

2020

# embrace *health*

RAMC Now Offers  
More Timely Access to  
Cardiology Stress Tests

**Game Changing Firsts  
in Orthopedics**

New Chronic Muscle  
Pain Treatment

 **Reedsburg**  
AREA MEDICAL CENTER

*Going Beyond the Expected in Healthcare*



Bob Van Meeteren

### Hello readers of Embrace,

It was a very short time ago when my introductory letter to this community newsletter read very differently. At one time, too, we planned

to print and mail this like we always have, but the timing certainly didn't feel appropriate. Thus, the release of this newsletter electronically. We do have so much to share and that is important, too. New services, new physicians and advanced practice providers as well as transformative patient experiences.

Reedsburg Area Medical Center's commitment to keeping our team members, patients, visitors and communities safe has never wavered and never will. Absolutely everyone's health, protection and safety are our number one priority. From our rigorous cleaning and infection control standards, hand hygiene, building enhancements and our continued screening program to our stringent use of personal protective gear for us and you, rest assured you are in safe, exceptional care. Remember, being Safer at Home does not mean it is safer to postpone the healthcare you need. We are safely providing primary and specialty medical care to you in your home, via our telehealth program. We continue safely seeing select patients in person. We continue safely seeing patients in our Walk-In Care Clinic and our emergency department. I continue to stress safely because you are safe.

We continue evolving to bring your medications to you curbside at our Community Pharmacy, mailing your

medications and offering Monday – Friday complimentary delivery (within the city of Reedsburg) through both our Community and Viking Pharmacies. Never hesitate to reach out to our pharmacists to help to assure you never miss a dose of important medications.

This is a critical moment in our world and things are unfolding at a rapid rate as it relates to the COVID-19 virus. We have taken extraordinary steps and will continue doing so. If you are on Facebook, please "like" our page, Reedsburg Area Medical Center. Follow us on Twitter and Instagram, and visit our website, ramchealth.com, to see what we are doing and linking you to the most up-to-date and trusted informational sources. We are ever evolving, working with leaders inside and outside our organization to continue our part in flattening the curve while doing everything we can to stay ahead of it. In short, know that we are here and we are strong. You can count on us.

I would like to personally thank our communities for your incredible support as we have received donations of personal protective gear such as masks and gloves, among many other needed items. I cannot say enough about Team RAMC as we have banded together for each other and you. I am deeply grateful to everyone as we navigate this situation which is affecting us all, in ways we never thought possible yet always knew this resiliency and drive was possible. Let's work together to protect the health and safety of us all. Let's work together to care for one another. Let's never stop getting the important healthcare we need. We are all doing our part. Reedsburg Area Medical Center remains your resilient and strong partner, and we are definitely all in this together. +

PS. Please note that some photos in this publication were taken before COVID-19 measures.

Sincerely,  
Bob Van Meeteren  
President/CEO







We go the *distance*,  
so you don't have to.

**Telehealth** is here at Reedsburg Area Medical Center!

We offer a variety of appointments in the comfort and safety of your home, including primary and specialty care and behavioral health.

Visits are available for established, RAMC patients with a smartphone, computer or tablet with audio/visual capability. Don't have this technology? No worries! We can also accommodate appropriate telephone-only visits.

Please note – not all insurances cover telehealth/telemedicine services. Upon referral, coverage will be verified.

#### How it works

- Patient calls clinic(s) and requests an appointment via Telehealth
- Scheduler checks to make sure that requested provider is participating in the Telehealth program
- Scheduler makes the appointment for the patient
- Day of appointment patient is called 15 minutes prior and given instructions to log into the Telehealth website
- Provider is called and told the patient is ready
- Telehealth visit begins

For complete user guide visit [RAMCHealth.com/services/telehealth](http://RAMCHealth.com/services/telehealth).

***Remember, Safer at Home doesn't mean it's safer to postpone the healthcare you need.***

Reedsburg Area Medical Center – We're safely here for you.

#### For appointments

- Primary Care (most physicians and advanced practice providers)
- Behavioral Health

**(608) 524-8611**

- Dermatology
- Gynecology
- Orthopedics
- Podiatry
- Urology

**(608) 768-3900**

*Covered by many insurances.*

# RAMC Now Offers More Timely Access to Cardiology Stress Tests

Provided by a familiar face



Heather Cherney,  
nurse practitioner

When Heather Cherney joined RAMC as a registered nurse in the ER, little did she know that nearly 20 years later it would lead to stress-exercise

stress testing, that is.

Last summer, Heather transitioned to a new role as a nurse practitioner at RAMC and started training in the stress test lab. She also partnered with Gundersen Health System, training on site in La Crosse for several months. The goal of her training? To provide exercise stress tests, here at RAMC, to a growing number of patients who need them.

