



2018

Aspirus Medford Hospital & Clinics
Community Benefits & Annual Report



A Passion for Excellence

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 western 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.

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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.

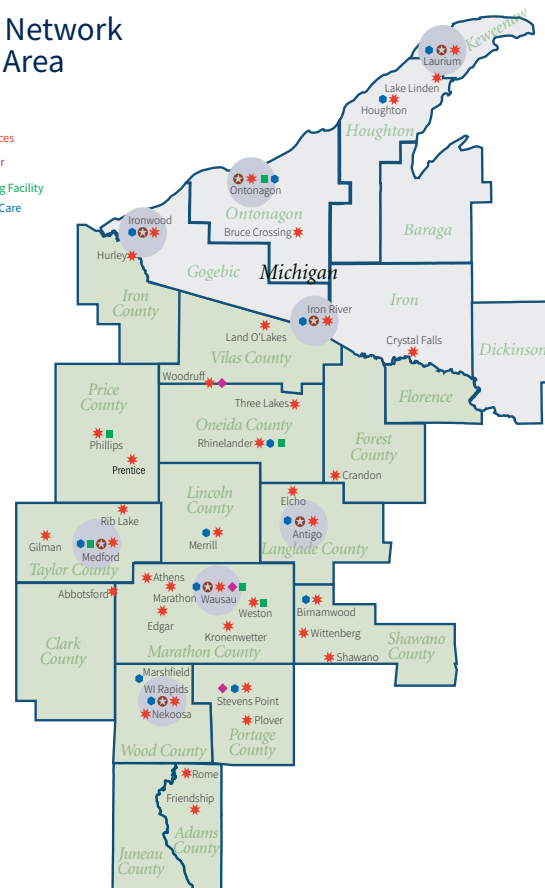
COLLABORATION: As a team, we improve our patients' lives; through partnerships we improve the health of our communities.

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



Financial and Statistical Information



Statement of Operations

(Year Ended June 30, 2018)

	2018
REVENUE	
Net Patient Service Revenue	\$73,568,600
Other Operating Revenue	\$8,741,790
TOTAL REVENUE	\$82,310,391
EXPENSES	
Salaries and Wages	\$29,463,589
Employee Benefits	\$8,476,439
Medical Fees	\$3,203,102
Supplies	\$13,062,393
Purchased Services and Other	\$17,061,380
Insurance and Utilities	\$1,096,707
Depreciation and Amortization	\$4,174,261
Interest	\$614,677
TOTAL EXPENSES	\$77,152,548
NET INCOME FROM OPERATIONS	
OTHER INCOME	\$5,157,842
Investment Income	\$3,302,920
Contributions and Other	\$2,862
TOTAL OTHER INCOME – NET	\$3,305,782
REVENUE IN EXCESS OF EXPENSES	\$8,463,624

This report covers the time span of July 1, 2017 – June 30, 2018

Aspirus Medford Hospital & Clinics

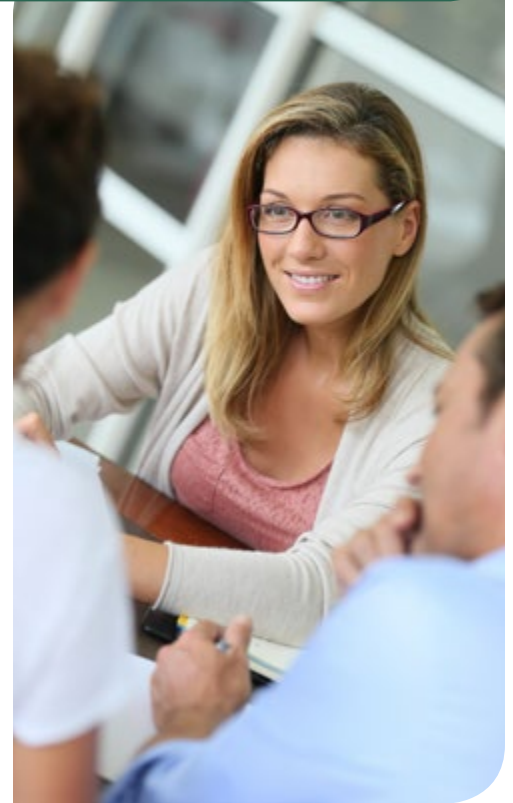
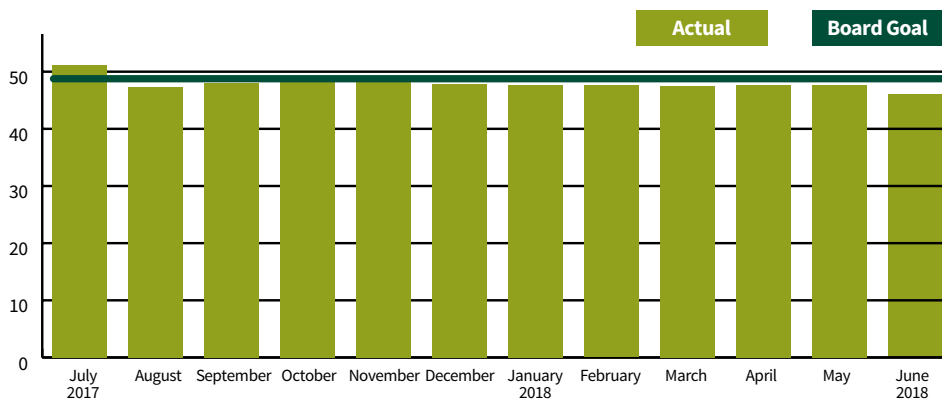
Patient Trends

	2018	2017
Emergency Center Visits	8,899	8,524
Walk-In Clinic Visits	9,230	8,205
Clinic Visits	51,956	52,393
Outpatient Visits	75,692	72,758
Inpatient Days	2,298	2,043
Births	262	271
Surgical Procedures	1,539	1,628
Chemotherapy/Infusion Visits	3,889	3,573
Diagnostic Radiology Procedures	15,430	14,329
Rehabilitative Therapies	25,522	21,374
Cardiac Rehabilitation Visits	1,926	2,695
Respiratory Therapies	7,857	6,152
Skilled Nursing (Care & Rehab) Resident Days	20,891	22,215
Laboratory Analyses	167,986	170,171

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 2018, it was Aspirus Medford's goal to not have salaries and benefits exceed 48.54% when compared to its monthly net operating margin. Looking at the chart below, you can see Aspirus Medford stayed closely within its 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, 6,588 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

