

R^M Connection

News from Regional Medical Center

Oct. 2023

CLINIC UPGRADE

Coming to Hopkinton, IA

PAGE 2

Fundraising Efforts Focused On

NEW CT SCANNER

PAGE 3

Long Time Provider Receives

HOSPITAL HERO AWARD

BACK COVER

JOIN OUR TEAM

PAGE 5



A MESSAGE FROM DANETTE

Healthcare is an industry of constant change and at RMC our teams are continually evaluating and adapting to ensure that our independent, community hospital is well-positioned for long-term success. A few highlights from this past year include:

Regional Family Health signed agreements with two new family medicine physicians who also practice OB. One of these physicians is scheduled to join us in 2024 and the second in 2026. As it becomes increasingly challenging to attract OB physicians to rural communities, we tip our hats to our clinic provider team on this successful recruitment. Our OB department had another record-high number of deliveries, totaling 248 births in fiscal year 2023. This is once again the highest number of deliveries at RMC in over 20 years. Two new Governing Board members joined our team, Jane Sherman and Kathy Swift. Jane and Kathy’s experience and deep knowledge of healthcare are an invaluable asset. We are grateful for the ongoing leadership and support of our entire seven-member board. Updating equipment and facilities remains a priority. A new, 128 slice CT scanner is being installed this fall and construction of the new Hopkinton Clinic is expected to be complete in summer 2024.

We had great participation in the Nurse and Lab camps RMC offered for students this summer. These youth are so important to our future health—please reach out to our Human Resources department with any questions on healthcare careers or job shadowing experiences. We remain so appreciative of the unmatched support of our communities, as evidenced by the 5-star ratings in our patient experience surveys. Thank you for your continued support and trust in RMC.



Danette Kramer

Danette Kramer, MBA
Chief Executive Officer

LOVE NOTES

FROM ANONYMOUS PATIENTS

“Rachel Kruse always does an amazing job with a positive attitude. Thank you!”

“Everyone was very kind and attentive to any needs I had. Questions were answered in a way that I could understand. Everything moved along quickly. I appreciate the follow-up call and voice mail checking on me the day after.”

“Michelle Radloff is THE BEST! Supportive, professional, informative and personable!”

“KeriAnne is AMAZING! She is so kind and caring. She truly cares about her patients. I can’t thank her enough for all she’s done for me.”

“Our main nurse Mandi Ellerbach was amazing through our entire induction process. We are so thankful for the care we get so close to home.”

Construction has begun in Hopkinton as Regional Family Health builds a new clinic building. The new clinic will be located at 133 SE 1st Street. We owe Steve Dircks a big “thank you” for donating this land and appreciate the work the City of Hopkinton has done.

“We are a team at RMC and have one common goal and that is to provide quality care to our patients,” shares April Ehrler, Hopkinton Family Practice Provider. “A new clinic shows that RMC is committed to provide care to Hopkinton and the surrounding areas for years to come. They deserve the best and that is what they will get!”

Regional Medical Center has invested nearly \$1.5 million dollars in this project. This space will be a huge improvement by offering 4 spacious exam rooms, a procedure and lab room and a centralized nurses station to improve workflow and efficiency. Thank you to the Hopkinton community for trusting us to care for you and your loved ones.

CLINIC UPGRADE



**133 SE 1st Street
Hopkinton, IA**



GAIL OLSON

Patient Testimonial | Volga, IA

“I was a Nursing Home Administrator for 30 years so I’ve been through a lot of hospitals and healthcare facilities around the state of Iowa. I’ve never been in a hospital that’s as helpful as Regional Medical Center. Returning back to this area and receiving care from this facility I’ve experienced help from the cafeteria staff, lab & registration teams, doctors and therapists. The people just rush to help you.”





The healthcare industry is constantly changing and adapting to create positive opportunities to provide better quality services and care. Part of that constant change is the improvements and advancements in the technology we use. Our Radiology department scans around 400-500 patients in our CT machine each month. While those numbers might seem high, our team could accommodate and serve more patients with a new CT machine. Just like all technology, our 10 year old machine has run its course.