"Right now there is quite a wait to have a stress test done at our hospital," explains Heather. "now having someone on staff, we can provide the tests nearly every day of the week."

Heather completed her training in November and has already begun to schedule additional stress tests. She is also looking forward to continuing her partnership with doctors Stone and Kaji, visiting cardiologists from UW Hospital and Clinics.

"We don't have anyone in Cardiology here on a daily basis," says Heather. "So I'm excited that I am that daily face. I am able to communicate back to Dr. Stone and Dr. Kaji about their patients and help our family practice providers with general cardiology questions."

## Stress tests key to diagnosing heart problems

According to the American Heart Association, cardiovascular disease

affects nearly half of all American adults. Exercise stress tests are often used to help detect coronary heart disease and evaluate patients with known cardiac disease.

## There are three main types of stress tests—and all are available at RAMC.

The first is a general stress test, which involves walking on a treadmill while your heart rhythm, blood pressure and breathing are monitored.

In some cases, a nuclear exercise stress test may be recommended. During the test, a small amount of radioactive tracer is injected. A special camera detects the radiation released by the tracer to produce computer images of the heart. Combined with exercise, the test can help determine if there is adequate blood flow to the heart during activity. If you have physical limitations and are unable to walk on a treadmill, a third type of stress test is performed

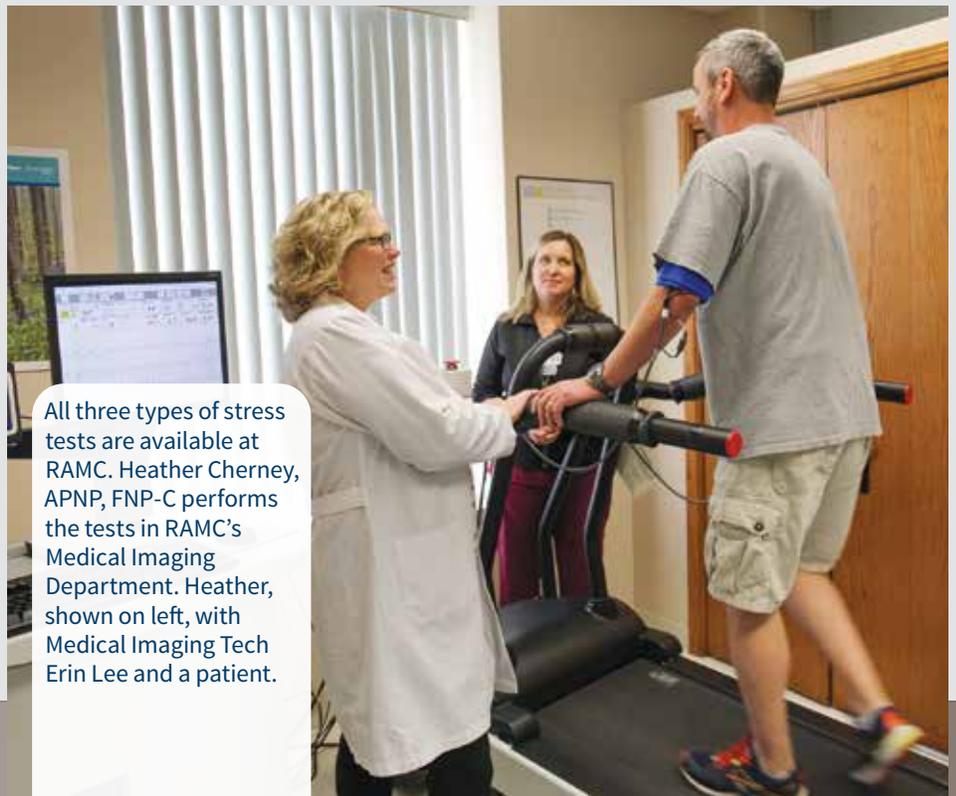
by administering a medication that mimics the effects of exercise.

Results of an exercise stress test can help guide your doctor in treatment recommendations. +

## Walk-In and you'll see Heather there, too

While Heather is excited about her cardiology role at RAMC, she also enjoys working with patients in the Walk-In Care Clinic located at RAMC Physicians Group. "I'll continue to be in Walk-In Care weekday mornings, so I'll be a steady face in the clinic, too," says Heather.

She adds, "I'm really happy to be part of both of these areas. I see great things happening that will allow us to help more of our patients get the care they need, close to home." +



All three types of stress tests are available at RAMC. Heather Cherney, APNP, FNP-C performs the tests in RAMC's Medical Imaging Department. Heather, shown on left, with Medical Imaging Tech Erin Lee and a patient.