Community Benefits (Year Ended June 30, 2018)

Charity Care at Cost	\$1,474,000
Unreimbursed Medicaid and Other Government Programs	\$4,249,000
Community Health Improvement Services	\$742,000
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	\$66,000
Community Support	
Leadership Development and Training for Community Members	
Coalition Building	
Community Health Improvement Advocacy	
Workforce Development	
TOTAL COMMUNITY BENEFITS	\$6,531,000

Community Benefits



Neal and Isabel
Olkives, Medford



Fran and Sharon Coenen
(with Lilly), Westboro

“I Couldn’t Believe It” Financial Assistance at Work

One day a few years ago, financial counselor Wendy Rudolph went to Aspirus Medford Hospital’s cafeteria with more than grabbing lunch on her mind. She wanted to return a check to Neal Olkives – an Aspirus Volunteer who was working the cash register in the cafeteria. He’d given Wendy the check earlier that day to pay a medical bill.

“Wendy came down and gave me my check back,” Neal recalls. “I asked her why and she said I qualified for financial assistance for my health care. I couldn’t believe it. I thought, ‘What the heck?’ Like yee haw! I was surprised. You might say it got dropped on me and I’m glad I was able to catch it. That check was over \$100. Consequently, Aspirus takes care of all our co-pays and any balance we might have.”

Aspirus’ Financial Assistance program is designed to help low-income, uninsured and underinsured patients with assistance paying for part or all of their medical care. Qualifying patients with Medicaid plans are enrolled in an Aspirus program automatically and expenses not covered by Medicaid are forgiven.

Like Neal, Sharon Coenen was surprised to learn her Aspirus medical bills were covered. “Last year, our insurance plan wasn’t working out. We were paying \$100 a month to cover some bills. An Aspirus financial counselor called and said we didn’t have to worry about making the payments anymore. I was very happy. Some months it was hard to come up with the money to pay. We’re very thankful.”

Financial Assistance is Available.

As your partner in health care, Aspirus is committed to providing quality health care. For patients in certain financial situations, the Aspirus Financial Aid program is available.

➔ Visit [aspirus.org/FinancialAid](https://www.aspirus.org/FinancialAid) to learn more.

Women with Spirit

Over 700 people from Aspirus Medford's service area are Aspiring Women members.

These individuals and their friends were invited to seven 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!



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

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

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.



Growing Together

Aspirus donated \$2,200 toward the new Phillips Growing Together Learning Garden, located on the front lawn of Phillips High School.

The garden has ten 4x12 raised beds, and the location offers the opportunity for expansion as community interest in the garden grows.

The garden's objective is to show people how easy it actually can be to grow and prepare healthy food. The garden organizers are coordinating with the UW-Extension, which will provide education about the benefits of eating fresh produce.



Photo courtesy of www.apg-wi.com

Organizers of the community garden, Eric Knudson (right) and Marc Peterson, worked to construct the fence surrounding the plot over the summer of 2016.



Aspirus Participates in Health & Safety Fair

Aspirus showed up in a big way at Taylor County's inaugural 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.



Community Benefits

Color Fun Run

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



School Greenhouse Promotes Healthy Eating

Aspirus donated \$10,000 to help bring Medford Area Senior High School's greenhouse into existence. This project is consistent with and supportive of Aspirus' mission by providing education and training around healthy, sustainable eating.

Built in the summer of 2018, the greenhouse will have its first seeds planted in early 2019.

Students will learn firsthand how easy it is to grow their own food. They'll also learn the health benefits of knowing exactly what's in their food.



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.





Counseling for All to Reach Emotional Success

In October 2017, the Medford Area Public School District began offering its new CARES (Counseling for All to Reach Emotional Success) Model of school-based mental health counseling. A collaborative effort between the Medford Area Public School District, Aspirus Medford Hospital & Clinics, and Counseling Connection, the CARES Model increased the availability of mental health counseling for students on location at their schools.

The CARES Model addresses social, emotional, behavioral and mental health needs of students through preventive and intervention methods to allow for better success in school, at home and in life.

Aspirus provided a three-year grant through its Community Benefit program that enables all students to receive mental health counseling during the school year if needed, even if parent insurance or Medicaid does not cover the cost of the services.

School-based mental health counselors work in partnership with school staff to identify, screen and evaluate students who could benefit from counseling as well as to provide referrals and deliver mental health services to students. Parents may also refer their child for these services by contacting their child's school.

While Counseling Connection counselors traveled between Medford Area Public Schools for five years providing school-based mental health services prior to the institution of the CARES Model, the CARES Model allows more children and adolescents to receive mental health counseling in the school setting. Within four months of the CARES Model going into effect, 13 students who would have otherwise been unable to receive counseling were receiving services.

Community Benefits

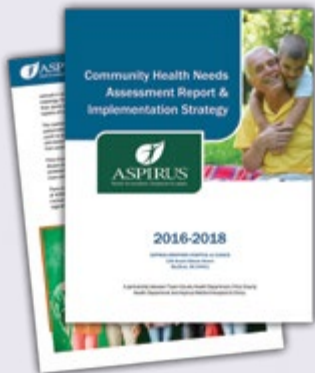
Grant Funding Available

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 & drug use, mental health, nutrition & healthy foods.
2. **SECONDARY:** physical activity, healthy growth & development, injury & violence prevention, tobacco use & exposure.
3. **TERTIARY:** chronic disease prevention & management, communicable diseases, environmental & occupational health, reproductive & sexual health.

For more information about Aspirus Medford's Community Benefit Program, visit aspirus.org/MedfordCommunityBenefit or call 715.748.7507.



Money for Health Priorities Available

In the spring of 2018, Memorial Member Association (MMA) updated its grant guidelines to make a greater impact in the health and well-being of area communities.

“Much of what determines the health of a community are social determinants like poverty levels, education and nutrition,” said Michael Riggle, MMA board member and chairperson of Aspirus Medford Hospital & Clinics’ board of directors. “All the good things done by hospitals and clinics only contribute a small amount to the health of a population. Many communities are looking at these social determinants of health and trying to do something about them, which can really make a positive impact on people’s lives and the health of a community. That’s where MMA is going. In the future we’ll look at the top three health priorities identified in Aspirus’ Community Health Needs Assessment and that’s where MMA will be funding programs.”

