

Mental Health Without the Trip

Expert Therapy Online

Sixty percent of rural Americans live in areas underserved by mental health professionals. Johnson Memorial Health Services is bridging the gap with Tele Mental Health. The service allows Dawson residents and those in the surrounding regions to receive quality care through a video connection without travel and a minimal time commitment.

To use the service, patients log into their “My Chart” account and enter a virtual room set up for a video conference.

“Only about a third of people with severe depression seek treatment.”

Anna Lewis, psychiatric mental health nurse practitioner, wants to break down another barrier to care – the stigma of receiving help. “We all deal with life,” says Lewis. “We can all claim a mental health problem at some point in our lives because there are bumps and bruises along the way.”

Lewis encourages people to seek help. “Most people with depression, for example, can fully recover with treatment, but only about a third of people with severe depression seek treatment.” Lewis also treats patients for substance abuse, schizophrenia, psychosis, and more.



Anna Lewis, PMHNP, JMHS Mental Health Provider

Getting Started

Your first appointment, a getting-to-know-you session, focuses on assessing your background, relationships, and the issues you’re facing. “It’s so I can understand them and meet patients where they are,” says Lewis. From there, she devises a treatment plan centering around talk therapy, self-healing skills, and medications when necessary.

You don’t need a referral to see Lewis. Call 320-769-4323 to schedule an appointment and find out how Johnson Memorial can go the distance for you with Tele Mental Health.

JMHS Johnson Memorial Health Services
High Quality, Compassionate Healthcare.

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the pulse

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Senior Living Celebrates Five-Star Recognition

Quality Attracts New Senior Living Residents

Quality at Johnson Memorial Health Service (JMHS) is like a finely tuned machine with hundreds of moving parts that must work together. Thanks to quality initiatives by leaders like Kathy Becker, Director of Senior Living Services, and staff in the entire Senior Living area, JMHS earned a 5-star quality rating for its nursing home and a 4-star rating overall. Our amazing staff put in hours of work to make this possible. The ambitious transformation occurred in a few short months.



Angela, Darci, Kelly, Kimberly, Lexy, Carrie - CC Staff

The Centers for Medicare and Medicaid Services (CMS) rating bestows the ranking, which is a nationwide benchmark. In addition, JMHS complies with the strict standards of the Minnesota Department of Health Regulations.

Quality is not a vague concept at JMHS. It extends to any activity that can be measured, including ordering supplies like gloves, housekeeping, smoothing out the medication supply process and food service.

One current initiative is to experiment with made-to-order breakfasts in the Assisted Living. “It’s been a huge hit. The Care Center has been doing this for years, and a few

tenants in assisted living who had to stay in the care center for short stints brought it forward, so we tried it,” says Becker. So, look for more fresh-made eggs and waffles in the future at JMHS’ Assisted Living.

Two universal workers were hired to help bridge gaps that cause delays. They float among departments and fill the gaps as needed. They help on the food service line, assist residents going to and from meals, and transport patients throughout the facility.

Quality has become a JMHS calling card. The census shows that of the 56 availabilities in the care center living area, nearly 54 are consistency full, and about

13 of the 16 assisted living apartments are always occupied. It’s also attracting new senior living residents to JMHS. “The word is out,” says Becker. “They’ve heard good things about the quality of our facilities.”

JMHS is humming along, but its quality team isn’t resting on its laurels. “It’s just one community with people pulling together,” says Becker. This team effort across the Senior Living community and JMHS facility was demonstrated through events such as the costume contest on Halloween. The residents and tenants are still talking about this. It is a true family community in every sense of the word, which is one-way high-quality care.

New CEO, Jake Redepenning, Joins Johnson Memorial Health Services



Jake Redepenning, JMHS' new CEO

position at Appleton Area Health for seven years. He now has joined JMHS as CEO in November 2024. He is excited to bring his finances, strategy, leadership, and operations expertise to help grow JMHS.

Jake Redepenning the new CEO of Johnson Memorial Health Services (JMHS), is a busy man. In addition to his CEO duties, he recently completed his MBA and is proud to be a family man.

Redepenning first worked at JMHS in 2014 as an intern in the business office. He joined the team again in 2015 as the Business Office Manager. After a two-year stint as the Business Office Manager, he ascended to the CFO

His vision of the future for JMHS centers around staff development, positive workplace culture, further expansion of services, and providing high-quality care. Redepenning wants his staff to feel secure in their jobs and look forward to coming to work. "We have a strong team here at JMHS, from front-line staff to management, senior leadership, and our providers. Through our team, we will continue to make a positive impact on the lives of our patients and, at the same time, build on our great workplace culture," he says.

