



Gerald Hoerner's recovery continued through JMHCC's cardiac rehab program.

ER services continue to save lives

Gerald Hoerner doesn't remember any of the details, but it's a day his wife, Sandy, may never forget. Sandy was already awake at 2:30 a.m. that December day in the couple's Carson home. As she was getting ready for work, she heard her husband.

"Something didn't sound right and when I got over there, he just had a rasping sound coming from him," she

remembers. "I was sure he was having a heart attack."

She quickly moved him to the living room where emergency care would be able to reach him, and called 911.

The dispatcher was preparing Sandy to perform CPR when the first EMTs, Ann Hertz and Heidi Boldt from Carson's quick response unit, arrived at the home.

"I looked up and Ann Hertz was standing at the door. It was like seeing an angel at the door," Sandy describes. The New Leipzig Ambulance Service arrived shortly to transport Gerald to the hospital.

"Sandy did everything right. She knew right away what to do to help him and it helped with what we

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JMHCC Lifelines • Summer 2015

JMHCC
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needed to do,” Hertz says. “The timing of everything was perfect and the outcome was exactly what we wanted. I was just so happy we were able to be there and do what we did, and New Leipzig was spot on.”

The New Leipzig ambulance transported Gerald to Jacobson Memorial Hospital Care Center (JMHCC) in Elgin, where the medical staff was poised to help. This was just one of 221 calls the New Leipzig ambulance completed in 2014.

“JMHCC has really done a wonderful job accommodating emergencies that come in,” says Hertz, who also serves as a director on JMHCC’s nine-member board.

When Gerald arrived at JMHCC, he was in critical condition, Sandy said.

“Dr. Goyal told us he was very critical; he didn’t know if he was going to pull through,” Sandy recalls.

“They were fantastic here. They did an awesome job,” she says. During the ER visit, Dr. Deepak Goyal intubated Gerald and also used the eEmergency services for support.

JMHCC uses the innovative concept called eEmergency offered by Avera McKennan Hospital in Sioux Falls, S.D. The technology links Avera’s emergency-trained staff of nurses and doctors located at a central hub in Sioux Falls to subscribing rural hospitals through two-way video technology. With a push of a button, local staff has immediate access to physician-led emergency care, additional support for local providers or simply answers to questions.

Amid the flurry of emergency care, JMHCC’s staff also made sure the family was being cared for.

“They were so supportive of us,” Sandy says about the staff. “Everybody was so friendly. In Bismarck,



Patty Roth, a registered nurse at JMHCC, guides Gerald Hoerner through a cardiac rehab visit.

you don’t get that treatment because nobody knows you.”

With Gerald stabilized and the weather grounding air flights, the Bismarck/Mandan Metro Area Ambulance Service was summoned to transfer him to Bismarck, where he immediately underwent triple bypass heart surgery.

Upon Gerald’s release from the Bismarck hospital, he stayed another week in JMHCC’s swing bed unit for further recovery, then used the cardiac rehab program at JMHCC to continue his recovery.

“Dr. Goyal checked on him afterwards. Dr. Goyal is an awesome doctor. We’re lucky to have him. I would recommend Dr. Goyal to anybody. He is super,” Sandy says.

“We’re very lucky to have him,” JMHCC CEO Theo Stoller adds, as he visits with Sandy.

Through the cardiac rehab program, Gerald exercised at JMHCC twice a week under the watchful eye of Patty Roth, a registered nurse with special-

ized cardiac training who is certified in advanced cardiac life support. She helps each patient set and meet goals following heart surgery.

“Patty is so patient with him,” Sandy says.

Under the cardiac rehabilitation program, patients are closely monitored while they exercise. The program and exercises are undertaken only on days when Dr. Goyal is physically inside the facility. The program also incorporates education on diet and lifestyle choices following heart surgery. Roth also screens her patients for signs of depression. Patients walk on a treadmill, walk up and down three steps and use a NuStep – while Patty carefully monitors their pulse and heart rhythm.

With the rehab program close to home, Sandy appreciates the flexible schedule also.

“They were very flexible with working around my job,” she says, so she could bring Gerald to his rehab appointments.

“This story is amazing because we got every single part of our services in Grant County involved,” Stoller says. “All those services working together saved his life.”

“This hospital saved his life,” Sandy adds. “We are very lucky to have a hospital this close, because if it wouldn’t have been for this place, he wouldn’t be here today.”

Both feel blessed to have the emergency services Grant County provides.

“Apparently, God had other plans for him,” Sandy says with a smile. ■

GlideScope added to ER

As Gerald and Sandy Hoerner awaited Gerald's cardiac rehab appointment at Jacobson Memorial Hospital Care Center (JMHCC), Theo Stoller, JMHCC's CEO, rolled a new piece of equipment out of the hospital's emergency room to show to Gerald.