Grant Requests

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.

Our Vision

“MMA’s vision is to be the leading advocate for health improvement in the communities Aspirus Medford Hospital & Clinics serves,” Riggle said. “As we decided to become more focused on identified health needs, MMA decided

to take it one step further and said we need to put someone in place to coordinate efforts. That is what drove Aspirus Medford Hospital & Clinics to establish a Director of Community Health & Foundation position. The idea is not to have everyone in their own little silo, but instead working together and coordinating efforts because more can be accomplished when you work together. Establishing community coalitions and getting the right people in the room is going to be huge for our area. And having someone in a role that can keep everybody talking and organized is going to be a win-win situation.”



Amanda Lange

Amanda Lange is Aspirus Medford Hospital & Clinics Director of Community Health & Foundation. This position combines the duties of the Aspirus Medford Foundation’s

Executive Director and Aspirus Medford’s Community Benefits Manager. It also includes responsibility for and management of MMA’s grant funds.

Lange’s role is to work with community organizations, coalitions and agencies – including the county health departments, United Way agencies, school districts and other not-for-profit agencies – to collaborate and coordinate efforts to make sure the community’s health needs are addressed and improved.

For more information about MMA’s grant funds, visit aspirus.org/MedfordGrants. To review Aspirus Medford Hospital’s Community Health Needs Assessment Report, visit aspirus.org/MedfordHealthNeeds.

Aspirus Medford Proudly Supports...

Aspirus proudly supported or sponsored select activities of these organizations.

A Walk to Remember
Abbotsford Christmas Parade
Abbotsford Fall Festival
Abbotsford First City Days
Abbotsford High School - Post Prom
Abbotsford Public School - Mental Health Programming
Abbotsford/Colby Lunch with Santa
Abbotsford/Colby Thanksgiving Dinners
AbbyColby Crossings Chamber
AbbyColby Crossings Chamber - Golf Outing
AbbyColby Crossings Wellness Fair
Alzheimer's Association
Alzheimer's Support Group
American Legion - Stetsonville
Aspiring Women - Multiple Events
Aspirus Medford Color Fun Run
Aspirus Medford Foundation
Aspirus Medford Volunteers
Athens Area Trail Association
Athens High School - Post Prom
Black River Industries
Catawba Lumberman Days
Child Development Days
City of Phillips - Splash Pad
Colby Cheese Days
Colby Dairy Breakfast
Commit to Quit - Smoking Cessation Support Group
Community Memory Café
Flambeau Home Hospice
Gilman Community Betterment Association
Gilman High School - All Night Senior Party
Gilman Pirate Archery Club
Graumann FIGHT THE CANCER Ride
Hamburg Fire Department - Athens
Help Struggling Readers - Program
Honoring Choices: Advanced Care Planning
Huey's Hideaway Children's Museum - Heart Healthy Children's Programming
Indianhead Community Action Agency of Medford
Kennan-Catawba Lions Club
Leadership Medford - Health & Safety Fair
Medford AquaFins Swim Club
Medford Area Chamber of Commerce
Medford Area Chamber of Commerce - Business Expo
Medford Area Chamber of Commerce - Destination Medford
Medford Area Chamber of Commerce - Harvest Days
Medford Area Chamber of Commerce - Pine Line Marathon
Medford Area Community Theater
Medford County Market - Whip It Up & Work It Out Programming
Medford Fire Hall Blood Drives
Medford Girl's Basketball Booster Club
Medford High School - All Sports Booster Club
Medford High School - Athletic Trainer
Medford High School - Future Farmers of America
Medford High School - Post Prom
Medford High School - Sideline Medical
Medford High School - Yearbook
Medford Kiwanis Club
Medford Lions Club
Medford Performing Arts
Medford Public Schools - CARES Model
Medford Public Schools - Red Barn Project/Nutrition & Healthy Foods Programming
Medford Public Schools - Terrence Talley/Mental Health Motivational Speaker
Medford Rotary Club
Medford Youth Soccer Association
Medication Mondays
Mommy & Me Support Group
Northcentral Technical College Foundation - Health Profession Education Scholarships
Parenting the Love & Logic Way
Phillips Area Chamber of Commerce
Phillips Area Chamber of Commerce - Fall Festival
Phillips Area Chamber of Commerce - WinterFest
Phillips Chain of Lakes Triathlon
Phillips Growing Together Learning Garden
Phillips High School Athletics Booster Club
Phillips Lions Club
Prenatal Classes & Baby Fairs
Prentice Fire Department
Prentice High School - Yearbook
Prentice Lions Club
Prentice Progress Days
Price County Fair
Price County Health Alliance
Price County Human Services - Nutrition & Healthy Eating Programming
Price County Senior Expo & Health Fair
Price County Sheriff - Child Safety Council
Price County Tourism
Rib Lake Christmas for Kids
Rib Lake High School - Post Prom
Rib Lake High School - Yearbook
Rib Lake High School Sports Booster Club
Rib Lake Ski & Snowshoe Club
Rib Lake-Prentice High School Hawks Touchdown Club
St. Vincent de Paul Food Pantry
Stroke Support Group
Taylor County Commission on Aging
Taylor County Commission on Aging - Ogema Caregivers Conference
Taylor County Commission on Aging - Stepping On Programming
Taylor County Fair
Taylor County Mental Health Awareness Council
Taylor County Moving for a Cure
Taylor County Pure Performance
Taylor County Tourism
Ukraine Mission Trip
United Way of Taylor County
UW Extension Service - Nutrition & Healthy Foods Programming
Weight Watchers At Work - Medford
Whittlesey Lions Club

Excellence Achieved

Top 100 Critical Access Hospital

For the seventh 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.



Aspirus Named Most Wired, Again

Most Wired hospitals use technology to partner with patients

Technology is making it easier for patients and providers to interact, which improves communication, safety and patient-provider relationships. Aspirus is at the leading edge of this trend, and has been named among the Most Wired Hospitals in the country, according to the 19th Annual Health Care's Most Wired® survey.

According to the survey, Most Wired hospitals are using smart phones, telehealth and remote monitoring to create more ways for patients to access health care services and capture health information.

All eight Aspirus hospitals were given the Most Wired Hospital designation. Aspirus earned this distinction in 2016 as well.



