

Circles of Care

Growing Healthy Communities

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www.rchospital.com

Benefits Of Merger

- Better customer service
- Greater physician recruitment
- Streamlined services

All together for the merger are (left to right) Sue Erickson, Doug Olinger, Cherry Weigel, Stacey Heiling, Dave Dunn, Anne Groen, Lynette Bernardy, Amy Button and Lindsey Polfiet.



We have a new logo to signify the merger of the Renville County Hospital and Prairie Family Practice! The board has been reviewing concepts for the past few months, striving for a unique design to represent our new entity. Here is what our new logo represents:

RC Hospital & Clinics - our new name has equal emphasis on both entities, is distinct, recognizable, and easy to say;

Double pink flower - symbol of unique and special health care at both the Hospital and Prairie Family Practice; flowing design represents continued health throughout one's lifetime; pink represents heartfelt care, love, babies, and good health;

Double green leaves - represent partnership, growth, and improved health; stylized ampersand and downward extended leaves connect the two entities;

RC Hospital - strong typeface represents stability and longevity; easy to read when reduced in size for paperwork and employee ID badges; ties in to current website address www.rchospital.com

Clinics - typestyle is unique giving a fresh new look; emphasis on the people side of health care.

To view the new logo in full color, check out our revised website at www.rchospital.com



1 + 1 = 1 +

One Hospital added to One Clinic System = Enhanced Local Health Care, a plus in anyone's book! While some say that only babies with wet diapers like change, the above picture suggests quite a different attitude for these Renville County Hospital and Prairie Family Practice personnel. They certainly appear happy and excited about the merger of the two local health care entities.

Recently these people were asked to name one thing about the future of RC Hospital & Clinics (RCH&C) that excites them personally. Here are some of their answers.

"It's long overdue, a welcome change."

"We've served the same patients for years. Now we can serve them better."

"The more closely our rural clinics and hospitals work together, the better prepared they are to face ongoing financial and recruiting challenges and to take advantage of opportunities for improving quality and services to their communities. Renville County Hospital and Prairie Family Practice each bring impressive records to this new partnership. Congratulations!"

*Mark Schoenbaum, Director
Office of Rural Health and Primary Care
Minnesota Department of Health*

Obviously these answers reveal vision and potential that will truly enhance local health

care. It comes from people who believe this is an important change. Further, they are eager to participate and willing to put forth individual and team efforts necessary for continuous improvement of the services they provide.

Despite some potholes, the road to the merger decision led to the conviction that the Hospital and Clinics working together as a single entity would be stronger than each going in it alone. As the challenges and opportunities for rural health care have continually become more complex, the value of coordinated and integrated responses has increased significantly.

With rapid advances in medical and information technology, the complexities of today's health care are a far cry from the days when the hospital and clinic began offering services. Their histories of anticipating, preparing for and managing change have been admirable. The merger creating RC Hospital & Clinics is one more step in positively positioning local health care for a vital future.

So, what does this change mean for you? Be assured that when you walk through the front door of any of the clinics or the hospital, everything will look and seem about the same...the people, the furnishings, the procedures.

Welcome New CEO



We welcome Glenn Haugo to our clinics, hospital and our community. Glenn comes to our area with a diverse background. He is a CPA, has had experience in government

finance, IT, pharmaceuticals and Hospital Administration.

He and his wife Gyda, plan to move to Renville County very soon. They have three grown children and five grandchildren.

Glenn grew up in a small rural community in Montana, has been hospital administrator at the hospital in Dawson, MN and most recently was the interim President of Minnesota Rural Hospital Association in Granite Falls.

Kudos To RC Hospital & Clinics Employees

Kudos to the hospital employees for going the extra mile and raising enough funds to purchase not one, but two new picnic tables for the hospital garden. They are looking towards the possibility of building a fountain next summer. In addition, all maintenance in the garden is done by the employees each week throughout the summer.



