

WINTER 2022

BenchMarks

Stories about your impact through Marshfield Clinic Health System Foundation



HOMETOWN HEART:

Emergency heart surgery shows
importance of rural care

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WHERE ARE THEY NOW? William Krause's story

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DEAR FRIENDS,

Growing up and raising my family in Marshfield, I hear it all the time: “We are so lucky to have great health care in this community.”

I’ve experienced firsthand the importance of access to quality health care as a daughter, a mom and friend of people who have needed care close to home.

But I don’t just feel lucky for the care we have at Marshfield Clinic Health System. I feel grateful. I’m grateful because I know that support from generous people like you makes that great care possible.

It is no secret that this is a challenging time for many people, particularly in health care. Our rural communities are feeling the effects of life after COVID-19. But through it all, Marshfield Clinic Health System has remained committed to ensuring that we have access to high-quality, compassionate care. Our mission of enriching lives is more important than ever, and your support is essential to continuing that mission.

Your donations of all sizes ensure that we can bring specialized, integrated care to families in rural areas. Because of you we can invest in new equipment, renovate treatment spaces, provide comfort items and support services to patients and even build new hospitals.

Each story in this issue of BenchMarks shows the importance of your support for health care in the communities we serve. You’ll meet Jo Ann Voss, a Neillsville native who received lifesaving heart care at the new hospital that she helped support. You’ll also hear from the Gross family whose cancer journeys motivated them to give back to rural health care. In the “Where are they now?” story featuring the Krause family, you’ll read how access to pediatric cancer care close to home helped Will become a three-time cancer conqueror. You’ll meet Tara and Tiffany Guden, whose experiences as Volunteens led them to become nurses at Marshfield Medical Center. And in the 2022 Shining Star highlights, you’ll read stories from grateful patients about the special care teams across our System who go above and beyond.

Our rural communities deserve excellent health care. You receive our BenchMarks magazine because you believe in and support our Health System’s mission. During this time of change, know that we are grateful for your generosity and together, we will continue providing care close to home for those who need it most.

With gratitude,



Teri M. Wilczek, CFRE
Chief Philanthropy Officer, Marshfield Clinic Health System Foundation





Hometown HEART

Emergency heart surgery shows
Jo Ann Voss the importance of her
family's support for rural health care

Even though Jo Ann Voss has never lived more than 13 miles from the Black River in central Wisconsin, she is constantly on the move. She likes to stay busy tending her flowers, going on walks, visiting with friends, spending time with children, grandchildren and great-grandchildren, volunteering, cooking and traveling with her husband Wayne.

Being active has always been important for Jo Ann, but since she experienced a heart attack and emergency surgery in September 2022, it's taken on a whole new meaning.

On the Friday before Labor Day weekend, Jo Ann woke up in the middle of the night with terrible heart burn. She went back to sleep, then called Marshfield Medical Center-Neillsville in the morning to set up an appointment.

"My appointment was for 9:15, and after I got in the doctors did an echocardiogram (echo) right away and gave me some things to stop the heart burn," said Jo Ann. "They told me I should go to the emergency room and wanted to take me over there in a wheelchair. I told them I could walk faster than they could find a wheelchair!"

After arriving in the emergency room in Neillsville, Jo Ann's health care team performed another echo, inserted an IV and did blood tests immediately. They also put a call in to a cardiologist at Marshfield Medical Center-Marshfield.

"I was lying in bed and all of a sudden—I have goosebumps remembering this—I heard this voice coming out of the computer my nurse was holding," said Jo Ann. "And the man said, 'that woman is having a heart attack, get her to the cath lab, I have ordered a helicopter to come get her.' It was so surreal."

That consultation started a whirlwind of events for Jo Ann. Less than half an hour later, a helicopter picked her up to bring her on a seven-minute flight to Marshfield Medical Center-Marshfield. Once there she was immediately taken to the cath lab to place a stint for a blocked artery. Less than four hours passed from the time she went into the hospital in Neillsville to the time she was out of surgery in Marshfield.

"I had actually gone home after dropping her off at the hospital in Neillsville," Wayne said. "We only live a mile from the hospital so they told me to go home and rest and they'd call me with results. The next thing I knew, they were telling me she was being airlifted to Marshfield so I got in my car and drove over there as fast as I could. I saw her right after her surgery. It all happened so fast."

Jo Ann was able to go home the next day. But the following day she went back in to Marshfield Medical Center-Neillsville after a home blood pressure monitor showed some concerning readings. The nurse there took her vitals and determined she needed to go to Marshfield for more treatments.

"That day I got to ride in the ambulance instead of the helicopter," said Jo Ann. "Two rides in three days!"

The team in Marshfield discovered Jo Ann was experiencing atrial fibrillation following her surgery. They were able to prescribe some different medications to get her heart rate under control and sent her home with a heart monitor for a month to continue recovery.



Jo Ann and Wayne Voss



Timing is essential to successfully treat cardiac issues, so the teams at the Marshfield Medical Centers in Neillsville and Marshfield knew they had to work together quickly to provide lifesaving care to Jo Ann.

“Everything just clicked so fast; it was miraculous,” said Jo Ann. “My care teams kept telling me that ‘speed is muscle’ when it comes to the heart. The faster you go, the less damage is done. Even right away in Neillsville when they gave me medications in the ER, they were able to slow the progression of my heart attack. They probably saved my life.”