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 all 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.	82%	83%	80%
Patients who reported that their doctors "Always" communicated well.	82%	84%	82%
Patients who reported that they "Always" received help as soon as they wanted.	79%	74%	70%
Patients who reported that staff "Always" explained about medicine before giving it to them.	73%	69%	66%
Patients who reported that their room and bathroom were "Always" clean.	79%	80%	75%
Patients who reported that the area around their room was "Always" quiet at night.	71%	66%	62%
Patients at each hospital who reported YES, they were given information about what to do during their recovery at home.	90%	90%	87%
Patients who "Strongly" agreed they understood their care when they left the hospital.	53%	57%	53%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	76%	78%	73%
Patients who reported YES, they would definitely recommend the hospital.	77%	76%	72%

Data as of 11/19/18 from www.medicare.gov

Aspirus Among Nation's Top 15 Health Systems

IBM Watson Health recognized Aspirus as a top 15 health system in its 2018 study identifying the top-performing health systems in the country based on overall performance.

This annual study evaluates health system performance across nine clinical and operational performance benchmarks.

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 31,000 additional patients could be complication-free.
- Healthcare-associated infections would be reduced by 16 percent.
- Patients would spend 40 minutes less in hospital emergency rooms per visit.

This year's 15 Top Health Systems outperformed non-winning peer group health systems in the following key measures:

- Survival Rates: Top 15 Health Systems had 14.6 percent fewer deaths.
- Complications and Infections: Patients experienced 17.3 percent fewer complications and 16.2 percent fewer healthcare-associated infections.
- Length of Stay: Patients' median severity-adjusted length of stay was nearly one half-day shorter.
- Emergency Department Wait Times: Median patient wait times were 40 minutes shorter.
- Lower Cost: Combined in-hospital and post-discharge costs were 5.6 percent lower per episode.
- Higher Patient Satisfaction: Overall hospital experience was rated 2.3 percent higher.

Watson Health.
15 TOP
HEALTH SYSTEMS
2018

A Hospital to Know

Aspirus Medford Hospital was named one of the nation's "62 Critical Access Hospitals to Know" according to Becker's Hospital Review. The Becker's Healthcare editorial team 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, Healthgrades and the National Rural Health Association. The team also considered

a hospital's community impact and reputation for innovation. According to Becker's Hospital Review, the 62 CAHs featured on this list have a reputation for superior service and care.



Excellence Achieved



Excellence in Healthcare Awards

Aspirus Medford Hospital received ten national Excellence in health care Awards from national health care research leader Professional Research Consultants, Inc (PRC).

Awards earned by patient testimonials:

5-Star Excellence Awards ★★★★★

Birthing Center & Medical/Surgical Services

- Discharge information

4-Star Excellence Awards ★★★★

Birthing Center & Medical/Surgical Services

- Overall quality of care

Awards earned by provider perception:

5-Star Excellence Awards ★★★★★

- Anesthesia Services
- Nursing Care
- Patient Safety
- Radiology Services
- Surgical Services

4-Star Excellence Awards ★★★★

- Hospitalist Services
- Physician Engagement

*5-star awards are earned by hospitals that score in the top 10% of PRC's national database. The 4-star designation is given to hospitals scoring in the top 25%.

Platinum Achievement Award

PRC presented Aspirus Medford Hospital's Medical/Surgical Services with a Platinum Achievement Award (pictured above). This award recognizes successful efforts to enhance patient perception of care.

Aspirus earned its Platinum Achievement Award for its use of Individualized Excellence Cards. The Medical/Surgical Services staff asks each patient what excellent care means to him or her. This definition is written on an Individualized Excellence Card and used in providing care tailored to the patient.



Growth, Progress, Recognition

Aspirus Medford Welcomes New CEO



Dale Hustedt, FACHE

In 2018, Aspirus Medford Hospital & Clinics welcomed its new Chief Executive Officer Dale Hustedt, FACHE. Dale came to Aspirus with over 30 years of leadership experience in health care. Most recently he was president and CEO of Avera Holy Family Hospital, a non-profit critical access hospital in Estherville, Iowa.

Dale holds a bachelor's degree in physical education from the University of Wisconsin-Stevens Point and a master's degree in cardiac rehabilitation from the University of Northern Iowa. He is a board-certified Fellow of the American College of Healthcare Executives.

Born and raised in Nekoosa, Wis., Dale considers joining Aspirus Medford "a little bit like coming home." As a high school athlete, he competed against schools from Abbotsford, Athens, Edgar and Rib Lake. He also spent two college summers working in the Chequamegon National Forest and coached at a high school in Wisconsin Rapids during his twenties.

Dale and his wife of 28 years, Maria, have two adult children. In his free time, Dale likes reading and playing guitar. He is a car enthusiast and enjoys bicycling for exercise. He also enjoys being involved in church activities and community affairs.

Friend of Literacy Award

Aspirus Medford received a Friend of Literacy Award from the Taylor County Literacy Council. The Friend of Literacy Award recognizes individuals and organizations that help promote literacy among children and/or adults. Aspirus was selected due to its:

- Reach Out and Read partnership benefiting children ages birth to 5 years
- Literacy-rich patient lounges (Aspirus Medford & Aspirus Kidney Care)
- Little Free Library
- Employee membership on the Taylor County Literacy Council
- Promotion of parenting classes that teach reading techniques to children with dyslexia



Emergency Professionals Complete Rural Trauma Team Development Course

Professionals from Aspirus Medford Hospital, Aspirus MedEvac and Taylor County EMS completed a Rural Trauma Team Development Course (RTTDC) to enhance the level of care our trauma team delivers to people living in the Medford area.

RTTDC training emphasizes a team approach to the initial evaluation and resuscitation of trauma patients at rural facilities and focuses on the challenges that are unique to a rural trauma health care setting. A mix of doctors, nurses, technicians, respiratory therapists, paramedics and EMTs attended the training that featured a combination of classroom education and realistic hands-on case scenarios.



Dialysis Center Recognized for Patient Safety

For the seventh 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.



Growth, Progress, Recognition

Pediatric Mental Health Now Available in Medford



Christian DeGregorio, MD

Psychiatrist Dr. Christian DeGregorio is now providing Pediatric Behavioral Health services via Tele-Health technology at Aspirus Medford.

Dr. DeGregorio is board certified in general psychiatry, and child and adolescent psychiatry. His special interests include family systems, developmental disorders and adolescent behavioral health.