# Game-Changing Firsts in Orthopedics

True Custom-fit knee replacements are just the beginning

Ask Dr. Christopher Dale about the new orthopedic procedures at RAMC and he responds, "I have the greatest job in the world as I work for an incredible organization and wonderful, motivated patients!"

His excitement is well-founded. New technology and 3D imaging is helping Dr. Dale bring hope and healing to patients with crippling knee pain.

**Dr. Dale, an orthopedic surgeon at RAMC, was one of the first surgeons in the state to use customized knee replacement implant technology called ConforMIS. Here's how it works:**

A CT scan is taken of a patient's joint and a 3D printed replica is created from the scan. Based on that 3D model, computer software builds and designs a customized knee implant that matches the precise shape, size and contour of the patient's knee.

"At RAMC we can blend this technology in a setting where patients receive quality, boutique-like care," says Dr. Dale. "Instead of getting an 'off-the-shelf' type of replacement, we customize it to the individual. So instead of making the patient's knee fit the replacement, we make the replacement fit the patient's knee."

One of Dr. Dale's patients, Brente Steinhorst, shared his before and after bi-lateral (double) knee replacement story.

"To get around with my bad knee I put extra pressure on my good knee to make up for it; until that knee failed, too," explains Brente. "I got to a point where I couldn't do anything and my whole self-esteem was gone.

"I heard great things about Reedsburg Area Medical Center's newest orthopedic surgeon and the

technology he uses for true, custom knee replacements. So I went for it, having both knees replaced at the same time."

"For the first time in a very long time I am finally getting my self-esteem back," says Brente.

According to Dr. Dale, ConforMIS technology offers many benefits over traditional, off-the-shelf implants.

"It's really state-of-the-art care," says Dr. Dale. "It's minimally invasive; there's much less bone removal so there's reduced pain, and people rehab in a fraction amount of time. We're seeing patients get back to their active lifestyle much more quickly. It's really wonderful technology!"

## Breakthrough carpal tunnel procedure

"Another exciting, minimally invasive procedure we offer is single incision endoscopic carpal tunnel surgery," says Dr. Dale. "It was another first in the state done here at Reedsburg."

During the procedure, a thin, specialized device is used that contains both a camera and a cutting tool (endoscope). The endoscope lets the surgeon clearly see the internal structures of the wrist without the need to open the entire area. This allows for a much smaller incision than standard carpal tunnel surgeries.

The benefits are two-fold—less pain and a much shorter recovery time.



Orthopedic surgeon Dr. Christopher Dale with double knee replacement patient Brente Steinhorst.

## Rotator cuff injury? Game on!

Have you ever heard of arthroscopic rotator cuff repair? If you haven't, you're not alone. It's another cutting edge procedure that RAMC now offers.

This minimally invasive surgery is performed through very tiny incisions, which translates into less pain and faster healing time. "You can shower the next day with a bandage," says Dr. Dale.

"To be in orthopedics where there are constant innovations is just wonderful," says Dr. Dale. "It's really a blessing to have people share with you and then be able to bring your talents and skills to help them. This is just really exciting for me."

**For more information, call 608-768-3900 or go to Dr. Dale's provider profile at [ramchealth.com](http://ramchealth.com).** +

We are currently offering select in-person and telehealth appointments. Give us a call at 768-3900 to learn more!

# Pain, Pain Go Away

Relieving muscle pain with trigger point therapy and dry needling

We look forward to treating you in the *near future*. If you have severe pain please call 768-6120 to assess your need for dry needling.

Have you ever felt a tight knot in your neck, shoulders or back? Many people write these symptoms off as simple muscle tension. In many cases, that's all it is. But if the pain is persistent or worsens, the culprit may be a "trigger point."

When stressed or injured, muscles often form trigger points—tight, dense knots—that not only cause pain in one area but can also refer to other parts of the body. For example, a trigger point in your back may produce pain in another area (i.e., referral pain), such as in your neck. That satellite trigger point may then cause a pain in your head. It might be a sharp, intense pain or a dull ache.

The damage to muscle tissue that may result in trigger points can occur in several ways, for example: high-impact sports, a fall or other accident, poor posture at your computer, and emotional stress that causes you to clench your muscles.

That's where trigger point therapy and dry needling come in.

## What is trigger point therapy?

Sharesea Busser, advanced practice nurse practitioner with RAMC Physicians Group, treats patients suffering from trigger point pain.

"Trigger point therapy is something that we use for patients who have tight bands of muscle or a 'knot' that isn't responsive to conservative treatment like ice, heat or massage," says Sharesea. "We can inject those areas with numbing medication to work that trigger point out and loosen it up. Many people have found great relief from their pain after this treatment."