RCH&C Looks To “WOW” Its Customers

By Stacey Heiling

WOW! Good customer service is the goal of any organization. RC Hospital & Clinics (RCH&C) has always recognized the value of good customer service and continues to look for ways to improve and exceed our customers' expectations.

In an effort to make customer service a focal point at RCH&C, a customer service team was formed about a year ago. The purpose of the team was to examine what our customers wanted and to determine how to promote an environment of excellent customer service. The team looked into what customer service means and the impact it has on everyone from employees to patients.

The team is made up of representatives from all different areas of the hospital. This diverse group of people looks at RCH&C services as a whole. Our motto is that every encounter with a patient or customer counts.

The customer service team quickly got to work creating goals, a set of customer service standards, and a plan for a year of promotion and education for RCH&C staff. The definition of good customer service came to be known by one simple word: “WOW!” WOW stands for:

**Working hard to
Observe your needs because
We want to serve you**

The Customer Service Team is now known as the WOW Team. The WOW Team's mission is to create a culture focused on customer service. The tagline for this mission became “WOW...Spread It Like a Virus.” Education and promotional programs center around this motto and customer service initiatives are evident among the staff.

We want our customers to have a great feeling about the service they receive at RCH&C. In healthcare, a person's reason for visiting a hospital is not always pleasant. But regardless of the reason a person comes to RCH&C, we strive not only to provide excellent healthcare, but to pay attention to all the “little” details that can seem not so little in a time of stress. Little things like a friendly greeting, having access to a phone card when needed, or videos or games to pass the time, as well as positive and professional attitudes can go a long way towards helping people have a comforting experience at RCH&C.

The WOW Team's next steps are to involve the public in our mission.

In the upcoming months, RCH&C plans to

implement a Customer Service

Recognition program. We'll ask our customers to let us know if they have an experience or interaction with a staff person that exceeded their expectations. Our customers' opinions are key in helping us continue to build in a positive direction. This will be especially important as we look towards the future of being a combined hospital and clinic. We need your help in making an attitude of good customer service contagious!

Be sure to check out our service standards on this page and watch for notices around the hospital regarding the upcoming Customer Service Recognition program. The best part about good customer service is that everybody wins. We aim to capitalize on staff strengths and make our service shine or as the WOW Team would say, “We want to WOW your socks off!!!”

