

Fall/Winter 2021

BenchMarks

Stories about your impact through Marshfield Clinic Health System Foundation



BRAVE BAILEE:

Beating childhood cancer with a smile and support from Child Life

IN THIS TOGETHER:

Inside a Marshfield Medical Center COVID-19 unit

CONTENTS



- 3 **FOUNDATION MESSAGE**
- 4 **COVER FEATURE-**
Brave Bailee: Beating childhood cancer with a smile and support from Child Life
- 8 **OPEN LETTER FROM
A CHILD LIFE SPECIALIST**
- 10 **FEATURE-**
In this together: Inside a Marshfield Medical Center COVID-19 unit
- 14 **OUR FAMILY'S STORY-**
Miracles through childhood cancer research
- 17 **CHANGING THE FUTURE OF
MENTAL HEALTH CARE**
- 21 **A LEGACY DEDICATED TO RESEARCH**

CREDITS

Chief Philanthropy Officer
Teri M. Wilczek

Major Gifts, Annual Giving and Planned Giving
Brooke Wolff, manager
Rikki Harry
Brit Heymans
Chris Kautza
Jodi Larson
Karen Piel
Mikaela Powers
Maree Stewart

Operations & Special Events
Tiffany Halan, director
Taylor Burzynski
Jody Day
Angie Guralski
Taylor Hoffman
Mary Beth Knoeck
Amanda Lancour
Anna Selk
Madyson Schultz

*Marshfield Medical Center-Marshfield
Volunteer Services*
Keresa Kilty, manager
Melissa Darr
Brynn Harrington

PRODUCTION & GRAPHICS

Editorial Staff
Maree Stewart

Designer
Jae Metropulos

Photographers
Elizabeth Olson
Andrea Stempniak

BenchMarks is a publication of Marshfield Clinic Health System. Please send address changes to:

Marshfield Clinic Health System Foundation
1000 North Oak Avenue, 1R1, Marshfield, WI 54449-5790

Call 715-387-9249 or 1-800-858-5220
or visit marshfieldclinic.org/giving

Follow us on Facebook at
www.facebook.com/marshfieldclinichealthsystemfoundation

DEAR FRIENDS,

Nothing warms my heart more this holiday season than the ability to gather with family and friends safely. We've come a long way since last year when it was difficult to imagine a time when we could be together again.

But while many of us are able to celebrate the season of giving with those we love, we know that the COVID-19 pandemic is far from over. Just a few months ago, the delta variant caused another COVID-19 surge leaving Marshfield Medical Centers and other health systems once again overwhelmed. Health care providers were already stretched thin and this newest surge made it even more difficult to see the end of this very dark tunnel.

Yet through it all, our front line care teams have persisted with compassion, empathy and excellence to give each patient the care they need. They will continue to fight through this pandemic while finding good in each new day. Together, they are resilient.

In this issue of BenchMarks, you'll see many examples of resilience. You'll meet Bailee, whose bravery and positivity have helped her beat cancer and inspire everyone she meets. You'll read a letter from a Child Life specialist who helps our littlest patients fight the biggest battles with a smile. You'll also meet the nurses in one of our Marshfield Medical Center COVID-19 units, who face each day united as a team with the support of the Care for Our Caregivers program. And you'll hear about how our Behavioral Health Integrated Care team has adapted to the COVID-19 pandemic to improve access to mental health care when it's needed most.

These are just a few of the stories that inspire me each day. While I hope many of you are able to gather with loved ones this giving season, we know that others continue to experience hardship. It is for these people, the ones who show resilience against all odds, that we continue doing what we do—giving hope when it's needed most.

With gratitude,



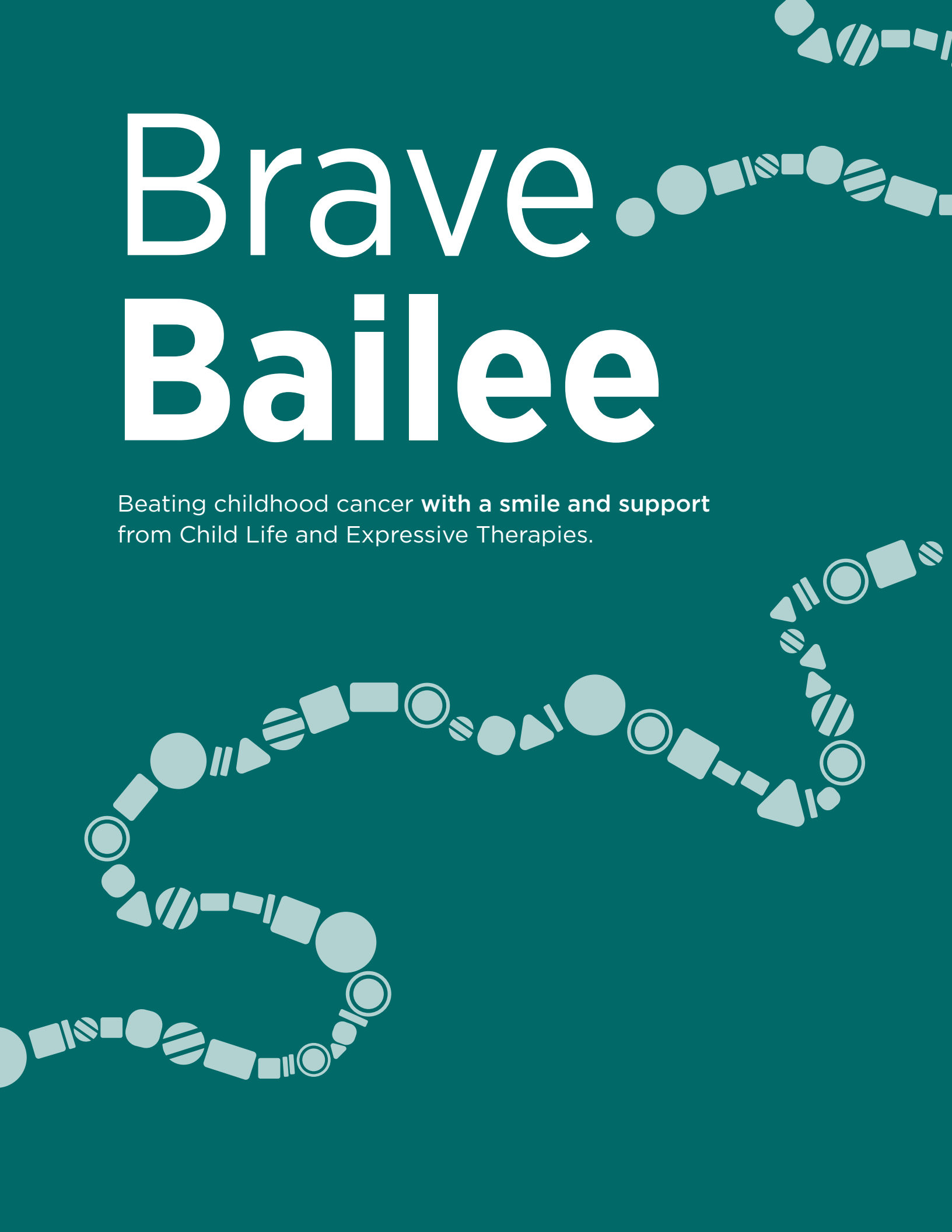
Teri M. Wilczek, C.F.R.E
chief philanthropy officer, Marshfield Clinic Health System Foundation