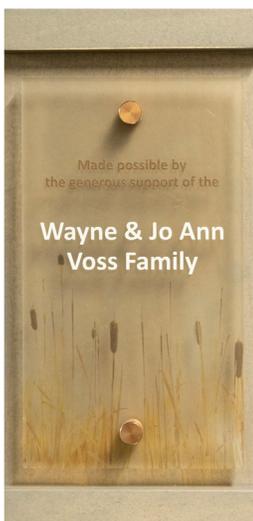
Since the initial days of her hospitalization, Jo Ann’s recovery has been smooth. She travels to Marshfield for regular checkups and does her cardiac therapy in the wellness center at Marshfield Medical Center-Neillsville.

“We are walking examples of why we need a hospital here. We are lucky to have great care right down the road from our house.”

The fact that Jo Ann survived her heart attack thanks to care from Marshfield Medical Centers in Neillsville and Marshfield is especially meaningful for the Voss family. When Marshfield Medical Center-Neillsville was being built, they made several donations to the capital campaign. Jo Ann joined the “100 Extraordinary Women” initiative with more than 100 women who gave \$1,000 each to support the campaign. Additionally, Wayne and Jo Ann donated to name a pediatric patient room in the new hospital. Funds raised from the campaign helped build the infusion suite and wellness center at the Marshfield Medical Center-Neillsville campus.

“We just wanted the hospital to stay here,” said Jo Ann. “We had our kids there. It didn’t take much to convince us to donate because we just believe in the cause. And now after my heart attack there’s a chance I might not be here today if we didn’t have this hospital. I’d recommend the local hospital to anyone because even if they can’t fix it, they have the connection to Marshfield and know someone who can.”

Jo Ann’s heart attack is just the most recent medical event for their family which showed the importance of care close to home. In addition to primary care needs, Jo Ann is also a breast cancer survivor, and her husband Wayne has battled prostate cancer and needed emergency care for a bleeding ulcer.



“We are walking examples of why we need a hospital here,” joked Wayne. “We are lucky to have great care right down the road from our house.”

Jo Ann is continuing to regain her strength and stamina after her heart surgery. Most days when she’s not at the wellness center for rehab, she can be found walking through her peaceful Neillsville neighborhood streets. But she always takes the time to pause and be grateful for her active life in the small town she calls home.

YOUR GIFTS AT WORK



LOCAL PATIENT CARE

Your support enhances care for patients in the communities served by Marshfield Clinic Health System. Because of your donations, patients have access to the latest treatments and specialty care from trusted healthcare providers close to home. Your gifts to local patient care provide:

- Specialized equipment to care for complex medical conditions
- Comfort items for patients including blankets, iPads, toys for kids and more
- Remodeled treatment and waiting areas, providing a healing environment for patients
- Support groups to give patients a community as they navigate their treatment
- Programs and services to enhance care like the Child Life and Expressive Therapies program

Bring advanced care home:

marshfieldclinic.org/giving/donate

Where are they now?

William Krause's story

William Krause was diagnosed with cancer in 2012 at just three years old. With support from family, friends and the care team at Marshfield Children's Hospital, he fought and conquered cancer. But in 2019, William received another cancer diagnosis. Throughout William's journey, his family has never stopped fighting to help end childhood cancer.

"It has been over a decade since our son, William, was first diagnosed with cancer. I say first because he has battled Acute Lymphoblastic Leukemia, Hodgkin's Lymphoma and a relapse of Hodgkin's Lymphoma.

Our cancer story began in March of 2012 when William, at three years old, was diagnosed with leukemia while we were on vacation in Florida. Thanks to Marshfield Children's being a part of the Children's Oncology Group, the treatment that began in Florida seamlessly transferred to Marshfield. After 15 days, we were able to fly home. William was able to complete all of his remaining lifesaving treatments here at home with his brother, Benjamin, by his side. His treatment ended in May of 2015.



Unfortunately, in March of 2019 William was diagnosed with Hodgkin's Lymphoma. We were devastated to say the least. The thought of our child having to start another cancer journey was heart-wrenching. Both our boys were older and they had advocated for children with cancer for seven years at this point. They've seen children die from cancer. We couldn't hide the reality and fear as easily as we could when they were younger.

William immediately began treatments. After six rounds of chemotherapy, he was in remission. Sadly, in October, just one month after completing his chemotherapy, he had already relapsed. Our Marshfield oncology team spent countless hours determining the best



William Krause before and after cancer treatment

course of treatment. Thanks to donations that support pediatric cancer research and countless clinical trials, they developed a plan working closely with Children's Wisconsin in Milwaukee. Our goal was to get him into remission so he could receive a stem cell transplant. Our team agreed on four rounds of two new chemotherapy drugs with the hope of remission. They needed to be aggressive because of how quickly he relapsed.

These treatments came with a new set of challenges. William had a severe allergic reaction to one of the chemotherapy drugs. Our team at Marshfield Children's did extensive research and developed a plan to give William this lifesaving drug through a method called desensitization. What should have been a one-hour infusion in the office would now take place over an eight-hour span in the pediatric intensive care unit (PICU). We needed to be sure all necessary medical interventions were available. William continued to persevere. There were times William would leave the PICU and head straight to the field for football practice. Sometimes he'd have chemo on Thursday and a football game Saturday morning. His oncology team knew how important sports were to him and they supported us every step of the way. William still needed to be a kid.