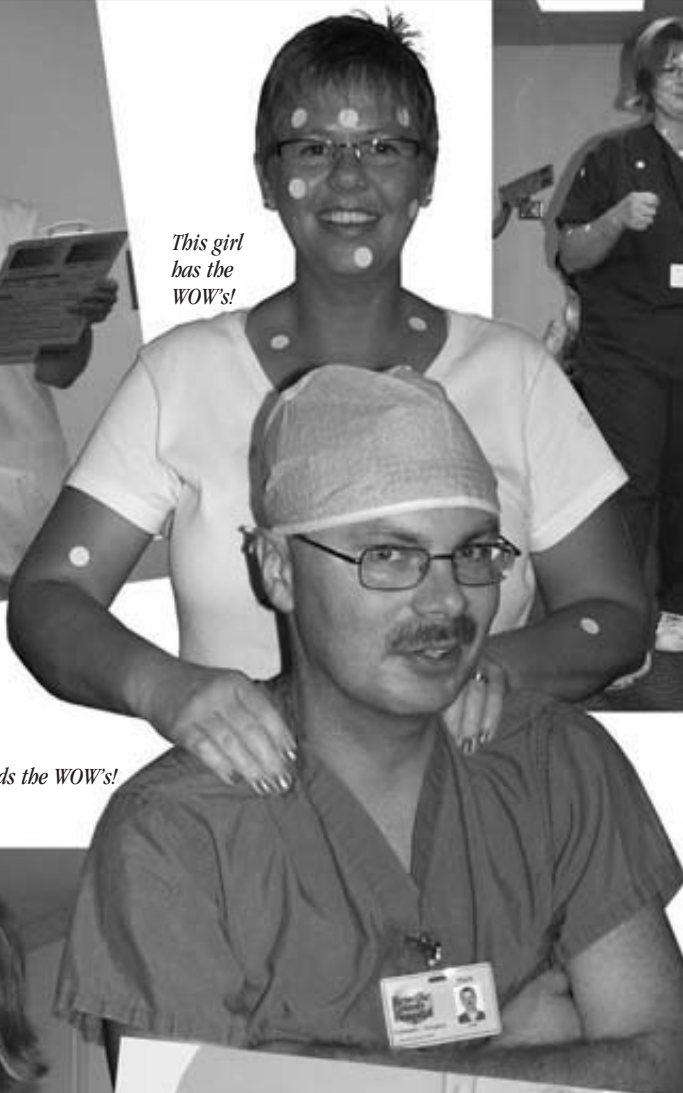


WOW Customer Service Standards

Respect	the dignity and privacy of customers and co-workers.
Respond	to the needs of our customers and co-workers by listening carefully and taking appropriate action.
Renew	daily our commitment to excellence in all we do.
React	professionally and with courtesy while rejecting bias and stereotyping.
Represent	our facility in a positive light by speaking respectfully, dressing appropriately, and acting professionally.
Win	by encouraging honest and open communication.



Health Alert Helga (Nancy Loge) speaks.



This girl has the WOW's!

This guy needs the WOW's!



Do you have the WOW's?

W!



Val Traeger spreading the WOW virus.



Goal Of WOW

Enable all staff to exceed the expectations of our customers by implementing and maintaining measurable programs and service standards. By encouraging respect and dignity among ourselves, we will infect our customers with a quality of care that will WOW their socks off!

Have you been WOW'd?
Spread it like a virus!

WOW Team Leaders: seated Nikki Vosika, and Beth Elliot. Standing (left to right): Shar Beck, Patti Jo Vander Voort, Stacey Heiling, Deb Ziesmer and Jessie Dolezal. Missing in this photo is Val Traeger.

Patient Email SERVICE

Know someone in the hospital at RCH&C?
Why not send them a daily e-mail to lift their spirits?
Go to rchospital.com and click on the stethoscope.

LEVEL ONE

Heart Attack Program

The quick and efficient care that heart attack victims receive at RC Hospital & Clinics is possible through a collaboration between RCH&C, North Memorial Ambulance, North Memorial Hospital, and Abbott Northwestern Hospital in Minneapolis. It is a prescribed protocol for immediate treatment of patients presenting to a community hospital emergency department with acute heart attack symptoms. The program coordinates community hospital emergency departments, trained emergency transportation professionals, and an expert angioplasty team available 24 hours a day. Since its inception over a year ago, the Level 1 Program has shown an effective reduction in heart attack mortality rates.

A person coming to RCH&C with heart attack symptoms gains valuable treatment time, crucial when dealing with heart attack victims. There is no need to drive to a larger regional hospital. It takes only about 60 minutes from the time a patient arrives at RCH&C to be in the operating room in Minneapolis. After the patient is released from the hospital, they come home to Renville County and complete their wellness program through the Cardiac Rehabilitation Program at RCH&C. Our Cardiac Rehab team is Beth Elliot, RN, Darlene Nere, RN, Carol Lippert, RN and Jean Kubesh, RN.

Heart Attack Protocol Helps Local Man Get Help Fast!

In January 2006, Steve Baumgartner of Olivia thought it was time to get back in shape. "I'd had about 20 years of not taking care of myself – smoking, not watching what I ate, and I had put on some extra pounds. I've always been pretty physically active at work, so I didn't think I was very out of shape, but it was time to make some changes in my life."

