



2019

**Aspirus Medford Hospital & Clinics**  
*Community Benefits & Annual Report*





# A Passion for Excellence

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Aspirus Medford Hospital & Clinics is part of the Aspirus health system. The system is a non-profit, community directed health system based in Wausau, Wisconsin. With more than 7,700 employees, Aspirus serves communities throughout northern and central Wisconsin, as well as the Upper Peninsula of Michigan.

The integrated system includes four hospitals in Michigan and four hospitals in Wisconsin, 50 clinics, home health and hospice care, pharmacies, critical care and helicopter transport, medical goods, nursing homes and high-quality affiliated physicians.

Aspirus Medford's service area is primarily Taylor, Price and parts of Clark and Marathon Counties. Aspirus Medford employs over 660 employees, ranks among the top 100 critical access hospitals in the nation and is accredited by the Joint Commission.

In addition to the 25-bed hospital, Aspirus Medford Hospital & Clinics includes:

### A Specialist Clinic in Medford for:

- Cardiologists (Heart)
- Oncologists (Cancer)
- Ophthalmologists (Eyes)
- Otolaryngologists (Ears, Nose & Throat)
- Nephrologists (Kidney)
- Urologists (Bladder & Prostate)
- And many others

**Aspirus Heart & Vascular - Medford Campus**  
**Kidney Care (Dialysis Center)**

**Six Primary Care /Family Medicine Clinics**

**Birthing Center**

**OB-GYN (a Woman's Specialist)**

### Walk-In Clinic in Medford

**Aspirus MedEvac Paramedics**

**Aspirus Pharmacy - Medford**

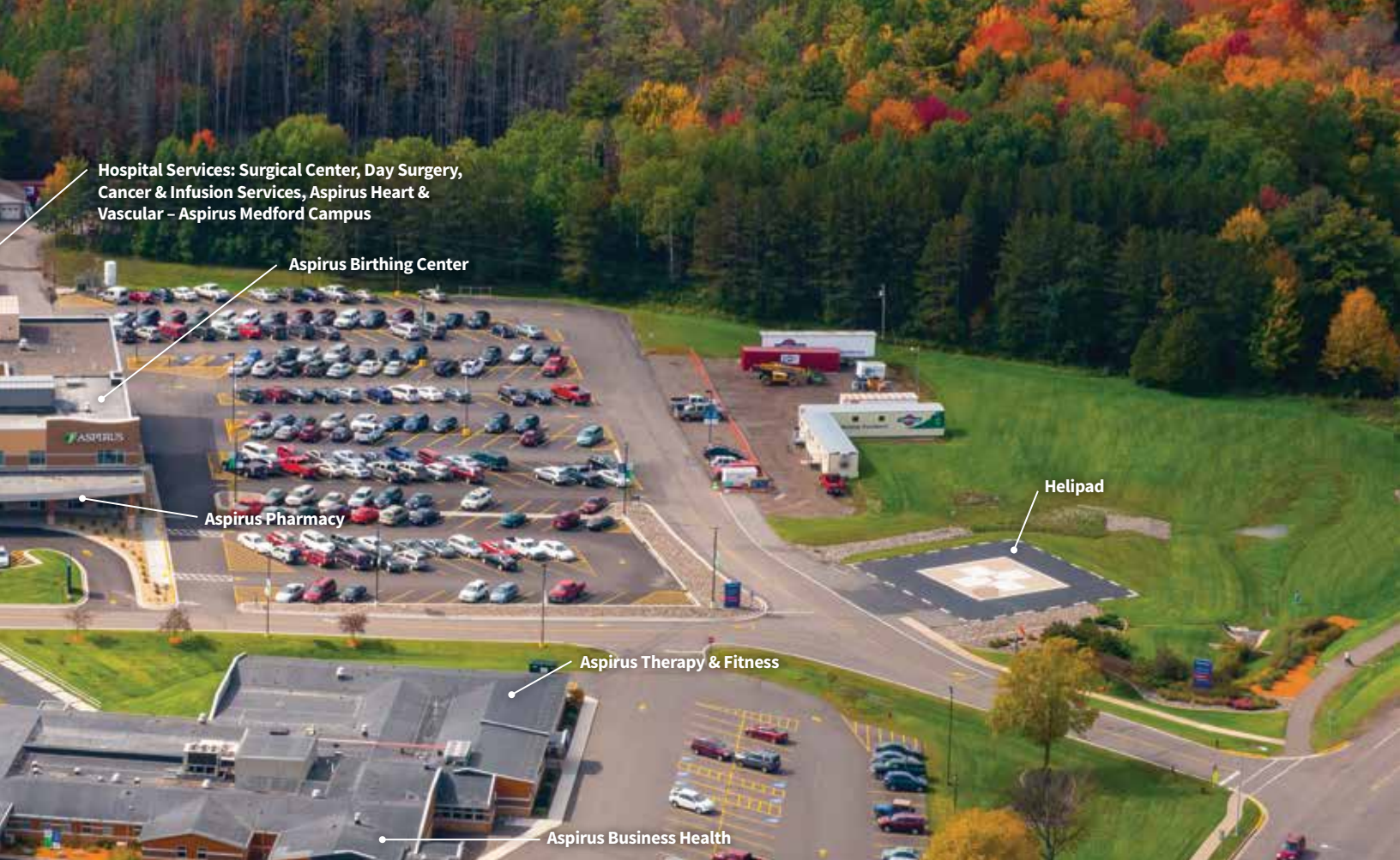
### Therapy & Fitness Centers with experts in:

- Physical Therapy
- Athletic Training
- Occupational Therapy
- Speech Therapy
- Nutrition Therapy
- Cardiopulmonary Rehabilitation

**Public Fitness Center & Gym**

**A Continuum of Senior Care Services** from assisted living, to short and long-term skilled nursing care, to restorative nursing services.





## OUR VISION

Aspirus is a catalyst for creating healthy, thriving communities, trusted and engaged above all others.



## OUR MISSION

We heal people, promote health and strengthen communities.



## OUR VALUES

**COMPASSION:** We demonstrate caring in all we do, and cherish the honor of improving life.

**ACCOUNTABILITY:** We commit to our work, recognize our power to make a difference, and embrace the responsibility to advocate for each person we serve.

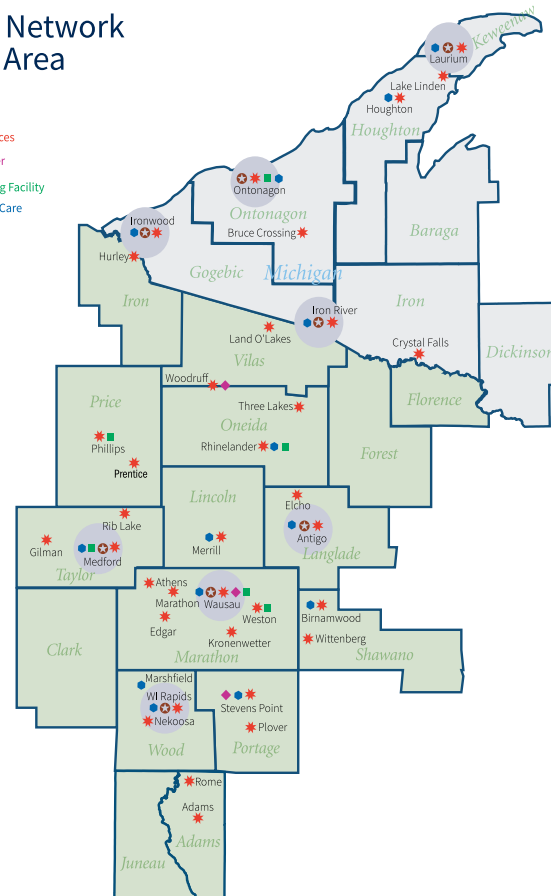
**COLLABORATION:** As a team, we improve our patients' lives; through partnerships we improve the health of our communities.