The GlideScope was purchased with Jacobson Memorial Hospital Foundation funds following Gerald's emergency visit to JMHCC.

During his ER visit, Gerald was intubated by Dr. Deepak Goyal in a life-saving procedure which Dr. Goyal performed without the aid of a camera. The new GlideScope includes a camera so intubation can be guided by sight. Called a single-use video laryngoscope, the GlideScope includes a full-color video monitor to confirm placement during procedures that require airway management.

"It's a wonderful thing for all the



Joseph Dragon and Carey Rivinius, both family nurse practitioners at Jacobson Memorial Hospital Care Center and its affiliated clinics, undergo training to learn how to use the new GlideScope.

patients in Grant County," Stoller told the Hoerners. "You know firsthand how important it is to get that airway."

The \$15,000 purchase was possible with donations and memorials given to the Jacobson Memorial Hospital Foundation.

"When we are able to purchase these types of life-saving equipment,



JMHCC CEO Theo Stoller shows the new equipment to Gerald Hoerner prior to Gerald's rehab appointment.

it really shows the importance of funds that are donated or given as memorials to the Foundation," Stoller adds. "We thank everyone who continues to support the hospital and clinics in this way." ■

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Welcome!

Welcome to Lifelines, a newsletter which is published quarterly by the Jacobson Memorial Hospital Care Center and the Jacobson Memorial Hospital Foundation, serving Grant County and the surrounding area.

The mission of Jacobson Memorial Hospital Care Center:

To advance the health of patients and communities with respect, integrity, quality, commitment and accountability to accomplish peace of mind close to home.

The mission of the Jacobson Memorial Hospital Foundation:

Jacobson Memorial Hospital Foundation, in support of Jacobson Memorial Hospital Care Center, is to engage and foster health care philanthropy, and provide funds, support and programs to enhance continuous health care excellence for our region.

Linda Duppong named North Dakota PA of the Year

Twenty years old, with barely a scuff on her newly polished white shoes, Linda Duppong was a registered nurse at Jacobson Memorial Hospital Care Center in Elgin on July 4, 1978. As the charge nurse, she had been listening to weather warnings during the evening shift. With the weather more ominous and a tornado warning looming, she ordered all patients be moved to the inside hallways, away from windows.

Then she encountered a Korean War veteran, a stubborn patient who refused to budge. The resulting argument between the two ended at a horrific sight outside the window.

"The next thing you know, we saw the tornado taking down the water tower. All I remember is watching that water," Linda describes.

Then Linda remembers laying underneath the hospital bed, with the war veteran protecting the young nurse from flying glass.

That was the beginning of Linda Duppong's career that has brought her across the paths of many memorable patients and doctors.

Recently, she was awarded for that career by being named the North Dakota Physician Assistant of the Year by the North Dakota Academy of Physician Assistants. The honor came during the NDAPA primary care conference in May after Linda was nominated by JMHCC's Chief of Medical Staff Dr. Deepak Goyal.

"Linda Duppong is a thorough provider who is dedicated to patient care. We certainly appreciate her years of service and we are happy to celebrate with her in receiving this award. She is well-deserving," says JMHCC CEO Theo Stoller. "Congratulations to her



Linda Duppong is the North Dakota PA of the Year.

on this accomplishment."

Linda's eyes become teary as she talks about being awarded the state's top honor.

"I said, 'You should never have done it, because now I have to be perfect and I can't live up to that one.' Then Dr. Goyal smiles and says, 'Yes, Mrs. Duppong, you're at another level,' " she says.

A PA for 35 years, Linda became the 21st physician assistant in the state when she herself was only 21 years old.

Her career path started at JMHCC and circled back to JMHCC. Today, she serves the Glen Ullin Family Medical Clinic, one of two clinics affiliated with JMHCC. There, she offers care ranging from common colds to minor emergencies.

Linda's career took her from Elgin as an RN to her first job as a PA in Mott in 1979. She also worked with Hettinger doctors, including Dr. Gerald Sailer and Dr. Robert Grossman, then worked in the obstetrics and family planning arena in Dickinson with Dr. Donald Schmid.

From 1985 to 1990, she worked with Dr. Laslo Kolta at a Dickinson

clinic, where she learned some valuable lessons.

"Dr. Kolta would say, 'Linda, make sure you do no harm. You are here to serve.' Twenty-five years later, I'm still thinking, 'Linda, do no harm,' " she says. "It was an honor to work for him."

As her career took her to Jamestown, then Mandan with Dr. Darwin Lange, then back to Beulah and Glen Ullin, she remembers those lessons.

"I had some really good mentors all along the way," she says, naming the myriad of doctors with whom she has worked, including those in Elgin.