The aches and pains of beginning a workout didn't surprise him. Steve had been active in sports in high school – he played football and was a state champ in wrestling his senior year. And his efforts were paying off. He began to lose some weight. But after two months of working out, the aches and pains didn't go away. Steve went in for a check-up with Ruby Rhines, RN, CNP at the clinic. Cholesterol and blood pressure levels were all good, but Ruby decided to do a blood enzyme test "just to check" for any heart problems. "I went home to eat lunch while the lab ran the test," said Steve, "While I was eating, I got a call to come back to the hospital as soon as possible. I was met at the door with a wheel chair and rushed by ambulance to Abbot Northwestern Hospital in Minneapolis. The blood test indicated I was having a heart attack!"

Steve spent four days at Abbot and had five stents put in his arteries. Two arteries were 60% clogged, one was 90% clogged and one was 100% clogged.

Surgery was followed by a cardiac rehab program that Steve completed at RC Hospital & Clinics. "I felt good after the surgery," said Steve, "but I couldn't believe how weak I was when I started cardiac rehab."

"My rehab program was 12 sessions, about an hour each time, over three weeks. I'd do the treadmill or the bicycle and Jean Kubesh, RN, and Carol Lippert, RN, would hook me up to an EKG and monitor my heart rate, blood pressure, and calories burned. "They had a formula to measure my progress and the goal was to get me to a level of fitness that would allow me to live a regular lifestyle. I really looked forward to going to rehab," said Steve." It was fun to hang out with Jeannie and Carol. They had me laughing almost the whole time."

Steve continues to do follow-up with the cardiologist through RC Hospital & Clinics Outreach Services. "The people at the hospital are wonderful. They are very aware of my needs. They truly care. They treated me great!"

"I'm lucky," said Steve. "I didn't have any heart damage. I sometimes wonder 'why me?' but it certainly motivated me to get in shape." Steve changed his diet, eats lots of fruit and vegetables, runs four miles a day, and has kept 40 pounds off for over a year. "I feel great!" he said.

1 Ambulance arrives RCH&C



5 Recovery through Cardiac Rehab Program at RCH&C

RCH&C



4 Patient is in Operating Room within crucial time

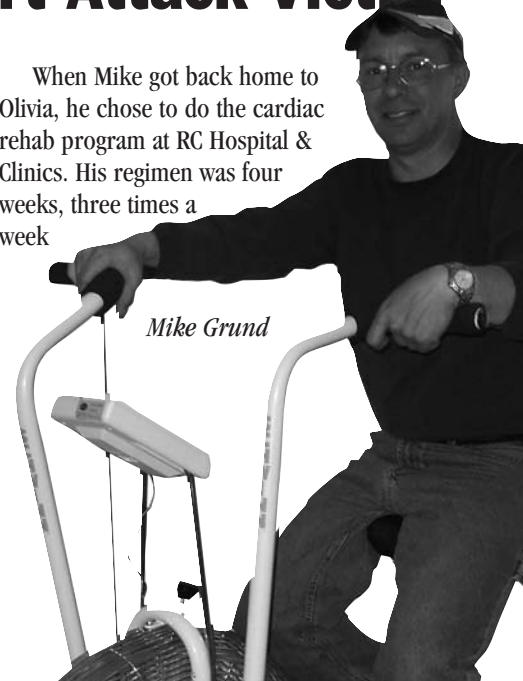
Expertise and Quick Action “Saves a Life” of Heart Attack Victim

“I had no doubt what was happening to me,” said Mike Grund referring to the morning of February 18, 2007, when he suddenly felt severe chest pains, intense nausea and pain down his arms.” My wife immediately took me to the emergency room at RC Hospital & Clinics. Carol Lippert, RN, was on duty and she gave me nitroglycerin, a baby aspirin and oxygen, all the time giving directives to the ER personnel, calling the doctor, and calling the North Memorial helicopter.

“The helicopter was here in 30 minutes and the Olivia ambulance brought me out to the airport to meet it. In another 30 minutes I was at Abbott Northwestern in Minneapolis. From the time I entered the ER at RCH&C to the time I was on the operating table in Minneapolis was a total of only 117 minutes!

