



WHO WE ARE. WHY WE CARE.

New look. Same familiar faces. This issue is dedicated to employees past and present who helped build Wishek Hospital Clinic Association into the great facility it is today.

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From the CEO

RENOVATION PROJECT:

Wow! The renovation project is progressing with the new floor, cabinets and wall covering really brings the hospital hallways and rooms up to date. The electricians are now installing the new LED lighting and when you compare it to the old lighting, it is a world of difference. We recently received permission from the State Department of Health to move ahead with the CT room renovation and Jeremy is coordinating these efforts as well. Wishek Hospital was successful in obtaining the Helmsley Rural Health grant of \$400,000 to purchase a new 64 slice CT scanner. As soon as we complete the CT project, the floor and wall crew will be returning to perform the final touchups and we anticipate to wrap up these projects by mid-November.

Fund raising efforts have exceeded \$50,000 and we are so very thankful to those of you who donated to this cause. We are still accepting donations for those of you who still want to contribute.

GALA:

The Wishek Hospital Foundation is busy planning for the annual fall fundraiser. This year it is "Denim & Diamonds" and is scheduled for November 3rd, so get out your jeans, dazzle them up and let's have a good time. Over the course of the past few years, the Hospital Foundation has provided funds to purchase patient stretcher carts in the operating room and the emergency room. They have also contributed towards the facility updates with bedside tables and chairs for patient use in various areas of the hospital and clinics. This event is always such fun with good food, good entertainment and the contributions always go towards a good community cause.

MEDICAL STAFF:

Wishek Hospital Clinic Association is fortunate to have a dedicated medical staff who serve the communities with clinics in Wishek, Napoleon, Kulm and Gackle. Dr. Elizabeth Sundberg is our Chief of Medical Staff and Polly Benson, FNP; Courtney Short, FNP; Margaret Williams, FNP; Siaka Sanneh, FNP; Kay Rau, PA-C and Angela Volk, PA complement our medical staff and we appreciate their knowledge and expertise. Joseph L. Giramata, FNP was recently hired due to the resignation of Margaret and we hope to bring him on board soon. Please join me in wishing Margaret well and welcoming Joseph and his family to our community.

OPERATIONS:

Sometimes it seems that financially, healthcare goes through feast or famine. In 2017, activity in the hospital and clinics was very busy but 2018 finds us lagging behind last year anywhere from 10 to 20% in most areas. Unfortunately our per day rates were decreased significantly and in today's environment we are operating under these rates until the centers for Medicare & Medicaid review our interim cost report. In order for rural hospitals and clinics to survive we have had to seek additional avenues of revenue through tax mil levy's and the 340B program and we are grateful for these programs that supplement hospital, clinic and ambulance programs.

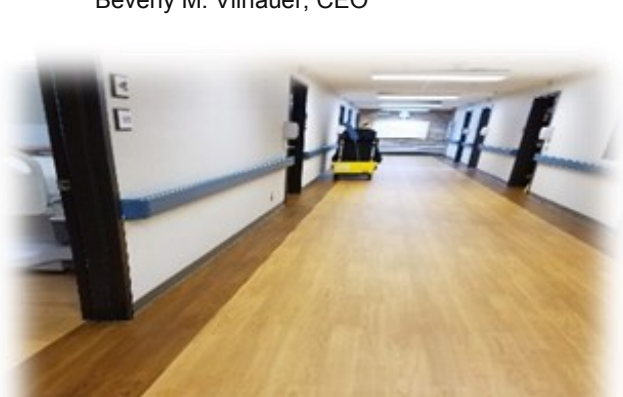
GIVING THANKS:

Sometimes life can be like a roller coaster ride, taking you around corners and through dark tunnels faster than you are comfortable with but eventually slowing down. The past year we have lost loved ones, welcomed new babies and the world is constantly changing around us. I am so very thankful that I have, not only a family of brothers and sisters or daughters and sons, but a family that I work with every day who continue to graciously give toward making this hospital a better place to be. They go above and beyond their job descriptions by planting flowers, volunteering, making bars, building floats, fundraising, making soup, grilling hotdogs, planning events, popping popcorn, painting, and making tacos, all with a smile on their faces and asking for nothing in return. These things do not go unnoticed and are so appreciated and my hat is off to the employees of Wishek Hospital & Clinics, Thank you!