In January of 2020 William was once again in remission and on February 11, 2020 he received his stem cell transplant in Milwaukee through a collaborative team approach with Marshfield Children's. As we were on the road to recovery in Milwaukee, COVID-19 became the newest scare for us and the world. William's medical team had also decided that due to his high risk of relapse we should consider 16 more rounds of chemotherapy in the PICU using the drug he was allergic to. Our journey would last a year longer than we anticipated. We were thankful to have the same nurse by our side for all 20 of these PICU treatments. We have had the same doctor since 2012. The team approach between our nurse and our oncologist made a very difficult time much less stressful. We felt safe in their care and knew they always had William's best interests in mind.

William has been out of treatment for over a year. Though our team at Marshfield continues to monitor him closely, he celebrated his 2nd transplant birthday this past February. We feel blessed that Marshfield Children's is



William and his brother, Benjamin (right)

able to offer the same advanced specialty care that we would have received in a much larger facility. Thanks to continued donor support, we were able to travel less, spend more time together as a family and still receive the best possible care for our son.

William is now 14 years old. He is thriving in every way possible with Benjamin by his side. William just completed his freshman football season at Marshfield High School. He started basketball in November. Throughout his years of treatment, William just wanted to be a kid. He wanted to go to school, play sports and hang out with his brother and his friends. William loves sports, hunting and fishing. He is a three-sport athlete playing football, baseball and basketball. He enjoys weightlifting, water sports and cross country skiing. His medical team has supported him through cancer treatments for over a decade. From appointments, surgeries, spinal taps, bone marrow aspirations, biopsies, stem cell transplants and so much more, our team always thought of what was best for William's physical and mental wellbeing. They showed deep compassion and care for our entire family because no journey is ever fought alone.

Our family’s hope is that donors continue to support pediatric cancer research. It is one of the least-funded cancers. Less than 4% of the annual budget from the National Institutes of Health is directed towards pediatric cancers, yet it is the leading cause of death by disease of children 19 years and younger. Childhood cancer survivors are two times more likely to suffer chronic health issues. There is still so much work to be done. Thankfully, Marshfield Children’s participates in countless pediatric cancer clinical trials. They belong to the Children’s Oncology Group which gives access to the best treatment plans available. They continue to advocate for our children who cannot fight these battles alone. Our family’s goal is that someday no other family will hear, ‘Your child has cancer.’”

- The Krause Family: Dave, Becky, William and Benjamin

YOUR GIFTS AT WORK



CHILDHOOD CANCER CARE AND RESEARCH

The Marshfield Children’s childhood cancer team ensures that brave kids fighting cancer get the specialized, compassionate care they need close to home, thanks to your support. Your donations help our pediatric cancer team provide:

- Access to research and new treatments through Marshfield Clinic Research Institute’s partnership with the Children’s Oncology Group
- Support services, specialized equipment, comfort items and help for families through Children’s Miracle Network Hospitals at Marshfield Children’s Hospital
- Certified Child Life Specialists and Music Therapists who help kids cope with their diagnosis and treatment
- Specially-designed healing spaces, including Treyden’s Cabin in Marshfield Medical Center and updated pediatric cancer spaces at Marshfield Medical Center-Eau Claire and Marshfield Children’s Hospital

Help brave kids fight cancer:
marshfieldclinic.org/giving/donate

**Pediatric Angel Fund Endowment
 Help us meet the match!**

Inspired by his grandson William’s cancer journey, Werner Krause is matching all gifts up to \$200,000 to establish a new Pediatric Angel Fund Endowment. This endowment’s annual allocation will support the Krause Family Pediatric Cancer Angel Fund to help families in need battling childhood cancer, but it will also support Angel Funds for a variety of childhood illnesses and pediatric needs. Additional Angel Funds supported by this endowment will include the Neal Family Pediatric

Diabetes Angel Fund, the Bardet-Biedl Syndrome Angel Fund, a general pediatric Angel Fund and any additional pediatric Angel Funds created in the future.

Double your impact for pediatric Angel Funds to help families in need! Contact Marshfield Clinic Health System Foundation at giving@marshfieldclinic.org or 715-387-9247 to add your support.



Driven. to give back

Cancer journeys inspire Gross family to support their community through the Marshfield Medical Center-Neillsville capital campaign

Being part of a community is meaningful to everyone. A community provides connection, support and a place to call home. But some people do more than ask what their community can do for them—they are dedicated to making their community better.

The Gross family are those type of people. They do all they can to help those around them, because they have experienced firsthand the importance of community when faced with adversity.

Wayne and Peggy Gross raised their children in Neillsville and taught them the beauty of living in a small town. Between taking the kids to school sports and family events, they continued to grow their business, Gross Motors. They taught their kids the importance of giving back, both through their business and through personal donations and volunteering.

One of Peggy's passions was volunteering to support local cancer patients at the Hope Lodge in Marshfield. The Hope Lodge, which was then operated by the American Cancer Society, provided free lodging for cancer patients who had to travel for treatment before closing in 2020. Being from Neillsville without access to local specialized cancer treatment, their family understood the value of this service. But they didn't yet realize how important it would become.

Peggy is a three-time cancer survivor. She was first diagnosed with thyroid cancer in 2005 and took weekly trips to Marshfield for cancer care. Her treatments were successful, and she went into remission. Then, in 2007, she fought and conquered breast cancer. She also had a melanoma removed.

"It would have been a lot more convenient to be able to get my treatments in Neillsville," Peggy said. "But there were a lot of people from Neillsville who worked at the hospital in Marshfield—there still are—so that was comforting and made a bad situation a little bit better."