“The doctor who did my surgery and inserted a stint in my main artery told me they sometimes refer to what I had as “a widow maker” massive heart attack. He told me I was lucky to have survived and that if I had taken the time to drive to a different hospital I never would have made it.”

When Mike got back home to Olivia, he chose to do the cardiac rehab program at RC Hospital & Clinics. His regimen was four weeks, three times a week



for an hour at a time. “The week between surgery and rehab I was so tired just walking around the house. After rehab, I was pretty much back to normal.” He was able to go back to work after the third week. “Exercise is a big thing,” said Mike and he tries to go for a walk every night.

Mike says he actually feels better now than he did last fall when he just didn’t “feel right”. In December he quit smoking but in January and February he felt tired all the time. He doctored outside of the area and had two MRIs but the doctor didn’t see anything wrong. “He thought I might be depressed or suffering from the winter “blahs”. I knew I wasn’t depressed, but I just didn’t have any energy.”

Mike has started follow-up with the cardiologist through the RCH&C Outreach Services and will also go back to Abbott for further tests. “I had all the classic symptoms,” said Mike, including a strong family history of heart disease. His father died of a heart attack at age 52 and my brother had a heart attack at 36. “I feel very lucky to have gotten the care I did at RCH&C. I think Carol saved my life!”

“My advice to other people is to make sure they check out any symptoms they might have and don’t feel stupid for going in even if it turns out not to be anything. And I’m thankful for RCH&C and the people who knew what to do for me, got me stabilized and down the ‘road’ to Abbott. When you are in the situation I was in, every minute counts.

2 Patient is assessed and stabilized in Emergency Room

3 Patient is flown by helicopter to Abbot Northwestern Hospital in Minneapolis



CLOTBUSTERS

Medical Nutrition Therapy for Cardiac Rehab Patients

All patients that enter the Cardiac Rehab program at RCH&C are given the opportunity to receive Medical Nutrition Therapy from the Registered Dietitian. This therapy enhances the cardiac rehab program by offering counseling and advice to patients that need to adjust their diet to help prevent any furthering of the heart disease process.

Patients have the opportunity to sit down with the dietitian one-on-one and design a personalized meal plan. Most importantly patients and/or their spouses get to ask questions about their diet, about dietary information in general or that they might have received during their healthcare process. Diet and dietary advice can often be confusing for patients immediately following a heart attack or heart surgery. There are so many things going on and so much to take in. It is nice to be able to revisit diet concerns a couple of weeks after their hospital stay. This way patients and their families have had a chance to think about the changes they need to make and can get the counseling they need at the point when they are ready to make the change.

Stacey Heiling RD, LD, really enjoys working with Cardiac Rehab patients. “There are so many diet changes that people can make to help with heart health.” Heiling likes to help people see how these changes are positive and enjoyable. “Eating for health does not have to be different than eating for pleasure. Balance is the key.”

RCH&C Welcomes Two New Amy's

Amy Dietrich, Health Information Management

Amy Dietrich joined the staff at RC Hospital & Clinics in the Medical Records Department. Amy is originally from Park Rapids, Minnesota. She and her husband have lived in Olivia for nearly five years. Recently they welcomed a new member to their family. On November 21, 2006, their daughter, Ingrid, was born. Amy enjoys spending time with her family and friends and their Newfoundland, Fletcher. "Working at RC Hospital & Clinics has been great," said Amy. "Everyone has been extremely friendly and helpful. I feel as though I have been welcomed into a new family."

Amy Klawitter Business Office Insurance Technician

Amy Klawitter joined the RC Hospital & Clinics staff in the Business Office as an Insurance Technician. She has lived in Hector all her life. Amy and husband, Kevin, have an eight-year-old daughter, Mia. Amy enjoys scrapbooking, shopping, and working outdoors in the summer with flowers. Amy previously worked for Aegis Therapies. "I am really excited to be a part of the team at RCH&C. There are so many friendly and welcoming faces!"