Beverly M. Vilhauer, CEO



Hospital Hallway Before



Hospital Hallway After

Jo Vilhauer, MLT, RT, Paramedic

Jo Vilhauer is one of the most familiar faces at Wishek Hospital Clinic Association. That is because she has been working here for 54 years, which is commendable because WHCA has only been in operation for 64 years. These numbers not only show Jo's years of service but also her commitment to the viability of the hospital and to the wellbeing of the community.

Josephine Kaiser was born and raised in rural Streeter, ND. She attended a technical college in Minneapolis, Minnesota where she received training in Laboratory and Radiology. After an internship in Nebraska, she came back to the local area and began work at WHCA. Jo met Victor Vilhauer, and they have been married 42 years.

When a career in healthcare spans over half a century, there is a lot of change. Some of the most notable things Jo remembers are a time without disposable items, and laboratory equipment had to be hand washed and sterilized. Lab procedures that take minutes to get the results today, took hours. No one except operating room staff wore gloves in the hospital. Computers did not exist, so many things had to be completed and documented manually. Adapting to



these changes, especially technology, has at times been a struggle. But Jo credits these advancements with saving time and increasing productivity which ultimately benefits the patients.

Along with managing the Radiology and Laboratory departments of WHCA, Jo served as the squad leader of Wishek Ambulance Service from 1989 to mid-2018. She is a charter member of the ambulance service from its inception in 1974. Before that the local funeral home provided transport. Jo served on the North Dakota EMS Association board for 19 ½ years and was recently recognized at the NDEMSEA conference for 44 years of service. She has been essential in the establishment and continuance of vital ambulance services in our area.

Jo's commitment and dedication to healthcare is not only visible to our service area but also statewide. In 2013, Jo was the recipient of the Outstanding Rural Health Professional by the North Dakota Center for Rural Health. This award is presented to a professional located in rural North Dakota who has demonstrated leadership in the delivery of rural health services and is unselfishly committed to making a significant and sustained impact on the health of his or her community and service area. It's as if this award was designed with Jo in mind.

What Jo finds most rewarding about her job is making a difference in someone's life by providing service to aid in diagnosis. From ambulance to lab, to x-ray, to CAT Scans, chances are she has assisted in the care you received at WHCA. We can only conclude that Jo either wants as many letters behind her name as possible, or she is dedicated to the wellbeing of our patients and the communities we serve.



Vanity in hospital patient's rooms.



Paulette Benson, FNP-C PA-C

Contributions to the following essay were made by Felicia Sampson and Stacy Wiest, who work with Polly. It is apparent that Polly's influence reaches far beyond just her patients and co-workers to the community as a whole.

'The difference between ordinary and extraordinary is that little extra,' – Coach Jimmy Johnson. For over thirty years, Polly Benson has been providing that 'little extra' to the patients of Wishek Hospital Clinic Association. Her original plan was to come to WHCA and stay for one year. Over those thirty years, Polly has easily become one of the most trusted healthcare providers in the area and a cornerstone of the community.

Polly started her college education at the University of North Dakota majoring in cytology, but soon switched to nursing. It was while in school at UND and working as an aide on a skilled nursing unit that Polly met Francine Kosiak who was the charge nurse of that floor. Unbeknownst to WHCA at the time, this meeting would prove to be beneficial. Polly furthered her education at UND to become a nurse practitioner. In 1988, Dr. Donald Kosiak, Francine's husband and physician at WHCA, called Polly to ask if she would be interested in joining the medical staff of Wishek Hospital Clinic Association.

