



ANNUAL REPORT 2016

Tuesday, April 5, 2016

Complete Healthcare Today for a Better Tomorrow

Meeting Agenda

6:30pm Coffee & Registration

Meeting Agenda

1. Call to Order Gary Brennan, Chairman
2. Opening Prayer Pastor Ed Kvaale
3. Welcome and Introduction Gary Brennan, Chairman
4. Reading of Minutes of April 7, 2015 Jackie Lambourn, Secretary
5. Approval of Minutes Gary Brennan, Chairman
6. Role of Delegates Becky Hansen, CEO
7. Reports:
 - a. Chairman's Report Gary Brennan, Chairman
 - b. Medical Staff Report Dr. Mark Peterson, MD
Aurora Outreach Services
 - c. Sunrise Foundation Report Margie Hande, Chairman
 - d. Chief Executive Officer's Report Becky Hansen, CEO
 - e. Financial Report Renee Gravalin, Eide Bailly, LLP
 - f. Building Project Update Dan Peterson, Owner's Representative
John McLean, Blue Room Architecture
8. Old Business:
9. New Business:
 - a. Bylaws - Review/Approve Revisions Gary Brennan, Chairman
 - b. Election of Board Members Gary Brennan, Chairman
 - Terms Expiring Bruce Bowman, Roger Walter
& Julie Lockert
 - Nominees Roger Walter - 2nd term
Julie Lockert- 2nd term
Duane Bowman - 1st term
10. Benediction Pastor Mark Nygard
- The Lord's Prayer
11. Adjournment Gary Brennan, Chairman

Services

Hospital

Emergency Room (Level IV Trauma Designation)

Inpatient and Outpatient services

Swing bed

- Skilled
- Non-skilled
 - Activities
 - Restorative Maintenance Therapy
- End of Life Care

Pharmacy

- Medication review
- Order entry
- Sterile IV medication preparation
- Drug interaction checking
- Dosage reviews

Scopes and minor surgical procedures

Radiology

General X-ray

Computed Tomography

Ultrasound

Mammography

Bone Density Scanning

Body Composition Scanning

PADnet testing for peripheral artery disease screening

Magnetic Resonance Imaging (every other Wednesday)

Echocardiography on specified Wednesdays

Laboratory Services

In-house testing

Siemens Dimension Xpand

- General Chemistry
- Cardiac Profiles
- Therapeutic Drug Monitoring

Beckman Coulter Act Diff 5 CP

- Hematology—CBC, Hemoglobin, White Blood Counts

Laboratory Cont.

Siemens C600

- Coagulation Studies—INR, Protime, D-Dimer
- Coumadin/Warfarin

Opti CCA TS

- Blood gas monitoring—pH, Oxygen Levels in blood

Alere Triage

- BNP—Monitoring and/or diagnostic testing for Congestive Heart Failure

Siemens DCA Advantage

- A1C and Urine Micro-albumin—used primarily for monitoring Diabetes Control

Siemens Status

- Urinalysis testing

Quick Kits

- Rapid Strep Test
- Rapid Influenza A and B Test
- Pregnancy Test
- Mononucleosis Test
- Drug Abuse Screening

Reference Labs

- Northern Plains Laboratory in Bismarck under the direction of Dr. Ward Fredrickson and Dr. John Hipp
- North Dakota State Health lab

The Lab also offers Occupational Health Testing and supervises the SWHS Drug and Alcohol testing for all employees

- Urine Sample Collection
- Breath Alcohol Testing
- Hair Sample Collection
- Saliva Sample Collection

Holiday Health Fair Screening for Glucose, Lipids, PSA and Colon Cancer screening which is held during the first or second week of December.

Serving the communities of –Bowman, Rhame, Amidon, Buffalo, and Ladner

Respiratory Therapy

Spirometers used to perform pulmonary function tests to check the condition of your lungs and how they are functioning and to diagnosis your lung problems.

Home Oxygen

We have concentrators and portable units to use for supplementary oxygen therapy. The concentrators are used to give you supplementary oxygen in your home and the portable units allow you to leave your home to perform your daily tasks.

Nebulizers

Nebulizers are compressors used to deliver your inhaled medications that are used for lung and breathing complications.

Sleep Studies

Cardiac and Pulmonary Rehabilitation

Our program offers focused programs to help cardiology patients improve their fitness levels and return to as much of a normal and healthy lifestyle as possible.

