

# Teamwork at Rehabilitation Services

## Helping patients back to active lives

Are you recovering from a sports injury or accident or coping with a chronic condition? Your road to recovery may hinge on the therapy team at JMHS Rehabilitation Services.

The department, headed up by Bonnie Will, PT, DPT, ATC (physical therapist), is rich with talent, including Rachel Hakanson, PT, DPT, OCS, (physical therapist); Justine Swenson, OTR/L (occupational therapist); Gretchen Reeves, MA, CCC-SLP (speech-language pathologist); Jill Matthies, PTA (physical therapy assistant), and Nathan Carter, MT (massage therapist).

Starting at birth, the JMHS therapy team can handle anything. The JMHS therapy team works with clients of all ages from infants to geriatrics. Physical therapy can help your baby meet motor milestones like rolling, crawling and walking if there are developmental delays. Occupational thera-

py can help with fine motor skills that are necessary for grasping, feeding and writing, as well as assessing and treating for sensory concerns.

As children become more active, the team can assist with strains, sprains, injury prevention and return to sport. "The goal of athletes is to return to sport as quickly as possible, we can help them do that safely, to minimize additional risk of injury. Whether it's an ankle sprain, to an ACL recovery or rehabilitation for a softball pitcher, we are here to help," says Will a 25-year veteran at JMHS. Concussion training is also crucial. "it's working on eye exercises, balance, activity progression, and returning to normal activity. For athletes, that's a big deal," says Will. "It means getting them back into their sport safely."

"The majority of care is delivered to adults," says Will.



The Rehab team, Rachel Hakanson, Bonnie Will, and Jill Matthies, get patients back to normal activities.

"We deal with a wide variety of musculoskeletal issues like repetitive overuse injuries and injuries related to falls as well as neurological conditions like Parkinson's or strokes." There's also help for the mom from a physical therapist to restore the pelvic floor and to address incontinence during pregnancy and throughout the life span.

Some conditions are unique to our agricultural community, such as the farmer finding it more difficult to climb onto a tractor due to knee, hip, or back pain.

Will says that she feels lucky to practice at JMHS. "Our practitioners are very approachable. And they want what's best for their patients," says Will. "We as a team collaborate with people, educate, rehabilitate, and help motivate. It's very exciting when somebody can meet their goals." Even if you have surgery or see a specialist out

of town, you can still do your therapy here," says Will. Being part of the rural community here in Dawson, it is important to us that you meet your goals.

### WHAT TO EXPECT

Care in Rehabilitation Services begins with an evaluation to create an individualized treatment plan and establish goals. Treatments may be scheduled over a couple days for a minor injury to a longer time period for those recovering from a major surgery or chronic condition."

Will encourages patients to ask their primary care providers for a referral, or contact the rehabilitation services by calling 320-312-2128.

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### Your Emergency.

Whole patient approach leads to better care.  
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In-house dentistry for assisted living.  
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### Hearts win!

Cardiology care and monitoring at JMHS.  
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### Much more than hips.

Advanced procedures with JMHS orthopedics.  
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### Getting back to life.

Rehab puts patients on road to recovery.  
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Dr. Ayaz Virji and Julie Erdmann, RN, attend a patient

## "Dignified Healthcare" in the Emergency Department

### You're a name, not a number.

Like most hospitals, the emergency department at Johnson Memorial Health Services cares for patients with severe conditions and injuries. What's different is its philosophy of dignified healthcare that stresses patient communication and treating people as individuals, not conditions.

"Patients are supposed to be involved in shared decision-making. It's not a domineering approach," says Ayaz Virji, M.D., FAAFP, JMHS's medical director. "It's very different when you're taking care of Mr. Jones with chest pain, not the chest pain in room one," says Virji.

Patients also benefit from an integrative approach. "It's not uncommon that the provider you see in the ED is the one who will follow up with you in the hospital -- providers

you've known for the past 10 or 15 years. That makes a big difference in whole-person care, which is caring for patients with medical conditions, not medical conditions attached to patients," says Virji.

The department is staffed by nine medical providers who are all Johnson Memorial employees. "We don't use staffing agencies," says Virji. The emergency department also uses advanced technology, like laryngoscopy and ultrasound equipment, that's available at the bedside. "Patients can be comfortable they're receiving the latest in evidence-based medicine, while being treated as a whole person," he says. So, if you experience an emergency, you can count on the team at JMHS to care for you.



JMHS employees are proud of the recognition they've received

## JMHS, a Model for Rural Hospitals.

Your Johnson Memorial Health Service (JMHS) recently received the Chartis Performance Leadership award as one of the nation's top 25% rural hospitals. The award highlights hospitals with lower operating costs and superior

patient outcomes compared to their peers. In fact, Chartis holds out award winners as models for other rural hospitals striving to achieve similar results. We can all be proud of this award, which wouldn't have been possible without your support.

## JMHS Earns Top Award from the Zellner Group

"Johnson Memorial Health Services has a long history of providing exceptional care to our community and we are seeking new ways to bring best practice to our healthcare environment," stated Kris Jacobson, CEO/administrator.

The Zellner Group, a St. Paul, MN, Senior Healthcare Consulting Firm, named JMHS their Client of the Year. Zellner Group works with health centers throughout Minnesota to improve elder care. Each year their group

votes on a client that achieves their highest success measures based on three main criteria:

1. Demonstrates ongoing resident priority.
  2. Does the right thing - not just the easiest but the thoughtful best one.
  3. Shows commitment to collaboration and partnering.
- JMHS earned high marks across the board from multiple staff members.