How Amazing to Care as a Career



Jennilee Mann, RN

Aspirus Medford Hospital Registered Nurse Jennilee Mann earned a Nightingale Award for Excellence in Nursing Practice from UW-Oshkosh. She was one of five Nightingale Award winners recognized this year. The prestigious Nightingale Award for Nursing Practice, named in honor of Florence Nightingale, recognizes some of Wisconsin's best nurses for excellence in clinical nursing practice.

Free Senior Fitness Programs Now Available at Aspirus

Aspirus Therapy & Fitness in Medford has partnered with a variety of national exercise programs designed for older adults. These programs provide older adults access to Aspirus' full fitness gym and a variety of fitness classes, including Senior Balance and Basic Strength Circuit, at no cost.

These programs are offered to Medicare-eligible and group retiree members of participating health plans.



Patient & Family Advisory Council

In 2018, a new advisory council was formed.

Community members were invited to provide a voice for those who receive care at Aspirus Medford Hospital & Clinics. Advisors give Aspirus Medford's care team an insider's view about the patient and family experience, and identify opportunities for improvement. Advisors might share their personal experiences, participate in discussion groups, help make educational and informational materials easier to use and understand, and work on short-term improvement projects.

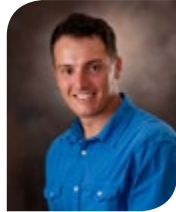


New Program for Young Athletes

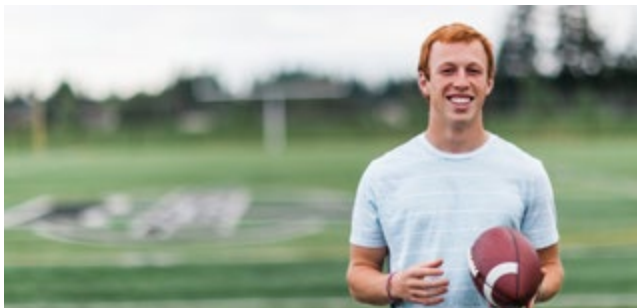
Aspirus Therapy & Fitness in Medford is now offering ELITE Athlete Training. The program promotes physical and physiological development of athletes ages 12 and older for elite sport performance.

This program is designed to assist athletes with injury prevention and proper mechanics within their sports performances.

Strength & Conditioning Coach Jake Brehm administers this program.



Jake Brehm



Emotional Support for Hospital Patients

Mental wellness is just as important as physical wellness. For this reason, Aspirus Medford Hospital saw the need to provide patients with structured emotional support. Aspirus Social Worker Elise Woik now provides emotional and mental health support for hospital patients and those receiving dialysis or cancer and infusion services.



Elise Woik, MA, CAPSW

Primary Care Expands to Athens

Aspirus Athens Clinic opened in the fall of 2017. The 5,000-square-foot clinic offers primary care services for the entire family, lab services, minor procedures, well-child exams, preventive health services and Department of Transportation (DOT) exams.

Located at 729 Pine Street in Athens, the clinic is welcoming current and new patients Monday through Friday.



Aspirus Athens Clinic

Aspirus Recognized for Promoting a Diverse Workforce

Aspirus Medford's Linen and Environmental Services departments received a Business Recognition Award from the Wisconsin Board for People with Developmental Disabilities, the Medford School District's SOAR (Students Open to Achieving Reality) Program and Wisconsin Employment First. The award was given in honor of National Disability Employment Awareness Month and in recognition of Aspirus' continued support of employees with disabilities and efforts to promote a more diverse, inclusive workforce in Taylor County.



Growth, Progress, Recognition

Anderson Earns Achievement Award

Internal Medicine Nurse Practitioner Diane Anderson was presented with a PRC achievement award by Dr. Susan Frazier in recognition of Diane's excellent work with patient experience, moving her overall doctor rating score from 75.0% to 91.7%.



An Aspirus Hero

The Aspirus Hero's program is a way for the public to thank a physician, nurse, staff member or volunteer who made a difference in their visit or stay at Aspirus.



Diane Anderson, MSN, FNP-BC

Last year, three individuals were recognized with this honor.

- Diane Anderson, Internal Medicine Nurse Practitioner
- Erik Branstetter, General Surgeon
- Jessica Sperl, Respiratory Therapist



Erik Branstetter, DO

Aspirus Heroes can be named by making a charitable gift of any size. Your tax-deductible gift to the Aspirus Health Foundation helps support community health initiatives that improve the quality of life for people in our community.

When you make your gift, your Aspirus Hero is notified and receives a custom-made Aspirus Hero lapel pin to wear as a symbol of your appreciation.

Nominate an Aspirus Hero at aspirus.org/Hero



Jessica Sperl, RT

Excellence in Laboratory Services

No deficiencies (zero, none, nadda) were noted by COLA, a national accreditation organization, after it thoroughly reviewed Aspirus Phillips Clinic's laboratory. As a result, the lab received the *Laboratory Excellence Award*, COLA's highest commendation for outstanding quality performance in patient testing.



Performance Leadership Award

Aspirus Medford Hospital was recognized nationally for its overall excellence 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.



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**. **Fifteen (15) 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

Athletic/Personal Training

Jacob Brehm
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 Steele, APSW
Kelly Witt-Erickson, LCSW, LPC

Business Health

Debra Zenner, APNP

Cardiology

J. Michael Frangiskakis, MD
Timothy Grady, DO
Michael Haase, MD
Joshua Luce, MD

Dentistry/Oral Surgery

Jacob Hamby, DMD
Scott Phelps, DMD

Emergency Services

Philip Bovet, DO
Larry Brunzlick, MD
Ricardo Riveron, MD
Troy Sennholz, MD
Cary Tauchman, MD

Endocrinology

John Carroll, MD
Kathy Ziembo, APRN, ADM

ENT-Otolaryngology

Gregory Sewall, MD

Family Medicine/Primary Care

Melissa Belle, MSN, FNP-BC
Keith Bratulich, MD
Rachel Dixon, PA-C, MSPAS
Ngozi Jacqueline Ekwueme, MD
Nick Franssen, MSN, FNP-BC
Susan J. Frazier, MD
Sheila Heiser, MSN, FNP-BC
Kathryn Hemer, MSN, FNP-BC
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

FastCare

Katelyn Willfahrt, PA-C

General Surgery

Clint Semrau, DO

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
Thomas Schneider, 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