Cardiac Rehabilitation is a medically supervised program that can help each patient restore his or her optimal health after a heart attack, heart surgery, stable angina and other pre-existing cardiac conditions that have caused damage to the heart muscle. The same equipment is used for pulmonary rehab if you have been diagnosed with COPD.

Ambulance

Our ambulance service runs three fully equipped rigs, which allows them to service a wide area in rural southwestern North Dakota. Along with professional paramedics and emergency medical technicians (EMTs), emergency medical responders give their time and talent to help the community during medical emergencies.

Clinic

Family Healthcare/ Women's Healthcare
Allergy testing
Sports physicals
Sports Medicine
Skin Cancer Screening
Free breast exams in October
DOT physicals
Wellness exams
Well child care
Free blood pressure screenings
Child and Adult Immunizations
Occupational Health
Diabetic foot care
Concussion testing
Management of Acute & Chronic Illnesses

Visiting Specialists

OB/GYN,
Cardiology,
Pediatrics
Orthopedic

Long Term Care

- Skilled Nursing
- Activities
 - Independent and group programs
 - One on one visitations
 - Community service projects
 - "Snoezelen" Multi Sensory Room
- Dietary Services
- Housekeeping
- Therapy Services
- Pastoral Care
- Social Services
- Laundry/Maintenance
- Beauty Shop

Visiting Nurse Services

- Visiting Nurse Service – nurses provide skilled care to individuals in their homes
- Extended Care Nursing Services – nurses provide unskilled care to individuals as a contracted service with the individual
- Extended Care Home Health Aide Services – aides provide assistance with ADLs to individuals as a contracted service

Assisted Living

Sunrise Village Assisted Living is a combination of independent housing, personalized supportive services, and healthcare designed to respond to the individual needs of those who may need help with activities of daily living (ADLs) but do not need the skilled medical care provided in a long term care setting.

Independent Living

For the elderly individual who can live independently, we offer 12 unfurnished apartments adjacent to the Long-Term Care facility. In addition to meals, which are offered daily - housekeeping, laundry services and activities are available.

Therapies

Occupational Therapy

- Hand Therapy
- Splinting of the Upper Extremity
- Upper Extremity Rehabilitation for fractures, tendonitis, pain syndromes, etc.
- Modalities such as Ultrasound, Phonophoresis, and Iontophoresis
- Lymphedema Treatment
- Strengthening Programs
- Re-Training for any Activity of Daily Living
- Cognitive Evaluations
- Home Safety Evaluations
- Ergonomic Evaluations
- Pediatric Therapy
- General Rehabilitation following stroke, prolonged illness, etc.

Physical Therapy

- Pre and Post surgical rehabilitation
- Injury prevention and rehabilitation
- Rehab for Athletic injuries for all ages
- Modalities such as Iontophoresis, Phonophoresis, Ultrasound, and Electric Stimulation
- Alternate manual techniques such as cupping and SASTM
- Lymphedema Treatment
- Custom Orthotics
- Bracing and taping techniques
- Pediatric Therapy
- Geriatric Therapy
- Mechanical Traction
- Worksteps and Fit For Duty screenings

**For more information
about our services
visit our website
www.swhealthcare.net**

2015 Minutes

14th Annual Meeting

April 7, 2015

Bowman Lutheran Church

Following refreshments served by the Southwest Healthcare Auxiliary, Galen Strand, Board Chairman, called the meeting to order at 7:00 p.m.

A quorum of delegates was present.

Pastor Jerry Erickson provided the opening reflection and prayer.

Galen Strand welcomed everyone to the 14th Annual Meeting of Southwest Healthcare Services. Minutes of the 13th Annual Meeting were presented and reviewed. Motion to approve the minutes was made by Dan Peterson, with a second by Deb Patterson. Motion carried.

Annual Reports

Galen Strand, Board Chairman, reviewed the Chairman's Report. Mr. Strand began by thanking Becky Hansen, Sasha Ruggles, and the rest of the staff for all of their hard work towards the building project and on other numerous projects throughout 2014. Strand also stated that 2014 was a good and challenging year for the board. There were many decisions to be made about the building project but he believes the board has been very realistic and they have accomplished their goal of bringing

all the services under one roof. Strand ended his report by mentioning a list of accomplishments that Southwest Healthcare Services (SWHS) needs to celebrate which include the following: a successful capital campaign; the groundbreaking event for the building project; a five-star rating at the LTC facility; and the SWHS Auxiliary receiving statewide recognition and an award for being selected as the 2015 Group Volunteer of the Year by the ND Long Term Care Association. Congratulations!