**FORESIGHT:** We plan and act today to impact the future, and sustain and grow vital resources for those who need us.

**JOY:** We work with happiness and enthusiasm; we celebrate successes and build a positive environment.

## Aspirus Network Service Area

- ✱ Hospital Care
- ✱ Physician Offices
- ◆ Surgery Center
- Skilled Nursing Facility
- Home Health Care



# Finance

## Financial and Statistical Information



### Statement of Operations (Year Ended June 30, 2019)

	2019
<b>REVENUE</b>	
Net Patient Service Revenue	\$78,531,465
Other Operating Revenue	\$8,676,786
<b>TOTAL REVENUE</b>	<b>\$87,208,251</b>
<b>EXPENSES</b>	
Salaries and Wages	\$31,085,884
Employee Benefits	\$9,425,513
Supplies	\$12,502,983
Purchased Services and Other	\$20,910,256
Insurance and Utilities	\$1,019,607
Depreciation and Amortization	\$4,485,130
Interest	\$638,245
<b>TOTAL EXPENSES</b>	<b>\$80,067,618</b>
<b>NET INCOME FROM OPERATIONS</b>	<b>\$7,140,633</b>
<b>OTHER INCOME</b>	
Investment Income	\$3,921,693
Contributions and Other	(\$149,801)
<b>TOTAL OTHER INCOME – NET</b>	<b>\$3,771,892</b>
<b>REVENUE IN EXCESS OF EXPENSES</b>	<b>\$10,912,525</b>

*This report covers the time span of July 1, 2018 – June 30, 2019*

### Aspirus Medford Hospital & Clinics Patient Trends

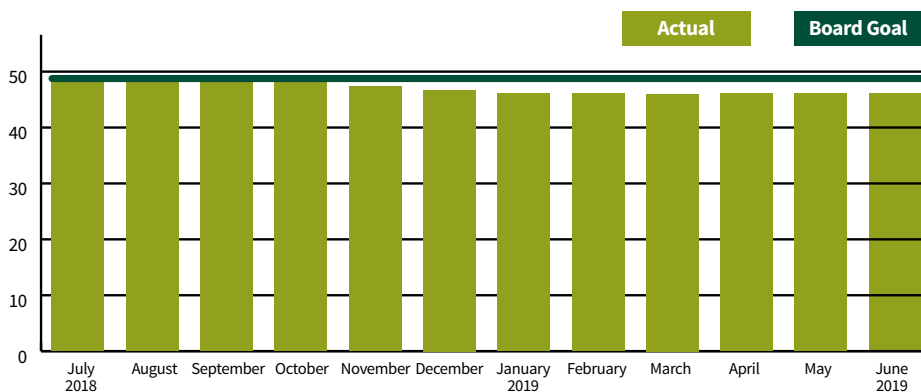
	2019	2018
Emergency Center Visits	8,645	8,930
Walk-In Clinic Visits	10,285	9,230
Clinic Visits	50,862	51,956
Outpatient Visits	77,768	75,692
Inpatient Days	2,223	2,298
Births	202	262
Surgical Procedures	1,602	1,539
Chemotherapy/Infusion Visits	4,526	3,889
Diagnostic Radiology Procedures	14,880	15,430
Rehabilitative Therapies	27,118	25,522
Cardiac Rehabilitation Visits	1,867	1,926
Respiratory Therapies	10,773	7,857
Skilled Nursing (Care & Rehab) Resident Days	19,075	20,891
Laboratory Analyses	169,225	167,986

For your benefit, **Aspirus Medford Hospital & Clinics reinvests its income** back into the community in the form of community benefits (financial assistance, health improvement services) or through the procurement of advanced medical technologies, medical equipment, information technology and other assets – so you will always receive the best in health care.



## Aspirus Medford Hospital & Clinics demonstrates its commitment to fiscal responsibility

Salaries and benefits are the largest expense for any organization. In fiscal year 2019, it was Aspirus Medford's goal to not have salaries and benefits exceed 47.9% when compared to its monthly net operating margin. Looking at the chart below, you can see Aspirus met this goal.



## Aspirus supports the communities it serves

As a non-profit, critical access hospital, Aspirus Medford Hospital will provide quality care (physically and emotionally) to every patient regardless of his or her ability to pay for services.

Economic hardships can make paying for unexpected medical expenses difficult for some. To help ease the hardship, Aspirus has an uninsured discount program, a financial assistance (charity care program) and Aspirus Financial Counselors available to help patients identify other available resources and establish a manageable payment plan or health loan.

Over the past fiscal year, 4,384 accounts at Aspirus Medford Hospital & Clinics were awarded financial aid or an uninsured discount.

Health care. That second word says it all.

[aspirus.org/FinancialAid](http://aspirus.org/FinancialAid)

### Community Benefits (Year Ended June 30, 2019)

Charity Care at Cost	\$856,000
Unreimbursed Medicaid and Other Government Programs	\$3,184,000
Community Health Improvement Services	\$605,000
Community Health Education	
Education Classes	
Support Groups	
Health & Safety Fairs	
Community-Based Clinical Services	
Screenings	
Health Care Support Services	
All Other Support Services	
Cash or In-Kind Donations	
Community-Building Activities	\$59,000
Community Support	
Leadership Development and Training for Community Members	
Coalition Building	
Community Health Improvement Advocacy	
Workforce Development	
<b>TOTAL COMMUNITY BENEFITS</b>	<b>\$4,704,000</b>

# Community Benefits

## Women with Spirit

Almost 800 people from Aspirus Medford's service area are Aspiring Women members.

These individuals and their friends were invited to five events last year. Health and wellness education, stats and facts, tips and recipes were shared with the goal that they would incorporate what they learned to achieve happier, healthier and more active lifestyles for themselves and their families. Hundreds benefited!



## Aspiring Women

Join us! Membership is free.

**Who is it for?** Aspiring Women is for women (and men) who aspire to lead healthier, happier, more active lives.

**Where is it?** Aspiring Women is available at all Aspirus hospitals as a series of community education events and interactive programming to engage women in the health care decisions for their families.

**Why be part of it?** Membership is free. Members receive advance notice of upcoming events, free e-newsletters and other fun benefits.



**To Join, Visit:**  
**[aspirus.org/AspiringWomen](http://aspirus.org/AspiringWomen)**

Get your friends, sisters and mothers to sign up too. It's free!  
Spread the word, share the events on Facebook and enjoy the fun!

# Walk Together for Suicide Awareness

Aspirus helped to sponsor and participate in the “Walk Together for Suicide Awareness” at the Medford City Park. Participants walked for the purpose of instilling hope, strength and awareness of those suffering with mental illness, suicide survivors, and for the families living with a loss from suicide.



## Lifelines National Training Model Comes to Price County

Research related to adolescent suicide prevention has determined most suicidal youths will share their concerns more often with peers than adults. Research also addresses the fact that only 25 percent of students tell an adult about a suicidal peer, and that school-based adults (like teachers and faculty) are often teens’ last choice as confidants for personal concerns.

In hopes of arming faculty with the necessary tools, Aspirus provided funds to help educators in Price County identify potentially suicidal adolescents. *Lifelines: A Suicide Prevention Program* is a comprehensive suicide prevention program that targets the entire school community, providing suicide awareness material for administrators, faculty and staff, parents, and students.



The objectives of *Lifelines* are to increase the likelihood that:

- members of the school community can more readily identify potentially suicidal adolescents and know how to initially respond and rapidly obtain help for them
- troubled adolescents are aware of and have immediate access to helping resources and seek such help as an alternative to suicidal actions

**For more information about *Lifelines*, visit [hazelden.org](http://hazelden.org).**



# Community Benefits

## Moving for a Cure

Each spring Aspirus makes a donation to the Taylor County Moving for a Cure walk/run – a cancer awareness event. Many Aspirus staff members also walk or run in the annual 5K.



## Mini-Medics

2nd graders from Medford, Stetsonville, Gilman, Rib Lake, Ogema and Prentice schools toured Aspirus Medford Hospital. Led by Aspirus Volunteers, the students climbed aboard an ambulance and inspected their hands under a black light for germs (simulated by powder) before and after washing them. They learned about car seat and bike helmet safety, and watched laparoscopic cameras at work.



## Empowering Girls Program Receives Donation

Aspirus provided a \$1,000 donation to the 2019 Empower Girls Summer Camp held in Medford.

The Empowering Girls Program was a five-day camp aimed at helping girls succeed and lead healthy, educated and independent lives.