Robert Beauchene, MD
Douglas Edwards, 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
Brian Rosenberg, MD
Jose Santos, MD

Podiatry

Thomas Staysniak, DPM
Paul Strobel, DPM

Pathology

Sarah Sewall, MD

Pediatrics

Susan Messerly, DO, 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

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
Larissa Roiger, LMT
Kayla Schindler, DPT
Rick Schneveis, PT
Corrie Searles, MPT
DeDe Strama, PT
Tanya Tessmann, PT
Carli Winter, DPT

Urology

David Bluestein, MD

Vascular

Ralph Fairchild, MD

Walk-In Clinic

Nicole Kulwicki, MSN, FNP-BC
Vicki Maguire, APNP
Naomi Minks, MSN, FNP-BC
Caroline Nowak, MSN, FNP-BC, CEN
Kathy Obermann, APNP
Kelli Pfaff, MSN, FNP-BC
Lori Wernham, DNP, FNP-BC

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 \$100,000 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 helped purchase a handheld pulse oximeter and renal cookbooks for Kidney Care, two patient transport carts and massage therapy for Cancer & Infusion patients, a hydraulic styling chair for residents of Country Gardens, and suicide awareness assemblies, billboards, classroom DVDs and counselor packages for local schools.

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



Amanda Lange
Aspirus Medford Foundation
aspirus.org/MedfordFoundation



Amanda Lange
*Director of Community
Health & Foundation*

Statement of Operations

(July 1, 2017 - June 30, 2018)

	2018
REVENUE	
Contributions — Organizations	\$47,897
Contributions — Individuals	\$50,292
Contributions — Restricted	\$262,716
Special Event Revenue	\$51,685
In-Kind Revenue	\$17,321
TOTAL REVENUE	\$429,912
OPERATING EXPENSES	
Contributions to Aspirus Medford Hospital & Clinics	\$134,039
Supplies	\$389
Special Events	\$17,927
Licenses, Fees	\$5,097
In-Kind Expense	\$17,321
Other	\$48,275
TOTAL OPERATING EXPENSES	\$223,048
NET INCOME FROM OPERATIONS	\$206,864
INVESTMENT INCOME	
Interest/Dividend Income	\$83,209
Unrealized Gain/(Loss) on Investments	\$31,280
NET INCOME/(LOSS)	\$114,489
ASPIRUS MEDFORD FOUNDATION'S NET ASSETS TOTAL	\$321,353

State-of-the-Art Ventilator for Intensive Care Patients

Donors to the Aspirus Medford Foundation provided almost \$40,000 to purchase a ventilator for the benefit of patients receiving care in the intensive care unit of Aspirus Medford Hospital.

Features available on the Hamilton G5 ventilator allow for real-time monitoring and control of respiratory rate, volume, timing and pressure.

This continual monitoring encourages the patient to breathe spontaneously, minimizes complications and injuries, and shortens the ventilation period.

“Aspirus strives to provide the most advanced technology available to all patients we serve,” said David Warren, Aspirus Medford’s director of Cardiopulmonary Services. “This new ventilator supports our mission in providing the best care for our patients.”



Demonstrating the ventilator is Aspirus Medford Medical/Surgical and Cardiopulmonary staff (from left): Jodi Hinderliter, RN; Mindy Schindler, RRT; and David Warren, director of Cardiopulmonary Services.

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:

Scope Guide

Provides greater comfort, shorter procedure time and less sedation for colonoscopies. **\$17,755**

Laparoscopic instruments

Lightens and magnifies images of the inside of the body. Patients experience less scarring, pain and potential for infection **\$15,093**

Team-based care nurses’ station

Advances patient-centered care and improves access for patients. Team-based care allows for more one-on-one time with the care team in managing the unique health needs of each patient. **\$10,941**

Portable bone density machine

Offers a quick, painless screening intended to help predict osteoporosis and fracture risk **\$10,670**

Ultra Scan Plus table

Positioning features keep the patient comfortable and well-supported, and help stabilize the patient’s blood pressure. The table is designed to improve the quality of the images and reduce the time needed to acquire the images. **\$7,422**



John Mayer, ultrasound technologist, performs an ultrasound on a patient as she reclines on the UltraScan Plus table purchased with funding from Aspirus Medford Foundation donors.

Aspirus Medford Foundation

Individuals and businesses who donated between July 2017 and June 2018 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.

Dic Wisco Donation Benefits Thousands

For the second year, the families of Dick, Tim and Zak Rau championed the Dic Wisco Golf Tournament. Over \$26,000 was raised for the purpose of increasing awareness and prevention of suicide among area youth. The Foundation was able to touch the lives of over 3,000 high school students through this donation.

“Our family and many others in this area have been affected by suicide,” Zak Rau said. “For us, this tournament is a part of our grieving process. We want to support any effort that will help prevent a suicide in the future. Words cannot describe how devastating it is.”

According to the Centers for Disease Control and Prevention (CDC), suicide is the second leading cause of death for youth [ages 10-24].



Presenting the check to Aspirus Medford Foundation's former Executive Director Catherine Leifeld are the coordinators of the 2017 event, Tony Meyer (far left), Zak Rau and Dick Rau (far right).

Benefactor (\$50,000+)

Jim & Martha Seidl Estate
Time Federal Savings Bank

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

Graumann FIGHT THE
CANCER Ride
Medford Area For Tomorrow, Inc.
Louis C. Sekadlo Estate
Star News / O'Leary Family

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

James & Vicky Brost
Shirley Klinner
Marathon Cheese Corporation
Medford Cooperative, Inc.
Miron Construction Co., Inc.
Peoples Choice Credit Union
Phillips - Medsize Medford
Stetson Hardwoods, Inc.
Taylor Credit Union
Weather Shield Windows & Doors

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

Century 21 Dairyland Realty
Forward Bank
Dan & Tracy Fuchs
Angela Hupf
Mayer & Associates, Inc.
Medline Industries, Inc.
Nicolet National Bank
Perrin's Surface Solutions, LLC
Bob & Joyce Reisenberg
Rib River Cancer Walk
Lisa & Troy Sennholz, MD
Taylor Electric Cooperative
UMR