After supporting cancer-related causes for years, the Gross family had now been personally touched by cancer... and Peggy's experiences were just the beginning.

"I was 37 years old, the last thing I thought it could be was cancer. I just thought they'd give me some flu medication and I'd be on my way. If the Neillsville clinic wasn't there, I don't know how long I would have waited to get checked out and I could have had a very different outcome."

In May of 2011, Wayne and Peggy's son Mike, then 37, woke up feeling achy and feverish. He had a cough he just couldn't get rid of, so after going to work for a couple hours at the family's dealership, he went in to urgent care at the hospital in Neillsville. The doctors ran some tests including a chest x-ray, which revealed some concerning findings. A subsequent CT scan confirmed the worst—tumors in Mike's chest, spleen and liver.

"I was 37 years old, the last thing I thought it could be was cancer," said Mike. "I just thought they'd give me some flu medication and I'd be on my way. If the Neillsville clinic wasn't there I don't know how long I would have waited to get checked out and I could have had a very different outcome."

"It's just so hard when it's your child, no matter what age," said Peggy. "At the time I said I'd go through cancer treatment again just so he wouldn't have to. It was heartbreaking."

Mike was referred to Dr. William Hocking at Marshfield Medical Center thanks to a recommendation from Peggy's oncologist who was retiring. The diagnosis was a very aggressive form of non-Hodgkin's Lymphoma, including a huge tumor right in the middle of his chest, which required six rounds of chemotherapy along with radiation treatment.





The Gross Family, left to right: Austin, Wayne, Peggy, Jodi, Mike, Andrew and Evan

“I remember at the time my sons were just one, five and eight years old,” said Mike. “That Christmas the eight-year-old wrote a letter to Santa and asked for a Wii video game unit and for dad’s cancer to go away. Thankfully he got both of those wishes.”

After the grueling treatment regimen, Mike was declared cancer-free. His experience was difficult on their whole family but made them even more committed to supporting access to local health care.

“A couple years ago we were getting ready for my son’s graduation party and coincidentally, Dr. Hocking called me on that day to thank me and my wife for a recent gift to support Cattails Cottage [the cancer patient lodging facility which replaced Hope Lodge],” said Mike. “It felt like everything came full circle because I had told Dr. Hocking when I was diagnosed that I just wanted to see my sons graduate, and now here we were.”

“Having something like this happen to your son changes your whole personality,” said Wayne. “It was hard when Peggy fought cancer, but when it’s your kid... that really affected me and how I view life.”

But Wayne didn’t just watch his wife and son fight cancer; he also underwent surgery and radiation to battle prostate cancer. His family was his inspiration to fight.

Through these challenges, the Gross family is grateful for the community who rallied around them. When they were approached by MCHS Foundation’s chief philanthropy officer, Teri Wilczek, in 2019 asking whether they wanted to be a part of the capital campaign to build the new Marshfield Medical Center-Neillsville, it was never a question of whether they would be involved, but how much they could do to help. “Growing up in Clark County, I have known the Gross family for many years,” said Teri. “They are kind and humble people with generous hearts. Seeing them go through their cancer journeys and choosing to give back as part of their healing has been truly remarkable. I was honored to work with them as dedicated members of the capital campaign committee for Marshfield Medical Center-Neillsville. Their support is a wonderful example of the power of community.”

“When I heard that Marshfield Clinic Health System was going to be operating the hospital in Neillsville I was relieved,” said Wayne. “I knew with Marshfield Clinic running the hospital, it would last and improve the quality of life here in our community. If this hospital wasn’t here, people would suffer. It’s reduced the burden on a lot of families.”

Operating medical centers in rural Midwest communities is an important part of Marshfield Clinic Health System’s

mission. While many health systems across the nation focus more on cities and suburban communities, Marshfield Clinic Health System is committed to ensuring that rural communities receive the compassionate, expert health care they deserve close to home. It was in this spirit that the Marshfield Medical Center-Neillsville was opened, along with many other Marshfield Medical Centers in rural areas of Wisconsin in the past few years—with Marshfield Medical Center-Dickinson in Upper Michigan also recently added to the Health System.

The Grosses understand this mission, which is why they quickly became a part of the Marshfield Medical Center-Neillsville capital campaign committee and made a generous gift to support the new hospital. Their support through their donation and being part of the capital campaign committee helped the campaign succeed through the COVID-19 pandemic. Despite pandemic challenges, the \$12 million campaign goal was reached and the hospital opened in 2020.

Today the Gross family continues to offer their support where and when it's needed in the Neillsville area—doing their part to ensure a strong and healthy community for years to come.

“Giving back to our community is important to our family and our business as well,” said Wayne. “It’s an integral part of what we do and who we are. We try to just lead by example and show that giving is the right thing. It’s important to help others, because you never know when you will need help.”

YOUR GIFTS AT WORK



RURAL HEALTH CARE

Marshfield Clinic Health System is dedicated to serving rural Midwest communities through accessible, high-quality, compassionate health care. Your support enhances care in these rural communities by:

- Funding mobile mammography, which delivers preventative care to rural communities to support lifesaving early detection
- Expanding the telehealth program to offer convenient health care and access to specialists for patients where and when it's needed most
- Investing in specialized equipment for medical centers in rural communities so that patients do not need to travel for high-quality care
- Assisting families in need with travel costs so that when they need to travel for care, the costs of travel are less of a burden
- Updating and remodeling spaces in Marshfield Medical Centers to create a healing environment for patients
- Funding research that affects rural populations, including studies to improve agricultural health and safety and investigate tick-borne illnesses

Help enhance care in rural communities:
marshfieldclinic.org/giving/donate

Sisters in service

Twins Tara and Tiffany Guden become nurses at Marshfield Medical Center following their Volunteering experience

The Volunteering program within volunteer services at Marshfield Medical Center gives local high school students the opportunity to gain professional experience in a health care setting and learn about the benefits of serving others. Twins Tara and Tiffany Guden share their experiences as Volunteers that led them to pursue careers in nursing at Marshfield Clinic Health System after graduation.