While small town life grew on Polly and her family, it didn't come without its stresses. She remembers having to drive an hour and half to get her son a pair of shoes for school. Maybe it took Wishek a minute to get used to Polly also. One



day during the late 80's, Polly and Dr. Kosiak were making rounds. After leaving an elderly patient's room, the nurse followed them to the next room giggling the whole time. When asked what was so funny, the nurse stated that after Polly and Dr. Kosiak left the room, the elderly man made a comment. "I don't care if Dr. Kosiak brings his wife with him to work, but she should do something about her hair!" Polly sported the typical 80's big hair.



Polly brings such compassion and experience to the medical staff at WHCA. Her passions in medicine include women's health and obstetrics. Many of the nurses who have worked with Polly would trust her to deliver their babies in a heartbeat. Polly also has a knack for teaching. She teaches with such insight and proficiency that advanced nursing students rave about her, and the universities request her yearly to proctor their students. "Polly Benson is one of the most intelligent people I know." Said Stacy Wiest, Director of Outpatient Services at WHCA.

Polly is not afraid to step up to a challenge. Once she has committed herself to something, she sees it through to the end. One such challenge was addressing the lack of physicians in our small communities. Polly was instrumental in establishing the clinics of WHCA as rural health clinics where physician assistants and nurse practitioners take on more responsibility. This helped WHCA maintain primary care services in our local communities.

Polly has earned the trust and respect of the community. That's what happens when you find a caring, personable provider that will truly go the extra mile for her patients.

To the patients of Wishek, Napoleon, Kulm & Gackle Clinics

As the CEO of the Wishek Hospital Clinic Association, I am reaching out to you to update you on the changes happening in the Kulm and Gackle Clinics. Margaret Williams, FNP has submitted her resignation effective 11/1/2018. Angela Volk, PA-C and Kay Rau, PA-C will continue to provide coverage as needed, however we have recently hired two new Family Nurse Practitioners who you will also see scheduled in our outlying clinics.

Siaka Sanneh, FNP completed his Master of Science in Nursing from Clarkson College in Omaha, Nebraska. His past experience included medical and emergency nursing in Nebraska and also provided one-on-one tutoring services to nursing students. He was the recipient of the Outstanding Nursing Student and Nursing Award of Academic Excellence while attending college.

Joseph Giramata, FNP completed his Master of Science in Nursing from Duke University in Durham, North Carolina. His past experience includes medical and emergency nursing in Henderson, Nevada and he is excited to practice in a rural health hospital and clinic.

Currently our Medical Staff consists of Dr. Elizabeth Sundberg, chief of medical staff; along with Polly Benson, FNP, Courtney Short, FNP, Angela Volk, PA; Kay Rau, PA-C; Siaka Sanneh, FNP and Joseph will be joining us soon.

Our Mission is to provide the highest possible standard of health care in a compassionate and professional manner for the people in our region.

Our Vision is to be the area's leader in providing access to high quality health care in the communities that we serve.

As we continue our mission within your communities, it is my hope that you will continue to support us as we strive to continue to bring quality healthcare to you. Please join me in wishing Margaret well on her future endeavors and please continue to support our new practitioners as their goals are to continue to provide the excellent care you have come to know and trust in our clinics.

Thank you,

Beverly M. Vilhauer

Beverly M. Vilhauer

2018 WHCA Fall Fundraiser



There is still time to get your tickets for WHCA Foundation fall fundraising event! Enjoy a meal of country style ribs with all the fixings and the comedy act of C. Willi Myles. Silent Auction, Bottle Pull & more. To get your tickets contact Jeremy Rohr at 452-3131 or stop by the hospital.