Teri Wilczek, chief philanthropy officer, Marshfield Clinic Health System Foundation, and daughter Grace Wilczek, volunteer at Marshfield Medical Center-Marshfield, deliver Care for Our Caregiver meals to hospital units

Brave. Bailee

Beating childhood cancer **with a smile and support**
from Child Life and Expressive Therapies.





Bailee with Child Life specialist Lindsey

Eight-year-old Bailee Dillenberg is sitting on the lawn in her pink dress, grass stains already showing on her knees from playtime. She's carefully holding out a string of beads. At first glance, it looks like a necklace, but it's more than seven feet long with beads of all shapes and sizes.

"Here's my name," says Bailee, pointing to beads spelling out B-A-I-L-E-E. "This one is my favorite," she says, holding up a bead with a heart on it. At the encouragement of her mother, Bailee also points out beads indicating her sedations, treatments and her initial diagnosis.

This is no ordinary necklace. These are Bravery Beads, a technique used by Child Life specialists at Marshfield Children's Hospital to help children undergoing cancer treatment. Kids start the string when they are diagnosed and receive a bead for each procedure during their treatment.

Bravery Beads are a way for kids like Bailee to process their cancer journeys. Now that Bailee is a cancer survivor, she uses the beads to help tell her story.

"She's very proud of her Bravery Beads," said Holly Fritz, Bailee's mom, who is clearly very proud of her daughter.

When Bailee was just three years old, she was involved in an accident falling off the end of a hay wagon at a family event at their home in Rhinelander, WI. Her parents, Holly and Jeff Dillenberg, immediately sought medical attention and Bailee walked away without major injuries. However, for the next several months, Bailee continued to complain of aches and pains. At first they attributed this to the accident and growing pains, but as time went on they began to suspect something else was wrong.

"I talked to our pediatrician at the time about Bailee's issues and pain," said Holly. "He ordered testing for childhood arthritis, but then it came back that she had low white blood cells and that's when we figured it out was leukemia. They sent us down to Marshfield right away."

The initial diagnosis of Acute Lymphoblastic Leukemia (ALL) was a whirlwind, finding out Bailee had cancer, packing up and traveling down to Marshfield Children's Hospital all on the same day. Thankfully the family had an instant support system in place with the Child Life and Expressive Therapies team.



Bailee and her father, Jeff

In partnership with doctors and nurses, Certified Child Life specialists at Marshfield Children’s Hospital normalize the hospital environment and reduce the stress of medical experiences for children from birth to age 18. Their role is to increase understanding of medical procedures through medical and therapeutic play; provide support, coping skills and distraction during treatments; and enhance positive physical, cognitive, emotional and social interactions through music and pet therapies. Child Life specialists can oftentimes reduce the need for pediatric sedation and reduce hospitalization timelines by working cooperatively with pediatric care teams.

The Child Life and Expressive Therapies program at Marshfield Children’s Hospital is 100% supported philanthropy and costs more than \$650,000 per year. Marshfield Children’s Hospital’s partnership with Children’s Miracle Network Hospitals helps to make the Child Life program possible. There is never a cost to families to receive Child Life and Expressive Therapies services.

“Child Life definitely played a big role right away from admission, making us as a family feel comfortable,” said Holly. “Bailee really took to her Child Life specialist at the time and she still loves all the Child Life specialists there.”

Bailee’s initial hospital stay lasted 12 days with the placement of a peripherally inserted central catheter (PICC) line and a subsequent staph infection in the first week. After a course of antibiotics and removal of the first PICC line, a second was inserted in her other arm before Bailee was sent home with her new medications. About a month later, the PICC line was replaced with a port in Bailee’s chest because her arm was getting sore and stiff.