Dr. Forrest Lanchbury presented the Medical Staff Report and the Southwest Medical Clinic Report. Dr. Lanchbury referenced how over the past several years we have seen an increase in the services that we provide. Dr. Lanchbury also shared some information regarding the new adult stem cell therapy procedures that he is performing. He closed with comments regarding the future of SWHS medicine and how he believes that the new hospital and clinic will allow us to provide better care for the residents of our community.

Margie Hande, Chair of the Sunrise Foundation, provided a short summary of the past year for the Sunrise Foundation. In 2014, Sunrise Foundation awarded nine scholarships to students working towards a variety of healthcare careers. The Foundation also assisted three SWHS employees with loan repayments. Margie concluded by introducing Sunrise Foundation's new Foundation Director, Tara Mosbrucker.

Becky Hansen, CEO of SWHS, began her report by thanking the staff and community for a great year. We had another very busy year in 2014 with preparations for the upcoming building project, the implementation of a new electronic medical record system, and several other projects. She thanked the staff for their dedication, hard work, and extra hours spent on these projects.

Becky shared some details about the new ambulance garage project. In 2014, we made our way through some zoning and location issues but we believe we have found a great site for the building. We are grateful for the generosity of the county and city commissioners for their contributions towards this project. The new ambulance garage will be owned by the Bowman County Rural Ambulance District and will be leased to SWHS as the Emergency Medical Service Provider for Bowman County.

Becky concluded her report by thanking the community for their generosity to SWHS through their donations to our capital campaign and also for contributing to another successful Celebrity Waiter event this past month.

Renee Gravalin, CPA, representing Eide Bailly, LLP, presented a synopsis of the 2014 financial statements. The 2014 financial statements reflect an operating loss of \$(905,381). Gravalin pointed out that in spite of the operating loss they have maintained a positive cash flow.

Becky Hansen and Dan Peterson provided a building project update. In 2014, SWHS selected its general contractor, Mortenson Construction, through a competitive bidding process. Mortenson Construction bid the project during the winter of 2014 with the bid results showing project costs that were much higher than anticipated due to the industry conditions in western North Dakota. Dan Peterson stated that although we did not receive a high number of bids, we were fortunate that the bids that were submitted were from a number of qualified contractors who are known for their quality of work. Dan also stated that if the community has any questions or concerns regarding the building project, feel free to contact him as he serves as the Owner's Representative for this SWHS building project.

Matt Helleen, On Site Project Manager with Mortenson Construction, believes they will begin construction in early summer and that the project could be completed as early as the fall of 2016. John McLean, Architect, with Spokane-based Blue Room Architecture and Design stated that he is in contact with the ND Department of Health and believes that we will have approval from them in the near future.

Old Business

There was no old business to discuss.

New Business

Election of Board Members:

Galen Strand, Justin Wolbaum, Gary Brennan and Jeanne Tennant have terms expiring at this time. There is an additional vacancy for the completion of a term that was vacated during 2014. The nominations for these five open positions consist of Gary Brennan, Jeanne Tennant, Julie Lockert, Shonda Schwartz and Dan Powell. Galen Strand made three calls for other nominations from the floor. Dan Peterson made a motion for all nominations to cease and to cast a unanimous ballot for the five nominees (as listed) to be elected to the Southwest Healthcare Services Board of Trustees. There was a second to the motion by Pastor Ed Kvaale. Motion carried.

Pastor Chuck Swanson provided a closing reflection and then led everyone in the Lord's Prayer.

Galen Strand called for a motion to adjourn. Motion to adjourn by Father David Morman and a second by Gary Teske. Motion carried.

Meeting adjourned at 8:20 pm.

Minutes prepared and submitted by Allison Engelhart.

Chief Executive Officer Report

A summary of 2015...where do I begin?