Craig Johnson, RAMC Physical Therapist



Sharesea Busser, APNP at RAMC Physicians Group, performs trigger point therapy on patients who have tight bands of muscle, or "knots" that don't respond to ice, heat or massage.

## Needles? Yes. Acupuncture? No.

Dry needling is another treatment option offered by RAMC's Rehabilitation Services. It is often used to help relieve neck and back pain, muscle spasms and strain, muscle tightness tendinitis, as well as other conditions such as bursitis and plantar fasciitis.

"Dry needling is a safe and effective way to help with muscular pain and tightness," explains Craig Johnson, a physical therapist who is certified in this technique.

A common misperception is that dry needling is the same as acupuncture. But the theory, assessment and application are all very different. The only similarity between the two is the tool that is used—a very small needle.

It's called 'dry' needling because there is no medication used within the needles, which are inserted into muscle tissue. The treatment promotes immediate biochemical change. Studies have shown an increase in blood flow and a decrease in inflammatory markers within the muscle immediately, during and after needle insertion.

Patients are then given corrective exercises by a physical therapist to help prevent the pain from returning.

## Is trigger point therapy or dry needling right for you?

Sharesea or Craig can evaluate your discomfort and develop a plan to help provide pain relief. For an appointment with Sharesea, call RAMC Physicians Group at **608-524-8611**. For Craig, contact RAMC's Rehabilitation Services at **608-768-6120**. He will conduct an evaluation to determine if you are a candidate for dry needling and answer any questions. Let us know if you'd like to see a video demonstration of dry needling in action. We are excited to share these new techniques with our patients! +

# RAMC Among the First in State to Install Sola MRI Scanner

RAMC's new Sola MRI scanner is so cutting edge, it's not only one of the first in Wisconsin—it's one of the first in the country. That's great news for RAMC patients needing an MRI.

You've probably heard the acronym "MRI" before (i.e., magnetic resonance imaging) but what, exactly, does an MRI scanner do?

An MRI allows a provider to see inside your body without surgery or radiation. As it scans a specific area, it produces detailed pictures so your doctor can see if there is abnormal tissue or evidence of disease.

RAMC's new Sola scanner has exceptional image quality, but the benefits don't end there.

"Patient comfort is a big advantage of our new MRI scanner," says Andrea Miller, Director of Medical Imaging. "Not everyone's head and neck are the same, so having an adjustable head holder can make it more comfortable for the patient."

The new scanner also offers more breathing space, so to speak. "There

is a bigger bore—or 'hole' of the MRI—so it doesn't feel as claustrophobic as other MRI scanners," says Andrea.

Another benefit is the acceleration of routine scans. "Each scan is made up of many different sequences," explains Andrea. "With the new MRI, some sequences have been cut in half or more. For example, some have gone from a 7-minute sequence to a 3-minute sequence."

## Mini C-arm offers major benefits

RAMC also added a Mini-C arm fluoroscopic X-ray system to its Medical Imaging Department in 2019. RAMC now has the ability to schedule two patients at the same time by using the larger C-arm, which it had in the past, along with the new mini-C arm.

"The new C-arm is easier to maneuver, especially when we're taking x-rays of smaller joints," says Andrea. "Even more important, it has a lower radiation output, which is a big benefit to the patient."

## Leading the way in technology and patient care

RAMC offers a full range of medical imaging services including MRI, CT scans, ultrasound, echocardiograms, nuclear medicine, cardiac stress tests, bone density, general x-ray and 3D digital mammography. But cutting-edge technology isn't the only reason RAMC's Medical Imaging Department received a 92% overall rating of care, based on the latest patient survey results.

"We're one of the first in the area to have the Sola MRI scanner," says Andrea. "But I think the other component is personalized small-town care. Patients come in; their kids go to the same schools; we live in the same communities. It's different than at a bigger facility. We're not just taking care of 'patients,' we're taking care of our friends and neighbors." +



Exceptional image quality and patient care are offered with our new Sola MRI Scanner. Lead MRI technician John Dziewior and MRI Tech Kate Fedie prep a patient for her scan.



Medical Imaging staff with the new Mini C-arm, from left: Director Andrea Miller and radiologic technologists Adrienne Clark, Erin Lee, Gregg Ely, Jamie Cattle and Ryan Kucher.

# Telemedicine Connects RAMC Patients with a Pulmonologist

*If you'd like to meet with a pulmonology specialist, the doctor will see you now—literally!*

That's a welcome announcement for many patients who suffer from lung or respiratory tract conditions like asthma, bronchitis and Chronic Obstructive Pulmonary Disease (COPD), to name just a few.

Jennifer Horkan, Director of Respiratory Therapy, has been with RAMC for almost 20 years. But over the past few years, she's seen an increased need for pulmonary care.

