

MRH&C Nurses Rich in Knowledge and Caring



Nurses (L to R) Jenny Larson, RN, Kallyn Reinert, RT and Shannon Lynch, RN are proud to work at MRH&C.*

When you listen to someone talk about their hospital stay, they often describe the kindness and tender care they received from a nurse or nurses. Nurses and nurse assistants are the backbone of patient care at every hospital, and MRH&C is no exception. That's why hospital leaders are dedicated to making sure nurses receive advanced trainings and certifications beyond what's required. Doing so gives nurses confidence to do their jobs well.

All Nurses are Trauma Certified

Nurses at MRH&C hold more certifications than they need to meet Trauma Center requirements. As the only major trauma center within 100 miles, the medical team must be ready to deal with anything and everything. That's why every nurse holds seven certifications, including trauma care for adults and children.

Patient Satisfaction of Nurses

100%

of patients say MRH&C nurses are:

- "Courteous and respectful"
- "Listen carefully"
- "Provide clear communication"

Source: Centers for Medicaid and Medicare HCAHPS Survey, 4th Quarter, 2017

Nurses **STAY** at MRH&C

Did you know that the longer nurses stay at hospitals, the higher quality



Anette Hollenbeck, RN, cares for a newborn infant.

of care you get? A large study published in American Economics Journal linked nurse longevity to positive patient outcomes. That's good news for

Mobridge area residents because at MRH&C, nurses stay.

"It's not uncommon for our nurses to have 25, 34 and even 43 years in nursing. We lost a few golden ones

this year, but they've passed on the baton and their best talents to the next nurses in line," said Kristi Voller, Director of Nursing.

Nationally, hospitals struggle to get nurses to stay. According to a 2018 National Healthcare RN Retention Report

"It's not a job when you love your job. My husband tells me that I must like what I'm doing because I never complain; and patients say, 'you're still here?!'"



– Lynette Nelson, LPN, 43 years

CEO Update

Providing Excellence in Nursing



John Ayoub, CEO

Quick! What is the first thing you think of when you hear the word hospital? If you said nurses, you're not alone. While we have many fantastic individuals that make up our care team, nurses are easily among our most recognized. Additionally, nursing is consistently ranked the number one most trusted profession in America. Our nursing staff is the backbone of our hospital – the hearts and hands that care for our patients. Mobridge Regional Hospital & Clinics (MRH&C) is blessed to have a wonderful and talented

nursing staff comprised of compassionate and competent caregivers.

At MRH&C, we continue to take steps to acknowledge their efforts with opportunities for recognition and competitive compensation. We look to further allocate resources to foster their growth, education, and development with on-site classes, certifications, and tuition assistance/reimbursement for additional licensure. We want to support our nurses professionally and financially as we encourage and assist them in their careers and along the nursing continuum (i.e. from assistant to LPN to RN and beyond).

My admiration and appreciation goes out to all of the members of our nursing staff! On a personal note, my mother was a nurse. I have nothing but the utmost respect for the work nurses do and the sometimes less than ideal circumstances under which they do it. If you know or are a nurse and want to learn more, stop by or give us a call. We are always looking for the best and brightest to join our team, so we can continue to provide the excellent patient care you have come to expect from us.

John J. Ayoub, FACHE, Chief Executive Officer
Mobridge Regional Hospital & Clinics

Mobridge Regional Hospital & Clinics

Mobridge Regional Hospital
1401 10th Avenue West
Mobridge, SD
(605) 845-3692

Mobridge Medical Clinic
1309 10th Avenue West
Mobridge, SD
(605) 845-3692

Prairie Sunset Village – Assisted
Living and Senior Housing
1320 West Grand Crossing
Mobridge, SD
(605) 845-8193

West Dakota Health Center
906 Main Street
Timber Lake, SD
(605) 865-3258 (MT)

West River Health Clinic
103 1st Avenue East
McLaughlin, SD
(605) 823-4253 (MT)

**Cover photo: Brooke Sjomeling, RN,
poses as a patient.*



FEATURED PROVIDER

Dr. Emily Boden, Family Medicine & Obstetrics

Q: Why did you choose to practice at MRH&C?

A: It's full circle for me because I worked for MRH&C as a medical assistant at the Timber Lake Clinic when I was 18. In high school, I knew I wanted to be a doctor and I imagined coming back and working for MRH&C—now, here I am. I started at the Mobridge Medical Clinic October 1.

Q: Where did you go to medical school?

A: I attended undergrad and medical school at the University of South Dakota in Vermillion, and residency training at St. Joseph's Medical Center in Indiana.

Q: What is your family like?

A: My mom and dad still live in Timber Lake—Robert and Jeanette Reinbold. Mom's a teacher and dad's a farmer. Last Thanksgiving Day, my husband Matt and I welcomed our first child, Charlie June. Her grandparents are very happy to have her nearby and we are thrilled to be back in Timber Lake.

MRH&C Nurses Rich in Knowledge and Caring *continued from the cover*

“Since every one of our nurses work in all areas of the hospital, including emergency, ICU and ER, they are all trauma certified. Plus, all of our nurses are certified to work with babies,” said Kristi Voller, RN, Director of Nursing.