From the financial perspective, there have been and always will be challenges. Whether it's reimbursement, legislation and regulatory requirements, or any number of situations that could arise, there is always something new that will challenge us in this regard. We need to continue to remain competitive with our salaries and benefits, try to minimize contract staffing costs, as well as bad debt and charity care expenses which continue to have a significant impact on our finances. We also continue to look for ways to maintain (or decrease in some areas) our expenses, increase our revenues and manage our organization into a more successful future. We are always extremely grateful for the continued support we receive from City Sales Tax, Bowman County, the Sunrise Foundation, the Auxiliary, and the various grants from other organizations. These revenue sources continue to be critical to our success and for maintaining a positive cash flow in our organization.

The Affordable Care Act (ACA), in part, has a mission to improve health and lower overall healthcare costs in America. The Centers for Medicare & Medicaid (CMS) is striving for value-based Medicare payment models in the near future. The Accountable Care Organization (ACO) is a relatively new concept in which a group of healthcare providers form an organization to coordinate and give high quality care to their patients. The overall goal is to ensure that all patients get the right care at the right time, without duplication of services and a goal of proactive, preventive medicine versus a reactive approach to patient care. Southwest Healthcare Services is now part of a National Rural Accountable Care Organization (NRACO) that allows for smaller, rural facilities to participate in a no-risk program which allows us to explore and learn the benefits of participating in an ACO and prepare us for the new value-based Medicare payment model of the future. As we move forward with this program in 2016, we will have access to more data that will allow us to make better decisions and transform our healthcare delivery system to be successful under the new payment models.

In 2016, we will also be conducting another Community Health Needs Assessment (CHNA). As a tax-exempt hospital, the Affordable Care Act (ACA) requires us to create a CHNA every three years. Community Health Needs Assessments are a part of our strategic plan. In 2013, we identified 3 top strategies which included: Improvement/Replacement of Hospital Facility; Shortage of Healthcare Staff; and Awareness of Services Provided and Access to Specialty Services. The CHNA is developed alongside community stakeholders working with the hospital to identify and analyze perceived healthcare issues in our community and ultimately work together towards growing a healthier community.

Staffing is always a challenge and once again that proved to be true in 2015. There are always opportunities that arise that one has to evaluate and decide whether or not to take advantage of them. Unfortunately for us, those opportunities came for our physicians in 2015. Dr. Meadows, Dr. T, and Dr. Lanchbury all made decisions to take advantage of other opportunities in their careers. We miss them and we wish them well as they take their careers in other directions.

As we continue to recruit full time physicians to our facility, we are very fortunate to be partnering with the Aurora Outreach Group which is providing physician coverage during this interim period. Dr. Krogh, Dr. Feller, Dr. Rosenfield, and Dr. Peterson have provided excellent care to our patients and residents. Dr. Mark Peterson will be joining us tonight and will share some information about the Aurora Clinic and Outreach Services.

The major focus for most of 2015 was on our building project. As you may know, we were met with some challenges related to the project approval by the ND Department of Health (NDDOH). After our plans were submitted and prior to obtaining the formal approval, there was legislation enacted which updated the building code standards to which we needed to conform. Without warning, the code requirements were updated from a 1992 code to a 2014 code and it was their (NDDOH) decision to enforce these codes retroactively on projects already submitted under the earlier code edition. Therefore, we needed to ensure that our plans were able to meet these new, more restrictive building code requirements. In addition to that process, the Department of Health review team needed additional time to become educated on the new code requirements as well as implement their new review processes according to the new code standards. Thankfully, physical modifications to our project plans were minimal, but there was significant dialogue primarily for operational clarifications. Due to some of these unforeseen delays, our project completion date has been pushed back to the first quarter of 2017.

As the building project evolved on the exterior, there were also several projects occurring on the interior in the long term care facility. Some of the resident rooms received a “face lift” with new cabinetry, window coverings, and new coat of paint. We are hoping to continue to do this type of renovations in other rooms as funds become available. We also installed the new floor covering in the hallways of the long term care facility. Environmental services staff also did an excellent job of updating the paint/trim in various parts of the facility to coordinate with our building project plans.

The project has had its share of disruptions as we work towards connecting the new building to the existing facility. I have to commend our long term care staff on how they worked through these disruptions in order to alleviate the stress for the residents. I know it hasn’t been easy but they have done a tremendous job and implemented some great ideas that will carry forward as best practices in the future.