With the upgraded scanner, our Radiology team can better accommodate varying patient sizes and shapes. This upgrade will also provide a faster exam time which allows the exam to be done quicker. This is ideal for patients who have difficulty laying still or holding their breath. The new technology will ensure there is no unscheduled downtime, increase turnaround time and provide better quality images. As a rural county hospital, we pride

ourselves on providing services to our communities to help cut the commute traveling to larger facilities. Not only will our patients reap the benefits of a new machine, but our Radiology staff will too. Our team is most excited to spend more time on direct patient care rather than behind the computer due to our current CT scanner image processing capabilities.

Regional Medical Center is the healthcare system it is today largely due to our community's support. Sponsorship dollars make a difference in the care provided and lives of those we serve. As the new fiscal year started in July, we've been focusing our fundraising efforts on offsetting the cost of upgrading our CT scanner. Any gift, regardless of size, truly makes an impact. With your dollars, you are supporting our mission and vision for healthcare close to home, making it a continued reality for generations to come. Thank you for your support and trust in us.

NEW CT SCANNER

"As a public, not-for-profit organization, we rely heavily on community support and are very grateful for those who give monetary donations that help us enhance the technology available at our hospital." - Megan Demmer, RMC Radiology Manager

Want to make a difference?

RMC is a public, not-for-profit hospital that has been a significant part of Delaware County since 1950. With our service area reaching seven counties and over 23,000 in population, our priority and focus is to continue to enhance the patient experience. Through community support, RMC has been able to grow and expand, providing you with personalized, compassionate care that you deserve.

Please consider making a tax-deductible donation today!

What's raised here, stays here.

Give by mail using the form below, or online at:

Scan Me →



regmedctr.org/annualappeal

Thank You

From the Radiology Department
and all of us at RMC.



THANK YOU to our Annual Sponsors

Thank you to our FY2023 sponsors, which have raised \$24,150 for RMC! Join us in thanking the following generous individuals and businesses (sponsor levels Supporter and above).

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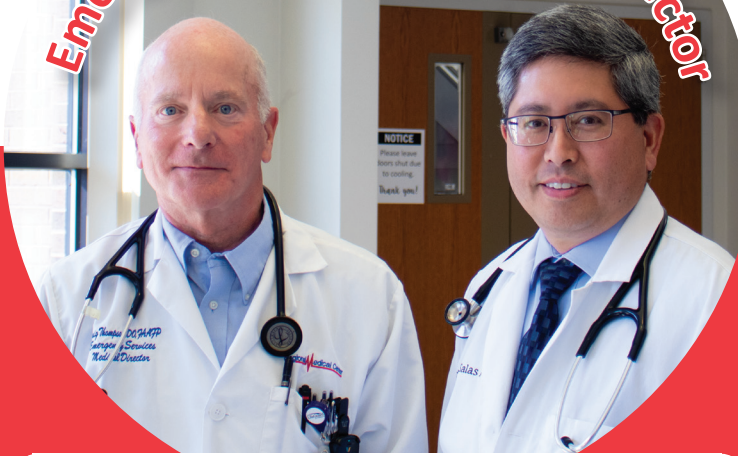
Seedorff Masonry, Inc.

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If you have questions or wish to no longer receive RMC Fundraising communication, call Valerie Lindsay, Marketing & Fund Development Manager at 563-927-7534 or email donations@regmedctr.org.

Emergency Services Medical Director



DR. CRAIG THOMPSON & DR. VICTOR SALAS

After over 40 years of dedicated service, Dr. Craig Thompson is retiring at the end of 2023. His journey as a healthcare leader has included delivering over 1,000 babies and helping countless others through their injuries, traumas and family illnesses, all while encouraging and comforting along the way. Dr. Thompson has impressed upon our community and his peers the value of quality, comprehensive and compassionate care for others. As the current Emergency Services Medical Director, his role is to oversee the operations of the Emergency Department and staff involved in patient care. Dr. Victor Salas has been with RMC since 2013, worked closely with Dr. Thompson and will be taking over the reins, overseeing the Emergency Services. Congratulations to Dr. Thompson on your retirement and thank you for your service to our community.