The program worked with girls aged pre-teen to 14 years to combat bullying, teach healthy living, encourage social and emotional understanding, promote mental health and address the prevalence of gender stereotypes in the media. Bullying, stereotypes, and mental illness are persistent and cause young women to lack confidence, shy away from opportunity and find other sources for their self-worth.

In the future, organizers of the Empowering Girls Program hope to expand to communities outside Medford as well.



*2019 Empowering Girls Program participants.*



## Aspirus Participates in Health & Safety Fair

Aspirus showed up in a big way at Taylor County's 2nd annual Health & Safety Fair held during the Medford Home & Business Expo. Staff provided bone density screenings, infant and toddler car seat checks, fitness and wellness information, and ambulance tours.



## Free Screenings Benefit Hundreds

Aspirus Medford offered a variety of free screenings and wellness information at the Commission on Aging's annual Senior Health, Wellness & Safety Fair. The screenings included blood glucose, cognitive testing, balance and blood pressure checks.



## Our Village Playground

Aspirus Medford Hospital & Clinics provided a \$10,000 donation to the Our Village Playground project.

Completed in June of 2019 and located in the Medford City Park, this playground is the first all-inclusive and handicap-accessible playground for children and families in Taylor County.



*Check presentation to the Our Village Playground committee by Aspirus Medford Hospital & Clinics' President Dale Hustedt and Director of Community Health & Foundation Amanda Lange.*





# Community Benefits

## Color Fun Run

Over 80 kids and adults walked or ran in Aspirus' 6th annual Color Fun Run/Walk 5K. Participants were covered with non-toxic colored cornstarch along the race path. The result was a beautiful mess.



## A Walk to Remember

Annually in October, Aspirus Medford Hospital & Clinics participates in "A Walk to Remember." The annual walk is dedicated to the memory of infants lost during pregnancy or infancy. October is recognized as National Pregnancy and Infant Loss Awareness month.



## Ambulance Team Trains on Chest Compression System

Taylor County Ambulance's Emergency Medical Technicians (EMTs) and drivers were trained in the use of the LUCAS 3 Chest Compression System. The LUCAS device is a mechanical device that automates chest compressions for patients that do not have a pulse.

With the automation of the LUCAS device, EMTs can complete other tasks and provide additional care while with the patient. The LUCAS device reduces the likelihood of EMT fatigue while also ensuring consistent, high-quality chest compressions are delivered to patients.

All Taylor County Ambulances carry a LUCAS 3 Chest Compression System.



*Taylor County Ambulance crew members place the LUCAS device on EMT Scott Copenhagen to test out how easy it is to use.*





*Over 50 people participated in the 2019 Memorial Day Murph in Medford.*

## Memorial Day Murph Raises Over \$500 for the Killed in Action Memorial

Aspirus and Raiders Committed sponsored the 2019 Memorial Day Murph in Medford. This fitness event mimics the workout routine of Navy Lieutenant Michael Murphy who was killed in action in 2005. It's a way to remember his sacrifice and the sacrifice of others like him.

The Murph took place at Aspirus Therapy & Fitness in Medford and included a one-mile run followed by 100 pull-ups, 200 push-ups and 300 squats, and ended with another one-mile run.

The Memorial Day Murph raised \$520 for the Killed in Action Memorial being constructed at the Flag Field in the Medford City Park.



*Coordinators of the 2019 Memorial Day Murph contributed \$520 to the Medford Area High School's History Club and the American Legion Post 147 who are raising funds for the Killed in Action Memorial Project.*



# Community Benefits

## Grant Funding Available

Tax-exempt organizations and community agencies can apply for funding to support programs and initiatives that have a direct impact on a community health need.

Aspirus Medford Hospital & Clinics identified the top community health needs to be:

1. **PRIMARY:**  
alcohol & other drug use.
2. **SECONDARY:**  
mental health.
3. **TERTIARY:**  
access to healthcare.

For more information about Aspirus Medford's Community Benefit Program, visit [aspirus.org/MedfordCommunityBenefit](http://aspirus.org/MedfordCommunityBenefit) or call 715.748.7507.



## Money for Health Priorities Available

Memorial Member Association (MMA) has grant funds available to help make an impact on the health and wellbeing of area communities.

From July 1, 2018 – June 30, 2019, MMA provided funding for the following community organizations and programming:

- Medford Public Schools – CARES Model
- Our Village Playground Project
- Medford Raiders Outdoor Facilities Renovation Project
- Project ImPACT™ concussion programming for the school districts of Abbotsford, Colby, Athens, Gilman, Medford, Phillips, Prentice and Rib Lake
- Provider Recruitment Video

To be considered by MMA, grant requests must target the highest priority health needs within Aspirus Medford Hospital & Clinics' multi-county service area. That service area includes Taylor, Price and parts of Clark and Marathon Counties. Aspirus partners with county health departments and other local organizations every three years to conduct the Community Health Needs Assessment.

For more information about MMA's grant funds, visit [aspirus.org/MedfordGrants](http://aspirus.org/MedfordGrants). To review Aspirus Medford Hospital's Community Health Needs Assessment Report, visit [aspirus.org/MedfordHealthNeeds](http://aspirus.org/MedfordHealthNeeds).





# Aspirus Medford Proudly Supports...

Aspirus proudly supported or sponsored select activities of these organizations.

A Walk to Remember	Medford Morning Rotary Club
Abbotsford Christmas Parade	Medford Performing Arts
Abbotsford Festival	Medford Public Schools - CARES Mental Health Model
Abbotsford High School - Post Prom	Medford Public Schools - Meals in a Backpack
Abbotsford/Colby Lunch with Santa	Medford Public Schools - Greenhouse Project/Nutrition & Healthy Foods Programming
Abbotsford/Colby Thanksgiving Dinners	Medford Youth Hockey Association
Abby/Colby Crossing Chamber	Medford Youth Soccer Association
AbbyColby Crossings Chamber - Golf Outing	Medication Mondays
AbbyColby Crossings - Wellness Faire	Memorial Day Murph Fitness Challenge
Alzheimer's Association	Mommy & Me Support Group
Alzheimer's Support Group	Northcentral Technical College Foundation - Health Profession Education Scholarships
American Legion - Medford	Phillips Chain of Lakes Triathlon
American Legion - Stetsonville	Phillips Area Chamber of Commerce
Aspiring Women - Multiple events	Phillips Area Chamber of Commerce - Fall Festival
Aspirus Medford Color Fun Run	Phillips Area Chamber of Commerce - Summer Fest
Aspirus Medford Foundation	Phillips Area Chamber of Commerce - Winter Fest
Aspirus Medford Volunteers	Phillips High School - Athletics Booster Club
Athens Fair	Phillips Lions Club
Athens Area Trail Association	Phillips Sports, Home & Craft Show/Expo
Black River Industries	Phillips Youth Baseball, Inc.
Catawba Lumberman Days	Prenatal Classes & Baby Fairs
Child Development Days - Multiple school districts	Prentice Ambulance Service
City of Phillips	Prentice Fire Department
Clark County Lifelines Suicide Prevention	Prentice High School - Yearbook
Colby Cheese Days	Prentice Progress Days
Community Memory Café	Price County Fair
Easter Seals of Wisconsin	Price County Health Alliance
Empower Girls Medford	Price County Human Services - Nutrition & Healthy Eating Programming
Flambeau Home Health & Hospice	Price County Lifelines Suicide Prevention
Forest Springs	Price County Mental Health Coalition
Gilman High School - All Night Senior Grad Party	Price County Retired Educators Association
Gilman Lions Club	Price County Tourism
Graumann FIGHT THE CANCER Ride	Price County Wellness Coalition
Holway Sluggers	Rib Lake High School - Post Prom
Holy Rosary Catholic School	Rib Lake High School - Yearbook
Honor the Fallen KIA Memorial - Medford	St. Vincent de Paul Food Pantry
Honoring Choices: Advance Care Planning	Stroke Support Group
Kennan-Catawba Lions Club	Taylor County Ambulance Service - Rib Lake Unit
Medford City Park - Holiday Magic	Taylor County Commission on Aging
Medford AquaFins Swim Club	Taylor County Commission on Aging - Ogema Caregivers Conference
Medford Area Chamber of Commerce	Taylor County Commission on Aging - Stepping On Programming
Medford Area Chamber of Commerce - Destination Medford	Taylor County Health & Safety Fair
Medford Area Chamber of Commerce - Harvest Days	Taylor County Lifelines Suicide Prevention
Medford Area Community Theater	Taylor County Mental Health Awareness Council
Medford Boy Scouts	Taylor County Moving for a Cure
Medford Curling Club	Taylor County Tourism
Medford Fire Hall Blood Drives	The Village - Inclusive Playground
Medford High School - All Sports Booster Club	Team SEaL - Hockey
Medford High School - Athletic Trainer	United Way of Taylor County
Medford High School - Baseball Booster Club	UW Extension Service - Nutrition & Healthy Foods Programming
Medford High School - Girl's Basketball Booster Club	Veterans Memorial Park - Medford
Medford High School - Post Prom	Weight Watchers At Work - Medford
Medford High School - Sideline Medical	Whittlesey Lions Club
Medford High School - Yearbook	Wisconsin Organization of Nurse Leaders
Medford Kiwanis Club	
Medford Lions Club	