"Many patients in our communities have pulmonary conditions," says Jennifer. "So it has been a dream of mine to be able to provide them with the services they need, right here at home."

That dream came true last fall when RAMC partnered with Beam Telemedicine Services to offer pulmonologist consultations. Beam provides hospitalist services to RAMC so expanding the partnership for telemedicine felt just right.

"The pulmonologist is present via a robot," explains Jennifer. "The patient and respiratory therapist are here at RAMC and the provider is at a remote location, but they can see each other and converse back and forth."

During the consultation, the respiratory therapist can perform a physical exam, such as checking the patient's heart rate and listening to lung sounds. This allows real-time information to be shared with the pulmonologist, who also has access to the patient's medical records and test results.

Working with an RAMC respiratory therapist, the provider can evaluate, diagnose and treat the patient.

That respiratory therapist is Ashley Leichtman. Ashley is a familiar face in each consultation, which helps ensure continuity of care.

"She knows each patient inside and out," says Jennifer. "If there's anything the patient needs, Ashley's that one central contact person for them."

## Pulmonary care doesn't end there

RAMC also provides Pulmonary Function Testing—a tool used for diagnosing lung disease—as well as a vibrant pulmonary rehab program. The program helps patients with lung disease get regular exercise while being monitored during their activity.

"Pulmonary rehab can often increase a patient's endurance and ability to tolerate exercise with less



Pulmonologist Dr. Chapla sees a pulmonary patient in RAMC's Specialty Group via the new telemedicine services. Respiratory therapist Ashley Leichtman performs the physical exam and shares real time information with the doctor.

shortness of breath," explains Jennifer. "In fact, research shows that patients who enter into a pulmonary rehab program live longer with their chronic lung disease."

With the addition of telemedicine consultations, RAMC can now provide patients with a full spectrum of pulmonary care close to home.

"Patients can have their testing done here—and now they can see their pulmonologist here," says Jennifer. "They can have pulmonary rehab here and if they ever get admitted to the hospital, they're going to see their respiratory therapist here. It's a huge benefit to have everything at one location for our patients and we are so happy to offer this full continuum of care!"

Please note – not all insurances cover telemedicine services. Upon referral, coverage will be verified. +

# Wound Care Clinic Provides Collaborative Care

*"I cannot think of a better team to have on my side."* Gordy Morlan, Jr.

In July 2019, RAMC brought all of its wound care services together in one location (medical/surgical unit on the second floor of the hospital) to provide patients with a more complete and comprehensive level of care.

"Prior to this, we had wound care in various locations throughout the organization," says Lindy Fabry, medical/surgical and wound care director at RAMC. "Our goal was to bring all of our specially educated staff together in one place so we could work as a team and collaborate to provide the best wound care possible. And we have successfully accomplished this goal. Our staff, comprising of physical therapists and registered nurses, are trained by the Wound Care Education Institute. They all hold varying credentials including OMS (Ostomy Management Specialist), DWC (Diabetic Wound Certified) and WCC (Wound Care Certified)."

From burns and road rash to diabetic ulcers and pressure sores, RAMC's Wound Care Clinic focuses not only on the treatment of wounds but also on each patient's overall health.

"There isn't one specific way to treat a wound," explains Lindy. "It depends on the underlying cause. It could be an artery wound, a vein wound, or a wound caused by nerve damage from diabetes. Each wound needs a different treatment plan. So having a wound clinic that coordinates care is a real benefit to patients."

Continues Lindy, "We are also proud to offer telemedicine infectious disease consultations. Between our highly skilled staff and specialist availability, as well as easy access, patients are truly in great hands here at RAMC."

Gordy Morlan, Jr. couldn't agree more.

When Gordy noticed a large red streak running from his foot to his leg, he rushed to RAMC's emergency room. He was diagnosed with a deep bone infection and immediately admitted to the hospital.

The ER physician, inpatient team and podiatrist worked with RAMC's wound care team to stop the infection from entering Gordy's blood

stream. "If it weren't for their collaboration and expert care, I would not be here today to share my story," says Gordy.

"The team worked together to brainstorm what's best to



Wound Care patient Gordy Morlan, Jr., center, with wound care team members Lindy Fabry, medical/surgical and wound care director and Jenny Hynek, RN.

heal me," says Gordy.

"They gave me confidence to help me help myself. My life's been a series of miracles and I cannot think of a better team to have had on my side."

## No physician referrals are needed

"I think it's important for everyone to know that we accept self-referrals," says Lindy. As long as you have a primary physician at RAMC's Physicians Group you can call directly and set up a wound consult. If your primary provider is outside of RAMC, patients simply need a referral from their provider." +

**To schedule a Wound Care appointment, call 608-402-5476.**

Notice: The Wound Clinic location has been temporarily relocated to RAMC Specialty Group. All patients enter through the main hospital entrance.