Receiving Certifications Beyond What’s Required

“Even though South Dakota does not require continuing education for nurses, we do it anyway. Nurses take classes via telemedicine and collaborate with experts across states. Some of our nurses went way beyond what’s required by getting certified as CENs or certified emergency nurses,” Voller said.

Patients Take Notice

Patients of MRH&C love their nurses, giving them top scores on national patient satisfaction surveys called HCAHPS. For example, 100% of patients in the fourth quarter of 2017 said MRH&C nurses were “courteous and respectful” compared to the national average of 87%. Again, 100% of local patients said nurses “listened carefully” and “provided clear communication” compared to the national average of 80% and 78% respectively.

“We get high scores because our nurses and nurse assistants have a personal interest in being the best they can be,” Voller concluded.

Nurses with 25+ Years

Lynette Nelson, LPN	43 years
Cris Douglas, RN	42 years
Marcy Roesler, RN	38 years
Brenda Steiger, LPN	35 years
Dori Vojta, NMW, CNP	33 years
Beth Jensen, RN, MSN	30 years
Cathy Mickelson, RN, MSN	30 years
Connie Kary, RN	26 years
Candida Goehring, CNP	25 years

“Our nurses have a true desire to help people and they show incredible loyalty to our neighbors and friends.”



– Kristi Voller, RN, Director of Nursing

Nurses STAY at MRH&C *continued from the cover*

by Nursing Solutions, more than half of nurses who leave their job have been there for less than two years. MRH&C’s nurses average 15.4 years of service. The average turnover rate for nurses across the nation in 2017 was 17%, while at MRH&C it was just 2%. Having steady nurses means better care for you. Nurses know they wouldn’t be successful without the support of dedicated, hardworking nurse assistants.

MRH&C Helps Nurses Advance

“There are so many opportunities for nurses here at MRH&C to advance their career. I had the chance to earn my master’s degree while still working part-time. We’re proud to help nurses pursue their dreams of becoming a nurse or advance their nursing degrees,” said Beth Jensen, RN, MSN, Clinic Operations Manager.

The mantra at MRH&C for nursing is “professional people with a personal touch.” It’s something nurses and nurse assistants take to heart and live, every day.



LPNs Missy Thomas (L) and Lynette Nelson (R) look over a patient’s care plan.

“I feel truly blessed to have raised my family in this community and to be a part of this great organization. I love to work here because I believe in our mission and the great work we do to give quality care to our patients. I am especially grateful for the talented, dedicated nurses I work with every day.”



– Beth Jensen, RN, MSN, 30 years

43% of nurses have been with MRH&C over **25 years!**



PRSR STD
ECRWSS
U.S. POSTAGE
PAID
EDDM RETAIL

*****ECRWSSEDDM****

Postal Patron
Mobridge, SD 57601

Upcoming Events & Classes

Exercise Classes for Seniors



Strength and Balance for Life

Tuesdays and Fridays
11 - 11:40 am

Senior Yoga

Mondays and Thursdays
11 - 11:30 am

Mobridge Senior Citizen Center

616 6th Avenue West
(970) 580-5249

All adults welcome, free of charge.

Hospital Bazaar

Saturday, November 3
9 am - 2 pm
Scherr Howe Arena

MRH&C Blood Drive

Tuesday, November 13
12:30 - 6:30 pm
Family Worship Center

HeartSavers CPR and AED Class



October 8, November 13, December 11

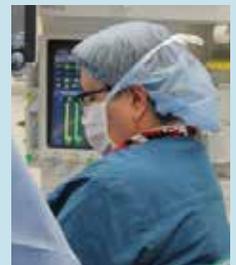
1:00 - 5:00 pm
MRH&C New Education Center

Call (605) 845-8163 or email kreinert@primecare.org to register.

Designed for daycare providers, teachers, and the general public, \$40.

SERVICE SPOTLIGHT Anesthesia

Did you know that MRH&C has offered anesthesiology for over 20 years? It's a critical service because it enables other critical services to be offered at MRH&C—namely surgery, trauma care, and labor & delivery.



Holly Lashmet, MSN, APRN, CRNA

“Because we have nurse anesthetists, we can provide crucial emergency interventions such as stabilizing patients, treating significant fractures and lacerations, and providing pain blocks. We can also **provide C-sections and epidurals for moms in labor,**” said Holly V. Lashmet, MSN, APRN, CRNA, Director of Anesthesia and Surgical Services.

MRH&C employs two nurse anesthetists—Holly and Wayne Johnson—who are advanced practice nurses that can do everything an anesthesiologist does. Holly is excited that the hospital has a steady, skilled surgeon to provide general surgeries.

“There are plenty of surgeries and procedures we do here that save people from driving 120 miles for care,” Lashmet said.

Mobridge Regional Hospital & Clinics does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, religion, color, national origin, gender, sexual orientation, age, military status, disability, genetic information, ability to pay, or on any other basis that would be in violation of any applicable federal, state, or local law. For a full non-discrimination statement, visit: mobridgeregionalhospital.org/patients-and-visitors/pay-a-bill/non-discrimination-and-privacy-policy.