# Excellence Achieved

## Top 100 Critical Access Hospital

For the eighth year in a row, Aspirus Medford Hospital was named one of the Top 100 Critical Access Hospitals in the United States by The Chartis Center for Rural Health. As a top performing Critical Access Hospital (CAH), Aspirus Medford is recognized as one of the best rural safety-net hospitals in the nation, providing quality health care in communities where access to care is limited.



## The Joint Commission Accredited

Aspirus Medford Hospital earned The Joint Commission's Gold Seal of Approval® for Hospital Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care. Aspirus Medford Hospital has been Joint Commission accredited without interruption since 1965.

The Joint Commission also granted accreditation to Aspirus Pharmacy – Medford for its durable medical equipment.



## The Government's Survey Says...

### Aspirus Medford Hospital & Clinics demonstrates excellence in patient care

The U.S. Department of Health & Human Services publishes a national survey – the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). It asks patients about their experiences during a recent hospital stay.

The chart below compares Aspirus Medford Hospital & Clinics to the national and state averages. **Aspirus Medford Hospital & Clinics scored equal to or higher than the national average in nine out of ten questions asked.**

Based on these ratings, Aspirus Medford Hospital & Clinics was designated a 4-star Hospital.

### Survey of Patients' Hospital Experiences

	Aspirus Medford Hospital & Clinics (Medford, WI)	Wisconsin Average	National Average
Patients who reported that their nurses "Always" communicated well.	81%	83%	81%
Patients who reported that their doctors "Always" communicated well.	78%	84%	81%
Patients who reported that they "Always" received help as soon as they wanted.	78%	74%	70%
Patients who reported that staff "Always" explained about medicine before giving it to them.	71%	69%	66%
Patients who reported that their room and bathroom were "Always" clean.	83%	80%	75%
Patients who reported that the area around their room was "Always" quiet at night.	68%	66%	62%
Patients at each hospital who reported YES, they were given information about what to do during their recovery at home.	93%	90%	87%
Patients who "Strongly" agreed they understood their care when they left the hospital.	55%	57%	53%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	78%	78%	73%
Patients who reported YES, they would definitely recommend the hospital.	77%	76%	72%

Data as of 10/24/19 from [www.medicare.gov](http://www.medicare.gov)



## Aspirus Named 15 Top Health System For 2nd Straight Year

For the second consecutive year, Aspirus was named one of the nation's 15 Top Health Systems by IBM Watson Health™. The award spotlights the best-performing health systems in the U.S., based on a balanced scorecard of publicly available clinical, operational and patient satisfaction metrics and data.

This year's 15 Top Health Systems study evaluated 337 health systems and 2,961 member hospitals to identify the 15 U.S. health systems with the highest overall achievement. The scorecard focuses on five performance domains: inpatient outcomes, process of care, extended outcomes, efficiency and patient experience.

Watson Health™  
**15 TOP**  
HEALTH SYSTEMS  
2019

According to IBM Watson Health, if all Medicare inpatients were similarly situated and received the same level of care as those treated in award-winning facilities:

- More than 60,000 additional lives could be saved;
- More than 26,000 additional patients could be complication-free;
- Healthcare-associated infections would be reduced by 10%; and
- Patients would spend 38 minutes less in hospital emergency rooms per visit.



## A Hospital to Know

Aspirus Medford Hospital was named one of the nation's "66 Critical Access Hospitals to Know" by *Becker's Hospital Review*.

Becker's Healthcare editors selected the critical access hospitals (CAH) to include on its list based on rankings and awards from respected national organizations, such as iVantage Health Analytics, The Chartis Group, the National Rural Health Association, CareChex, Healthgrades and Medicare star ratings. The team also considered a hospital's community impact and reputation for innovation.

CAHs are located mostly in rural areas and are crucial to the health and well-being of their communities. They provide 24-hour emergency services, are limited to 25 inpatient beds and focus on community needs. There are 1,348 CAHs in the United States.



Aspirus Medford Hospital & Clinics

# Growth, Progress, Recognition

## Telehealth Comes to Aspirus Medford

Starting in August of 2018, patients receiving care at Aspirus Medford Hospital not only receive care from an Aspirus hospitalist, but also from an on-screen physician (TeleHealth Solution). Together they conduct a virtual, face-to-face examination and manage a patient's treatment during their stay.

A special stethoscope is placed on the patient so readings of the patient's lung, heart and bowel sounds can be reviewed by the collaborating physician.

This new method of care provides patients the opportunity to stay closer to home for illnesses they may have needed to travel to larger hospitals for in the past. The added expertise and continuum of care also prevents burnout of local physicians.



*Nurse Practitioner and Hospitalist Ryan Nadboralski partners with an on-screen physician to assess a patient's condition.*

## New Heartburn Procedure Offers Shorter Recovery



In 2018, Aspirus Medford Hospital began offering the TIF® procedure with EsophyX® device – a minimally invasive treatment for patients experiencing chronic GERD (gastroesophageal reflux disease) symptoms. Aspirus Medford Hospital general surgeon Clint Semrau, DO, has performed the procedure over the past decade and has seen significant improvement in the lives of his patients.



**Clint Semrau, DO**  
General Surgery

“The TIF procedure is a long-term solution to GERD and is incisionless, which offers patients a shorter recovery window,” Dr. Semrau said. “Patients can get on with their life – faster.”



## Providers Receive 5-Star Awards Based on Patient Feedback

Aspirus Medford Clinic primary care providers Kathy Hemer, FNP, and Greg Werner, PA, were recognized by Professional Research Consultants, Inc. (PRC), with Excellence in Healthcare Awards based on information gathered during patient surveys.

Hemer and Werner both earned a Provider 5-Star Award. This award is based on the percentage of patients who respond with a 9 or 10 (out of 10) when asked to rate their provider overall. Providers scoring in the top 10% of PRC's national database receive the 5-Star Award.



Kathy Hemer, FNP-BC (right) with Genny Kellenhofer, CMA



Greg Werner, PA-C (right) with Nicole Gebert, CMA



## Performance Leadership Award

Aspirus Medford Hospital was recognized nationally for its overall excellent outcomes. The Performance Leadership Awards are determined each year using iVantage Health Analytics' Hospital Strength INDEX®, the industry's most comprehensive and objective assessment of rural hospital performance.



# Growth, Progress, Recognition

## New Rehabilitation Wing Now Open

In the winter of 2019, a beautiful, new short-term rehabilitation wing opened within Aspirus Care & Rehab. Short-term rehabilitation services are for people who require a safe transition of care between hospital care and taking care of themselves at home.

The new wing offers patients:

- A relaxing and healing environment for short-term stays
- Private rooms and baths
- WiFi and cable TV
- Spa room with walk-in whirlpool and beautician/barber services
- Beautiful dining and business center
- On-site physical, occupational and speech therapy



*Care & Rehab's business center and lounge offer patients a family gathering place, along with an office space to connect with friends or work.*



*Care & Rehab's expansive dining area and lounge provide a gathering space for friends and family. The warming fireplace and lounge provides relaxation while the large dining space has room for the whole family.*

## Ideal Weight Program

In the summer of 2018, Aspirus Medford Clinic began offering the Ideal Weight Solution. The medically supervised, four-phased weight-loss program targets fat loss while preserving muscle mass.