LORA'S BOUTIQUE NAPOLEON DRUG

WEBER PLUMBING EYE CENTER OF THE DAKOTAS

COMPLIMENTARY BEVERAGES BY TOWN & COUNTRY BOTTLE SHOP

Sat. Nov 3rd Wishek Civic Center
5:00 Social, 6:30 Dinner, 8:00 Entertainment



FLU SHOTS ARE NOW AVAILABLE

Call your local clinic to set up your appointment today!

Wishek Clinic – 452-2326
Napoleon Clinic – 754-2322
Kulm Clinic – 647-2345
Gackle Clinic – 485-3611

We are now on Instagram and Twitter!

Be sure to follow us today!

twitter: <https://twitter.com/wishekhca>

instagram: <https://www.instagram.com/>



Jeannette "Jean" Wald, LPN

Aug 4, 1951 – Aug 8, 2014

The following essay was written by Missy Hilzendeger Axt with contributions by Shelly Glaesman, Sonja Graber, and Stacy Wiest, all nurses who worked with Jean. It is clear Jean holds a special place in their hearts and the hearts of many she cared for over the years.

Jeannette "Jean" Wald, a native of Wishek North Dakota, served the Wishek Community Hospital for 40 years during her career as an aide then as a LPN. She touched countless lives over the years, and always emblemized what a true nurse should be.

Upon first meeting Jean, she had a tough exterior, but a soft and loving woman emerged from within. Jean worked with many generations of nurses over the years and became an adopted "mom" to many of them. She was a woman full of wisdom and always had the correct advice no matter what the situation. Jean bucked technology and loved sending cards to everyone for birthdays, anniversaries, and other special celebrations. She never forgot a special day.

Jean's love for her family was a beautiful thing to



experience. Her brothers, sisters, and cousins were some of her best friends. The stories she told of her family and their times together were full of treasured memories. Whenever Jean received new pictures of her nieces and nephews, she was quick to share them with her co-workers, and the sense of pride was very evident.

Anyone that knew Jean knew and appreciated her dry sense of humor. There are so many memories of Jean and her sense of humor, but one that many of her co-workers talk about is her love and admiration for Charlie Pride. There were



many shifts where Charlie Pride played on the old CD player, and Jean would abruptly jump to her feet and sing along. These episodes would typically hit in the last stretch of working a night shift and fatigue was setting in.

Jean had worked at the hospital for so long, that several of the nurses she worked with were babies she had helped deliver at the hospital. Shelly Glaesman and Missy Axt distinctly remember when they had a "blonde moment" that Jean was quick to chime in, "Must be from when I dropped you on your head as a baby." No matter how many times she made that comment over the years, it was always good for a laugh.

Another trait of Jean's that anyone who has ever met her would know is that she hated to be hot. The old boiler system at the hospital was very inconsistent and frankly you either "shaked or you baked." When working in the patients' rooms, typically one worked up one heck of a sweat. Jean would always say, "That's it! I'm calling OSHA!" Also when it would be hot in the building, Jean would take a 60 ml syringe and fill it up with water and ambush her co-workers when they would come around the corner into the nurses' station.

To try and sum up Jeannette on paper is very difficult, as she was a dynamic person. She cared for her family, friends, co-workers, and patients with such a high level of love, passion, and dedication. She has left an imprint on other's lives and hearts and will be forever remembered for the beautiful person she was both inside and out. Mother Theresa said, 'It is not how much you do, but how much love you put in the doing.' This was Jean. Whatever part of her life you look at, she did it fully, completely, and lovingly.

Rosemary Hauff, PA

You could say Rosemary Hauff was destined to work in healthcare. She can remember a time when all five women in her family, including her mother, worked at St. Joseph's Hospital in Dickinson. Taking care of people was the family business.

Rosemary Doll grew up in rural Gladstone, North Dakota. Shortly after graduating from high school, Rosemary attended a nursing program at St. Joseph's Hospital in Minot in the fall of 1962. The total expense for the three year program was just \$1,221.25. This included tuition, books, transportation, room, board, and uniforms. It was while attending school that she met her future husband, Jim Hauff, who was stationed at Minot Air Force Base.

