. "My whole family is grateful for what Hospice did for us. We couldn't have had any better care. My recommendation to others going through a similar situation is to keep your loved ones at home if you can."

Because of the support provided by Crossing Rivers Health Hospice, enduring "the most painful of cancers", pain-free, was possible for Margaret. She and her family were able to spend quality time, comfortably at home, on the family farm. Compassionate Hospice care allows the patient and their family to live life to the fullest, focusing on the meaningful things that make days special – like sharing valuable moments with a true and genuine soulmate.

“ My whole family is grateful for what Hospice did for us. We couldn't have had any better care. ”



John shares more about his family's Hospice experience at crossingrivers.org/John



Crossing Rivers Health FOUNDATION

Board of Directors



Jim Smith
President



Paul Ginkel
Vice President



Char Bender
Treasurer



Mary Novey
Secretary



Josh Blietz
Director



Maria Brummel
Director



Rebecca Bush
Director



Mason Clark
Director



Charlie Connell
Appointed Director



Jimmy Jones
Director



Rick Peterson
Director



William P. Sexton
Designated Director



Chuck Simmons
Director



Tom Steiner
Director



Beth Welter, DDS
Director



Ellen Zwirlein, RN, MSN
Director

Our donors

It's all about you

Gifts to support services, programs and equipment needs provided by Crossing Rivers Health are managed by the Crossing Rivers Health Foundation, which ensures charitable gifts are used in the manner they are intended.

The mission of the Crossing Rivers Health Foundation is to support the Medical Center's mission, through philanthropic efforts.

Ensuring a lifetime of quality healthcare to the people of our regional communities takes the support of donors whose personal mission aligns with that of our organization. We are grateful to our donors and supportive community members in 2017, and every year.

2017 Fundraising events raised over \$40,000



2017 Medical Center Program and Equipment investments provided by the Foundation

\$107,000

Capital & building investments

\$38,800

Hospice program & equipment needs

\$11,800

Laboratory molecular analyzer

\$10,000

Emergency Department portable ultrasound

\$210

Family Resource Center program needs

\$167,810

Total donated

186 new donors in 2017
totalling 1,446 donors since the Foundation began in 2011.

Gifts from the Heart

In Memory of...

Duane Bakkum

Duane Bakkum Family
Welsh Family

Darol "Rusty" Boldt

Virginia Antoine
Debra Benson
Vernon & Linda Bottorff
David Bower
Rob Bryson
Leslie David
Estate of Frederic G. Huebsch
Tom & Jean Farrell
Geraldine Kluesner
Kathleen Koch
Liz Mullarkey
Jeff & Chris Panka
Dee Pearce
Radley & Karen Reilly
James & Sharon Ross
Carl & Denise Shedivy
Kurt & Peggy Smith
Tammi Yezek

Doreen Bond

Doreen Bond Estate

Lewis Borgman

Becwar Family
Kirk & Barbara Beerthuis
Donna Borgman
Larene Carpenter
CRH Laboratory Staff
Carleen Cornford
Roger & Edna Forst
Trudy Johnson
John & Kathy Kurt
Allison McCullick
Donna McCullick
Jeff & Sue Miller
Jeff & Chris Panka
Dennis & Martha Sampson
Kurt & Crystal Wallin
Bill & Marlene Ziemer

Tom Bowler

Jerry & Marjorie O'Kane

Dave Breitbach

Vickie Breitbach
EO Johnson
Ed & Kris Lawrence
Market & Johnson
Mattie Rademacher
MCRH Inc.
Partners of Crossing Rivers Health
Shared Purchasing Solutions

Leona Carl

Jennifer Calhoun
Arthur Carl
Richard & Kay Carl
Shirley Cipra
Jonathan Preston
Michele Wells

Eugene Caylor

Cathy Aspenson
Caylor Family

Ray Childs

Myrna Schmelzer

LaVon David

Daniel & Luann Lipke

Marlys Deanna Rodenberg Friedlein

Jason Bittner
Brown's Sales & Leasing
David & Kay Bunning
Cathy Handke
Jeffrey & Carolyn Hoffman
Ellen Johnson
Glenda Livingston
Nancy Lochner
Neal & Cindy Meyer
Jane Pearson
Alan & Jill Purvis
River City Stone
R & S Northeast, LLC
Ben & Heather Tomblinson
Craig Tuecke
James & Amanda West

