

Connections

February 2011



Memorial Medical Center

Neillsville, Loyal, Greenwood

Care...at its best

Advances in Patient Safety

Memorial Medical Center Goes Electronic

In the past few years, more focus has been placed on health care organizations becoming electronic and phasing out paper charts. I am proud to report that Memorial Medical Center has recently taken steps to be fully electronic across the organization, including our outreach clinics in Loyal and Greenwood. 2011 will certainly be one of the most exciting years in our history.

On December 30, 2010, we signed an electronic health record (EHR) contract with our vendor of choice, NextGen. Throughout 2011, we will be implementing the EHR in stages, starting with our financial systems, hospital, and clinics.

Another electronic project that we are undertaking is E-prescribe. E-prescribe is a method of medication management that provides accurate, real-time data to our medical staff. Health care providers enter

information about a patient's prescriptions in a database. When a patient fills a prescription, the pharmacy verifies the information with the database. If there is a discrepancy, the pharmacy can easily contact the physician who prescribed it.

For example: A patient has multiple prescriptions from different providers, and decides to fill those prescriptions at Sniteman Pharmacy, Walmart, and Shopko. The information about those prescriptions is available to our medical staff, no matter what medical provider prescribed them and what pharmacy filled them.

E-prescribe increases patient safety, because providers can automatically check for potential drug interactions. Our facility can also run reports on what medications are prescribed most often, and we can design community education to meet those needs.

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.

These are exciting times at MMC. You will hear more about our journey to a fully electronic health record throughout 2011.

Investing in the Community:

Local Groups Expand Reach & Impact

Memorial Medical Center continues to invest in surrounding communities in many different ways, including establishing discussion groups. The groups are designed to foster honest feedback about MMC: how the facility is meeting community needs and potential areas of improvement.

These groups allow community members to be directly involved in their health care. Members hear first-hand about improvements and updates at MMC, have the opportunity to ask questions, and make suggestions for the future.

There are community groups already established in Granton, Greenwood, and Loyal, and a group in the Hatfield/Merrillan area will be created soon. Each group is made up of community members and employees who live in that area.

The groups suggests meaningful ways for MMC to invest in their community, including events in which to participate.

Some examples include: Granton-Rotary brat sale, Fall Festival Parade; Greenwood-Concert in the Park, Butterland Jubilee; Loyal-Christmas in the Park, Angel Tree project.

"The groups allow our facility to give back to the community, and the relationship is beneficial for everyone," said Scott Polenz, CEO of Memorial. "Our employees volunteer at events, while the group members give us guidance on best practices and suggestions about how our facility can continue to improve."

If you are interested in joining a community group, please contact Candy Marg at 715.743.8423.



Greenwood Community Outreach Group
Front row, left to right: Phyllis Meinhardt, retired community member; Lonna Klinke, Greenwood City Clerk;
Back row: Pat Lindner, Greenwood Chamber of Commerce President; Fern Hansen, MMC, Cindy Woldt-Schmidt (Nurse Practitioner), MMC, Ann Stallons, MMC
Not pictured: Carole Toburen, MMC

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Neillsville Chamber of
Commerce recently
awarded Memorial
Medical Center
"Business of the Year"

One Simple Check-Up

The Importance of Primary & Preventive Care

Approximately five years ago, Cindy Pagelsdorf began seeing Tina Opelt, Nurse Practitioner, for her annual preventive care exams. Throughout their time together, Cindy shared that she was busily planning her wedding and looking forward to beginning a family with her fiancé, Chad.

"The thing about Tina is that she takes time with me. She cares about more than just my physical health, but how I'm doing emotionally and stress-wise too. It came very naturally, the trust and comfort with Tina," comments Cindy.

Unfortunately, the result of Cindy's pap smear indicated she had cervical cancer.

"It was a devastating call for me to make because I *knew* where Cindy was in her life. In fact, I remember crying with her when we were on the phone. But I told Cindy that we'd go through this together, and I meant it," recalls Tina.

Tina referred Cindy to a physician in Marshfield, who treated her cancer. Once in the clear, Cindy's care was transferred

back to Tina.

"My life went from exciting, to scary, and then complete joy, once I was cancer free. The most wonderful news was learning that it was OK to try having a baby."

After a short time, Cindy did get pregnant...with twins. "Tina and I cried again when I told her my news...we couldn't believe it." Sons Caleb and Cyler were born on December 15, 2009, and have been patients of Tina ever since.

"Tina gives me a lot of support, and the boys interact with her so well. She even gave me her home phone number, so I could call if something came up that I didn't know how to handle. I think *that* describes the type of person she is," states Cindy.

What started out as a simple preventive care exam for Cindy,

led to an emotional series of events and ultimately, some wonderful outcomes. The next time you wonder whether a routine check-up is worth the effort and time, ask yourself what Cindy & Chad would say.



Left to right: Chad & Cyler Pagelsdorf, Tina Opelt (Nurse Practitioner), Caleb & Cindy Pagelsdorf.