We are extremely proud of our Southwest Healthcare Auxiliary as they were selected as the Group Volunteer of the Year by the ND Long Term Care Association. They were honored during a banquet at the spring convention last year and a number of auxiliary members were able to attend. They are very deserving of this award and we want to express how much we appreciate everything that they do.

I would like to thank the members of the Board of Trustees for their support and dedication to Southwest Healthcare. The time they have devoted, the support they have given, and the direction they have provided to our organization this past year did not go unnoticed and was truly appreciated.

And finally, I want to sincerely thank the staff of Southwest Healthcare Services for their diligence, patience, dedication, and perseverance to meet each challenge as we move into the future. They have proven that they are a team of caregivers that truly care about the people we serve. The hospital received national recognition for excellence in Patient Perspectives, which relates to patient satisfaction with services they have received at our facility. The Long Term Care facility received national recognition as a high performing facility as well as being ranked as a 5-Star facility as measured by quality, staffing, and survey results. This recognition is directly related to the services provided by our staff so I want to thank them for everything they do for our organization.

As has been proven once again in 2015, we do not know what is around the next bend, but we are looking forward to the future as we continue to grow and meet the healthcare needs of our community. Though the future inevitably brings some uncertainty, by working together we will do our best to be successful, contributing positively to the health and wellness of this great community.

Becky Hansen, CEO
Southwest Healthcare Services

Board of Trustee's Chairman's Report

These are exciting, yet challenging times that we live in today and serving on the board of a healthcare organization at this time has the same level of excitement with challenges around every corner, but I believe that we have stepped up to face those challenges head on. I must commend Becky Hansen, our CEO, in the vision that she has brought to Southwest Healthcare and her composed way of dealing with challenges as they arise. It has been exciting to be a part of much planning for a new facility and to see those plans unfolding as the new hospital and clinic are being built on the long term care site to complete the one campus goal that we set out to achieve a few years back. While it has been exciting to see those plans come to fruition, it has not come without a few road blocks along the way and a few hurdles to clear. One of the greatest challenges we had was dealing with the ND Department of Health and the complexities of making revisions to the plans to meet their updated code/requirements and some of the difficult decisions that arose from those necessary changes that had to be implemented.

As past chairs have indicated, it is always difficult to adapt to change. However, I wish to focus on the positive as we reflect on what has been accomplished so far and as we look forward to the end goal of having a new facility and can appreciate the efficiencies that it will bring. Like any other construction project, it seems painful at the time but we will be able to look back when it is all said and done and the inconvenience of it all will seem faint in our memories at best. So, we are all looking forward with excitement to the day that the project is complete. Hopefully next year at this time, we will be occupying the new facility and will be able to enjoy a new beginning. The change to operating the hospital and clinic out of a different facility should be easy to adapt to when we have a new facility to enjoy. I pray for a successful collaboration of the hospital and long term care facilities as the staff work hand in hand through the transition process of operating under one roof.

Last year at this time we never dreamt that we would be losing all three of our physicians within a few weeks of one another. We had to respond quickly and the decision was made to step into an alliance with the Aurora Group to provide three new physicians, which has proven in a short period of time to be a positive, as well.

Southwest Healthcare recently received national recognition for overall excellence in Patient Perspectives reflecting top quartile performance among all acute care hospitals in the nation. Also, the long term care facility received recognition as a top performing skilled nursing facility. So, with all of the changes that have taken place over the past couple of years, I am proud to say that the one constant is that we have a healthcare organization that is continuing to fulfill our mission to provide quality care to our patients in the hospital, clinic and emergency department and to our residents in the long term care and assisted living facilities. This speaks well to the efforts of all of our staff and it is something that can truly make us proud.

Gary Brennan, Board Chairman

Community Health Improvement Services Report

As a Critical Access Hospital (CAH), we are required to report our community benefit activities (programs and services that provide treatment and/or promote health in response to identified community needs) to the Internal Revenue Service.

Southwest Healthcare Services defines community health improvement services as activities or programs carried out or supported for the express purpose of improving community health and are subsidized by Southwest Healthcare Services. Such services do not generate inpatient or outpatient revenue, although there may be a nominal patient fee or sliding scale fee for these services. Our total community benefit expense included direct and indirect costs. For the calendar year 2015, our total community benefit expense was \$63,358.