Redepenning has been a part of the community for a number of years. He has lived in the Dawson area for the last eight years with his wife and three young children – with a new baby on the way. He also proudly serves the community as a volunteer fireman in the Dawson Fire Department.

Redepenning loves hunting, fishing, gardening, and spending time with family in his free time. Recently, his family planted a three-quarter-acre pumpkin garden. To further recharge from a hectic schedule, Redepenning and his family retreat to a cabin on Big Stone Lake on summer weekends.

Kimberly Ochsendorf, Chief Human Resources Officer

The Executive People Person

Kimberly Ochsendorf, Chief Human Resources Officer, is a people person through and through.

In her new role at Johnson Memorial, she will oversee talent acquisition, development, retention, compensation, benefits administration, compliance with labor laws, enhancing workplace culture, and employee relations.

Ochsendorf holds a Bachelor of Science in Business Administration with an emphasis in Human Resource Management.

She returned to Johnson Memorial after seven years at Appleton Area Health, which was named one of the Best Places to Work in Healthcare by Modern Healthcare in 2023 and 2024. While there, she was also instrumental in reducing turnover by over 30%, among many other accomplishments.

Ochsendorf and an HR Generalist oversee more than 200 employees. "My focus is cultivating relationships and building connections and trust with the team," said Ochsendorf. "JMHS hires the best and we prioritize patient- and resident-centered care.

She is deeply committed to fostering a workplace culture that reflects JMHS's core values of Together, Kindness, and Trust, ensuring that every employee feels supported, valued, and empowered.

Would you like to join our team? Check our website (jmhsmn.org) for current openings. Ochsendorf wants to see your resume even if no openings exist. Drop it off at the front desk at Johnson Memorial or email her at kochsendorf@jmhsmn.org.



Kimberly Ochsendorf, Chief Human Resources Officer

New Family Doctor, Lindsey Hanson

Lindsey Hanson knew she wanted to be a doctor since she was in middle school. Her mother was a nurse who worked in a group home for special needs, and she brought Hanson along to help.

"I would see her interact, and it made an impact on me," says Hanson. She knew then that she wanted to care for people. Fast forward: she earned her master's degree in public health before pursuing her medical degree at the University of Minnesota. "In public health, you're really helping people in the masses, whereas, as a physician, I take care of people one on one, and I find a lot more satisfaction in that," says Hanson.



Lindsey Hanson, M.D.

Her philosophy of care is clear cut. "I treat my patients the way I would want my family to be treated. I focus on people as individuals and making a care plan based on their values and perspectives," says Hanson.

Hanson enjoys treating patients of all ages, and the opportunity to offer preventative care. "People don't come in asking, 'oh, can I have a colonoscopy?'" But while I have them there for something else, it's good to remind a patient that they're due for colon cancer screening," she says.

When she's not caring for patients, Hanson relishes her role as a mom and spending time outdoors hiking, camping, and swimming with her husband and children, ages 3, 7, and 9. On the docket this winter is teaching her daughters to downhill ski!

Hanson started work at Johnson Memorial on January 13. You can schedule an appointment with her now by calling 320-769-4323.

Generosity in Action:

Transforming Healthcare at JMHS

The Johnson Memorial Foundation recently received a generous \$154,000 donation from the estate of Don and Elsie Holtan. Thanks to this incredible gift, Johnson Memorial Health Services (JMHS) was able to purchase a state-of-the-art GE AMX™ Navigate portable X-ray machine, valued at \$151,000. This advanced device enhances diagnostic accuracy and simplifies imaging, ensuring better patient care and a smoother process for our staff. The remaining funds will support ongoing efforts to improve patient care at JMHS.

But it's not just the community making a difference. Our JMHS employees are also stepping up through the L.I.F.T. Club (Let's Invest for Tomorrow), an employee-giving initiative launched in 2016. Since then, our dedicated staff have raised an impressive \$122,000 to fund patient/tenant/resident-centered equipment like countertop blanket warmers and outdoor furniture for family visits. For 2025, L.I.F.T. Club members plan to purchase an additional \$14,000 in items and equipment for JMHS.

The generosity of our donors and staff reflects a shared commitment to the JMHS mission of providing high-quality, compassionate healthcare close to home. Feeling inspired to give? Visit jmhsmn.org/foundation or contact Sandra Snobl at 320-769-4393. Together, we can continue to make a lasting impact in our community.

Left to Right: Kendall Stelter, Board Chair, Sandra Snobl, Grants & Foundation Manager Lindee Nelson, LIFT Chair