For the first few months after Bailee’s initial hospital stay, her family had to make the nearly two-hour drive down to Marshfield Children’s Hospital every week for treatments of platelets and blood transfusions. Following that they traveled down several times a month for another year. Gradually they were able to make the trip less often until Bailee reached the end of her chemotherapy treatments in July 2020. Only recently were they able to reduce their visits to every other month for ongoing testing.

For each one of her treatments, the Child Life team was there to help Bailee and her family navigate her cancer journey. Her parents and brother Brodee were always there to support her, but Child Life specialists were able to keep Bailee calm and distracted when her family couldn’t. Child Life was particularly helpful for difficult procedures like port access and helped her have fun while in the hospital.

“They are essential,” said Holly. “They are as important as doctors and nurses, if not more. They knew what to do where we didn’t; they helped us find our place as parents in her treatment. They were confidants and were there when we had questions or needed to talk. They are there for the patient, the family and the hospital.”

Bailee’s cancer treatment was also impacted by the COVID-19 pandemic. Despite elective surgeries being postponed and scarce resources, cancer care and care for kids continued at Marshfield Clinic Health System. Bailee still got all the treatments she needed, but visitor restrictions meant that only one parent or guardian could come in to the hospital with her, whereas her whole family would go in together previously. Still Bailee’s care team made the experience as positive as possible, including holding an end-of-treatment party for her in July 2020.



Marsfield Clinic
HEALTH SYSTEM
Marshall Medical Center
Lindsey W.
Child Life
CHILD LIFE

Bailee shows her Bravery Beads to
Child Life specialist Lindsey

An open letter from a Child Life specialist

A look inside the Child Life and Expressive Therapies program from McKenzie Tischauser, Certified Child Life specialist.

As a Child Life specialist, I'm used to hearing the question "What do you do?" or "What is Child Life?" The answer I typically give is on the simpler side, "I make the hospital fun and promote positive coping," or "I translate medical jargon into words kids can understand." Though these are accurate ways to explain my role in the hospital, my job is much more complex than most see.

The complex answer would be one that fortunately few families get to see. The complex answer would be that I help navigate conversations with parents as they tell their child that they have cancer. I make blood soup with children so they can understand "sick blood," blasts, and what chemo does to their cells and therefore empower them to teach it to their classmates. I sit with a teen girl and talk about hair loss and wig options while prom is just a few weekends away. I have a conversation with a teen boy about what he wants his legacy to be if he does not come out of this fight a survivor. I turn a hospital playroom into SeaWorld because a two-year old's trip just got cancelled because she relapsed and will now be in the hospital for 2 weeks. I educate two siblings on what cancer is and why their brother will not be coming home for a few months, if at all. I sit with grieving parents after they receive the news that there are no further treatment options for their child. I create hand molds with a dying patient so that their family has a piece of them long after they pass. I explain death to siblings, so that they can understand why their brother or sister is never coming home. I provide comfort to families after their child takes their last breath. The truth is my job is not always laughter, fun and play. My job includes a lot of hard conversations, sad moments and emotional days. However, I also get the pleasure of working with remarkable, strong and resilient children, who leave a lasting impact on all the lives they touch.

The kids I work with fight daily and fight hard. They deal with medicines and treatment that are extremely hard on the body and have numerous side effects including ones that could affect them years after their treatment ends. Kids with cancer deal with headaches, nausea, tiredness, weakness, the list goes on and still somehow find energy to play, laugh and smile. These kids and their families face a prognosis that most of us cannot even fathom. They are true heroes, and I cannot express to you the gratitude I feel every day that I get to be a part of their lives and their fight. These children are my role models as well as they should be everyone else's.

My plea to all of you is to do something this month to help these kids. These are kids, and they spend their childhood making memories in a hospital instead at home or with friends. They spend their holidays hooked up to an IV pole receiving chemo while staring at a hospital room instead of at home creating holiday traditions.

There are so many ways to give regardless of your financial status. If you have the means to donate money, there are some wonderful organizations that serve pediatric oncology patients and their families that could gladly use your help. Do some research to find ones that really speak to you. Children's Miracle Network Hospitals at Marshfield Children's Hospital helps serve patients and their families in multiple ways ranging from paying for expensive medications, providing gas cards for families who must travel far and often due to treatment and providing Child Life services.

Let us make it so no more families remember their child and instead get to be beside them. Help us take care of these children so they can spend their time playing and making memories and not in a hospital.

Sincerely,

McKenzie Tischauser, Certified Child Life specialist, Marshfield Children's Hospital

“The end-of-treatment ceremony was different than it probably would have been before COVID,” said Holly. “But we still had her care team there and Dr. [Michael] McManus gave special permission for Brodee and Jeff to come, too.”

Now that Bailee has finished her treatment, she sees the Child Life team less and less, but she still likes to go in for visits.

“She literally misses going to the hospital because of Child Life,” said Jeff. “They took the worst time in a person’s life and made it enjoyable. She never was sad through all of it—she got better every time. They helped her stay positive and look forward to her next day, her next treatment. I don’t know that her outcome would have been as good if it hadn’t been for Child Life.”

Today Bailee is happy to be back with her friends at school and playing with her big brother at home. She brings light everywhere she goes with her big smile and caring attitude. Bailee has always been a vibrant, creative and loving child—but her experience with cancer has made her even stronger.

“She has always faced her cancer with bravery,” said Holly. “Not only for herself, but she wants to be there for other people. She didn’t let cancer stop her. She says to this day that if she got through cancer she can get through anything.”