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

Tim & Diane Anderson, FNP
Aspirus Health Foundation
Aspirus Volunteers - Medford
Beartrap Archery & Firearms, LLC
Cindy Beran
Black River Transport, LLC
Blood Center of
Northcentral WI, Inc.
Betty Bowen
Brute Force Distributing, LLC
Cargill, Inc.
Mike & Denise Carstensen
Coffey Communications, Inc.
Community Living Solutions, LLC
Chip & Susan Courtney
Dixon Greiner Realty, LLC
Charles & Donna Doriot
Larry & Liz Emmerich
Enerquip, Inc.
Eppstein Uhen Architects, Inc.
Judi Fillmore
Susan Frazier, MD
June Freiberg
Jaycine Geiger
Gowey Abstract & Title
Company, Inc.
Hawkins Ash CPAs, LLP
Rob & Mary Hein
Jim & Linda Hoffman
Sandy Hoogland, PA
Geneva Guziak, In memory of

KBK Services, Inc.
Richard & Susan Knopp
Greg & Pat Krause
Dona Kulas
Catherine Leifeld
George & Debby Marks
Medford McDonald's
Melvin Companies
Mertens Garage, Inc.
Nestle Pizza Division
Scott & Gayle Perrin
James D. & Mary Ann Peterson
PHI Air Medical
Pieper Electric, Inc.
Patrick & Shirley Pleus
Tim & Jill Rau
Sujatha Roberts, MD
Lon & Linda Rundquist
Geoffrey & Karen Schnelle
Galen & Corrie Searles, MPT
Greg & Shellie Shaw
Laura Shore
John & DeDe Strama, PT
Dave & Renee Vaara
David Warren
Waste Management
John & Mary S. Werner
Ron & Kris Zuleger

Sharer (\$1-999)

AbbyBank
Kimberly Anderson
Michael Armbrust
Myron Bahr
Jordan Barnes
Amber Bartelt
Rev. Warren & Nancy Behling
Patrick & Kristina Beidel
Joyce Binning
Boarders Inn & Suites
Philip Bovet, DO
Hannah Brandner
Bobbi Breneman
Leona Brink
Patti Bruggink
Christine Bube
Blake & Michelle Bucki
Russell & Janice Bullis
Bob & Ginny Carpenter
Patrick Chieves
Communications
Engineering Company
Dillon Cook
Sharon Cwikla
Tara Czarnezki
Alan Czesinski
Ron & Donna Czesinski
Debora Dahl
Terri Danen
Amy Dassow
Luke & Rachel Dixon, PA
Stephanie Dray
Samantha Duerr
Leanne Edinger
Roger & Susan Emmerich
Fred & Kelly Erstrom
Lynn Kay Esterholm
Randy & Mary Ewoldt

Jessica Faude
 Rebecca Faude
 Gina Fellenz
 First National Bank of Park Falls
 Fish and Game Association, Inc.
 Heidi Foster
 Duane & Katherine Frey
 Lori Games
 Luke & Wendy Gebauer
 Bob & Terri Gibbons
 Kelly Gozdecki
 Sean Grorich
 Ty & Michelle Gubser
 Sarah Halida
 Hanke's Little Bohemia, LLC
 Hansen Foods, LLC
 John Hanson
 Trent & Ann Harris
 Megan Hartman
 William & Deanna Hartman
 Kim Hayden
 Heartland Business Systems, LLC
 Joe Hebda
 Hein Electric Supply Company
 Tom & Kathy Henke
 Joy Hoff
 Melanie Holtz
 Interwald Wanderers
 Snowmobile Club
 Ronald & Kay Janssen
 Mathias & Carole Jari
 Randy & Angie Juedes
 K & B Refrigeration
 Lisa Kalmon
 KEI Steam Solutions, Inc.
 Katie Kesan
 Kaitlin Ketring
 Lauren King, SLP
 Debra Kirslenlohr
 Sharon Klassen
 Kaci Klemm
 Barb Klieforth
 Patricia Klinger
 Melinda Koch
 Nicholas Koebach
 Tammy Kohler
 Joann Koller
 Dennis & Debra Komarek
 Amy Kostner
 Krug's Towing, LLC
 Debra Kundingger
 Hildegard Kuse
 Jan Laher
 Lakewood Credit Union
 John & Amanda Lange
 Barbara Lato
 Alison Layhew
 Chad & Lacey Liske
 Sadie Long
 Loos Machine & Automation, Inc.
 Kathleen Lorenz
 Justin & Lindsey Mayer
 Mary McKeever
 Krista Meier
 Mitch & Shelly Mertens
 Cynthia Meyer
 Mike Ziembo Logging, LLC
 Mohr's Bar, LLC

Nikkita Muehlbauer
 Don & Luanne Mueller
 Linda Murphy, LCSW
 Caroline Nowak, NP
 Melissa Ogle
 Matthew Palmer
 Patrick Fur Farm, Inc.
 Patti Jo's Crossroads, LLC
 Agnes Paul
 Craig & Jill Paul
 Peche Bros., LLC
 Kelli Pfaff, FNP
 Roxanne Potocnik
 Prentice Lions Club
 Dennis & Candyce Raasch
 Leslie Radke
 Steve & Abra Richter
 Amy Riegert
 Erika Rinehart
 Richard Roberts
 Amanda Rochat
 Larissa Roiger, LMT
 Susan Rudolph
 Steve & Mary Glenn Russ
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 Sam Scott Agency, LLC
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 Angela Schlagel
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 Chelsea Schummer
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 Providence Searer
 Debra Sherman
 Kelly Sloat
 Cindy Smith
 Kimberly Smith
 Smola Brothers, Inc.
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 Danielle Stokosa
 Mallori Strama
 Susan Strebig
 Stronger Version Fitness
 Anthony Syryczuk
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 Karen Vlach
 Samuel & Rita Way
 Daryl & Angeline Wendt
 Terry & Kelly Westberg
 Pam Wildberg
 Kelly Witt-Erickson, LCSW
 Elise Woik, CAPSW
 Debra Zenner, APNP
 John & Sue Zenner
 Julie Zeps
 Jennifer Zimmer
 Dennis Zondlo
 Christine Zugier