"It's a privilege to serve others. What a gift," she says.

In 2006, she returned to JMHCC and the Glen Ullin Family Medical Center, where she provides daily care, and daily prayers.

Sometimes, she takes a moment in the quiet darkness of the X-ray room to pray.

"Not a day goes by without praying for my patients or families. My work is God's gift," she says.

She also points to her current colleagues who nominated her for the PA of the Year honor, as inspirations.

"Do you know how many people are working out there and doing a really good job?" she asks.

"Dr. Goyal, I don't think people understand how good he is. He has had some challenges that Bismarck doctors couldn't figure out." And she points to Stoller's mantra of always providing good patient care.

She also credits the team at the Glen Ullin Family Medical Clinic who help provide care there.

"I am grateful for the opportunity to serve others," she says. "Thank you for sharing your lives with me." ■

A graphic for a picnic fundraiser event. It features a white paper plate with a scalloped edge in the center. On the plate, the text "Picnic in the park" is written in a large, blue, sans-serif font, with "Picnic" on the top line and "in the park" on the bottom line. Below this, the words "FUNDRAISER" and "EVENT" are written in a smaller, blue, sans-serif font, stacked vertically. To the left of the plate is a white plastic fork, and to the right is a white plastic knife and a white plastic spoon. The entire scene is set against a red and white checkered background.

Picnic in the park

FUNDRAISER EVENT

TO SUPPORT JACOBSON MEMORIAL HOSPITAL FOUNDATION
5-7 P.M. JULY 10, 2015 • ELGIN CITY PARK

HAMBURGERS, SIDE DISHES AND DESSERT!

\$10/adults • \$5/10 and under

Raffle drawing at 6:30 p.m.

Raffle tickets available at JMHCC business office

EVERYONE IS INVITED TO THIS FAMILY EVENT!



Elgin Lions Club assisting with the meal



In case of inclement weather, event will be held at the Elgin Community Center.

Renovation project planned for Elgin clinic

Jacobson Memorial Hospital Care Center (JMHCC) needs its hometown heroes!

JMHCC is raising funds to renovate the Elgin Community Clinic, as well as the hospital and clinic's laboratory and diagnostics department. Currently, JMHCC sees 7,350 patients between both clinics, completes more than 21,000 laboratory tests, and more than 1,400 diagnostic imaging studies yearly.

The renovation will better utilize the existing facility and accommodate growing programs for the hospital and clinic.

JMHCC also needs to repair the clinic parking lot and add drainage for a more durable surface.

Specifically, the plan includes:

The \$1.4 million project includes expanding the clinic from three to six patient examination rooms, with plans to link two rooms to telemedicine services. The project also includes expanding the laboratory and diagnostics areas, which serve both the hospital and clinic. Waiting rooms will also be added to the lab and diagnostics areas, which will offer more privacy for patients. This renovation will include space formerly used as a surgical area in the clinic.

This project will streamline the care provided for an increasing number of patients served by the clinic. It will also help bring specialized care to the clinic through telemedicine services, which will provide increased access to specialists in a rural hospital setting. This will also decrease travel time for patients, including an elderly population. JMHCC serves an aging population, with U.S. Census figures showing 27.6 percent of the population to



be 65 or older.

The purpose of this effort is to better utilize the existing facility resources and accommodate growing programs for the hospital and the community of Elgin. The hospital has determined that it can no longer support its surgical program and is far more in need of expanding the clinical exam rooms and medical office spaces to support its clinical outreach to the community. At the same time, the laboratory will need to be improved to accommodate the expanding clinic volumes.

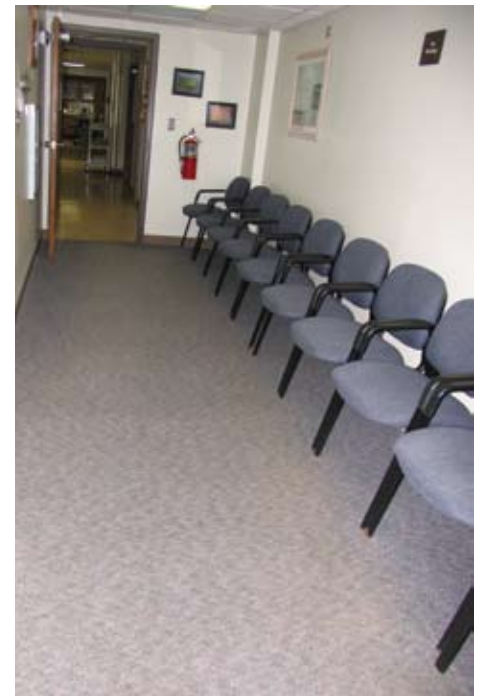
This plan will renovate the underutilized surgery department area for the proposed new laboratory services. Once the lab is relocated into this renovated space, and fully operational, the old lab area and adjacent spaces can then be renovated to receive the expanded clinical services. Lastly, the current clinic waiting and registration area will be remodeled for new upgraded finishes and a reconfigured registration desk.