Meet Tara and Tiffany



Tara (left) and Tiffany Guden, 23 years old, Marshfield, WI

When and why did you first start volunteering at Marshfield Medical Center?

Tara: I started in 2014 as a teen volunteer and now have 700 hours to date. I got involved after my mom told me about the various volunteer opportunities there.

Tiffany: I started volunteering at Marshfield Medical Center in 2014 when I was about 15 years old. My mom got my sister and I involved and she even helped us fill out the paperwork!

Which areas did you serve in at Marshfield Medical Center? Which were your favorites and why?

Tara: Over the last eight years, I have served in various locations throughout Marshfield Medical Center. I first started as a volunteer stocking nurse carts and isolation stations in the nursing units and by helping care for infants and toddlers at Bright Horizons Child Care Center. I also volunteered at the emergency room reception desk by escorting patients and visitors around the hospital as well as in the pediatric unit by sanitizing toys and visiting children. In college, I started volunteering as a patient advocate where I spoke with hospitalized patients to resolve their questions and concerns. During the pandemic, I started helping pack COVID-19 test kits for the lab. Occasionally, I help with small tasks in the volunteer services office and for the last two years, I have helped wrap gifts in Santa's Workshop. One of my favorite positions I served in was at Bright Horizons. I looked forward to volunteering whenever I could. I got to help the teachers, learn from them, and care for the kids.

Aside from volunteering, I have several other experiences with Marshfield Medical Center. In high school, I was a pharmacy youth apprentice student technician in the urgent care and pharmacy on Central Avenue. Then, for 3.5 years, I worked as a Certified Nursing Assistant on the 6 North medical/surgical unit which transitioned to the COVID-19 unit during the pandemic surge. Now, I work on the 5 North neurology/trauma unit as a registered nurse. In 2019, I started nursing school at the University of Wisconsin-Eau Claire College of Nursing and Health Sciences-Marshfield, which was in the South building on the Marshfield Clinic Health System campus. I had nursing school clinicals in many of the units at Marshfield Medical Center as well. In summer of 2021, I had a student nurse internship in the women/children float pool where I worked in the birth center, neonatal intensive care unit, pediatric intensive

care unit and pediatric units. Over the last few years, I have spent a lot of time at Marshfield Clinic Health System between school, clinicals, work and volunteering.



Tiffany: I have volunteered in a few different areas at Marshfield Medical Center over the past eight years. For the first few years of my volunteer experience, I spent a majority of my time volunteering at Bright Horizons Child Care Center in one of the infant/toddler rooms. I was able to help the teachers care for the kids and help them learn new things. I also volunteered at the emergency room reception desk and escorted patients and visitors throughout the hospital. I volunteered in pediatrics where I helped sanitize playroom toys, visited hospitalized children to give parents a break and assisted Child Life Specialists with small tasks. More recently, I served as a patient representative and was able to take time to sit with patients and their families and listen to their praises, comments and suggestions which I reflected back to unit staff to improve care. During the pandemic

I helped pack COVID-19 test kits. For the past few years, I have wrapped Christmas gifts in Santa's Workshop for hospitalized children and their siblings. I have also helped with tasks in the volunteer services office. Of all my volunteer experiences, my favorites have been Bright Horizons, serving as a patient representative and wrapping gifts in Santa's Workshop. I loved being able to directly work with the children at Bright Horizons. Being a patient representative allowed me to have a direct impact on patient care too and I knew that feedback I was able to share with the unit staff not only improved the care for those specific patients but also for other patients as well. Wrapping gifts in Santa's Workshop is also one of my favorite areas because I simply love wrapping gifts and it makes me so happy knowing that children will get to have a magical Christmas!

I also have worked for the Marshfield Clinic Health System for over 5 years. In 2015, I started working as a student pharmacy technician through a youth apprenticeship. I worked in the urgent care pharmacy and Central Avenue pharmacy primarily. In 2018, I started working as a certified nursing assistant (CNA) on 6 North. For about 2 years, I cared for COVID-19 patients as 6 North was a COVID-19 unit. In February 2022 I started working as a registered nurse in the birth center.

But my time at the Marshfield Clinic Health System didn't just stop with volunteering and work. I was also a University of Wisconsin-Eau Claire-Marshfield nursing student, and I had some of my nursing courses in the South building. I also had my student nurse clinicals at the hospital for 2.5 years on many of the units. In addition, in summer 2021, I had a student nurse internship in the birth center and loved every second of it. Now, I am a registered nurse in the birth center at Marshfield Medical Center – the same hospital I was born at too!

Between volunteering, work, nursing school and clinicals, I have spent a lot of my time at the hospital!

What's your favorite volunteering memory?