RAMC's Wound Care team.

# Skin Care Goes Beyond Face Value

Expanded dermatology services at RAMC

Feeling good from the inside out—that’s what RAMC’s expanded dermatology services are all about.

In 2016, Sarah Motl joined RAMC as a physician assistant (PA) in cosmetic dermatology. After seeing a growing need for additional services, Sarah began providing general or “medical” dermatology in August of 2019.

“We’re seeing more and more melanomas,” says Sarah. “In fact,

melanoma is the third most common cancer among women ages 20 to 39, and the second most common cancer in men ages 20 to 39. But if it’s caught early, it can generally be curative through surgery. That’s why regular skin checks are so important.”

Now, in addition to offering skin cancer screenings, RAMC can provide treatment of precancerous lesions as well as skin cancer removals/surgeries.

“As of November, Dr. Jennifer Peterson, a dermatologist MD, is now at RAMC once a month,” says Sarah. “That means many patients who have more complex skin conditions, or those in need of skin cancer treatments or surgery, can be treated here rather than sending them to Madison.”

## Other general dermatology services

Chances are, if you know what “hyperhidrosis” means, you, or someone you know, is suffering from abnormal or excessive sweating.

People with hyperhidrosis often soak through their clothing or drip with sweat, which can make the condition embarrassing or socially isolating. The good news

is that Botox injections can be an effective treatment for hyperhidrosis, and they’re now offered at RAMC.

“Botox injections work extremely well for underarm sweating,” says Sarah. “The results last anywhere between three months and a year.”

Acne is another condition that can impact a person’s health and well-being, yet it often goes untreated. “Some parents put off acne treatment for their children because they think their kids will outgrow it,” says Sarah. “But acne can cause lifelong scarring. Coming in early and starting with non-invasive measures can really minimize that risk.”

Other general dermatology services offered at RAMC include mole checks and treatments for rashes, hair and nail disorders, psoriasis and eczema. And the cosmetic dermatology services Sarah offers are extensive from injectables to peels to medical grade skincare and make up as well as treatment for spider veins on the legs. +

We are temporarily limiting patient visits and continue to do our best to serve the dermatology needs of our patients. Please call us at 768-3900 to determine if an in-person or telehealth appointment is best for you.



Left, Sarah Motl, PA-C, medical and cosmetic dermatology at Reedsburg Area Medical Center.

In November, Sarah was joined by Dr. Jennifer Peterson, dermatologist, above. Both providers see patients at RAMC’s Specialty Group.

# Integrated Diabetes Care Program is Unique to RAMC

Program takes a holistic approach to care

Unlike many healthcare facilities in the country, RAMC has brought together an entire team of healthcare professionals to create a unique, individualized approach to diabetes care. The Diabetes Care Team includes a medical provider, nutritionist, pharmacist/diabetic educator, health and fitness instructor, peer educators and a referral/scheduling coordinator. We understand that everyone's journey with diabetes is different—our goal is to help you every step of the way in order for you to take control of your care.

## How the program started ...

In May of 2017, the Concordia School of Pharmacy challenged hospitals to come up with bold new ideas for improving care for patients. Hannel Ambord, director of pharmacy took that challenge to heart.

"Diabetes is one of the top five most expensive chronic health conditions in this country," says Hannel. "So it seemed like an area where we could really do something innovative to improve care."

With that goal in mind, the Integrated Diabetes Care Program was created. First, as an internal pilot with 10 RAMC employees who had diabetes or were pre-diabetic. The pilot gave Hannel and her team the opportunity to put the program components to the test and modify them, as needed, before launching it community-wide.

## Pilot expanded to include RAMC diabetic patients

The pilot was expanded to include RAMC's 1,400 patients with diabetes. The program brings together all of the pieces patients need in one

location. Just as important, each patient has many opportunities to interact with team members to help keep them on track with their goals.

According to diabetes care team member, Heather Kennedy, a registered dietitian at RAMC, integration is a key differentiator of the program. "The big difference in our program is that the provider, the pharmacist, health and fitness coordinator, diabetic educator and nutritionist—we're all working together vs. working in our own little silos to help a patient be their healthiest."