This treatment plan is available only through licensed healthcare professionals who provide one-on-one weekly support and education. The goal of the program is to either prevent or reverse obesity-related disease including hypertension and diabetes.







*All of Care & Rehab's patient-guest rooms are unique – just like its patients. Each has a distinctive layout with large windows, a beautiful spa-like private bathroom and shower, and large storage closet.*



*Care & Rehab's large therapy space offers physical, occupational, speech and respiratory therapies overlooking Care & Rehab's gardens.*



*Care & Rehab's spa room has a luxurious walk-in bathtub, spa chair and hair rinse station, a warming fireplace and beautifully tiled shower.*

## Dialysis Center Recognized for Patient Safety

For the eighth year in a row, the Renal Network of the Upper Midwest recognized Aspirus Medford Hospital's Kidney Care Center as a 5-Diamond Patient Safety Facility. This 5-Diamond status is granted to dialysis centers that put patients first by making sure staff and patients know and use the principles of patient safety at all times.

To maintain 5-Diamond distinction, the Kidney Care Center requires staff and patients to complete a series of lessons meant to improve awareness of patient safety issues and to teach and/or reinforce the safety techniques that protect patients.



*Aspirus Kidney Care staff members show off their 5-Diamond recognition. Pictured from left are social worker Elise Woik; registered nurse Krista Ziembo; Kidney Care manager Haley Erl, RN; registered nurse Sarah Halida; and dialysis tech Mariah Vojtasek.*

# Growth, Progress, Recognition



## Fitness Center Expands Personal Training Program

The fitness center at Aspirus Therapy & Fitness is growing! Over the past year, the fitness center has added several new personal trainers and programs aimed at helping the Medford community meet their fitness and nutrition goals.

- **Personal Training** – one-on-one development and progression of a nutrition and exercise program.
- **ELITE Athlete Training** – promotes physical and physiological development of athletes ages 12+ for elite sport performance.
- **ELITE Group Training** – programming for sports performance enhancement and injury prevention for groups of 2-4 athletes in a similar sport.
- **Functional Strength & Conditioning** – focus on functional movements that will make everyday life easier while enhancing athletic ability and increasing overall health. One-on-one consultations include biometric screening, nutritional assessment and individualized goals.

## Patient & Family Advisory Council

In 2018, Aspirus Medford Hospital & Clinics' Patient & Family Advisory Council was formed. The Council continues to seek patients and family members of patients to join its group. All genders, ages and backgrounds are encouraged to inquire.

Council members might share their Aspirus experiences, participate in discussions and tours, and provide direction on informational materials. They also have a voice pertaining to the health care services at Aspirus Medford Hospital & Clinics.

Interested participants should have at least one recent experience, over the last three years, at one of the Aspirus clinics located in Medford, Gilman, Phillips, Prentice, Rib Lake or Athens, and/or at the Medford hospital. They should be willing to share their insights while being open-minded and respectful of others' opinions.

**Do you know someone who might be interested?**

Contact [Patricia.Prusinski@aspirus.org](mailto:Patricia.Prusinski@aspirus.org) or call 715-748-8789.





# Provider Directory

When you choose to see a medical provider at an Aspirus Medford Hospital & Clinics location, you immediately have access to the 500 Aspirus specialists and surgeons on staff in Medford and throughout the Aspirus system, in addition to all their advanced technologies.

The experienced and trusted medical professionals listed below offer clinical hours, consultations and/or surgical services at **Aspirus Medford Hospital & Clinics**. **Thirteen (13) new medical providers** have joined Aspirus Medford Hospital & Clinics' on-staff team. Their names appear in **green**.

## Allergy

Todd Hostetler, MD

## Anesthesia

Nikki Bonitz, CRNA  
Scott Gradberg, CRNA  
Angela Guden, CRNA  
Steven Hadlock, CRNA  
**Jerry Jurecic, CRNA**  
**Tina Leasure, CRNA**

## Athletic/Personal Training

Jacob Brehm, NSCA-CSCS  
**Ashlie Daniels**  
Steve Dietzman, LAT, CSCS  
Krista Meier

## Audiology

Melissa Sigmund, AuD, FAAA

## Behavioral Health & Tele-Health

Marleen Bryan, APNP  
Christian DeGregorio, MD  
Linda Israel Murphy, LCSW  
Tisha Sleiter, APSW  
Kelly Witt-Erickson, LCSW, LPC

## Business Health

Debra Zenner, APNP

## Cardiology

**Abbey Crossman, PA-C**  
J. Michael Frangiskakis, MD  
Timothy Grady, DO  
Michael Haase, MD  
Joshua Luce, MD  
**Tahnee Siewet, GNP-BC**

## Dentistry/Oral Surgery

Jacob Hamby, DMD  
Scott Phelps, DMD

## Emergency Services

Philip Bovet, DO  
Larry Brunzlick, MD  
Troy Sennholz, MD  
**Sara Stieber, PA-C, MPAS**  
Cary Tauchman, MD

## Endocrinology

John Carroll, MD  
Kathy Ziembo, APRN, ADM

## ENT-Otolaryngology

Gregory Sewall, MD

## Family Medicine/Primary Care

**Nathan Adu, MSN, FNP-C**  
Melissa Belle, MSN, FNP-BC  
Rachel Dixon, PA-C, MSPAS  
Ngozi Jacqueline Ekwueme, MD  
Susan J. Frazier, MD  
Sheila Heiser, MSN, FNP-BC  
Kathryn Hemer, MSN, FNP-BC  
**Kerry Lingen, MSN, FNP-C**  
Sandra Hoogland, PA-C, MPAS  
Tiffany Luckey, PA-C, MPAS  
Steven Nichols, MD  
Sheala Pinter, MSN, FNP-BC  
Mark Reuter, MD  
Mary Reynolds, MSN, FNP-BC  
Laura Sova, MSN, FNP-BC  
Glenda Way, MSN, FNP-BC  
Greg Werner, PA-C, MPAS

## General Surgery

Clint Semrau, DO  
**Stephen VanWylen, MD**

## Hospitalists

Jean Erdman, MSN, ANP-BC  
Ryan Nadboralski, MSN, APNP  
Vickie Woelfel, MSN, ACNP-BC

## Internal Medicine

Diane Anderson, MSN, FNP-BC

## Nephrology

Christine Bakke, DNP  
Brian Ewert, MD  
Jayanna Volm, NP  
Delin Wang, MD

## Nutrition Therapy

Odessa Gallett, RD/CD, CDE  
Stacie Leahy, MS, RD, CD

## OB-GYN

Suja Roberts, MD, FACOG  
Linda Jerzak, MSN, WHNP-BC

## Oncology

Harish Ahuja, MD

## Ophthalmology

Douglas Edwards, MD  
**John Flatter, MD**  
Ferdinand Galang, DO

## Orthopedics

James Bruno, MD  
Pamela Glennon, MD  
James Messerly, DO  
Daniel Priebe, DO  
Eric Thiel, MD

## Pain Management

Lester Owens, DO, PT, FAAPMR

## Podiatry

Thomas Staysniak, DPM  
Paul Strobel, DPM

## Pathology

Sarah Sewall, MD

## Pediatrics

**Adarsh Kancharla, MD, FAAP**  
Catherine Reuter, MD, FAAP  
Emily Tracey, PA-C, MPAS, IBCLC

## Pulmonary/Sleep Disorders

Barbara Budimlija, PA-C  
James Cygan, MD

## Radiology

Sammy Rehman, DO  
David Vanderkin, MD

## Social Work

Judi Fillmore, CSW  
Elise Woik, MA, CAPSW

## Therapy/Rehabilitation

Jamie Borchardt, OTR/L  
Kirsten Bucki, DPT  
Kaitlin Eichman, DPT  
Linda Frahm, MPT  
Lauren King, MS, SLP  
Samantha Lang, OTR/L  
Kate Lutz, DPT  
Dave Noeldner, OTR/L  
Kelly Orysen, MS, CCC-SLP  
Jon Rahmer, PT  
Pamela Rahmer, OTR  
Kayla Schindler, DPT  
Rick Schneveis, PT  
DeDe Strama, PT  
Tanya Tessmann, PT  
Carli Winter, DPT  
**Katie Zenner, DPT**

## Urology

David Bluestein, MD

## Vascular

**Stacey LeJeune, MD**

## Walk-In Clinic

Nicole Kulwicki, MSN, FNP-BC  
Naomi Minks, MSN, FNP-BC  
Caroline Nowak, MSN, FNP-BC, CEN  
Kelli Pfaff, MSN, FNP-BC  
Lori Wernham, DNP, FNP-BC

# Aspirus Medford Foundation

## Donations offer a chance for people to transform their community

On behalf of the thousands of patients who have chosen Aspirus Medford Hospital & Clinics as their health care provider of choice this past year – thank you!