It was the opportunity to be a steward of the land farming and ranching that brought the Hauff family back to rural Lehr. The first Sunday they were in church, Rosemary was approached about a nursing job at the hospital. Since they had no phone, Walter Schlenker, the plant manager, and John Frautschi, the hospital administrator, made a follow-up request by driving to the Hauff farm to ask Rosemary if she could come to work. No interview was ever conducted. Rosemary graciously accepted the nursing night shift position in 1970, beginning her employment at Wishek Hospital Clinic Association that lasted 45 years. She was promoted to nursing supervisor in 1979, a position she maintained until she returned to school for Physician Assistant in 1991. 'I guess I would have to say that I was an ordinary nurse who was given so many opportunities to grow in my professional life. Being given the chance to go back to school and return as a care provider was the richest of blessings.'



Rosemary returned as the provider covering various clinics ultimately serving the communities of Kulm and Gackle. She developed a strong bond and a sense of responsibility for the communities in which she practiced. 'I feel that working in a small town enabled me to see



the trust people have in the health care community. This is certainly something we earned with every encounter.' As for her co-workers, Rosemary felt united with the clinic support staff in the common goal of providing the best care that they were capable of giving. 'A career that counts is about seeing the circle of commitment reap so much more than we ever expected. Yes, there are days when we are crushed and weary, but someone saying a word or a thank you makes it all worthwhile.'

Rosemary retired from WHCA in 2015, but her years of service with unending dedication and kindheartedness to her patients will not soon be forgotten.

THANK YOU

Wishek Hospital Clinic Association would like to thank those who came out to support our Soup and Sandwich Fundraiser in September. It was a huge success. Your donations will be used to further the hospital renovation project. Thank you for your continued support.

Kay Rau, PA

Many times over the years, Wishek Hospital Clinic Association has encouraged its staff to further their skills and education. Kay Rau was one of those individuals, and boy did it pay off.

Kay Kuhn grew up on a farm in rural Napoleon as the seventh of ten siblings. She married Delane Rau, also from Napoleon, and together had four strong-willed girls. Kay completed her nursing degree at Dickinson State University and began employment at Wishek Hospital Clinic Association in 1972. A few years later, Delane went back to college and Kay left WHCA. "We both had jobs secured in Bismarck upon his graduation, but my dad was killed in a farm accident. So instead of moving to Bismarck, we moved back to the farm, and I returned to work at WHCA."



She worked as a clinic nurse, a hospital staff nurse, and eventually as the nursing administrator. "At the time we had most services available at our small hospital, so I was able to gain experience in many fields of nursing, such as obstetrics, surgery, and my favorite, emergency room. In 1994, I was fortunate enough to have Wishek Hospital provide me the opportunity to continue my education." She went on to attend the University of North Dakota Medical School to become a Physician Assistant.

She has worked in this capacity since 1995.

One of Kay's most admired qualities is her honesty. Kay doesn't tell you what you want to hear. She tells you what you need to hear. Her honesty isn't unkind though. It comes with compassion and the understanding that she is in this journey with you. She is a true advocate for her patients.



Kay is such a powerful influence in the way that she cares that it only seems fitting for a daughter and granddaughter to be following in her nursing footsteps. "My mom has been taking care of people for as long as I can remember," says Kristen Johnson, Kay's daughter and a pediatric oncology nurse at Roger Morris Cancer Center in Fargo, ND. "I have always been inspired by watching my mom care for others, both in her professional and personal life. This helped me decide on a career in nursing. I strive to be as excellent as my mom." Courtney Jochim, Kay's granddaughter and current nursing student says, "My grandma has influenced me in so many ways throughout my 19 years of life. I cannot say enough about her. She is my rock. Most importantly, she influenced my decision to choose nursing. She makes nursing seem so rewarding, and that is what is pushing me forward in this course of study."