The following are examples of the programs Southwest Healthcare Services has provided to the community at large:

- We conduct annual Health Fairs in 5 communities across our service area.
- We provide Pastoral care services to our residents and staff.
- We provide concussion testing software to Bowman County School for athletics.
- We provide ambulance coverage at various local sporting events.
- We provide a CPR and First Aid class to local coaches.
- We provide sports medicine coverage to Bowman County School at all home sporting events.
- We teach safe sitter classes.
- We participate in job shadowing opportunities and career fairs.
- We participate in pre-school screening.
- We participate in the Stepping On Program.
- We provide community CPR education.

We have a charity care program which provides assistance to those with financial need or catastrophic medical events. Our charity care expense for the year 2015 was \$42,727.

Building Project Facts

During our annual meeting, John McLean, architect with Blue Room Architecture and Design, and Dan Peterson, SWHS owner's representative, will be providing a building project update. Below are a few fun facts from the building project.

37,500

square feet of site demolition
of asphalt and concrete

15,900

cubic yards of soil excavated
for structural foundations

1,550

cubic yards of foundation
concrete

54,000

square feet of concrete paving
for parking lots

68

ton of rebar for
foundations

478,000

pounds of structural steel
and joists

34,781

square feet of insulation and
exterior siding

10,500

square feet of
sidewalks

Sunrise Foundation Report

Sunrise Foundation Mission

The mission of the Sunrise Foundation is to provide financial assistance and support to any and all aspects of healthcare in our service area.

Through the use of revenue from the Foundation, we can supplement healthcare programs, start new programs based upon present and future needs, and continue to provide financial assistance to healthcare entities so as to continue to give quality care in the future.

Investing in Healthcare Education

The Sunrise Foundation provides yearly scholarships to applicants that have successfully completed their freshman year of college and have been accepted into a healthcare related field of study. To qualify for a scholarship, college students must be from Bowman County, Slope County, Harding County and western Adams County.

Over the past 23 years, the Foundation has awarded 169 scholarships totaling approximately \$125,250. Applications for scholarships are due in July of each year and can be obtained by visiting the Southwest Healthcare Service's website at www.swhealthcare.net. In 2015, scholarships and loan repayments were awarded to: Danielle Weinreis, Heather Bird, Heather Harder, Mattie McGee, Amie Kalina, Chrissy Blankenbaker, Jennifer Jahner, Rebecca Huber and Allison Engelhart.

Investing In Rural Healthcare

The Foundation provides regular support to local healthcare entities. Through the years, financial support has been given to various projects for Southwest Healthcare, local ambulance and fire departments, and first response units. This financial support totals almost \$958,000.

An endowment is held by the Foundation in the name of Alyce Travers. The principle amount of the donation is invested long term with the interest distributed annually to Southwest Healthcare Services. This year \$11,000 was contributed as stipulated by the donor.

In 2015 the Foundation continued to support the Southwest Healthcare Services building project. The Foundation continues to make pledge payments on their \$100,000 pledge to this project, helping to make this vision become a reality in the near future.

Investing in Your Local Healthcare Through the Sunrise Foundation

The Sunrise Foundation is able to continually award grants and scholarships because of financial gifts given by generous individuals. Those gifts are properly invested (locally) by the Board of Directors and benefit our local communities immensely. We have huge plans for the Foundation starting in 2016. Plan on seeing much more of us at community activities.



Sunrise Foundation Board of Directors

Margie Hande – President
Rita Freitag – Vice President
Bob Morland – Sec./Treasurer
Roger Berglund
Wayne Nelson
Gary Brennan
Bruce Hagen
Patty Gilbert
James Stafford
Bruce Bowman
Jen Sarsland
Leonard Nygaard
Becky Hansen

Foundation Director:
Sasha Ruggles

SWHS

Amazing Staff



Administration

Becky Hansen, CEO
Sasha Ruggles, CFO

Accounting

Laura Wallman

Activities

Sarah Wolbaum, Supervisor
Deb Patterson
Stefanie Roen
Vicky Swanson

Ambulance

Emily Halleen, EMT-A
Darrell West, EMT-A

Ambulance Responders

Joshua Buchmann
Angie Eberle
Suzan Hanson, Paramedic
Jen Hestekin, Paramedic
Keith Hughes, Paramedic
Amy Jimenez, Paramedic
Tyler Kientopf, Paramedic
Scott Lardy
Karen Salter
Robin Sauter, Paramedic
Benjamin Schaaf
Lindsey Schaaf, Paramedic
Ryan Shear
Wendy Stuber
Danyel Titus