Thank you to the businesses that have supported our two annual events (a golf tournament and silent auction). Thank you to the public who has given from their hearts, and thank you to those who have remembered the Aspirus Medford Foundation in their will or through a memorial gift. Your monetary and in-kind gifts help provide hope and comfort on the road to recovery from a cancer diagnosis, surgical procedure or chronic illness.

Advanced medical technologies valued at \$200,059 were purchased to enhance and strengthen the quality of care provided at Aspirus Medford Hospital & Clinics. Other donations intended by the donor to benefit patients in specific departments totaled \$25,473. These restricted funds helped purchase laparoscopic instruments for Surgical Services; a medication refrigerator, wheelchair scale and Wander Guard system for Aspirus Care & Rehab; uniform shirts for Ambulance Services; otoscope for Aspirus Athens Clinic; suicide awareness billboards, a community movie license and crisis hotline magnets; entertainment and 'lab loot' for Kidney Care; and massage therapy services for patients in Cancer & Infusion Services.

We, like our patients, are grateful for your support.

Thank you,



Amanda Lange  
Aspirus Medford Foundation  
[aspirus.org/MedfordFoundation](http://aspirus.org/MedfordFoundation)



Amanda Lange  
Director of Community  
Health & Foundation

### Statement of Operations

(July 1, 2018 - June 30, 2019)

	2019
<b>REVENUE</b>	
Contributions — Organizations	\$51,505
Contributions — Individuals	\$22,336
Special Event Revenue	\$47,204
In-Kind Revenue	\$17,156
<b>TOTAL REVENUE</b>	<b>\$138,201</b>
<b>OPERATING EXPENSES</b>	
Contributions to Aspirus Medford Hospital & Clinics	\$322,993
Supplies	\$3,186
Special Events	\$16,540
Licenses, Fees	\$8,569
In-Kind Expense	\$17,156
Other	\$50,507
<b>TOTAL OPERATING EXPENSES</b>	<b>\$418,951</b>
<b>NET INCOME FROM OPERATIONS</b>	<b>(\$280,750)</b>
<b>INVESTMENT INCOME</b>	
Interest/Dividend Income	\$131,716
Unrealized Gain/(Loss) on Investments	(\$40,833)
<b>TOTAL INVESTMENT INCOME</b>	<b>\$90,883</b>
<b>NET INCOME/(LOSS)</b>	<b>(\$189,867)</b>



## New EMS Radio

Aspirus Medford Foundation donors provided funding to replace and enhance the Emergency Medical Services (EMS) radio used for transmitting ambulance reports.

The existing radio, in service since the 1970s, experienced coverage gaps, drops in signal and communication issues from the field. Cell phones – the back-up in these situations – often had many of the same issues. With over a dozen ambulance services frequently using this radio, it was imperative that a more reliable form of communication be put in place.

With the new radio, EMS can provide the needed services in a more timely and safe manner. Individuals in our local and bordering communities can confidently rely on EMS during what is potentially the scariest time of their lives.



*Pictured (from left): Aspirus Medford Foundation secretary Vicky Brost; Aspirus Medford director of Community Health & Foundation Amanda Lange; Aspirus Medford Ambulance Services manager Jeff Nuernberger; Aspirus Medford Emergency Services physician Philip Bovet, DO; Aspirus Medford Patient Experience manager and Aspirus Medford Foundation board director Kaci Klemm; Amy Riegert, RN; and Emergency Room technician Tanya Stickney.*

## Aspirus Medford Foundation Enhances Funding Strategy

This year's strategic planning exercise yielded an enhanced funding strategy and established board goals and objectives dedicated to:

- Increasing education, awareness and visibility for the Aspirus Medford Foundation;
- Supporting Community Health-related initiatives;
- Improving the patient experience at Aspirus Medford Hospital & Clinics;
- Fundraising to support Aspirus Medford Hospital & Clinics in its mission; and
- Measuring Board effectiveness.

## New Equipment Ensures Quality Care

The mission of the Aspirus Medford Foundation is to support Aspirus Medford Hospital & Clinics in its mission to improve the health of all it serves.

**During the past year, donations purchased the following:**

### *Handheld jaundice meter*

Provides a pain-free way of checking the bilirubin level in a newborn. A heel stick is not required and the results are instantaneous . . . . . **\$5,960**

### *Wound care chair*

Assists therapists in examining and treating patients with various wound conditions while maintaining patient comfort and safety . . . . . **\$6,781**

### *Laparoscopic surgical instruments*

Lightens and magnifies images of the inside of the body. Patients experience less scarring, pain and potential for infection. . . . . **\$20,151**

### *Endoscope*

Expands surgical services to include the TIF® procedure - a minimally invasive treatment for patients experiencing chronic gastroesophageal reflux disease (GERD). The TIF procedure is a long-term solution to GERD. . . . . **\$22,500**

### *Functional Training equipment*

Allows fitness center members of all ages and abilities the opportunity to move functionally, while enhancing a level of fitness designed to perform well under any condition . . . . . **\$13,559**

### *Ambulance services building*

Donation toward purchase of former DNR building . . . . . **\$105,000**



*Pictured with an endoscope reprocessor, purchased with funding from Aspirus Medford Foundation donors, are general surgeon Clint Semrau, DO; Operating Room technicians Sara Niemi and Cheryl Kropp; and Aspirus Medford Foundation chair Randy Juedes.*

# Aspirus Medford Foundation

Individuals and businesses who donated between July 2018 and June 2019 are listed on pages 24 and 25.

## Monetary Contributors

Donors who gave gifts of currency are listed under the giving category designated by their “total contributions” over their lifetime of giving.

## In-Kind Contributors

Gifts in-kind are tangible gifts given to the Aspirus Medford Foundation for fundraising purposes or for use at Aspirus Medford Hospital & Clinics. Examples of items received are baby blankets, diapers and infant clothing. Other items, such as weekend packages for two and framed art, were donated for a Foundation silent auction fundraiser.

## FIGHT THE CANCER Ride Raises Over \$4,700

The Graumann family and committee plan and coordinate all aspects of the Graumann FIGHT THE CANCER Ride. With near perfect riding conditions for the 11th annual event, over 100 motorcycles and other vehicles participated in the fundraising efforts.

In support of health, healing, hope and comfort, they raised over \$4,700 in May, donating the funds to the Aspirus Medford Foundation for the benefit of those receiving cancer treatments at Aspirus Medford Hospital.

Jeff Graumann presented the charitable check (\$4,752.96) to Aspirus Medford Hospital’s president Dale Hustedt and Aspirus Medford Foundation’s director Amanda Lange (standing to Hustedt’s right). Jeff’s parents – Gene Graumann (1960-2017) and Tammy Graumann (1960-2007) – both fought courageous battles with cancer.



### Benefactor (\$50,000+)

Graumann FIGHT THE CANCER Ride  
Time Federal Savings Bank

### Patron (\$25,000-49,999)

James Peterson Sons, Inc.  
Star News / O’Leary Family  
Weather Shield Windows & Doors

### Friend (\$10,000-24,999)

James & Vicky Brost  
Billie Brunn  
Roger & Carol Ewan  
Shirley Klinner  
Klinner Insurance, Inc.  
Marathon Cheese Corporation  
Miron Construction Co., Inc.  
Perrin’s Surface Solutions LLC  
Phillips-Medisize Medford  
Stetson Hardwoods, Inc.