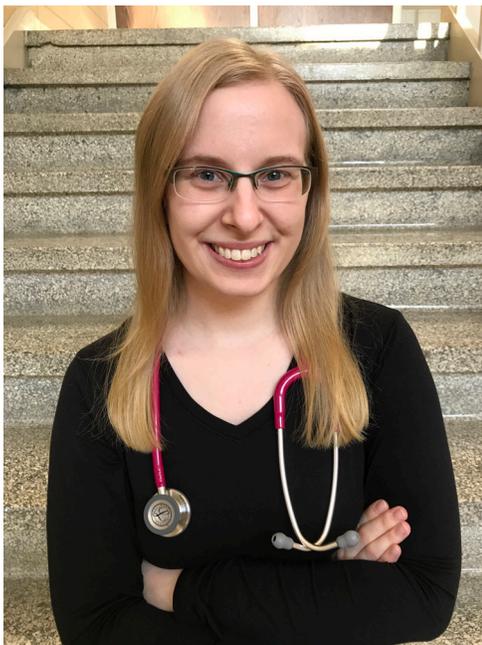
Tara: I have so many great memories from volunteering that I cherish. Some of my favorite memories are from when I served at Bright Horizons Child Care Center. I would volunteer for full days simply because I loved it so much; I adored playing with the infants and toddlers and

cuddling them. I would read books over and over to them so much so that I memorized all the words.

Tiffany: I have a ton of great memories from volunteering; it's hard to choose just one! Some of my favorite memories come from volunteering at Bright Horizons though. During my summer breaks I would spend my entire day volunteering there. In my opinion, nothing beats being able to make those little babies smile and the cuddles warmed my heart so much!

How did serving as a volunteer help you decide on your future career path?

Tara: Serving as a volunteer at Marshfield Medical Center helped me decide to become a nurse. Each position I served in reinforced my desire to help others during times of great need. Volunteering raised me from a high school student through college and has shaped me into the person I am today. I wouldn't be where I am today had it not been for the two Partner's scholarships that helped financially support me in my undergraduate courses. I graduated in December 2021 with my Bachelor of Science in Nursing (BSN) degree from the University of Wisconsin-Eau Claire College of Nursing and Health Sciences -Marshfield.



Tiffany: Serving as a volunteer helped guide me to my career as a nurse. When I started volunteering, I knew I wanted to work in the medical field, I just had no clue where. Thanks to my many great experiences, I discovered that my passion was serving patients. By volunteering at Bright Horizons, I imagined I might enjoy working with infants in my future; I was able to explore this interest further through my student nurse clinicals at the Marshfield Medical Center too. In addition, volunteering as a patient advocate allowed me to work closely with patients, nursing staff and management and I was able to improve my own care that I provide for patients. Serving as a volunteer helped shape me into who I am today and it has helped me to grow in confidence too! I am also especially thankful for my two Partner's scholarships that helped me attend nursing school. In December 2021 I graduated with my Bachelor of Science in Nursing (BSN) degree from University of Wisconsin-Eau Claire College of Nursing and Health Sciences and I am now working as a registered nurse in the birth center!

What motivated you to continue serving as a volunteer even after being hired at the Health System?

Tara: Whether it's packing COVID-19 test kits or advocating for patients, I continue to volunteer knowing that I can make a difference in someone's life. I truly enjoy every minute of it and made it a point to continue actively volunteering even while in nursing school and working. The volunteer services staff have been so incredible and have provided me with numerous opportunities that are flexible with my schedule. Volunteering at Marshfield Medical Center has also helped me connect with my community in new ways, network and gain experience in health care.

Tiffany: I have continued volunteering for the past eight years because I love to offer my time to help others. Growing up I was involved in 4-H and one of my favorite things to do was community service projects. As a volunteer with Marshfield Medical Center, I still get to serve my community and bring joy to others, and I even get to mix in my passion for health care! Even throughout college, nursing school, and a pandemic, I have continued to actively volunteer because I love to make a positive difference in the lives of others. I have over 700 hours of service to date!



What would you say to other people considering volunteering?

Tara: I strongly encourage others to volunteer. There are so many benefits to it, including building soft skills that help you in other life endeavors. It might even help you find your true passion! It is also incredibly rewarding knowing that you are making a difference in the lives of those around you.

Tiffany: I would tell other people who are considering volunteering to do it! Volunteering can be so rewarding and can really be life-changing. From volunteering, I was able to network with a lot of amazing people and it helped me secure some job opportunities as well. Volunteering is always a highlight of my week and it always makes me smile!

Do you have a favorite quote/expression about giving back or serving others?

Tara: My favorite quote about serving others comes from Mahatma Gandhi who spoke, “The best way to find yourself is to lose yourself in the service of others.” Looking back on my years of volunteer experience, there’s no better way I could describe the path it has taken me on.

Tiffany: One of my favorite quotes about serving others is from Winston Churchill as he explained, “We make a living by what we get, but we make a life by what we give.” Serving others not only impacts the other person, but it can have a huge impact on your own life. It allows us to think of others and not just focus on ourselves. To me, life, happiness and purpose come from giving to others.

YOUR GIFTS AT WORK



VOLUNTEERING

Volunteering is a special way to donate your time and talents to enrich lives for patients. Volunteers serve at Marshfield Medical Centers in Marshfield, Eau Claire, Rice Lake, Ladysmith, Wausau, Neillsville, Beaver Dam, with more locations being added.

