

RMC Connection

News from Regional Medical Center

Sept. 2024

Welcome to Manchester, IA

NEW PROVIDERS

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CEO UPDATE

At Regional Medical Center (RMC), our teams engage in strategic planning every three years to position our healthcare organization for long-term success. Several areas of focus for the upcoming year include:

- 1 WORKFORCE:** Our dedicated team of 513 individuals from 55 communities is our most valuable resource. We are grateful for their unwavering commitment, resulting in a retention rate well above the Iowa hospital average.
- 2 NEW PROVIDERS:** We were excited to welcome three new providers to our team in August who will provide services in Emergency, Family Practice/Obstetrics and General Surgery.
- 3 ENDOWMENT GROWTH:** To ensure RMC's long-term financial health, we are prioritizing growing our endowment fund. We appreciate the support of our donors in this mission.
- 4 FACILITY IMPROVEMENTS:** We are currently in the planning and design stages for a significant facility improvement project that will include a new addition for Surgery and a renovation of our Radiology space. Construction is expected to commence in the spring of 2025.
- 5 PATIENT EXPERIENCE:** We are immensely proud of our team's consistent dedication to delivering high-quality healthcare services. We were honored to receive a 5 out of 5-star rating for patient experience for the fifth consecutive quarter. Only 10% of hospitals in the United States achieve this remarkable distinction. We sincerely appreciate your ongoing support and trust in our services.



WELCOME JOHN ZIETLOW

On the 19th of August, John Zietlow was sworn in as a new RMC Governing Board of Trustees Member. John resides in Manchester, Iowa. He began teaching at West Delaware in the fall of 1975 where he taught 7th grade science and served as the middle school activities director. In 2005, Mr. Zietlow began serving on the Maquoketa Valley Community School District Board of Education where he still serves today. John is excited to be part of the RMC Governing Board as he has always been proud of this hospital and really sees the value of having such a vibrant and high-functioning hospital within our community.

DANETTE KRAMER, CEO

Danette Kramer



Regional Medical Center Governing Board of Trustees

Back Row (Left to Right) Kathy Swift, Chris Tegler, Cathy Lilienthal, Jane Sherman
Front Row (Left to Right) Joe Keith, John Zietlow, Steve Palmer



HOPKINTON UPGRADE

The long awaited Regional Family Health clinic upgrade in Hopkinton is now complete. Just a few blocks down from the old building, our new facility can be found at 133 SE 1st Street in Hopkinton, Iowa. Our beautiful new clinic would not have been possible without the support of so many business partners. Steven & Lisa Dircks, Hopkinton residents, donated the land and the City of Hopkinton seamlessly partnered with RMC to ensure this land was ready to be built on. On Wednesday, July 31, a ribbon-cutting ceremony and public open house was held to celebrate the new clinic building with Regional Family Health team members, business partners and community representatives present. Dr. Clinton Cummings and April Ehrler, DNP, FNP-BC, the Hopkinton medical providers, did the honors in cutting the ribbon.

This bright and spacious new clinic will allow for an overall better experience for both the patients we serve and our team members. The new facility features four exam rooms, a designated procedure room and laboratory specimen collection area.



VIRTUAL TOUR



GENERAL SURGERY IN MANCHESTER, IA



Dr. Randall Messerly, Dr. Garrett McLean, Dr. Andrew Rikkers

RMC is proud to welcome Garrett McLean, MD, to our team of highly skilled general surgeons. Dr. McLean is originally from Cambridge, Minnesota, a small town just outside of Minneapolis. In 2019, he completed medical school in New York at Albany Medical College and residency at Inspira Medical Center in New Jersey in 2024. After traveling and moving to the east coast, Dr. McLean is excited to return to the Midwest to serve a community similar to the one he grew up in.

When asked what he was looking forward to, Dr. McLean shared, “I want to take care of the same type of community I grew up in. Regional Medical Center feels like home.” Dr. McLean is excited to put down roots in Manchester and is looking forward to exploring all that the area has to offer. We are confident Dr. McLean will be a valuable addition to the general surgery team and will help continue to provide exceptional care to our patients. It is important to recognize the ongoing contributions of Dr. Randall Messerly and Dr. Andrew Rikkers, who will continue to provide general surgery services at RMC. Their experience and unwavering commitment to patient care are invaluable assets to our organization.