Lois Grotegut

Frankville UPW

Jerry Handke

Pam Ballard
Cathy Handke

Swede Hjelmeng

Lynn Larson

Kenneth I. Johnson

Ruth Johnson

Don Kasperek

Antoinette Johnson
Charles & Marjorie Kropp
Bob & Bernice Norman

Alice Keeney

James Keeney

Henry Kleinow Jr.

Betty Kleinow

Mary Konichek

First Weber Foundation

Stan Larson

Stan Norman Larson Family
Lois Homewood

Stella Lipke

Madonna Ames
Jim Behrendt
Rob Bryson
John & Penny Cejka
Michael Eidelman
Beth Grinstead
Stephanie Hor
Allen & Myrna Huschka
Daniel & Luann Lipke
Terry & Jeanne Moris
Liz Mullarkey
John & Janis Obiala

Ann Messerli

Darlene Kellogg
Sharon Stagman

Mark Meyer

Alex & Kathy Rohan

Catherine O'Kane

Jerry & Marjorie O'Kane

Raymond Quellhorst

Sam & Julia Nelson
William Sexton

Dr. Roger C. Rademacher

Ronald & Joyce Morse
Mark & Emily Rademacher

James & Kay Ries

Steven Ries

Clara Rose Rogers

Ann Steiber

Eileen Ruff

Erwin Ruff

Pearl Schaefers

Andy Schaefers

Kenneth Schmerbach

Dennis & Rita Ryan
Roberta Schmerbach

Robert Schmitt

Wendy Schmitt

Jack Schulte

David & Lori Nordyke

Bertha Sexton

Jean Blake
Ronald & Ruth Colson
Roy & Vicki George
Ed & Kris Lawrence
Sam & Julia Nelson
Chad & Regan Wolbers

Joannie Carol Sheckler

James & Sheryl Ariss
Dr. Michael & Mary Ann Garrity
Lawrence & Diane Geisler
John & Jane Kluesner
Jean Rubish
Kurt & Peggy Smith
Linda Smrcina
Pamela Steinberg
Thornburg Riverview, LLC
Larry & Phyllis Yeomans

Carson Stocks

Elaine Stocks

Larry Syhlman

Maudie Syhlman

Jim Teaser

Interstate Federal Savings & Loan
Angeline Schulte
Karen Teaser

John L & Lynn Wachter

Wachter Family

Tom Wagner

Barry & Edith Holmstrom

Nancy Weinberger

Joyce Davies
Warren Wetherill

Mary Wiedner

Roger & Kay Wilson

Bernard Zimmer

Randy Zimmer

In Honor of:

2017 CRH Retirees

Ed & Kris Lawrence

Laurie Fritz

Steven & Susan Reiter



In 2017, John Wachter donated to Hospice, in memory of his wife, Margaret, and in appreciation for the care provided to her by the compassionate Hospice staff.

& AWARDS & RECOGNITION

★ 2017 Studer Group Excellence in Patient Care Award

Crossing Rivers Health was recognized for exemplary results related to responsiveness of staff as measured by the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey. Organizations receiving this award achieved a ranking at or above the 90th percentile for patients discharged in 2016 as measured by the HCAHPS patient experience survey required by the Centers for Medicare & Medicaid Services.

★ 2017 WASB Business Honor Roll

Wisconsin Association of School Boards & Prairie du Chien School District recognized Crossing Rivers Health for the donation of Athletic Training services and various other collaborative efforts within the school district.

★ WHA Distinguished Service Award honoring Dave Breitbach

The late Dave Breitbach, former Chief Financial Officer, was honored by the Wisconsin Hospital Association for excellence in health care management and community leadership.

★ Intalere Healthcare Achievement Award for Community Impact and Innovation

Crossing Rivers Health's Medical Imaging Department received national recognition for their efforts to provide 3D™ Tomosynthesis Mammography to the women of this region.