Amy Dietrich



Amy Klawitter

Ringmasters Raise \$10,981.44 For Relay For Life!

Many thanks to the RCH&C Ringmaster Team for helping make the Renville County Relay For Life a success. Approx. \$160,000 was raised for the 2007 event, congratulations!

Rehabilitation From Big Stone Therapies at RCH&C

The addition of the NuStep TRS 4000 Recumbent Cross Trainer to our therapy department allows us to add total body cardiovascular and strength exercise for our patients in a pattern that simulates walking in an unweighted position.

It has a large swivel seat and easy access for a wide range of populations including the wheelchair bound, obese, and deconditioned patients. It can be used to stretch the arms or legs after surgery, and offers comfortable support for those patients with pain that limits activity.

We also added a pulley weight system and therapeutic electrical stimulation machines (for pain control and muscle re-education).

For more information call your physician or Big Stone Therapies, Inc. at RC Hospital & Clinics (320) 523-1261.



After having a successful total knee replacement surgery by Dr. Heeter at Ridgeview Medical Center in Waconia, I needed to find a health care facility for rehabilitation. I chose the swing bed and outpatient therapy programs at RC Hospital & Clinics. What an interesting and unique experience. The employees at RC Hospital & Clinics are compassionate and considerate. They did everything they could to make my hospital stay as "pleasurable" as possible. They are very accommodating. The physical and occupational therapy departments at RCH&C are great! The therapists tailor a special exercise program for each individual. They actually made going to therapy fun. It has been a pleasure working with Norris, Andrew, Christine, and Karletta who are four of the therapists. The therapists live up to the company motto - "Rock Solid Rehab". My recovery is going very well thanks to Dr. Adili, RC Hospital & Clinics, and Big Stone Therapy. It is wonderful to have the swing bed and therapy so close to home.

Thank you,
Johnnie V. Hill, Hector, MN

HAMing It Up.

Harry Hawkinson and Sara Maher are "HAMing it up" during their monthly HAM radio check. The HAM radio is considered the third mode of communication for the hospital and area hospitals in the event of a disaster. Currently, Harry and Sara are the only licensed operators at RCH&C, they are seeking volunteers that would be interested in HAM radio operations for more information call Sara at 523-3526.



- Emergency Room**
24 hours a day - 7 days a week - local doctors
- Consulting Specialists**

Cardiology	Pathology
ENT	Podiatry
Gastroenterology	Radiology
Orthopedics	Surgery
Otolaryngology	Urology
- Support Services**

Swing Beds	Lifeline
Nutritional Counseling	
- Rehabilitation Services**

Physical Therapy	Occupational Therapy
Speech/Language Pathology	Cardiac Rehabilitation
- Surgical Services**
 - Same-Day Surgery
 - General & Specialty Surgery
- Maternity Services**

Birthing Options	Prenatal Education
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- Diagnostic Services Offered**

Mammography	Respiratory Therapy
Nuclear Medicine	C.T. Scanning
Fluoroscopy	MRI
Stress Test	Echocardiogram
Laboratory	Ultrasound
Pacemaker Clinic	
Electrodiagnostics (EMG, EKG)	
Neonatal Hearing Screening	
Bone Density Screening	
- Audiology Services**
 - Hearing Testing
- Outreach Services**

Hospice	Weight Loss
Diabetic Counseling	
Health Services Foundation	
- Programs**

Community Education	Elderly Day Services
Caregivers Support Group	Sleep Studies
- Monitored Beds & Coronary Care Unit**



Marvyl and Walter Runtzel of Hector celebrated 58 years of wedded bliss with the staff on Thursday, June 21st. Members of the staff gave the happy couple chocolates, balloons and a "Happy Anniversary" serenade. Congratulations Marvyl and Walter!