### Sponsor (\$5,000-9,999)

Century 21 Dairyland Realty  
Cosmetic & Implant Dentistry of Wisconsin LLC  
Joan Fales  
Forward Bank  
Dan & Tracy Fuchs  
Gowey Abstract & Title Company, Inc.  
Hawkins Ash CPAs, LLP  
Mayer & Associates, Inc.  
Medline Industries, Inc.  
Nestle Pizza Division  
Nicolet National Bank  
Troy & Lisa Sennholz, MD  
Taylor Electric Cooperative  
Wolf Brothers Sawmill, Inc.

### Supporter (\$1,000-4,999)

AbbyBank  
Tim & Diane Anderson, FNP  
Aspirus Volunteers - Medford  
Cindy Beran  
Black River Transport, LLC  
Blood Center of Northcentral WI, Inc.  
Betty Bowen  
Jon M. Brandner Family  
Blake & Michelle Bucki  
Cargill Inc.  
Mike & Denise Carstensen  
Coffey Communications, Inc.  
Dixon Greiner Realty LLC  
Luke & Rachel Dixon, PA  
Charles & Donna Doriot  
Larry & Liz Emmerich  
Enerquip, Inc.  
Farmer’s Union Co-Op Transport  
Jessica Faude  
Judi Fillmore  
Susan Frazier, MD  
June Freiberg  
Duane & Katherine Frey  
Jaycine Geiger  
William & Jacqueline Grunewald  
Healthview Eye Care Center  
Rob & Mary Hein

Sandy Hoogland, PA  
Dale & Maria Hustedt  
Corliss Jensen  
Greg & Barbara Knight  
Richard & Susan Knopp  
Greg & Pat Krause  
Catherine Leifeld  
George & Debby Marks  
Medford Morning Rotary Club  
Northcentral Technical College Foundation  
Northwestern Mutual  
Per Mar Security Services  
James D. & Mary Ann Peterson  
Kelli Pfaff, FNP  
PHI Air Medical  
Pieper Electric, Inc.  
Amy Riegert  
Sujatha Roberts, MD  
Ed & Susan Rudolph  
Galen & Corrie Searles, MPT  
Greg & Shellie Shaw  
Dr. Ron & Dr. Molly Shiffler  
Laura Shore  
Sierra Pacific Foundation  
John & DeDe Strama, PT  
Dave & Renee Vaara  
David Warren  
Waste Management  
John & Mary S. Werner  
Robert Whetstone  
Barbara Wright

### Sharer (\$1-999)

Kimberly Anderson  
Herb & Liz Archibald  
Brent & Jennifer Arndt  
Aspirus Clinics, Inc.  
Aspirus Medford Hospital & Clinics  
Aspirus, Inc.  
Athens Veterinary Service, Inc.  
Myron Bahr  
Kimberly Barkow  
Jordan Barnes  
Rev. Warren & Nancy Behling  
Patrick & Kristina Beidel  
Joyce Binning  
Philip Bovet, DO  
Hannah Brandner  
Bobbi Breneman  
Patti Bruggink  
Christine Bube  
Amanda Bunkelman  
BW Papersystems  
Bob & Ginny Carpenter  
Patrick Chieves  
Dillon Cook  
Sharon Cwikla  
Tara Czarnecki  
Alan Czesinski  
Lisa Dahl  
Bruce & Jill Dassow  
Designcut  
Jane DeStaercke  
Phillip & Sally Drake  
Stephanie Dray



Samantha Duerr  
 Leanne Edinger  
 Kaitlin Eichman  
 Glenn & Eileen Emmerich  
 Fred & Kelly Emstrom  
 Samantha Engebretson  
 EO Johnson Business Technologies  
 Amber Epperly  
 Lynn Kay Esterholm  
 Rebecca Faude  
 Sophia Felland  
 Gina Fellenz  
 Fish and Game Association, Inc.  
 Heidi Foster  
 Todd & Jackie Frombach  
 Lori Games  
 Kelly Gozdecki  
 Michael & Janie Grunwald  
 Ty & Michelle Gubser  
 Sarah Halida  
 Hansen Foods, LLC  
 John Hanson  
 Cassie Hanson  
 Angel Harrison  
 Megan Hartman  
 William & Deanna Hartman  
 Kim Hayden  
 Ron & Becky Herman  
 Joy Hoff  
 Melanie Holtz  
 Brian Ingersoll  
 Mathias & Carole Jari  
 Linda Jerzak, NP  
 Alysia Judnic  
 Randy & Angie Juedes  
 K & B Refrigeration  
 Ted & Shirley Kellnoher  
 Katie Kesan  
 Kaitlin Ketring  
 Lauren King, SLP  
 Debra Kirslenlohr  
 Sharon Klassen  
 Nick & Kaci Klemm  
 Barb Klieforth  
 Patricia Klinger  
 Nicholas Koebach  
 Tammy Kohler  
 Melanie Konecny  
 James & Beverly Krueger  
 Krug's Bus Service, Inc.  
 Krug's Towing LLC  
 Debra Kundinger  
 Hildegard Kuse  
 Jan Laher  
 John & Amanda Lange  
 Barbara Lato  
 Lacey Lato  
 Alison Layhew  
 Warren & Mary Leistikow  
 Chad & Lacey Liske  
 Sadie Long  
 Brittnae Maris  
 Justin & Lindsey Mayer  
 Lori Mc Guire  
 Krista Meier  
 Bryanna Melgaard  
 Cynthia Meyer  
 Joseph & Shayla Mitchell

Madeline Moberg  
 Nikkita Muehlbauer  
 Lauren Mueller  
 Linda Murphy, LCSW  
 Northwoods Dentistry, S.C.  
 Caroline Nowak  
 Rachel Ogle  
 Paul Olson  
 Omni Glass & Paint, Inc.  
 Agnes Paul  
 Craig & Jill Paul  
 Tiffany Peterson  
 Debra Pollesch  
 Prentice Lion's Club  
 Leslie Radke  
 Relevate Health Group  
 Mary Reynolds, NP  
 Steve & Abra Richter  
 Richard Roberts  
 Amanda Rochat  
 Larissa Roiger, LMT  
 Kurt & Cindy Rymer  
 Cecelia Schindler  
 Lisa Schubert  
 Kathy Schultz  
 Providence Searer  
 Debra Sherman  
 Kelly Sloat  
 Jill Smith  
 Kimberly Smith  
 Cindy Smith  
 Marvin & Cheryl Steliga  
 Morgan Stencil  
 Danielle Stokosa  
 Mallori Strama  
 Susan Strebig  
 Kim Tomkowiak  
 Faith Tomkowiak  
 Kari Travis  
 Sue Treptow  
 Debra Van Den Heuvel  
 Steve & JoAnne Vanden Heuvel  
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 Karen Vlach  
 Terry & Kelly Westberg  
 Pam Wildberg  
 Kelly Witt-Erickson, LCSW  
 Elise Woik, CAPSW  
 John & Sue Zenner  
 Debra Zenner, APNP  
 Julie Zeps  
 Dennis & Debbie Zondlo  
 Christine Zugier

#### **In-Kind Contributors**

The 5 Senses  
 8th Street Restaurant & Saloon  
 A & E Tavern  
 Abby Cafe  
 AbbyBank  
 Abiding Care Pregnancy Resource Center  
 Ackeret Appliance & TV  
 All-Sports Booster Club  
 Anonymous  
 Aspirus Medford Hospital & Clinics  
 Aspirus Therapy & Fitness - Medford