★ 2017 Hospice Honors Recipient

Deyta Analytics recognized Crossing Rivers Health Hospice program for the second year in a row as a Hospice Honors Recipient. This prestigious award recognizes hospices providing the highest level of quality based on performance of 24 quality indicator measures.

& LICENSURE & CERTIFICATION

American College of Radiology
Centers for Medicare and Medicaid Services
Clinical Laboratory Improvement
Amendments Certification
Department of Safety and Professional Services
Pharmacy
Aesthetics Establishment
State of Wisconsin Department of Health
Services Division of Quality Assurance
Community Based Residential Facility
Emergency Level IV Trauma Classification
Home Health
Hospice
High Complexity (Food Service)
X-Ray Device Registration

MEMBERSHIPS

American Hospital Association
Fennimore Chamber of Commerce
Monona Chamber & Economic Development
McGregor/Marquette Chamber of Commerce
National Rural Health Association
Pink Ribbon Facility
Prairie du Chien Area Chamber of Commerce
Rural Wisconsin Health Cooperative
Shared Purchasing Solutions -
Affiliate of Intalere
Wisconsin Hospital Association



Crossing Rivers Health demonstrates a commitment to patient safety and quality health care delivery by adhering to quality standards and best practices, as affirmed and certified by The Joint Commission.

The Joint Commission Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.

"Crossing Rivers Health is proud to earn The Joint Commission's Gold Seal of Approval® for Hospital Accreditation as it recognizes the knowledge, teamwork and dedication of our entire healthcare team," - Julia Nelson, Chief Quality Officer Crossing Rivers Health.

Allergy/Asthma/Immunology
Hyder Khan, MD

Anesthesiology

Doris Barnes, CRNA
Charles Beinborn, CRNA
Dick Beinborn, CRNA
Georgia Govier, CRNA
Michael Rider, CRNA
Todd Schissel, CRNA

Certified Nurse Midwife

Terri Payne, APNP, CNM

Dentistry

Mark Fohey, DDS

Emergency Medicine

Nanci Cherry, MD
James Jordan, MD
R. Timothy Fitzner, MD
David Hendrickson, MD
Dragos Nanul, MD
John Renelt, MD

Family Medicine

Stacy Blackburn, DO*
Walter Boisvert, MD
David DeHart, MD*
Robert Key, MD*
Michael Rogge, MD
Owen Vincent, DO*
*Family Medicine w/Obstetrics

General Surgery

Tamara Holzer, DO
Carrie Kramer, MD
Jennifer McLellan, MD

Gynecology/Obstetrics

Steven Bush, MD
Jason Rexroth, MD

MEDICAL STAFF



Executive Committee (left to right): Dr. Jennifer McLellan, Gundersen Health System Surgeon; Dr. Peter Gierke, Crossing Rivers Health Inpatient Specialist; Dr. Owen Vincent, Crossing Rivers Health Clinic Physician; Dr. John Renelt, Crossing Rivers Health ER Director; Dr. Michael Rogge, Mayo Clinic Health System Physician.

Inpatient Specialists (Hospitalists)

Sudha Bansal, MD
Peter Gierke, MD
Xiaojun Guo, MD
Gilbert Holmes, MD
Madhuresh Kumar, MD
Benny Kusuma, MD
Amy Kappes, DO
Dragos Nanul, MD
Muhammad Pervaiz, MD
Sarojini Ratnakar, MD
Mulari Veluru, MD

Internal Medicine

Sara Rybarczyk, MD

Nephrology

Balaji Srinivasan, MD
Kumari Usha, MD

Family Nurse Practitioner

Alyssa Cram, FNP
Debra Gallagher, FNP
Holly Griswold, DNP
Heidi Hochhausen, FNP
Susan McMillan, FNP
Pamela Myhre, FNP
Rochelle Neisius, FNP
Tammy Plondke, FNP
Charlene Sauer, FNP