WELCOME VISITING SPECIALISTS



Matthew Ferroni, MD

UROLOGY

Regional Medical Center Specialty Clinic
Home Clinic ↓
Mercy Urology Clinic - Cedar Rapids
Schedule Appointment | 319-398-6865



Sarah Norris, ARNP

UROLOGY

Regional Medical Center Specialty Clinic
Home Clinic ↓
Mercy Urology Clinic - Cedar Rapids
Schedule Appointment | 319-398-6865



Amie Hass, ARNP, FNP-BC

ONCOLOGY (GENETICS)

Regional Medical Center Specialty Clinic
Home Clinic ↓
Hall-Perrine Cancer Center - Cedar Rapids
Schedule Appointment | 563-927-7301

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Dr. Thomas Heineman
regmedctr.org/inspire

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OBSTRUCTIVE SLEEP APNEA TREATMENT

Inspire Therapy is a treatment option for those who cannot use Continuous Positive Airway Pressure (CPAP) therapy. Inspire works inside the body with the patient's natural breathing process to treat sleep apnea. Mild stimulation opens the airway during sleep, allowing oxygen to flow naturally.

"In my practice, I see many patients who have stopped using or are unable to tolerate CPAP. Inspire represents a significant advancement in treating obstructive sleep apnea," shares Dr. Thomas Heineman, RMC Visiting ENT Specialist with Physicians Clinic of Iowa. "We are very excited to offer this at Regional Medical Center. Currently our team is only one of a handful of Inspire Excellence Centers in the country, which is determined based on our successful results."



THE RMC FAMILY

The individuals inside the walls of Regional Medical Center are those who make this place so special. We would not be the healthcare facility we are today without each and every one of our team members. The Regional Medical Center family is a group of people whose core mission is to provide quality care. We are committed to excellence in what we do for our patients, their families, visitors and one another.

JOIN OUR TEAM!



regmedctr.org/careers

SPECIAL DELIVERY

As a rural hospital, we are proud to offer elite OB care to expecting families. During your pregnancy and the delivery of your baby, you have the option to work with our skilled OB/GYN, certified midwife or family practice/OB providers. The amazing labor and delivery team will care for you before and during labor, delivery, postpartum as well as perform C-sections and provide epidurals or other pain management. You'll enjoy the comfort and safety of our newly renovated birthing center in Manchester. It is our honor to be part of your special delivery.



regmedctr.org/ob



regmedctr.org/daisy

DAISY AWARD

Nurses are truly a work of heart. The DAISY Award is a program that recognizes extraordinary nurses. If your life has been impacted by a nurse, this is the best way to show your appreciation. Each DAISY honoree is recognized at a surprise ceremony and receives a beautiful certificate, DAISY award pin and hand-carved stone sculpture entitled "A Healer's Touch." It's truly heartwarming to see these individuals be honored in a prestigious way. Share your story. Nominate a nurse for a DAISY Award.

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HOSPITAL HERO AWARD

Dr. Craig Thompson was recently honored as a Hospital Hero at the Iowa Hospital Association's annual meeting. He is one of 10 employees in the state to receive this distinguished honor this year.

Dr. Thompson's impact is deep, from delivering new life into this world to extending his compassionate touch to emergency crises and end-of-life care. He has a legacy of service, touching lives with his remarkable skill and reassuring demeanor. This extraordinary physician has not only impacted the lives of those he cared for but made a lasting impact on the field of medicine with over 40 years of devoted service. He has been a mentor, friend, supporter, caregiver and lifesaver throughout his remarkable career.

Dr. Thompson is not just a physician, but a true hero whose contributions will forever resonate in the hearts and minds of those he has touched. On behalf of everyone at Regional Medical Center, we congratulate Dr. Thompson on this very deserving award and recognition.



Dr. Craig Thompson, 2023 Hospital Hero



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ASSOCIATION

We care about Iowa's health