In-Kind Contributors

The 5 Senses
 Abby Cafe
 AbbyBank
 Abiding Care Pregnancy
 Resource Center
 Jim & Sharon Acker
 Aqua Finance, Inc.
 Aspirus Therapy & Fitness - Medford
 B S Bar & Catering
 Bad River Lodge & Casino
 BellaZenn Salon Spa &
 Eco Boutique
 Black River Golf Club
 Brigadoon Farm & Winery, LLC
 James & Vicky Brost
 Camp 28 Restaurant & Motel
 CANTEEN Vending and
 Refreshment Services
 Carbo's Computer Services
 Centennial Community Center
 Cool Noggins / Soul Sisters Spa
 Mary Lou Costello
 The Crazy Loon
 Luella Daubert
 Stephanie Dray
 Roger & Carol Ewan
 First Impressions
 First National Bank of Park Falls
 Forest Springs
 Fox's Run Maple Syrup
 Frenchtown Greenhouse
 G. A. Miller Company
 General Beer - Northwest
 Girl Scout Brownie Troop 7425
 Girl Scout Junior Troop 7174
 Courtney Graff
 Grand Casino Hinckley
 Green Bay Packers Community
 Outreach Department
 H & R Block
 Handel Automotive, LLC
 Hardee's Restaurant
 Harper's Cabin Creations, LLC
 Trent & Ann Harris
 Charlann Hartmann
 Hartman's Variety Store
 Hawkins Ash CPAs, LLP
 Healthy Skin & Body, LLC
 Jeff & Kathy Hemer, NP
 Evelyn Hesper
 Mary Hesper
 Hickory Nutz Sausage, LLC
 High Point Village / Hill of Beans
 Holy Rosary Church
 Homespun & Top Drawer Boutique
 Interior I.D.
 J. P. Togs Bridal & Formal
 JLAR Valley
 Richa Kiran
 Greg & Pat Krause
 Lake of the Torches
 Rebecca Lange
 Linda Lauersdorf
 Billy & Jennifer Leggett, Jr.
 Le'Houillier Interiors, Inc.
 Catherine Leifeld
 Warren Leistikow

Penny Lepkowitz
 Little Store Senior Crafts & More
 Lindsey Lucero
 Main Street Guns & Knives
 Marathon Cheese Corporation
 Mary Kay Cosmetics - Milissa Engel
 Mary Kay Cosmetics - Rhonda Mueller
 Justin & Lindsey Mayer
 Medford Cooperative, Inc.
 Medford Dental Clinic, S.C.
 Medford McDonald's
 JoAnn Milawski
 Miron Construction Co., Inc.
 Stephanie Montgomery
 Moosie's Ice Cream Parlor
 NASSCO
 Nestle Pizza Division
 Dorothy Obenhoffer
 Carol O'Leary
 Kris O'Leary
 Otis Elevator Company
 Our Savior's Lutheran Church
 P Town Saloon & Grill
 PBR Lounge Around
 Peoples Choice Credit Union
 Don & Pattie Pflugradt
 Phil & Eleanor's Steakhouse
 PRP Wine International, Inc.
 Quik Print
 Randall's Beers & Cheers
 Gale Reesech
 Ronald & Helen Roth
 Cecelia Schindler
 Schmiede & Graff Law Office Ltd.
 Shear Elegance
 The Silent Glide Canoe &
 Kayak Shop, LLC
 Dick & Audrey Splude
 Staples Office Products
 Darlene Strack
 Sysco Baraboo, LLC
 Taylor Credit Union
 TCR Solutions, LLC
 Team Schierl Companies
 Luella Thiede
 Three Lakes Winery
 Thrivent Financial - Bryce Kelley
 Treasure Chest Gifts
 The Turtle Club
 University of Wisconsin Athletics
 Mary Jane VanDeBoom
 Steve & JoAnne VandenHeuvel
 Village of Prentice/Prentice Pines
 Visions in Styling, LLC
 WCQM - Heartland Communications
 The Wedding Gallery
 Wellness Massage Retreat
 Whittlesey Quilters
 WKEB/K99
 Debra Yeager

Volunteers



Emergency Department Director and Registered Nurse Michael Borgen (far left) accepted his DAISY award while Aspirus staff and volunteers provided congratulations.

Volunteers Providing Support

Aspirus volunteers encompass nearly 70 individual community members volunteering to enhance the patient care experiences at Aspirus Medford Hospital & Clinics. In addition to the DAISY award, the volunteer program funded scholarships for area high school graduates planning a medical career, lent clerical and patient way-finding assistance, supported arts and craft activities for both Aspirus Country Gardens and Care & Rehab facilities, and helped in the development of a Patient & Family Advisory Council.

For more information about Volunteer Services, visit aspirus.org/Volunteer.

Honoring Excellence in Nursing Practice

Excellence happens when ordinary people do extraordinary things.

Over the past year, Aspirus Volunteers in Medford partnered with the national DAISY Foundation to establish an award for extraordinary nurses at Aspirus Medford Hospital & Clinics.

The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999. During his hospitalization, the family deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "Thank You" to nurses in a very public way.

Now utilized in over 1,300 health care facilities nationwide and 19 countries around the world, the DAISY Award provides a mechanism for patients, families and/or colleagues to give meaningful recognition to extraordinary nurses. This award recognizes Aspirus Medford employees for going above and beyond patient and team expectations by:

1. Providing service with respect, compassion and integrity
2. Generating enthusiasm and energy while carrying out everyday duties and responsibilities
3. Significantly making a difference and listening not only with their ears but with their heart

Aspirus Volunteers in Medford honored Emergency Department Director and Registered Nurse Michael Borgen as its first DAISY Award honoree.

Visit daisyfoundation.org to read Michael's nomination or aspirus.org/DaisyAward to submit a nomination.

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..... 715.748.2121
 143 South Gibson Street, Medford

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

Aspirus FastCare® Clinic 715.223.3278
 1011 East Spruce Street, Abbotsford
Visit aspirus.org/fastcare for hours

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

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 Chairperson
 Ruth Risley-Gray,
 Vice-Chairperson
 Debbie Woods, Treasurer
 Sidney Sczygelski,
 Assistant Treasurer
 Leonard Hamman, Secretary
 Cari Logemann,
 Assistant Secretary
 Dale Hustedt, CEO
 Matt Brewer
 Rachel Dixon, PA-C
 Dr. Susan Frazier
 Matthew F. Heywood
 Rick Nevers
 Michael Plooy

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 Chief Executive Officer
 Barb Lato,
 VP of Patient Care Services
 Greg Shaw,
 VP of Finance
 Jackie Frombach,
 Regional Clinic Director
 Julie Zeps,
 Director of Human Resources

Memorial Member Association, Inc., Board of Directors

Debbie Woods, Chairperson
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 Candice Grunseth
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 Vicky Brost
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