Oncology

Alcee Jumonville, MD
Michael Ojelabi, MD

Ophthalmology

Christopher Born, MD

Optometry

Brad Collins, OD
Philip Holzer, OD

Orthopedics

Andrew Friessen, DO
Glenn Johnson, MD
Clarke Searle, MD

Otolaryngology

Michael Case, MD
Timothy King, MD

Pain Management

Georgia Govier, CRNA
Todd Schissel, CRNA

Pathology

Jeffrey Degenhardt, MD
Anna Kemp, MD
Vinay Naik, MD

Physician Assistant

Jean Tobin, PA-C

Psychiatry

Hinna Shah, MD

Podiatry

Christopher Eckerman, DPM
Craig Sullivan, DPM
Brooke Tappe, DPM
Kristina Thompson, DPM
Gregory Valkosky, DPM

Radiology

Kirby Clark, MD
Kendra Hain, MD
Barbara Knisely, MD
Anna Myklebust, MD
Willet Pang, MD

Sleep Medicine

Scott Johnson, MD

Urology

Logan Hoxie, MD
Thomas Londergan, MD
Steven Mindrup, MD
Thomas Richardson, MD
Jonathan Rippentrop, MD

Crossing Rivers Health is continually adding and enhancing services to meet the health and wellness needs of the communities we serve.

We are proud to offer the following services—right here, close to home.

Center for Specialty Care

- Allergy
- Asthma
- Audiology
- Behavioral health
- Ear, Nose & Throat (ENT)
- Foot care
- Gynecology
- Orthopedics
- Pain management
- Pelvic floor
- Podiatry
- Sleep medicine
- Urology

Diagnostic Services & Medical Screenings

- 24-hour Laboratory services
- 3D Mammography™
- 4D Ultrasound
- Bone density scan
- Colonoscopy
- CT scan
- EKG
- Endoscopy
- Infant hearing screenings
- Laboratory services
- MRI
- Nuclear medicine scan
- Sleep study
- Stress testing
- Ultrasound
- X-ray

Emergency & Urgent Care Services

- 24 hr. Emergency care
- Urgent care

Healthcare Partners

- Crossing Rivers Health Foundation
- Partners of Crossing Rivers Health

Homecare & Residential Services

- Assisted Living
- Chaplain
- Home health
- Home IV, home oxygen
- Home Medical Equipment Retail Store
- Hospice
- Infusion therapy
- Life Assist
- Maternal newborn visits
- Palliative care
- Personal home services
- Telemonitoring

Medical Services

- Chemotherapy
- Infusion therapy
- Medical/surgical inpatient care
- Obstetrical services
- Observation
- Oncology
- Ostomy care
- Pediatrics
- Respite care
- Respiratory therapy
- Skilled nursing (Swing bed)
- Special care unit
- Wound care

Primary Care Clinics

- Fennimore and Prairie du Chien
- Acute illness care
 - Comprehensive family medicine
 - Chronic disease management
 - DOT physicals
 - Immunizations
 - Medicare wellness visits
 - Obstetrics and postnatal care
 - Occupational health
 - Preventive medicine
 - Women's health

Rehabilitation Services

- Athletic training
- Birth to 3 program
- Cardiac rehabilitation
- Healthy hearts
- Lymphedema therapy
- Occupational therapy
- Pelvic floor therapy
- Physical therapy
- Pulmonary rehabilitation
- Speech therapy
- Vestibular therapy

Social Work & Family Support Services

- Child Care
- Family Resource Center
- Nurse Navigator patient resource nurse
- Power of attorney for healthcare
- Referral assistance

Support Groups & Education

- Breast feeding education
- Car seat safety checks
- Childbirth education
- Club Scrub
- CPR/AED/First Aid training
- Diabetes education
- Grief support
- Health screenings
- Infant Loss support group
- Moms Like Me
- Nutrition counseling
- PALS 4 Good summer camp
- Parenting education
- Safe Sitter
- Wellness education

Surgical Services

- Colonoscopy
- Endoscopy
- General surgery
- Gynecologic surgery
- Minimally invasive & robotic-assisted surgery
- Ophthalmologic surgery
- Podiatric surgery
- Transfusion services
- Urologic surgery



Your independent provider
of community health and
wellness, since 1957