Each year, more than 750 volunteers serve in more than 100 areas across Marshfield Clinic Health System. Volunteers help in many ways including:

- Greeting and escorting patients to and from appointments
- Stocking items needed in various medical departments
- Advocating for and interacting with patients and family members
- Participating in the pet therapy program to support children, families and care teams

If you or someone you know would like to serve as a volunteer, contact volunteer services at **715-387-7198** or visit **marshfieldclinic.org/giving/volunteer**

Shining Star Highlights

The Shining Star program is an opportunity for grateful patients, family members and Marshfield Clinic Health System employees to honor those who make a difference across our system of care. By making a gift of any size through the Shining Star program, you can say a meaningful thank you to someone who has impacted your care journey and help others in need.

Here are some special recent Shining Star stories:



Susan Ahn-Horvath, PA-C.
Shining Star Pin #1

Donation supporting:
Local patient care

“It has been one year since this team saved my daughter’s life. She developed a spinal infection

and was close to dying of septic shock. I remember the conversation so clearly with Dr. Vivekananda Gonugunta the night of surgery. He said she had to go to surgery immediately. Dr. Gonugunta and Susan came to her room and took her to the operating room themselves. As we were approaching the surgery doors, I remember that the nightly devotion was taking place. Perfect timing. God was watching us. She headed into surgery at about 8 p.m. for an 8-hour surgery. We did not know what the end results would be. Would she be able to walk independently, with a walker? Be incontinent of her bowel and bladder? With their God-given talents, the anesthesia staff was able to keep her alive through the surgery so the neurosurgery team could do their work. After several months of therapy, she is able to walk, drive, use the bathroom on her own and has returned to work on a part-time basis. You all gave her a second chance at life. How do you say thank you for something like this? This team who took care of her are truly Shining Stars. Thank you for allowing her to go back to a normal life. We thank you so much...Words just cannot express the gratefulness that we have for this team.”

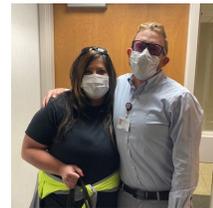


Jordan Anderson
Shining Star Pin #1

Donation supporting: Children’s
Miracle Network Hospitals

“We recently had the pleasure of meeting Jordan while checking in for my husband’s appointment. Jordan’s

gratefulness and passion for his job was so refreshing. His attitude towards his career and life in general is truly inspiring. He truly is a gem!”



Corey Barber, R.N.
Shining Star Pin #1

Donation supporting:
Greatest needs at Marshfield Clinic
Health System

“My grandmother suffered a massive stroke and was hospitalized at

University of Wisconsin-Madison. She was not a candidate for a thrombectomy and we as a family decided to follow through with her wishes and not go ahead with a feeding tube, intubation, etc. and chose to provide her comfort measures. Being a 24-year employee of Marshfield Medical Center, I wanted her transferred here for the remaining days of her life. UW-Madison informed me that they did not think Marshfield Medical Center would take her as a patient. I placed a call to Corey, the nursing supervisor, and explained the situation. He said he would work to get her accepted here as a patient. My grandma was able to be transferred to Marshfield Medical Center thanks to Corey and his will to make things better for people. She was placed on palliative care where I was able to care for

her at her bedside and my family was able to be with her as well. Without having Corey advocate for my grandma, she might have had her remaining days in Madison where the visitor policy remains 2 visitors per day meaning our family would have never had that chance to say goodbye to her. Corey is oftentimes behind the scenes. He does so much for this facility that people never see and realize. He is always advocating for patients, families and employees all equally. He goes above and beyond for patients. Corey deserves a Shining Star. He is an outstanding nurse, hospital supervisor and amazing resource to fellow nurses on every floor of the hospital.”



Dr. Anderson Bauer

Shining Star Pin #2

Donation supporting:
Local patient care

“I want to sincerely thank Dr. Anderson Bauer and his entire team

in radiation oncology—the medical assistants, nurses, receptionist and the therapists. They were so great. During a time in my life when I was afraid, they were always cheerful, smiling and reassuring. They took time to explain things and treated me as if I was the most important person in the world. I was so impressed with each and every one of them. They truly are Shining Stars!”



Dr. Keshani Bhushan

Shining Star Pin #1

Donation supporting:
Local patient care

“Dr. Keshani Bhushan was part of

my care team for only two days. For just two days she was my doctor and did more for me than the rest. She is super smart but what is different is that she listens. She is a great doctor and a great person and when I said I hope to see her again, she said: ‘You never want to see me again because I don’t want you to be sick and come to the hospital.’ She made me cry but also made me smile with that twinkle in her eye behind her mask. I don’t want to make a big deal

about it and don’t want my name anywhere but she does deserve a Shining Star. I would like to give this gift to the Foundation in Dr. Bhushan’s name. I hope y’all know what you have with a doctor like Dr. Bhushan.”



Julie Boehm, C.M.A.