Kay retired from fulltime work in 2015. Now she fills in at the various clinics on an as needed basis continuing to provide reliable, quality care to the communities WHCA serves.

Did you know that we offer mammograms conveniently right here in the Wishek Hospital once a month? Take control of your life, make the call today to your nearest clinic to set up your mammograms. It could save your life.



New Breast Cancer Screening Guideline for women with average risk



AGE 40

Talk with your doctor about when to begin screening. **Women should have the opportunity to begin screening if they choose.**



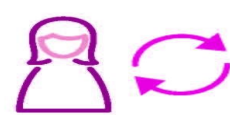
AGE 45

Begin **yearly** mammograms by age 45.



AGE 55

Transition to mammograms **every other year** at age 55 or continue with annual mammography, depending on your preferences.

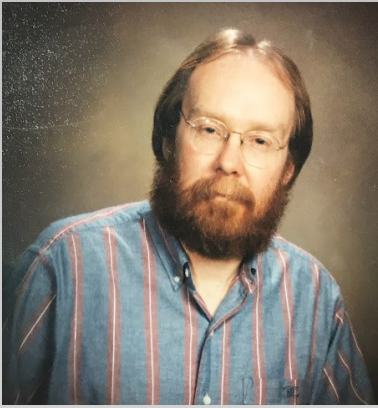


AGE 55 +

Continue to have regular mammograms for as long as you're in good health.

Dr. Donald Kosiak, MD

Donald Kosiak grew up in Minneapolis, Minnesota. After his father passed away when Donald was 10 years old, he entered the foster care system. In spite of these major obstacles, Donald went on to attend the University of North Dakota Medical School where he graduated in 1979.



Donald came to Wishek Hospital Clinic Association as a family practice physician in late 1981 with his wife Francine and their four children. Donald's plan was to complete the 14 months he had left on his public health training. He came to find WHCA was a pleasant place to work, and the community was a great place to raise his family. Donald ended up serving the community as a primary care physician for 25 years.

From delivering babies to performing surgeries, Donald holds many fond memories of his employment at WHCA. He can remember a time when patients had to be taken outside to go from the clinic to the hospital. Also when asbestos removal was done in the hospital, he recalls having patients in the administrator's office, halls, and even three patients to a room. To make rounds, he had to weave through tunnels of plastic.

Dr. Kosiak's influence is far reaching and has vastly benefited WHCA. WHCA currently employs Donald's youngest son, John Kosiak, as the head of the physical therapy department. Margaret Williams, Donald's oldest child, served as a Family Nurse Practitioner for WHCA for the past few years. Donald's other son, Dr. Donald Kosiak Jr., is a physician with Avera Hospital in Sioux Falls, SD. Dr. Kosiak Jr. helped implement eEmergency in WHCA's emergency room making it possible for WHCA staff to connect with Avera eCare for assistance in medical emergencies through the simple push of a button.

In addition to medicine, Donald was very dedicated to the military. He has been deployed multiple times with the Army National Guard to places like Iraq and the Congo. Donald is quite the role model for his children. So much so that Army National Guard became a family affair just like a career in medicine. His sons, John and Donald Jr., were enlisted in the Army National Guard as well. Donald Kosiak Sr. retired from the military in 2017.

Dr. Donald Kosiak Sr. has long been and will continue to be a highly trusted and respected physician. He exudes dependability and trustworthiness to his patients and the community.



"Our Mission is to provide the highest possible standard of health care in a compassionate and professional manner for the people in our region."

Emergency Room Before

Emergency Room After



Celebrating the Power of Rural!

On November 15, 2018, we are proud to support National Rural Health Day, and we hope that you will join us in celebration of those who work every day to help keep our community healthy.

Join us in celebrating National Rural Health Day 2018!

Contact Us

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452-2326

Napoleon Clinic
754-2322

Kulm Clinic
647-2345

Gackle Clinic
485-3611

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www.wishekhospital.com



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