The Zellner group also praised Johnson Memorial for fiscal responsibility and leadership. "They know when to bring in resources and when they do so, it's smart and strategic. The leadership are wonderful stewards of their dollars," says Zellner. Their true bottom line is to make a resident's life the top priority.

## Everything Orthopedic Close to Home

**We're much more than slips and hips**

"I think people would be shocked at all the things we can do," says Angie Siverhus, Perioperative Services and Outreach Manager. Our orthopedic department performs an array of procedures for pediatrics to geriatric patients. The most common include total hip replacement, total knee replacement, knee

scopes, ACL reconstructions, total shoulder replacement, rotator cuff repair, tendon repairs and carpal tunnel and trigger finger release. We diagnose and treat sports-related injuries and can perform the surgery here at JMHS.

In addition to the surgeon, the experienced team, some with



The JMHS Surgical Team (from left): Mary Bothun, Mike Carlbom, Brandon Maher, Angie Siverhus, Heidi Rakow, Cori Bothun

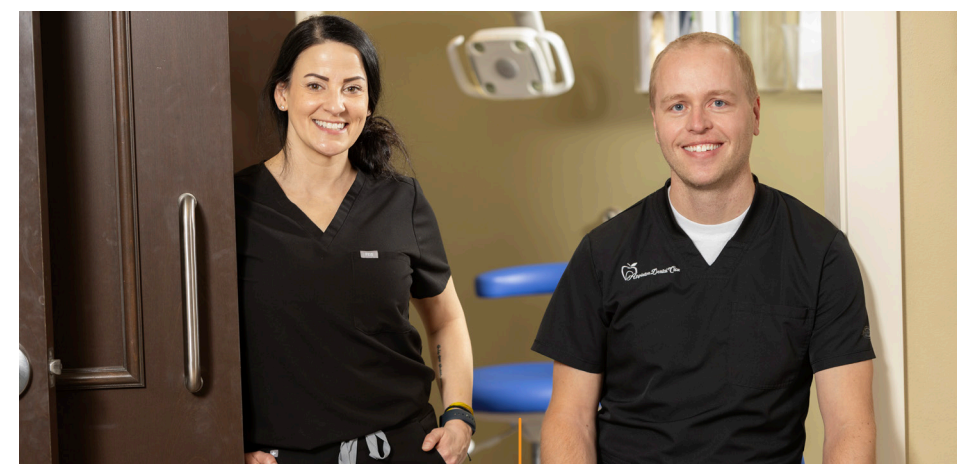
10 to 15 years of OR experience, includes a first assistant, a nurse anesthetist, circulating RN, and certified scrub technician.

At JMHS, the wait time is short in comparison to the large orthopedic institutes. "We can get patients in to see the orthopedic surgeon in about 2 weeks whereas we are hearing

of wait times of up to 2 months at the larger orthopedic surgery centers. We pride ourselves on delivering a personal touch to the patients we serve.

## New Dental Suite Keeps Residents Smiling

**Preventative Care is Right Around the Corner**



Amanda, LDA and Paul Carlson, D.D.S., staff the in-house dental clinic for Senior Living

The biggest challenge to receiving dental care in Senior Living used to be needing a family member or friend to accompany residents to an appointment. The travel itself can also be a barrier to care. "If your dentist doesn't work down the street, you might not go," says Paul Carlson, D.D.S. This delay in care may eventually result in an emergency trip to the dentist.

The COVID-19 pandemic further underscored the importance of dental care on campus, especially when residents cannot leave the facility.

Now, Senior Living has a dental suite

next to the hair salon. Here, Carlson offers X-rays, cleanings, and small fillings that help prevent gum disease and cracked teeth.

Referrals to the dental service exclusively for Senior Living residents come mainly by word of mouth, from the residents themselves, a JMHS staff referral, or a family member. "They'll notice that someone is not eating or complained about a toothache," says Carlson.

Funds to equip and renovate the office came from a \$50,000 grant from Delta Dental and \$30,000 from the JMHS Foundation. Thanks in part to the generosity of its donors, JMHS is proud to offer these essential

dental services in-house. What was once just a dream has now become a reality!

If your loved one is due for a checkup and cleaning or has a nagging toothache, their best smile is now nearby at JMHS's dental service. To schedule an appointment, residents should see Desrae Kemen, Station Assistant, at the Care Center.

## Getting to the Heart of it All



## Cardiology at Johnson Memorial Health Services

Angie Siverhus and Jennifer Erdmann are proud of the cardiac services available.

Your heart is in good hands at JMHS. Jennifer Erdmann, Chief Acute Care Services and Surgical Services Officer, explains that Johnson Memorial offers cardiology services on par with similar services at larger organizations.

"We know our patients," says Erdmann, "They are our community . . . we're going to see them in the grocery store or gas station, where, in larger places, they're never going to see their [doctor] outside the hospital."

The cardiology department performs a wide range of ser-

vices, including stress tests, echocardiograms, Zio Patch and Holter monitors, loop recorder implants, pacemaker checks, and cardiac rehab. Through various high-tech monitoring devices, our cardiologist can monitor the electrical activity of the patient's heart. With this technology, we can catch and treat heart related issues. For example, a loop recorder discovered that patient needed a pacemaker."

This means that cardiac patients can get the care they need right here in Dawson. In fact, last year, the car-

diac team performed its first pacemaker implant.

Once a patient has a significant cardiac event, like bypass surgery, the cardiologist will refer them back to JMHS for cardiac rehab. The primary care provider is kept in-the-loop on the patient's progress. "The patient is monitored while exercising and gradually increases their activity level as they build endurance," says Erdmann.

"Our goal," says Erdmann, "is to provide the services they need without ever leaving our community."