As it turns out, Bailee doesn’t need her beads to be brave. She’s brave on the inside.

YOUR GIFTS AT WORK



CHILD LIFE AND EXPRESSIVE THERAPIES

Child Life and Expressive Therapies at Marshfield Children’s Hospital helps kids cope with medical procedures and supports healing through child-centered care. In partnership with doctors and nurses, Certified Child Life specialists normalize a child’s environment and reduce the stress of medical experiences.

Child Life and Expressive Therapies is 100% funded by donations and there is never a cost to families to use this service. The program costs more than \$650,000 per year and support for Children’s Miracle Network Hospitals at Marshfield Children’s Hospital ensures that Child Life and Expressive Therapies can continue. Donations to Children’s Miracle Network Hospitals at Marshfield Children’s Hospital support:

- Certified Child Life specialist training and position funding at Marshfield Children’s Hospital
- Expanding Child Life and Expressive Therapies to Marshfield Medical Center–Weston
- Specialized equipment to make procedures easier for children
- Medical play and distraction items to support kids through the hospital experience
- Financial assistance for families in need
- Child-friendly spaces to create a healing environment for families

Kids need expert, compassionate care more than ever through the COVID-19 pandemic. Help us change kids’ health and change the future: marshfieldclinic.org/cmnh



marshfield
children’s hospital



Children’s
Miracle Network
Hospitals

In This Together

Inside a Marshfield Medical Center COVID-19 unit

The 6 North team continues to fight COVID-19 with support from each other and the Care for Our Caregivers program.

It's a Monday morning and Rose Jicinsky, R.N. is on her way to work. It's the same commute she's made for the past 17 years as a nurse at Marshfield Medical Center. But Rose's work is different now. That's because since March 2020, Rose has been a charge nurse in Marshfield Medical Center's 6 North COVID-19 unit.

As Rose passes by the "heroes work here" signs outside the hospital, she thinks about what today has in store. It's September 2021 and rural Wisconsin is in the middle of another pandemic surge. There are 27 COVID-19 patients on her floor today. Just five days ago, there were only 17.

It would be easy for Rose to become overwhelmed with feelings of frustration, anxiety and sadness. But instead, Rose is choosing gratitude.

"Every day, I wake up and think about the amazing people I get to work with—that keeps me going," said Rose. "All of us on 6 North, we take care of each other, we're in this together. We just have the best team."

When COVID-19 began to hit rural Wisconsin communities in early 2020, Marshfield Medical Centers systemwide

jumped into action to convert hospital floors to COVID-19 units—including 6 North. New personal protective equipment, protocols, equipment and training were all implemented quickly. Staff suddenly found themselves doing damage control in the middle of a pandemic and putting themselves at risk to care for patients in need.

"There are no typical days," said Rose. "Every day is different and we have to constantly adjust. That's why it's so important that we work together. It's the only way we've made it through this far."

At first, the 6 North team only had a few COVID-19 patients at a time to care for in addition to other hospitalized patients, but in fall 2020 the number of cases surged and 6 North converted to a 100% COVID-19 patient unit. It was a difficult time for everyone working in health care, including those on 6 North.

"I have worked here for 17 years and never seen so much death," said Rose. "It's so overwhelming for everyone. Many times we just cry in the hallways. We get so attached to our patients and the anxiety is so high."





“We’ve helped a lot of people go home to their loved ones... and there are a lot of people helping us. That has to be part of what we remember from all this.”

“I had to change my thinking last year,” Rose added. “I had to refocus on the lives we’ve saved. We’ve helped a lot of people go home to their loved ones... and there are a lot of people helping us. That has to be part of what we remember from all this.”

Those helpers include donors to the Care for Our Caregivers program. Marshfield Clinic Health System Foundation launched the Care for Our Caregivers fund in March 2020 to give people a way to support health care workers through the COVID-19 crisis. Donations to Care for Our Caregivers have provided thousands of meals from local restaurants, snacks, gift cards and comfort items to care teams. Between March – December 2020, more than \$400,000 was donated to Care for Our Caregivers. During the fall 2020 surge, Care for Our Caregivers meals were delivered weekly to hospital units.

After the initial surge passed and COVID-19 vaccines became available in early 2021, the 6 North unit saw fewer COVID-19 patients—until the arrival of the delta variant. 6 North was once again converted to a full COVID-19 unit in fall 2021 as a second major surge hit.

“COVID never really went away for us, but this time is different,” said Heather Storch, patient care services manager on 6 North. “Last fall, when we discharged people we were usually sending them home to heal. This time, if they leave our unit, usually it’s because they’re going to critical care and they might never go home. The success rate is pretty low.”

The patients are different this time, too.

“The first time COVID came, it was an ‘old person’s’ illness,” said Rose. “But this time around we’re seeing 20, 30, 40-year olds, some pediatric patients. We recently had two moms up here who gave birth in the hospital and had COVID, so they had to be on our floor and they couldn’t even meet their babies. So it’s still affecting the older population but it’s affecting young people too.”

“People are really scared when they come in,” said Karen Gollon, a nurse on 6 North. “Many people come in here thinking they are going to die. And I can’t tell someone they’re not going to die, when I don’t know if they will. It’s been really tough on everyone emotionally.”

From a staff perspective, communicating the reality of COVID-19 has been challenging. As of October 2021, an average of 90% of patients hospitalized with COVID-19 are unvaccinated. Despite misinformation about the vaccine and COVID-19, when the 6 North team interacts with patients they stay focused on giving them the best chance of recovery.