Clinic/Hos.Business Office

Tina Marmon, Supervisor
Deanna Carpenter
Beth Landsteiner
Emilee Larson
Denise Ruppert
Jamie Sauter
Stacy Schaefer
Brandy Stadheim

LTC Business Office

Peggy Klewin
Susan Wanner

Central Supply

Connie Schorsch, Supervisor
Tiffany Rex

Dietitian Consultant

Barbi Narum, LRD

Dietary

Chasity Jarvis, Supervisor
Greg Hickman, Asst. Supervisor
David Chavez
Lacey Feist

Dietary Cont.

Sarah Freitag
Nikole Golemba
Julie Henderson
Sharon Joshlin
JoAnn Ledeman
Roxane McLaughlin
Colette Miesaloski
Coy Olsen
Donna Olson
Carol Paulson
Melody Pearson
Amanda Pepos
Leslie Pesek
Ida Schade
Samantha Smith
Maren Stegner
Amanda Tarter
Joseph Teh
Alexis Wedwick

Facilities Management

Barry Mason, Supervisor
Doug Schwartz, Supervisor
David Breen
Lauren Homelvig
Brian Moench

Housekeeping/Laundry

Jeanette Bagley, Supervisor
Carmey Frank
Sandy Isaak
Maria Madrigal
Amanda Miesaloski
Kathy Pauley
Jessica Skalicky
Charlotte Steele
Judy Wegner

Human Resources

Laci Coates

Information Technology

Roberto Alvarez, Supervisor
Helen Lorge

Laboratory

Katherine Harris, MT (HEW)
CLT (ASCP and NDCLPL)
Jodi Brewer, MLT (ASCP)
(NDCLPL)
Crystal Erickson, CLT (ND-CLPL)
Lauren Hoffman, Phlebotomist

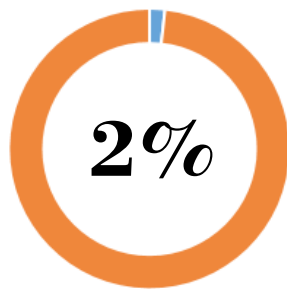
Marketing, Grant Writer, & Admin. Assist.

Allison Engelhart

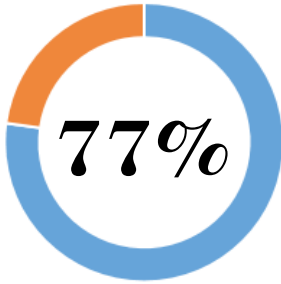
Medical Records-Hospital

Alison Miller, RHIT

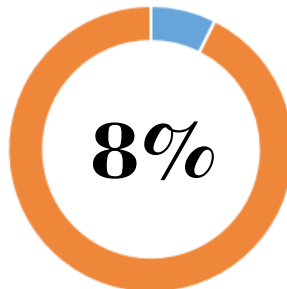
Residence of Staff



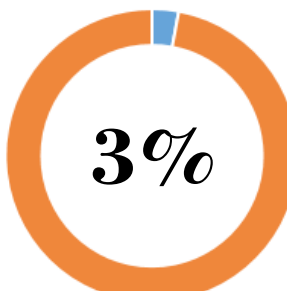
Amidon



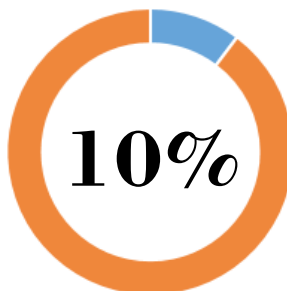
Bowman



Hettinger & Scranton



Rhame



Other

Medical Records-LTC

Kayla Fischer

Nursing-Clinic

Lisa Knopp, RN, Supervisor
Chrissy Blankenbaker, RN
Kelli Doll, RN
Megan Hlebechuk, RN
Cathy Sime, LPN
Jody Stafford, CNA