Shining Star Pin #8

Donation supporting:
Local patient care

“In 2009, my father was diagnosed with renal cell cancer. After

meeting his first oncologist they talked about a treatment plan. This doctor told him to get his affairs in order and that he had only 6-12 months to live. He sold his beloved fishing boat and started to plan his final days. A few months into his treatment, his oncologist passed away and he was then appointed to Dr. Douglas Reding. At his first appointment, they were getting to know each other and they talked over a new plan. Dr. Reding said that he would do whatever he could to beat my father’s cancer. He expressed that you never put a timeframe on a diagnosis and you just live each day to the fullest. This was exactly what my dad needed to hear. My dad’s attitude changed and he just kept moving forward. Dr. Reding then took a different job and he was introduced to Dr. Isaac Yeboah and his medical assistant Julie. All of them immediately had a connection and made him feel comfortable. Julie knew just how to joke with my dad and would always call him Wild Bill. My dad no longer dreaded going to his oncology appointments. He wanted the whole family to meet this duo. We would take turns taking him to his appointments and all agreed that both of them were a pretty special team and they had made a connection with our dad. Dr. Yeboah recommended that my dad would be a perfect candidate for immunotherapy. This proved to be the answer because my dad did this type of treatment for years, prolonging his diagnosis. Towards the end, the treatment was no longer working and the cancer had spread. Dr. Yeboah was always thinking ahead and trying new treatments, never giving up! Both Julie and Dr. Yeboah had a spirit that was contagious and they are both a HUGE asset to your

oncology team. My dad passed away November 11, 2021. That is twelve years after his first diagnosis. Twelve years of life well spent with his family and friends. The way a doctor shares a diagnosis and their personality make such a difference. Our family will be forever grateful for Dr. Yeboah and Julie for their positivity and caring attitude.”



Abigail Grancorvitz

Shining Star Pin #2

Donation supporting:
Greatest needs at Marshfield Clinic
Health System

“Abby is the ‘mother hen’ of nuclear medicine, always keeping all of

us in line, coordinated and reasonably happy. Limitations of job description mean nothing, as she addresses any problem that needs to be fixed. She has been there to mend relationships, head off issues and spread words of encouragement—always with a positive attitude. The Health System and the world needs more people like Abby!”



Stephanie Husak, R.N.

Shining Star Pin #1

Donation supporting:
Greatest needs at Marshfield Clinic
Health System

“Stephanie has gone so far above and beyond for my grandfather.

He was found unresponsive and was admitted for end-of-life care. As you can imagine, this has been incredibly difficult for my family. Stephanie is a bright shining light. She made sure we were comfortable. She provided us with pillows, blankets, water, coffee, snacks, etc. She has an amazing sense of humor and made a very dark situation more bearable. She also made sure to keep my grandpa comfortable. She gave him baths, kept on top of oral care, frequently changed his ostomy bag, applied lotion to his entire body and made sure he looked his best. She went well above her duties. She also ended up staying late to

remove an unnecessary IV and prop his arms with pillows. She visited with my family and kept the mood light. There is no doubt that nursing is what she was born to do. You cannot teach empathy—she clearly has it. Stephanie, THANK YOU for your positive attitude, your willingness to make a tough situation tolerable and for being so generous. Your sense of humor is contagious and we are so unbelievably grateful we met you. We want to make sure you get recognized for being a SHINING STAR! As a fellow health care worker, you reminded me why I went into medicine. I want to make a difference, as you have made a difference in our lives. You will forever have a special place in our hearts.”



Lisa Kauffman

Shining Star Pin #1

Donation supporting:
Greatest needs at Marshfield Clinic
Health System

“I would like to recognize Lisa Kauffman’s dedication to the Bay

Area Lyme Foundation Lyme Disease Biobank study. She has served as a lead research coordinator on the study in the Clinical Research Center (CRC) at Marshfield Clinic Research Institute since 2016. All of the staff in CRC have been fantastic in helping with the study, but I want to recognize Lisa for going above and beyond in her commitment. She ensures potential research subjects are respected and protected. She has spent hours on the phone compassionately listening and talking to a very vulnerable population of people who have developed late-stage Lyme disease. Her dedication and service to the Health System in this role is impressive and appreciated. She has also been responsible for training other research coordinators on the study. We have enrolled almost 400 subjects since its inception and Lisa has been instrumental in getting us to that number. Thank you, Lisa!”



Dr. Keith Pulvermacher
Shining Star Pin #6

Donation supporting:
Greatest needs at Marshfield Clinic
Health System

“We would like to honor Dr. Keith Pulvermacher as a Shining Star. He has been our son’s pediatrician for the past two and a half years. Prior to seeing him, we were established at another facility. Many of the medical concerns and symptoms our son was experiencing were not addressed or acted upon in the past. Dr. Pulvermacher acknowledged our concerns along with our son’s physical symptoms and made appropriate referrals immediately. Because of this, we received a real diagnosis and medical intervention. Our son is now thriving despite having two autoimmune illnesses that used to negatively impact his everyday life. Our son has expressed sincere appreciation for Dr. Pulvermacher for helping to navigate his health and wellbeing especially throughout his teenage years. As a parent, I trust in Dr. Pulvermacher’s care and medical expertise. We are thankful for the pediatric specialists our Health System offers right in our hometown.”

YOUR GIFTS AT WORK



SHINING STARS

If there is a health care provider or staff member at Marshfield Clinic Health System who has gone above and beyond for you or a loved one, consider honoring them as a Shining Star. By making a gift of any size through the Shining Star program, you will say a special thank you to someone who made a difference in your care while supporting the Health System’s mission.

Make a Shining Star gift:

marshfieldclinic.org/giving/shining-star

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

Care close to home, thanks to you

At a time when so many families are facing challenges, it is more important than ever that our rural communities get the expert, compassionate health care they need. Your donations are essential to continuing Marshfield Clinic Health System's mission of enriching lives. With your support, we can expand access to rural health care, help brave people fight cancer, care for sick and injured kids, assist families in need and so much more.

Thank you for enriching lives where and when it's needed most:
marshfieldclinic.org/giving/donate



Marshfield Clinic
Health System
Foundation