## Peer education through a dynamic six-week workshop

Six, 1.5-hour Diabetes Empowerment Education Program (DEEP) workshops are offered to program participants and their families (or other support member). They are led by certified peer facilitators and focus on key topics, like:

- Understanding the Human Body
- Understanding Diabetes and its Risk Factors
- Monitoring Your Body
- Get Up and Move! Physical Activity and Diabetes
- Health Management through Meal Planning
- Diabetes Complications: Identification and Prevention
- Learning about Medications and Medical Care
- Living with Diabetes: Mobilizing Family and Friends



Rochelle Green, a workshop program educator, says patients really appreciate the "peer approach" to education. "All of our facilitators have gone through training to become certified," says Rochelle. "We're not experts; we're peers. That's something that many people really like about the program. They're able to share, support and learn a lot from each other."

## Interested in learning more?

*If you're interested in learning more, please call Betsy VanEtten, scheduling coordinator at 608-768-7166. +*

We look forward to offering this program again in the future!

# 2019 Welcomed Several New Providers to Team RAMC



**Sharesea Busser, APNP** nurse practitioner  
family medicine



**Sara Busskohl, PA-C** physician assistant  
Orthopedics and sports medicine



**Heather Cherney, APNP, FNP-C**  
nurse practitioner  
Cardiology stress testing and Walk-In Care



**Dr. Christopher Dale** orthopedics



**Dr. Christopher Eckerman** podiatry



**Sarah Motl, PA-C** physician assistant  
general *and* cosmetic dermatology



**Dr. Jennifer Peterson** dermatology





# A Sense of Community & Connection

at Reedsburg Area Senior Life Center



Ryan Shear, VP Senior Services

Seniors today have more choices than ever when it comes to deciding where to live and what services to receive to maintain their highest quality of life. Whether it be at home with services, in independent living, assisted living, or the

nursing home, options abound, to the point that it can be overwhelming. At Reedsburg Area Senior Life Center (SLC), we've helped many families through this era of life. Our number one priority is to help the people of our community make the decision that is right for them.

At SLC, we have the full continuum of care. This includes our newly opened Reminisce Adult Day Services, Residential Care Apartment Complex (RCAC), skilled nursing facility, and a soon-to-open Community Based Residential Facility (CBRF). A CBRF is another level of assisted living in-between the assisted living apartments and the skilled nursing facility. This means that for most seniors and their needs, we have a setting that maximizes their independence and quality of life. Studies show that seniors who are physically and mentally active, and most importantly, socially engaged, live the longest and fullest lives. I invite anyone who is interested in our home to come and take a tour. Learn about how we focus on wellness and building a sense of community.

From our Main Street and its connection to Reedsburg's downtown, to our Library, Chapel, Courtyard Café, Beauty Parlor and everything in between, our beautiful facility is designed to create a sense of community and connection. Our daily programming is intended to encourage vitality and independence in the folks who live here. From daily exercise classes to engaging social

groups and yes, BINGO, we listen to our residents and tenants to provide programming that is tailored to their preferences and needs. We look forward to again inviting speakers and entertainers from the local community into our home and getting our residents and tenants out into the community. Our regular bus trips are just one example of this. Once again, please don't take my word for it. Give us a call at 608-768-5808. +

## COMING SOON!

Reedsburg Area Senior Life Center (SLC) received approval from the Wisconsin Department of Health Services (DHS) at the end of November to proceed with converting half of our Skilled Nursing Facility (SNF) beds to Community Based Residential Facility (CBRF) beds. Adding the CBRF level of care to our campus gives us the full continuum of senior care services. The CBRF will be a home-like setting for people who are in between our Residential Care Apartment Complex (RCAC) assisted living and SNF levels of care. We have completed construction so that we can offer this new service after our certification is completed.

The biggest aspect of the SLC's project is creating a new entry to the CBRF wing so tenants can access their area directly, and installing smoke detectors/alarms in every room per DHS requirements. Our team is excited to bring a new level of care to our campus, allowing us to better serve the seniors of our community now and in the future.

We cannot wait to begin caring for tenants soon!

# Reminisce Adult Day Services Offered

at Reedsburg Area Senior Life Center



Mandy Retzlaff, certified therapeutic recreational specialist and director of Reminisce at SLC.

A lot of healthcare organizations talk about providing patients with a “continuum of care.” But at RAMC, we like to do more than talk. We want to walk beside you through every phase of life, helping you and your loved ones enjoy the best quality of life possible.

That’s why we are proud to introduce Reminisce Adult Day Services at Reedsburg Area Senior Life Center. Reminisce is dedicated to enriching lives and caring for people aged 60 years and older.

Some clients at Reminisce have memory impairments. Others have physical challenges, which are often due to a stroke or Parkinson’s disease. Challenges like these can make it unsafe or uncomfortable for a loved one to be left alone without supervision or assistance.

## Services include:

- Nutritious lunch and snacks
- Assistance with personal hygiene and grooming
- Exercise groups for all levels
- Medication reminders
- Blood pressure checks
- Bathing and showering services, available for an additional fee
- Punch cards are a great option for those needing only occasional care.