“We are grateful to have such a talented and dedicated team of healthcare professionals who consistently strive to provide the highest quality care to our patients,” shared Heather Ries, Chief Nursing Officer. “Regional Medical Center is proud to be a trusted partner in the health and well-being of our community.”

FEEDBACK LOVE

“Brittany’s care and concern for all health issues is very appreciated. She was knowledgeable and her instructions were clear and concise. I enjoyed working with her.”

Brittany Jaeger
Therapy Services

“Jenny did an excellent job explaining the procedure. I recommend RMC to everyone. Great group of ladies in Radiology.”

Jenny Broghammer
Radiology

“Chloe was very professional, friendly and most importantly, very good at her job! I appreciate her!”

Chloe Bailey
Laboratory

“Carrie is always so bright and cheerful. She makes us feel comfortable and listens to our needs. Winthrop staff is great!”

Carrie Chesmore, Regional Family Health

“What a wonderful personality! Bubbly, kind and had us laughing and joking! She is an asset to your facility!”

Tricia Wachendorf
Med-Surg/ICU



NEW OB & FAMILY PRACTICE PROVIDER

Dr. Andrew Pepper

Regional Family Health is honored to announce the addition of OB & Family Practice provider, Andrew Pepper, DO. He will be seeing patients in both the Manchester (Team III) and Edgewood clinics. Dr. Andrew Pepper attended Sauk Valley Community College in Dixon, Illinois, where he received an associate degree in Biology before transferring to Northern Illinois University to receive his bachelor's degree. He completed medical school at Marian University in Indianapolis in 2021 and finished his residency at Indiana University Health Ball Memorial Hospital in Muncie, Indiana, in 2024. *"I enjoy many aspects of medicine including obstetrics, procedures and c-sections, chronic disease management and pediatrics," shared Andrew Pepper, DO. "For me, the most rewarding time is taking care of a postpartum mom and her newborn. It's such an honor to be part of that magical time after caring for her through pregnancy and the labor process."* As a northwest Illinois native, Dr. Pepper is looking forward to making connections with our community and exploring the outdoors. He and his wife share a 1-year-old daughter, a golden retriever named Murphy and a cat named Reeses. Outside of medicine, Dr. Pepper enjoys motorcycling, target shooting and antique tractors.

WELCOME NEW SPECIALISTS



Colleen Lowe, DPM
PODIATRY, SURGERY

SCHEDULE APPOINTMENT
563-927-7301

HOME CLINIC
Northeast Iowa Podiatry, PC
Waterloo



Elyse McGraw, ARNP, FNP
NEPHROLOGY

SCHEDULE APPOINTMENT
319-451-2125

HOME CLINIC
UnityPoint Clinic Diabetes
and Kidney Center
Cedar Rapids



Thomas Petrie, DO
OPHTHALMOLOGY, SURGERY

SCHEDULE APPOINTMENT
319-233-2020

HOME CLINIC
Cedar Valley Eye Care
Waterloo & Cedar Falls



Lindsay Rave, ARNP
ORTHOPEDIC

SCHEDULE APPOINTMENT
319-833-5381

HOME CLINIC
Cedar Valley Medical
Specialists, PC
Waterloo



Erin Roberts, ARNP
ORTHOPEDIC

SCHEDULE APPOINTMENT
319-833-5381

HOME CLINIC
Cedar Valley Medical
Specialists, PC
Waterloo



REGIONAL MEDICAL CENTER - SPECIALTY CLINIC
Manchester, IA | 563-927-7301



PEDIATRIC THERAPY *for children*

and communication, eating safely or a combination of these issues. Along with occupational therapy, our physical and speech therapy teams continue to provide pediatric services for children. To better serve our young patients, we have designated a room within our Therapy Services department as the pediatric playroom/gym. This room provides a space for the child and therapist to engage in activities related to their therapeutic journey.

The RMC Therapy Services team works to create a care plan based on the child's needs. If you would like to learn more about pediatric services offered, please call 563-927-7322.

