

# Connections

June 2009



**Memorial Medical Center**

Neillsville, Loyal, Greenwood

Care...at its best

## Community Support

### Senior Services

Thanks to support from community businesses, organizations, and our own staff, we are showing significant progress toward expanding and improving senior services.

**Assisted Living** remains scheduled for a September grand opening. Construction wise, all old flooring has been removed, wall demolition is complete, and plumbers began work on bathroom pipes.



We currently have twelve individuals on our waiting list, and all but one of eleven assisted living rooms are sponsored. Fundraising totals approximate \$70,250, and we again wish to thank every person and organization who made this achievement possible.

**Outdoor landscaping** projects are also advancing. On May 9th, volunteers spent the day hauling dirt, pouring cement for sidewalks, & preparing for plants and shrubs, which will be planted later this spring.



**Health & Rehabilitation** projects will be next. Funds have been pledged to begin work on enclosing the front porch and fireplace insert.

**We take this opportunity to affirm that new residents are welcome to the Health & Rehabilitation facility. We have staff and capacity to serve seventy individuals. Currently, there are rooms available. For additional information, please contact our Social Services Department at 743-3101, extension 163.**

### Improving Patient Billing

#### New Format, Better Descriptions

Our efforts to improve financial communications (transparency) have most recently focused on patient billing: clearly articulating the sources of all charges.

We issue one standard bill from our hospital, clinic, home health, and Health & Rehabilitation facility. At times, it was confusing for patients to determine what charges their bill reflected — especially if they received services from different areas, such as clinic and Health & Rehabilitation.

A second source of confusion stems from the fact that some services, while received at Memorial Medical Center, are performed and billed by outside, contracted companies. Examples include diagnosis & interpretation of tissue samples (Pathology Sc), radiology services (Medical X-ray Consultants), and some services provided by Marshfield Clinic and other outreach physicians.

What improvements have been made?

- We have expanded the number of services descriptions from two to forty. **Please note “Hosp OP” includes all facility charges for labs, radiology, respiratory, injections and some other hospital-based services.**
- Health & Rehabilitation bills are now printed in red ink, while all other bills are issued in blue ink.
- A brief memo, included on all bills, further clarifies our continued efforts.

#### Our Mission

*To provide the communities we serve the best experience in health care, education, and prevention, supported by our pillars of people, service, quality & safety, community, finance, and growth ... one patient at a time.*

#### Our Vision

*To become the best rural health care organization throughout the Midwest, in the eyes of our community, patients, medical staff, and employees.*

### Upcoming Events

#### Your Presence Is Requested

**Surgery Showcase:  
General & Orthopedics Surgery  
and Rehabilitative Therapies  
July - TBA  
Memorial Medical Center**

**Susan G. Komen  
Breast Cancer Golf Outing  
August 13th at 8:00  
Neillsville Country Club**

**Radiology Showcase  
August 19th at 5:30 pm  
Memorial Medical Center**

**Women's Health Talk  
Dr. Grace Cruz-Apolinario  
September - TBA**

**Family Health Expo  
October 24th @ 10 am  
Memorial Medical Center**

Memorial Medical Center  
216 Sunset Place  
Neillsville, WI 54456  
Telephone: 715.743.3101  
Fax: 715.743.6245

For more information on our services and  
community programming, please visit  
[www.MemorialMedCenter.org](http://www.MemorialMedCenter.org).

## The Best Health Care Comes From Teamwork

### Family, EMS, Physicians, Nurses & Therapists

Becky McKevitt is a teacher, and knows the value of teamwork cannot be understated in a student's success. Since having a stroke, she knows the best health care and recovery depend upon a solid team too.

"I was painting, and bumped the space heater. When I leaned over to pick it up, I couldn't move my left arm. My tongue felt thick, too," recalled McKevitt.

Her husband, Brian, had come to see how the painting was going. When he spoke to Becky, her speech was slurred and her face drooped. He dialed 9-1-1.

"I remember Henry and Candy [Neillsville EMS] entering the room. I tried to assure them I was fine, and didn't need to go to the hospital. Thank God they didn't listen. I was in good hands," stated Becky.

Dr. Max Olesevich was working when the ambulance arrived at the Emergency Department. He ordered a

CT, carotid ultrasound and chest x-ray. Initial results were inconclusive, and Becky was admitted to the hospital for observation and follow-up care.

The next day, she underwent another CT, confirming she had a stroke. At that point, Dr. Olesevich made the decision to transport her to Marshfield.

"At Marshfield, they kept me for observation and began therapies. By February, I was able to come back to Neillsville to continue physical therapy, occupational therapy, and a little work with speech therapy."

At home, Brian and Katie (their daughter) provided tremendous love and support, and friends and co-workers offered their help too. Becky began working with Darci Mahoney (Occupational Therapist) and Mark Reinhardt (Physical Therapist) at Memorial Medical Center.

"I think my recovery has a lot to do with how I related to the therapists. The minute I walked in and met Darci, we



*Back row, left to right: Mark Reinhardt (Physical Therapist), Henry Smith (EMT) & Larry Anason (EMT). Front row, left to right: Darci Mahoney (Occupational Therapist), Becky McKevitt, & Candy Marg (EMT).*

clicked. And Mark is both fun and a task master. He thinks about the whole picture and not just the rehab," explained Becky.

Becky is currently doing very well, including being able to drive and work. She is grateful to her family, Neillsville EMS, and everyone at Memorial Medical Center whose teamwork played a role in her outstanding recovery.