In addition to the internal pressures for expanded clinic services, the surface parking on the lower east side of the hospital primarily serving the clinic and staff parking is in need of constant repairs due to poor sub soil drainage. This project will also provide

for the complete replacement of the lower parking area and will include area drains piped under the new parking surface to remove the water and provide for a more durable parking surface.

To fund the project, JMHCC is working with the U.S. Department of Agriculture Rural Development to access a community facilities loan. JMHCC, however, will need to provide \$100,000 in local funding for the loan package. To meet that requirement, JMHCC is launching a capital campaign, with a goal to raise \$100,000.

To donate to this campaign, please send a check to the Jacobson Memorial Hospital Foundation, PO Box 367, Elgin, ND 58533. ■



Expanded waiting room areas are one of the goals of the renovation project at the Elgin Community Clinic.

'Cupcake girls' share a kindness

Two young friends and dozens of cupcakes kindled an act of kindness that has some adults in the Elgin community in awe.

It all started on one of those cold, rainy afternoons in May when friends Madelyn DenBoer, a fourth-grader, and Delaney Hoffman, a third-grader, decided to bake some cupcakes. They chose to make tie-dye and mini cupcakes, they explained, and were busy mixing batter in the Hoffman kitchen Saturday morning.

While they were baking, the conversation turned to Maddie's mother, Heather DenBoer, who passed away April 14 from a terminal illness. She had been cared for during her final weeks at Jacobson Memorial Hospital Care Center in Elgin.

"Maddie came up to me and said, 'The hospital took such good care of my mother,' " describes Lynn Hoffman, who is Delaney's mother. "I said, 'I know they did,' and I gave her a hug."

Without prompting, the girls decided they wanted to return that kindness to JMHCC.

"They decided since the hospital



JMHCC CEO Theo Stoller thanks Madelyn DenBoer, left, and Delaney Hoffman, right, for selling cupcakes to raise money for the hospital.



had taken such good care of Heather, they wanted to do something for the hospital," Lynn explains. "They have such big hearts."

So, the girls spent a Saturday morning baking 48 cupcakes, then walked around town on that cold, windy day, selling the cupcakes for a freewill donation to the hospital. By the end of the day, they had raised an impressive \$112.

The money will be used to help purchase needed equipment in memory of Heather, says JMHCC CEO Theo Stoller, who gave Maddie a hug on the day of the presentation, too.

"I was just so impressed with these two young girls. They had an idea and then put it into action. Raising that much money by selling cupcakes is really impressive," Stoller says.

"They were so proud," Lynn says. "They wanted to do something in memory of someone we all loved dearly." ■

Yes!

I want to donate a memorial to the Jacobson Memorial Hospital Foundation to help continue the important work of the Jacobson Memorial Hospital Care Center.

I wish to make a cash contribution of \$ _____

Name: _____ Phone: _____

Address: _____ City: _____ State: _____ ZIP: _____

_____ **Please contact me to visit about other ways I can donate.**

_____ **Please send me information about the Gifts of Grain _____ or Gifts of Livestock _____**

Please send completed form with check to: JMHF, PO Box 367, Elgin, ND 58533. Thank you!

Sister's track meet at age 5

Day at Lake Tschida at age 16

Raking hay at age 18

Family reunion at age 25

Beach vacation at age 30



It only takes five sunburns to **DOUBLE** the risk of skin cancer.

You can reduce your risk by:

1. Limit sun exposure. Avoid the sun's intense rays between 10 a.m. and 2 p.m.
2. Apply sunscreen frequently. Use a sunscreen with sun protection factor (SPF) of at least 15. Select products that block both UVA and UVB light.
3. If you are likely to sunburn, wear long sleeves and a wide-brimmed hat.
4. Avoid tanning booths.
5. Conduct skin self-examinations.

Protect the skin you're in:

Remember that "ABCD" is useful for identifying malignant melanoma:

- Asymmetry – One side of the lesion does not look like the other.
- Border irregularity – Margins may be notched or irregular.
- Color – Melanomas are often a mixture of black, tan, brown, blue, red or white.
- Diameter – Cancerous lesions are usually larger than 6 mm across, but any change in size may be significant.

See your health care provider if you notice any changes in the size, shape, color or texture of pigmented areas.

"Because We Care"

Elgin Community Clinic
8:15 a.m.-4:45 p.m. MT
584-3338

Glen Ullin Family Medical Clinic
8 a.m.-4:30 p.m. CT
348-9177