Athens Veterinary Service, Inc.  
 Bad River Lodge & Casino  
 BellaZenn Salon Spa & Eco Boutique  
 Black River Art Gallery  
 Black River Golf Club  
 Black River Industries  
 Brigadoon Farm & Winery, LLC  
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 By the River Designs  
 David Chase  
 Cindy's Bar & Grill  
 Mary Lou Costello  
 The Crazy Loon  
 Dave's Showcase Furniture  
 Delta Dental of Wisconsin  
 Stephanie Dray  
 EO Johnson Business Technologies  
 Family Video  
 Forest Springs  
 Forward Bank  
 Fourmen's Farm Home  
 Frenchtown Greenhouse  
 Samantha Fuchs  
 General Beer - Northwest  
 The Gift Shop  
 Courtney Graff  
 Grand Casino Hinckley  
 Green Bay Packers Community Outreach Department  
 H & R Block  
 Handel Automotive LLC  
 Harbor View Pub & Eatery  
 Hardee's Restaurant  
 Harper's Cabin Creations, LLC  
 Trent & Ann Harris  
 Charlann Hartmann  
 Hawkins Ash CPAs, LLP  
 Healthy Skin & Body LLC  
 Hickory Nutz Sausage, LLC  
 High Point Village / Hill of Beans  
 High View Inn  
 Homespun & Top Drawer Boutique  
 In-Stitches & Ink  
 J. P. Togs Bridal & Formal  
 JLAR Valley  
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 Lynn Krause  
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 Krug's Towing LLC  
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 Rebecca Lange  
 Brian Lehman  
 Le'Houillier Interiors, Inc.  
 Warren & Mary Leistikow  
 Penny Lepkowicz  
 Little Store Senior Crafts & More  
 Main Street Guns & Knives  
 Annie Makovec  
 Mann Made Pizza and Ice Cream  
 Marathon Cheese Corporation  
 Marilyn's Go Go Catering

Mary Kay Cosmetics-Milissa Engel  
 Medford Cafe  
 Medford Cooperative, Inc.  
 Medford Dental Clinic, S.C.  
 Ramona Michlig  
 Miles of Smiles  
 Mirage Hair Design  
 Miron Construction Co., Inc.  
 NASSCO  
 Nestle Pizza Division  
 Nicolet National Bank  
 Dixie Noland  
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 Kris O'Leary  
 Christine O'Toole  
 P Town Saloon & Grill  
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 Pauline's Hair Fashions  
 PBR Lounge Around  
 Shelly Pearson  
 Per Mar Security Services  
 Phil & Eleanor's Steakhouse  
 Pick 'n Save  
 PRP Wine International, Inc.  
 Rail Trail Cafe LLC  
 Raymond Michaels Salon  
 Ray's Market  
 Reflections Hair Designs & Renewal Day Spa  
 Ross's Sport Shop  
 Gloria Rueden  
 Rural Mutual Insurance  
 Salona  
 Cecelia Schindler  
 James Scott  
 Shay Creek Sports  
 Shear Elegance  
 The Sports Page Bowl & Grill  
 The Star News  
 Marvin & Cheryl Steliga  
 Darlene Strack  
 Stronger Version Fitness  
 Tamarack Shack Antiques  
 Team Schierl Companies  
 Tee-Hi Golf Course  
 Jeanette Telford  
 Three Lakes Winery  
 Tim Schindler, Auctioneer  
 The Turtle Club  
 Uncommon Ground  
 Utopia Day Spa, LLC  
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 VFW, Post 5729  
 Village of Prentice/Prentice Pines  
 Visions in Styling, LLC  
 Shirley Wagner  
 Wal-Mart  
 WCQM - Heartland Communications  
 The Wedding Gallery  
 Wellness Massage Retreat  
 Whittlesey Quilters  
 Wipfli LLP  
 WKEB/K99  
 Debra Yeager

## Volunteers: A Passion for Exceptional Service

Volunteers profess a passion for excellence, compassion for people and the desire to provide an exceptional experience for each patient. Over the past year, Aspirus' Volunteers improved patient experiences and supported the health center's goals through:

- The development of a new **Caring Touch** program – Aspirus volunteers Marla Hemke and Kathy Brunner performed complimentary light hand massages for residents at Aspirus Care & Rehab.



*"That feels good...wonderful!" – Emily Bellendorf*

- **MyAspirus** – Aspirus volunteers teamed up with employees to help advance utilization of MyAspirus, a convenient online method to schedule appointments, request prescription refills and more.



*Volunteer Mary Werner helps patients download the MyAspirus app.*

- **Honoring Choices / Advanced Care Directives** – Cheryl Steliga, Joyce Malchow and Mary Farning trained to become Advance Care Planners (ACP). ACP volunteers guide people through the advance planning process and completing advance directive documents.
- **DAISY Nurse Excellence Awards** – In its second year a committee of volunteers increased the number of DAISY Nurse Excellence Awards awarded in Medford after nearly 30 nominations were received from patients. Barb Lato, VP Patient Care Services, and Patti Prusinski, Volunteer Coordinator, worked to expand the recognition program to all Aspirus hospitals in Wisconsin and Michigan.
- October is recognized as National Pregnancy and Infant Loss Awareness Month. During this time, Aspirus Medford Hospital & Clinics holds, **A Walk to Remember**. Patients and families in attendance were given hand-crocheted angels and crosses compliments of Aspirus volunteers and the handiwork of Jo Henrichs.
- **'Switch'n It UP!'** – Teen volunteer Richa Kiran led a three week daily summer arts and crafts activity for the benefit of Country Gardens' tenants.



For more information about volunteer activities, visit [aspirus.org/MedfordVolunteers](http://aspirus.org/MedfordVolunteers).



## Aspirus Medford Hospital & Clinics

### Primary Care Clinics

**Athens:** 729 Pine Street ..... **715.257.1687**  
**Gilman:** 320 East Main Street ..... **715.447.8293**  
**Medford:** 143 South Gibson Street ..... **715.748.2121**  
**Phillips:** 625 Peterson Avenue ..... **715.339.4035**  
**Prentice:** 1511 Railroad Avenue ..... **715.428.2521**  
**Rib Lake:** 1121 Highway 102 ..... **715.427.5701**

**Aspirus Call-A-Nurse (Toll Free)..... 877.523.5362**

**Aspirus Medford's Walk-In Clinic..... 715.748.8100**  
 143 South Gibson Street, Medford

**Mon-Fri:** 7 am - 7 pm  
**Sat & Sun:** 8 am - 4 pm  
**Holidays:** 8 am - 1 pm

**Aspirus Medford Hospital ..... 715.748.8100**  
 135 South Gibson Street, Medford

**Specialists & Surgical Services..... 715.748.8100**

Birthing Center ..... **715.748.8156**  
 Heart Care • Cardio-Pulmonary..... **715.748.8837**  
 Breast Health • Mammography ..... **715.847.2550**  
 Cancer Care • Chemotherapy ..... **715.748.8851**  
*And many other specialties*

**Kidney Care (Dialysis) Center ..... 715.748.7520**

### Therapy & Fitness Centers

Medford..... **715.748.8112**  
 Prentice..... **715.428.2626**  
 Public Fitness Center & Gym (Medford)..... **715.748.8748**

**Pharmacy..... 888.252.9725**

**Senior Care Services..... 715.748.8875**

Care & Rehab (skilled nursing & short-term rehab),  
 Cedar Lane (CBRF) assisted living, Country Gardens  
 (RCAC) assisted living

## Aspirus Medford Hospital & Clinics, Inc., Board of Directors

Len Hamman,  
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 Ruth Risley-Gray,  
Vice-Chairperson  
 Debbie Woods,  
Secretary/Treasurer  
 Sidney Sczygelski,  
Assistant Treasurer  
 Cari Logemann,  
Assistant Secretary  
 Matt Brewer  
 Rachel Dixon, PA-C  
 Dr. Susan Frazier  
 Matthew F. Heywood  
 Dale Hustedt  
 Randy Juedes  
 Michael Riggle, DVM  
 Jesse Tischer

## Aspirus Medford Hospital & Clinics Senior Leadership



Dale Hustedt,  
President  
 Barb Lato,  
VP of Patient Care Services  
 Greg Shaw,  
VP of Finance  
 Tammy Satterthwaite,  
Regional Clinic Director  
 Julie Zeps,  
VP of Human Resources

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 John Lange,  
Vice-Chairperson  
 Candice Grunseth, Treasurer  
 Randy Juedes, Secretary  
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 Kris O'Leary  
 Mark Perrin  
 Roxy Robida  
 Cheryl Steliga

**ASPIRUS MEDFORD HOSPITAL & CLINICS**

135 South Gibson Street  
Medford, WI 54451  
715.748.8100

[aspirus.org](http://aspirus.org)