“I don’t want people to think this isn’t a big deal, because it is,” said Rose. “I wish they could come see what we experience for a day. Our lives are not back to normal.”

Staffing shortages have also compounded the strain on health care workers. Rose says that often, she and other supervisors jump in to do patient care.

“We all just pitch in where we can,” said Rose. “Sometimes there just aren’t enough hands.”

The toughest part, Rose says, is communicating with family members.



“Telling family members that they aren’t allowed to come up to the COVID-19 unit to see their loved ones who are sick has been one of the hardest things,” said Rose. “It’s heartbreaking and we hate to do it, but we try to explain to them that it isn’t safe for them to come up here. And we try to help families stay connected through technology so they can at least talk to their loved ones.”

To support care teams through the delta variant surge, the Care for Our Caregivers program ramped up again with the Foundation team delivering meals and snacks to hospital units multiple times each week in fall 2021. For Rose and her team, Care for Our Caregivers has been a bright spot during a very challenging time.

“Care for Our Caregivers gives us something to look forward to,” said Rose. “It might seem like a food delivery is a small thing, but when we’re working nonstop and barely have the chance to pause to eat or drink, the chance to take a break and eat a meal is so meaningful. We just want to thank all the donors and the Foundation for supporting us. Care for Our Caregivers has really gotten us through some tough times, it adds lightness and positivity to the day.”

Through the continued uncertainty as her team battles COVID-19, Rose still ends each day as she begins: with a heart full of gratitude for the people she works with, the people she’s saved and the people who help.

“It’s very difficult to leave all the stress of work at the door,” said Rose. “I like to walk home most days to clear my mind and get fresh air. I have a strong faith and I believe there’s a reason for all of this. Thinking about all the good people who doing good for others keeps me going.”

YOUR GIFTS AT WORK



CARE FOR OUR CAREGIVERS

Since March 2020, the Care for Our Caregivers program has supported front line health care workers throughout Marshfield Clinic Health System during the COVID-19 pandemic. Donations through Care for Our Caregivers provide:

- Meal deliveries from local businesses to hospital units
- Snack bags to sustain health care workers on long days
- Gift cards and tickets to use at local businesses
- Comfort items, such as warm clothing for employees working outside in the COVID-19 testing garage
- On-site chair massages for health care workers to relax during their shifts

Care for Our Caregivers continues to help health care workers during this critical time. To support our health care heroes when it’s needed most, visit marshfieldclinic.org/giving/donate

Our Family's Story

Miracles through childhood cancer research

The James family shares how pediatric cancer research at Marshfield Children's Hospital helped their daughter Ella become a cancer survivor.



The James family

Dear friends and donors,

We are the James family: Roy, Kim, Ayva (18), Ella (15), Reid (11), and Bear, our black lab mix. Marshfield has been our family's home since 2006. My wife Kim was born and raised on a farm just south of town, and I relocated here from Arkansas after we were married to live and raise a family. We have always been grateful for this community, its people, and the bountiful love and kindness that makes it special. Little did we know at the time how grateful we would become... life is funny that way.

But as you all know, life is not funny all the time. Sometimes it can be cruel and unfair.

Our cancer journey began in 2020 with Ella. We all knew something was troubling her, but no one could quite put a finger on the cause. Multiple trips to doctor's offices and the weight of the COVID-19 pandemic made life more difficult for us all. It seemed that no one had any answers as the whole world was battling the pandemic... rightfully so.

During the holiday season, Ella began experiencing concussion-like symptoms. Nausea, headaches, blurry vision and balance problems. On January 2nd, 2021, we rushed Ella into urgent care at Marshfield Medical Center. Upon entry and initial triage, a CT scan was scheduled right away.



Ella at home

**Through it all
Ella is a miracle.
I'll say it again,
we are blessed
in so many ways.
Ella is a fighter;
her energy and
positive attitude
are an inspiration
to so many people**

A short time later, the attending physician informed us that she had a mass in her brain. Six hours later she was in pre-op awaiting a seven-hour emergency brain surgery to be performed by Dr. John Neal and his neurological team at Marshfield Children's Hospital. Our lives changed forever that day. The surgery was followed by multiple days in the hospital, multiple specialists throwing so much information our way at breakneck speed, multiple procedures and buckets of hugs and tears. At the time it was a whirlwind, but later we realized something: we are so blessed!

We are blessed to live in a special community with world-class medical care. We are blessed with a precise team of caregivers who not only treat the body but treat the spirit with compassion and encouragement. My family is faithful, we put our trust in God and His son. I've always known there were angels, but I never knew that angels existed in the halls of the Marshfield Children's Hospital until this year. The nursing professionals in Marshfield are so much more than their titles; they are angels.

Ella has an aggressive form of childhood brain cancer called medulloblastoma. Thanks to the care team in Marshfield, her tumor was removed successfully and her odds of beating this evil disease are very good. In February, Ella was transferred to Children's Wisconsin Hospital in Milwaukee. The teams at Marshfield Children's Hospital, St. Jude Children's Research Hospital and Children's Wisconsin worked cooperatively to decide the best method of care and treatment. Ella went through six weeks of radiation and chemotherapy each day in Milwaukee during the months of February and March. After a much-needed four-week break, she began inpatient chemotherapy four days a week in Milwaukee, followed by outpatient chemotherapy in Marshfield. That was one treatment cycle, and Ella had six cycles to complete in her treatment, each lasting 28 days. It was a grueling regimen.