Baby Caps

A big **thank you** to Dorothy Kleinhuizen of Danube for knitting new baby caps for our newborns.

RC Hospital & Clinics Welcomes Three New Employees

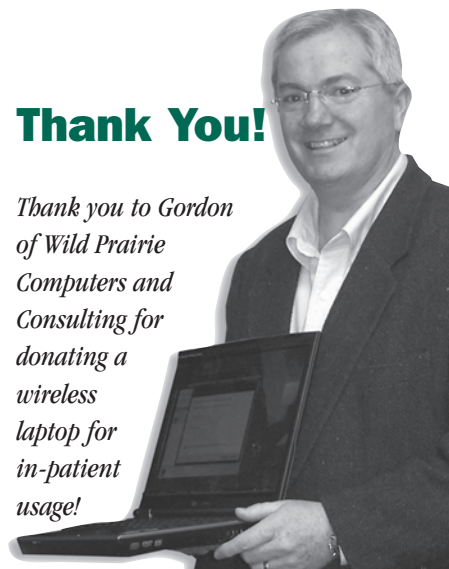
Mary Carpenter, LPN, joins the nursing staff. Mary and her husband are from Clara City. They have four children and six grand-children.

Terri Freitag, RN, also joins our nursing staff. Terri is from Redwood Falls.

Stephanie Dahl has permanently joined the staff in the Business Office. Stephanie is from Renville.

Thank You!

Thank you to Gordon of Wild Prairie Computers and Consulting for donating a wireless laptop for in-patient usage!



Events

Renville County Fair

Stop by and see us at the Fair August 15-17th at the Renville County Fair Grounds in Bird Island.

Prenatal Education Classes

Tuesday evenings, September 4, 11, 18 & 25 from 7-9 p.m. in the Hospital Conference Room. Register by calling (320) 523-1261. Cost \$25.

Senior Expo

Thursday, October 18th, Buffalo Lake Elementary School in Buffalo Lake.

Health Services Foundation Cowboy Auction

Friday, November 16th, 2007 in Olivia.

Diabetes Education

Certified by the American Diabetes Association, diabetic education is ongoing, every other Thursday. Appointments may be made at the Hospital following your physician's referral.

Caregiver Support Group

3rd Tuesday of each month from 1:30 to 3:00 p.m. Hospital Conference Room. Leave your loved one at Heart-To-Heart while you attend the meeting.

Hospice GOOD GRIEF Support and Info For Grieving Families & Friends

Hospital Conference Room. To register call Paulette Svoboda, LSW (320) 523-3451. Free of Charge.

Visit us online at www.rchospital.com

RC Hospital & Clinics

Active Medical Staff

Dr. Paul Thompson, *Chief of Medical Staff*
 Dr. Mark Ahlquist Dr. Paul Buhr
 Dr. James Cosgriff Dr. Nazita Adili-Khams
 Dr. Brian Tilby

Associate Staff

Rose Nepsund, PA Ruby Rhines, RN, CNP
 Janelle Sunvold-Palmer, CNP

Board Of Directors

Paul Setzepfandt, *Chairman*
 Bob Fox John Stahl
 Dr. Paul Buhr Gale Dahlager
 Dolores Nelson Ralph Novotny

Administrator

Glenn Haugo

Editor

Sara Maher



The 2007 Lois Thompson Memorial Golf Tournament was a huge success, thank you everyone!

Sponsored by
 American Bank Foundation &
 Health Services Foundation.



Top left: RC Hospital & Clinics Team- Sue Erickson, Jean Kubesh, Cherry Weigel and Becky Simenson.

Top: Lorene Hanson, Becky Nelson, Sara Maher and Sheila Steffel won the golf (crying) towels for last place.



Left: Bill Leenstra, Dr. Gordon Bos, Dr. Kendall Bos, and Terry Neubarth.

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RCH&C CLOBUSTERS