RMC Therapy Services offers physical, occupational and speech therapy services to people of all ages. We are excited to share that we now offer pediatric services in all three therapy areas. In April 2024, we welcomed Pediatric Occupational Therapist, Krista Briggs, to our team. Krista works with children and caregivers to build confidence and competence in strategies and approaches for daily activities. Children can benefit from pediatric therapy for various reasons. Some may need help with socialization, processing external stimuli, moving their bodies, language



BUSCHMANN RETIRING

Family Practice provider, Jill Buschmann, will be retiring after serving the Manchester and Edgewood communities for over 23 years. This past July, Regional Family Health hosted a retirement reception in her honor. The line of family, friends and community members was continuous as they all came together to wish Jill a happy and fulfilling retirement.

We are so thankful for the dedicated and compassionate care Jill provided to patients for so many years. By the amount of people at her celebration, it was evident what an impact she made on the lives of those she served. Although we will miss her dearly, Regional Family Health and Regional Medical Center were extremely lucky to have Jill on our team for 23 years and wish her all the best in retirement. Jill plans to continue seeing patients in Edgewood through the end of 2024.



VOLUNTEER IMPACT



Our RMC Auxiliary is a member-based program whose mission is to support hospital services that benefit our patients and community. These generous individuals are local cheerleaders who help share the message of what our hospital provides to the community. They also conduct fundraisers to raise money to help RMC meet its goals.

Most recently, the Auxiliary donated \$17,326.19 towards new equipment for our Anesthesia, Surgical Services and Laboratory departments. These donations make a real difference in the lives of others and RMC is forever grateful for this dedicated group of volunteers and all they do for our patients, staff, facility and community.

The Auxiliary is seeking new members. Consider joining today! Learn more at regmedctr.org/auxiliary.

LEARN MORE ABOUT THE RMC AUXILIARY TODAY!



GIVING YOUR TIME

Volunteers are selfless individuals who are focused on giving back in our community and helping where they can. Volunteer opportunities at RMC include:

- HILLTOP Gift Shop
- Jerry's Place (dining room)
- Clerical support
- Pet Therapy
- Senior Health Insurance Information Program counselor
- Baby caps
- Blood drives
- Special events & fundraisers

Anyone age 16+ is eligible to become a volunteer. All prospective volunteers must complete an application, criminal background check and orientation. Join our volunteer team today!

ONLINE APPLICATION



Join OUR TEAM

Regional Medical Center®

709 W Main St
PO Box 359
Manchester, IA 52057



VISIT OUR JOB BOARD
regmedctr.org/careers



“Mary loved flowers and spent many hours tending to the flower beds in her yard. This project to beautify the hospital would have made her very happy,” shared Mary’s cousin, Linda Bessey.

On behalf of everyone at RMC and those we serve, thank you Mary Duggan for your support and the impact you have made in our community.

MARY DUGGAN BELIEVED IN RMC

Mary Duggan was a very humble, compassionate, caretaking individual who believed in giving back and helping others. She graduated from St. John’s Catholic High School in Ryan and attended Mt. Mercy College in Cedar Rapids. Mary worked as a cashier at First State Bank (now GNB Bank), was a member of St. Mary’s Catholic Church and very much enjoyed traveling, reading, golfing and her flower garden. Mary believed in our local hospital and that our community needed a strong healthcare system close to home. As she was looking ahead with her estate planning, she placed a strong emphasis on supporting local organizations and graciously gifted RMC with over \$325,000 while also supporting St. Mary’s Catholic Church and the Good Neighbor Society. These sizable gifts and her generosity are a testament to who Mary was as a person. She was rooted in her values of giving back and helping others in our community. Any gift, regardless of size, will make a direct impact on the communities we serve. If you are interested in giving to RMC or including RMC in your estate planning, learn more at regmedctr.org/donate.



A portion of Mary’s generous gift was used to renovate and beautify RMC’s front lawn.

Please consult your attorney or financial advisor to make the best plan for your gift.

If you prefer not to receive fundraising communication, please call 563-927-7534 or email donations@regmedctr.org.

DONATE TODAY