Ella rang the end of treatment bell in September to step into remission, healing and recovery. Through it all Ella has been a miracle. I'll say it again, we are blessed in so many ways. Ella is a fighter; her energy and positive attitude are an inspiration to so many people. Whether it's her care team, family members or random people we have gotten to know; each one of them is amazed by her strength. Ella will beat this disease. Ella is my hero.

As strong as Ella is, we can't do this alone. We are blessed that so many care and donate to pediatric cancer research. Without it, Ella and other children would not be here today fighting and surviving this disease. The progress in treatment and technology is saving lives, period. 50, 20 and even 10 years ago, the tools that we can use to treat this disease now were not available. The research that goes into these miracles of modern medicine would not exist if not for caring donors such as yourselves. You are needed, you are appreciated and you are angels! Your generosity can never be repaid by the people who benefit from it... that is the definition of grace. Thank you for all you do!

We are just now beginning life after treatment, all while learning to live life in the moment. It's a beautiful balancing act. Ella's outlook is very good. There will be time. Time to heal, time to recover, time to have fun and most importantly, time to just be a teenager again.

**Thank you for all you do,
The James Family**

YOUR GIFTS AT WORK



CHILDHOOD CANCER RESEARCH

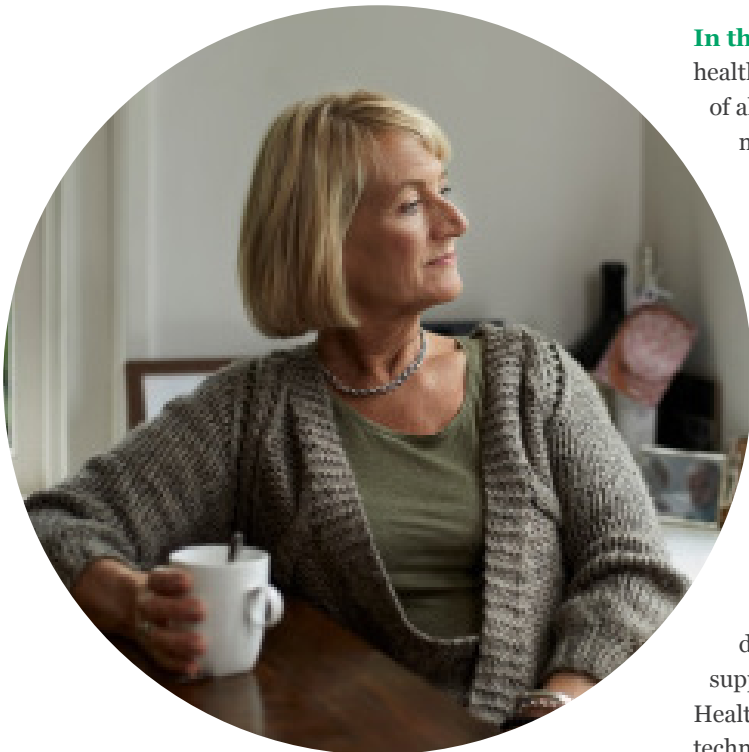
Brave children fight cancer every day. Your support for pediatric cancer research gives them access to new, targeted treatments to give them the best chance of survival. The Cancer Care and Research Center provides Marshfield Clinic Health System patients access to state-of-the-art treatments, cancer control and precision oncology clinical trials at most Marshfield Medical Center locations. As a Children's Oncology Group partner, Marshfield Clinic Health System is able to access the newest pediatric cancer research protocols through a network of nationwide researchers. Your donations to cancer research provide:

- Access to more than 120 cancer-related clinical trials to offer patients the highest standard of care
- Integrated cancer care and research, providing patients with a team of scientists and health care providers dedicated to finding the best treatments for each individual
- Support for cancer research studies, aiming to better diagnose, treat and prevent cancer

**Kids deserve the best chance to beat cancer. Support pediatric cancer research to make miracles possible:
marshfieldclinic.org/giving/donate**

Changing the Future of Mental Health Care

Harnessing the power of virtual care to increase access to mental health resources during COVID-19.



In the COVID-19 pandemic world, another major health crisis has emerged. It is a crisis that affects people of all ages and walks of life. This crisis isn't new, but it is more urgent than ever.

It is a crisis of mental health.

Mental health care has always been important, but COVID-19 has created new challenges and increased the need for mental health services. Anxiety, depression and feelings of isolation have grown exponentially since the pandemic began, particularly in rural communities. With one in five people experiencing mental health challenges, it is essential that care is available when and where it's needed most.

But while COVID-19 has negatively impacted mental health, it has also created opportunities for delivering mental health services. Thanks to donor support, the behavioral health team at Marshfield Clinic Health System is exploring new ways to harness innovative technology, increase accessibility and change the future of mental health care.



Telehealth has been crucial to providing mental health care during the pandemic.

Prior to COVID-19, many behavioral health services were provided in-person, with telehealth an as-needed option. Now, thanks to increased national funding and services changes, telehealth has become the new standard in

mental health care. Many behavioral health team members at the Health System are now able to offer virtual care

options. While broadband and high-speed internet access limit telehealth for some, this new care delivery method has been overwhelmingly well-received.

“Telehealth is definitely critical for rural health systems,” said Dr. Erica Larson, behavioral health medical director. “It reduces or eliminates the time that patients have to travel to reach a provider. Doing telehealth at home or going to a regional site gives people access to care they wouldn’t have had before, especially when people are increasingly stressed and experiencing difficulty due to the pandemic.”

The convenience of telehealth appointments means that more people are getting the mental health services they need. Most people are accustomed to online meetings which has reduced barriers to providing mental health services virtually. Many patients now prefer virtual meetings with mental health providers because they are often easier to schedule.