Nursing-Hospital

Amie Kalina, RN, DON
Marlayna Coates, CNA
Margarita Cortes, CNA
Nina DiSalvo, NA
Jacki Fischer, RN
Brooke Getz, NA
Randi Heggem, LPN
Tasha Heinrich, CNA
Wanda Henderson, RN
Morgan Huber, CNA
Rebecca Huber, RN
Syvil Padayhag, RN
Kayla Pauley, RN
Erin Qualley, RN
Kaylea Schoon, LPN
Kari Schwarzwalter, CNA
Linda Suchy, CNA
Kellie Symanowski, CNA
Aimee Teh, RN
Jennifer Wild, RN

Nursing-LTC

Jody Rajewsky, RN, CO-DON
Sandy White, RN, CO-DON
Shy Ahnkiel, CNA
Shannon Barth, CNA
Cosha Bechtold, CNA
Heather Bird, CNA
Sara Bullis, RN
Marlys Clendenen, LPN
Tara Cleveland, CNA
Kayla Cortes, CNA
Sandra Dingfelder, CNA
Ashley Egeland, CNA
Terry Freymiller, CNA
Valerie Green, CNA
MaryLou Hansey, CNA
Betty Hanson, CNA
Tom Hartney, Helper
Anna Heinrich, CNA
Renee Hendrickson, CNA
Lynn Hess, CNA
Shelby Hess, CNA
Lisa Koranda, CNA
Lacy Nass, CNA
Margaret Nelson, RN
CleeRae Olsen, LPN

Nursing Cont.

Melissa Olsen, CNA
Jessica Palmeno-Sacrison, CNA
Diane Piehl, LPN
Danelle Pierce, RN
Lorraine Price, Feeder
Diane Sanford, LPN
Chessa Sell, CNA
Laura Tatro, LPN
Sylvia Theurer, Helper
Katrina Thomas, LPN
Amber Umbreit, RN
Karen Woodbury, CNA

Occupational Therapy

Shannon Bowman, OTR/L

Pharmacy

Carol Cornelius, RPH
Jessica West

Physical Therapy

Jen Jahner, PT, DPT
Darren Criswell, PT, DPT
Joan Woodley

SWHS Practitioners

Chris Peterson, FNP
Patty Gilbert, PA

Quality Assurance, Compliance & Education

Charlene Hansen, RN

Radiology

Janel Bagley, BSRT,(R)(M)(CT)
Megan Brown, BSRT,(R)(M)(CT)
Hans Flatz, BSRT,(R)(CT)

Respiratory Therapy

Michael Carroll, CRT
Kim Honeyman, RRT

Restorative Therapy

Lacey Juelfs, PTA
Nancy Dingfelder, CNA
Marci Sears, CNA
Mary Simonson, CNA

Social Services-Hosp

Judy Jung, RN

Social Services-LTC

Rochelle Thompson, LSW

Sunrise Village/Home Care

Amy Smyle, RN, Supervisor
Sandy Clapper, CNA
Lennie Kempenich, LPN
Darla Jacobi, CNA
Donna Manolovits, CNA
Susan Powell, RN



SOUTHWEST HEALTHCARE SERVICES

Complete Healthcare Today. For a Better Tomorrow

Vision

We will distinguish ourselves as a unified healthcare family commanding excellence from each other in providing personalized care.

Mission

Guided by faith-based leadership, we are a family of specialists, each performing a unique service. With a spirit of compassion, we provide excellence in healthcare to those we are privileged to serve.

Guiding Expectations

We will, by our thoughts, words, and deeds, demonstrate these guiding expectations on a daily basis.

We will show:

Respect for those we care for and work with, creating respectability within our service area.

Integrity in our work by doing the right thing every time.

Safety awareness of our surroundings and our work habits.

Ingenuity by creatively and wisely using our resources.

Nurturing relationships through humor and kindness.

Generosity in supporting:

- one another to achieve excellence
- our organization's goals and objectives
- our communities by involvement.

Thank You for Attending the 15th Annual Meeting of Southwest Healthcare Services.



Delegates for Southwest Healthcare Service's Annual Meeting

Agnes Kitzan
Betty McGee
Bruce Hagen
Charlene Honeyman
Corrie Fish
Dave Anderson
Deb Patterson
Evelyn Allram

Gary Teske
Gene Fischer
Jay Soreide
Jennifer Hanson
Jory Reisenauer
Judy Jung
Marilyn Fischer
Martha Stuber

Maxine Miller
Mike Teske
Nicole Njos
Pastor Ed Kvaale
Paul Brooks
Randy Gaebe
Scott Ouradnik
Sue Juntunen