Reminisce provides high-quality social, nutritional and daily living services your loved one needs in a safe, supportive and stimulating environment.

“We’re not trying to replace in-home care,” says Mandy Retzlaff, a Certified Therapeutic Recreation Specialist and Director of Reminisce at Reedsburg Area Senior Life Center. “We offer something new that can be paired with other services people may be receiving.”

Reminisce also serves clients who are looking for more socialization to help maintain their brain health and stay connected with the community.

“Socialization, as well as mental and physical stimulation, becomes even more important as we age,” says Mandy. “That’s why we also offer a variety of activities, like musical entertainment, guest speakers, visits to the library and trips downtown or to local events—based on the individual interests of our participants. And because range of motion is so important, we have exercise every day.”

## Providing peace of mind is just the beginning

As the only adult day care within three surrounding counties, Reminisce helps fill a void for both clients and caregivers.

“It’s definitely a service that can give families more freedom to be able to continue working or just have more flexibility in their week,” says Mandy. “They can have peace of mind knowing that they’re loved one is being taken care of and is engaged in the community.”

While peace of mind is important for family members, moments of “peace” are just as important for spouses, brothers, sisters, nieces and nephews who are caring for family members.

“Every caregiver needs to have time to do things like run errands or go to medical appointments,” says Mandy. “It’s important for them to take care of themselves so they can be the best caregiver for those they’re caring for.”

**Reminisce Adult Day Services at Reedsburg Area Senior Life Center is open Monday through Friday from 8 a.m. to 4 p.m. If you’re interested in care for yourself or a loved one, you can contact Mandy directly at 608-768-5815 or [aretzlaff@ramchealth.org](mailto:aretzlaff@ramchealth.org).** +

**Now certified to accept Medicaid and Family Care!**



# HEALTH 4 U Now Covered by Medicare!

The HEALTH 4 U program began in 2012 and was modeled after other programs and based on research with demonstrated success providing between 58% - 78% reduction in the chances for at-risk members of developing type 2 diabetes. Since 2012 we have had over 100 people complete our program with 71% of them succeeding in achieving at least a 5% or greater weight loss. More than 30% have lost between 20 – 103 pounds and between 9 and 23% body weight. This last year the average weight loss for participants was 11%!

## Covered by Medicare

Recently the HEALTH 4 U program has been granted full recognition by the CDC as well as being approved by CMS to be a supplier for Medicare. So, what does that mean? Medicare will cover the cost of the program for eligible members that meet the criteria to participate and the member will have NO out of pocket cost. Some

Medicare Advantage plans and private insurances also cover this program.

For those that have Medicare, the following are the requirements that will allow you to enroll in the program and have it covered by Medicare.

- Are enrolled in Medicare Part B
- Overweight with a BMI  $\geq$  25
- A1c (H<sub>g</sub>A1c) between 5.7 and 6.4%, or a fasting plasma glucose of 110-125 mg/dL, or a 2-hour post-glucose challenge of 140-199 mg/dL (oral glucose tolerance test) within the previous 12 months
- Have no previous diagnosis diabetes with the exception of a previous diagnosis of gestational diabetes

This is a very unique program to Medicare since it is focused on prevention and participant outcome and success and RAMC is one of a handful in the state of WI that have received both the CDC and CMS recognition and approval.



Four members of RAMC's HEALTH 4 U team: Nikki, Jason, Valerie and Heather.

## The next HEALTH 4 U program will be starting in the future!

If you want to lose weight or need to lower your blood sugar or A1C this program may be for you. To learn more about the program or have questions about if you qualify, contact Sandra Jewell at 608-768-6243 or email [sjewell@ramchealth.org](mailto:sjewell@ramchealth.org).

## Physical Therapy Patients Can Now Self-Refer Through Direct Access



RAMC physical therapy patients can now self-refer to our physical therapists, for the evaluation and treatment of common musculoskeletal conditions, through a program called **Direct Access**.

“Although we keep in close contact with each patient’s physician, Direct Access gives patients the ability to see a physical therapist without a referral,” says Sandra Jewell, Rehabilitation Director at RAMC. “This often reduces the wait time to see a therapist, helping get the patients started on therapy sooner.”

### The Details

- Direct Access is for patients ages 18 – 59
- Only musculoskeletal injuries can be seen (example, tendonitis)
- Direct Access is not approved for patients with Medicare, Medical Assistance or workers compensation. We always recommend contacting your insurance company to verify coverage.

**For more information call RAMC Rehabilitation Services at 608-768-6120.**

At this time we are seeing a select group of patient conditions. Please call us at 608-768-6120.