“We had one case, a family who had an infant that tragically passed away, and the father shared with us that after their child died the fact that we had a telehealth option helped him seek out mental health care,” said Sandy Bump, director of behavioral health and integrated care. “Telehealth allowed us to provide follow up care to this grieving family so they could begin to heal.”

Beyond telehealth, the behavioral health team is implementing new initiatives and expanding existing programs to improve mental health care during and beyond COVID-19.

The Suicide Assessment Management (SAM) tool aims to reduce the risks of suicide and self-harm in patients. As part of the Behavioral Health Integrated Care program, SAM provides Question, Persuade, Refer (QPR) suicide prevention training for health care teams throughout the Health System to help them identify at-risk patients. SAM also screens at-risk patients for mental health needs using a suicide risk assessment tool and refers them to get appropriate care. A generous \$100,000 grant from the Otto Bremer Trust in Minnesota funded expansion of the SAM program in the beginning of 2021.

More than 120 providers were trained in QPR and more than 30 SAM calls have been provided so far in 2021. By offering SAM throughout the Health System, more health care providers are becoming comfortable screening patients for suicide and self-harm, reducing the risk of these events during a time of increased mental health needs.

Expanding SAM with virtual training options was also helpful for the program.

“Rolling something out in a virtual world during COVID-19, you aren’t sure what’s going to happen,” said Sandy. “I have to say that it was actually a benefit to us. People got used to virtual technology and we could reach more people that way.”

The PsySTART program also recently launched to integrate mental health care into the Health System’s trauma care program. PsySTART is a rapid-response triage system that helps to provide mental health care intervention through emergency services. The program uses a scoring system to screen adults and patients when they come in and direct them to the appropriate mental health resources to prevent health challenges like depression or post-traumatic stress disorder (PTSD). PsySTART also helps educate patients and loved ones on how to recognize the signs of mental health challenges and identify when to seek support. During the COVID-19 pandemic, PsySTART is being used to monitor health care provider mental health as well. PsySTART is possible through a partnership with the Medical College of Wisconsin and Korker Foundation. Initial funding for PsySTART was provided by donor support through Marshfield Clinic Health System Foundation.

“To be able to catch individuals who are at the highest risk for PTSD or depression immediately, get them the care they need and possibly prevent adverse events or long-term effects is the biggest benefit of this program,” said Dr. Larson. “The screening we use and the indicator points allow us to allocate resources where they are needed most.”

The availability of telehealth options means that patients screened through PsySTART can get the specialized care they need as well.

“Right now we only have a handful of providers who are trained in trauma-informed care,” said Sandy. “Through PsySTART, we can match patients with those providers virtually. In one case, we had a young patient who was in a motor vehicle accident and using PsySTART we determined she needed continued mental health support. We were able to use telehealth to get her set up with one of our specialized providers.”

Another important service for patients at the Health System is the mental health patient navigator program. The mental health patient navigator’s role is to serve both patients and health care providers by directing patients to the mental health resources that best fit their needs. Because this navigator service is non-billable, the position is 100% donor-funded. The role was first filled in early 2019,

but was vacant in 2020 during the COVID-19 pandemic. Recently, Trista Barlow, BSN started as the new mental health patient navigator to fill this critical need for patients.

“My role is to advocate for the patient,” said Trista. “I strongly feel it’s a needed program. As I’m starting out, I’m doing a lot of research to see what resources are available and figuring out how to build this program to work with other departments.”

As mental health patient navigator, Trista works with integrated teams across the Health System to connect them to mental health resources. She consults regularly with pediatrics; she is part of a gender dysphoria workgroup and is also the perinatal mental health coordinator. In many cases, Trista is able to pull together resources to help patients who simply don’t know where to start.





“Recently we had a gentleman call in who was referred to us by his employer,” said Bump. “His wife left him and everything was gone and his employer told him to call us. I was on the phone with him triaging to find out whether he was at risk of self-harm, and was able to message with Trista throughout it so she could help me direct him to get the help he needed. That’s the kind of assistance this position can offer, both in-person and virtually.”

Rural health care systems continue to adapt to care for patients during the COVID-19 pandemic. For the Behavioral Health Integrated Care team at Marshfield Clinic Health System, the pandemic has allowed them to expand access to mental health services and initiate new, potentially lifesaving programs with the help of donor funding.

“One of the things that the expansion of telehealth through COVID-19 has helped with is taking down a lot of barriers,” said Sandy. “Telehealth has allowed us to match patient needs with the providers in ways that weren’t possible before. It’s opened up a lot of doors for us to provide mental health care that we hope will continue.”

YOUR GIFTS AT WORK



MENTAL HEALTH

Rural Wisconsin communities face unique mental health challenges, especially during the COVID-19 pandemic. The Behavioral Health Integrated Care team at Marshfield Clinic Health System continues to innovate to expand access to mental health resources in the communities we serve. Your donations to mental health are essential to invest in new opportunities and grow existing programs:

- A mental health patient navigator, whose role is to direct patients and health care providers to available mental health resources
- Free professional and community behavioral health conferences, providing opportunities to expand mental health awareness and education
- Telehealth opportunities for receiving mental health care and training care providers to recognize risks of suicide and self-harm in patients and screen them for mental health needs
- The Social Emotional Learning Life Tools program, supporting school-aged children in need of enhanced mental health support
- PsySTART, a new rapid response screening tool to identify mental health needs in trauma patients and prevent depression and PTSD
- Expanding opportunities for patients to use telehealth for their mental health care needs

One in five people lives with mental health challenges. You can be the one who helps. Support mental health in the communities we serve: marshfieldclinic.org/giving/donate



Beneficiaries of the Koller Trust gathered in 2019 to share how each organization is utilizing their legacy gift.

A LEGACY Dedicated to Research

Frank and Betty Koller estate gift continues to advance innovation at Marshfield Clinic Research Institute.

In the fall of 2008, researchers, staff and leadership of the Marshfield Clinic Research Institute and Marshfield Clinic Health System gathered with donors, patients and community members to celebrate the dedication of the Laird Center for Medical Research. Many people took the opportunity to tour this expanded facility, learning not only about the research happening at the time but also the future research opportunities made possible with the new construction.

The evening before the dedication, Frank and Betty Koller of Manitowish Waters, WI announced their decision to include a gift in their estate in support of future research. The Kollers' gift would begin with their passing and continue

for fifty years. Already longtime supporters of research, the Kollers wanted to ensure funds would be available each year to allow Marshfield Clinic Research Institute to continue to expand and respond to emerging opportunities.

With the passing of Frank Koller in 2011, followed by Betty in 2017, annual distributions from their charitable trusts began in 2018. Each year Marshfield Clinic Research Institute leaders and the trustee of the Koller Trust meet to discuss potential opportunities for funding and select a program or project that best represents the intent of Frank and Betty Koller.

In the past four years, nearly \$700,000 has been distributed from the Koller Trust to support the following initiatives:

- **Educating the next generation of scientists.** Two postdoctoral fellows joined Marshfield Clinic Research Institute in 2019, each named as a Frank R. and Betty J. Koller Postdoctoral Research Scientist. Each fellowship brings a junior scientist to the Research Institute and assists with developing their research skills and portfolio, providing an important opportunity for training the next generation of scientists. The Kollers understood the importance of bringing researchers to Marshfield for the research program to be able to grow and thrive over the next fifty years.
- **Providing an opportunity for clinicians to engage in research.** The Koller Trust provided funding for the Clinician Dedicated Research Time program, a new initiative to support health care providers as they pursue their interest in research in addition to their clinical practice. The Kollers provided funding during their lifetimes for two of their care providers to participate in research, recognizing the value of integrating research into patient care.
- **Advancement of access to genetic data.** Many studies at the Research Institute utilize genetic data acquired from research study participants' DNA. Sequencing the genome is an essential though time-consuming and expensive proposition to acquire genetic information. To expand access to genetic data to be used in cancer, infectious disease, pharmacology and rare disease research, the 2021 Koller Trust distribution allowed for the purchase of a NextGen high throughput sequencing machine. This machine replaces older technology without the computing capabilities of the new sequencer and avoids the need to purchase sequencing services from other research centers or universities.

"I am eternally grateful to have known Frank and Betty. Not only was I rewarded with the pleasure of knowing this wonderful couple, but I also was able to understand the passion and vision behind the legacy gift they established for the benefit of research at Marshfield Clinic Research Institute," said Karen Piel, gift planning officer for Marshfield Clinic Health System Foundation.

When the Kollers chose to make a legacy gift to Marshfield Clinic Research Institute, they could only imagine the impact they would make. With their generosity, and the support of so many others who give to research, Marshfield Clinic Health System will continue to advance world-class research close to home.

YOUR GIFTS AT WORK



PLANNED GIVING

When people choose to make a legacy gift, they are making an impact beyond their lifetime to help brave people fight cancer, provide aid to families through tough times due to a medical situation, support scientists searching for new ways to diagnose, treat and prevent disease through medical research or invest in students learning the practice of medicine for future generations. There are many ways to make a planned gift, including:

- Gifts in a will or trust
- Gifts by beneficiary designation on a bank account or life insurance policy
- Gifts from an IRA
- Gifts from stock
- Gifts that provide an income (Charitable Gift Annuities, Charitable Remainder Trusts and Charitable Lead Trusts)

Individuals who include Marshfield Clinic Health System Foundation in their estate plan become members of the Doege Legacy Society.

Our team is here to help you accomplish your legacy goals. We would love to talk with you about the impact you wish to have and how that can be accomplished. Please contact Karen Piel, gift planning officer in the Foundation, for assistance at piel.karen@marshfieldclinic.org. More information about planned giving can be found at marshfieldclinic.org/giving/legacy

MARSHFIELD CLINIC HEALTH SYSTEM FOUNDATION

MISSION

We enrich lives to create healthy communities through meaningful relationships built on gratitude and philanthropy.

VISION

We will innovate and define the future of health care for generations as the trusted leader in health care philanthropy.

CORE VALUES

Patient centered: We promote a culture of gratitude that serves our patients.

Trust: We earn trust through stewardship, integrity and accountability.

Teamwork: We connect donor, patient and system needs.

Excellence: Through philanthropy, we enrich lives.

Affordability: We effectively manage resources to raise philanthropic support.

Marshfield Clinic Health System Foundation
1000 N Oak Ave
Marshfield, WI 54449-5790

ADDRESS SERVICE REQUESTED

Give them a reason to hope.

Kids need a reason to smile, even on the toughest days. Brave people battling cancer deserve hope for a cure. Health care heroes need to believe there is a light at the end of this dark tunnel.

Your support does more than make care beyond treatment possible at Marshfield Clinic Health System. Together, you show our patients and health care providers that they are not alone.

Give hope for the future to those who need it most:

marshfieldclinic.org/giving/donate



Marshfield Clinic
Health System
Foundation