Latest Updates
https://www.marshfieldclinic.org/covid-19-employee-information#goodnews
Press Ganey recognizes Health System for being innovative during pandemic

Press Ganey recently recognized Marshfield Clinic Health System as part of their Leading Innovators Program. The program acknowledges organizations that have leveraged Press Ganey solutions to implement a new process, practice, program or initiative to address issues including COVID-19 response, telehealth implementation and care redesign among others.

Press Ganey will formally announce this year's complete list of Leading Innovators and share their stories during their virtual conference in November.

Two Health System stories are being highlighted as part of the Leading Innovators program:

- Using patient voice to recognize caregivers with an MVP (Marshfield Values in Practice) recognition card.
- Telephonic rounding of hospitalized patients during the COVID-19 pandemic.

“With visitor restrictions in place due to COVID-19, some patients are in our hospitals without their loved ones at the bedside. For some patients, this increases their anxiety, fear, and loneliness,” said Nancy Stueland-Adamski, Patient Experience director. “Telephonic rounding is a way to check in with patients and assure that they are able to connect with their loved ones, their needs are met and their questions are being answered.”

“As we continue to serve patients through the COVID-19 pandemic, the importance of teamwork, collaboration, thinking creatively to support patients differently, and recognizing our caregivers for their extraordinary work each day, are essential,” said Jacob Lonsdale M.D., Patient Experience medical director. “We appreciate Press Ganey’s recognition of these two efforts.”
Health System adds new service in Sports Psychiatry Clinic

When psychiatrist Alison Jones, M.D., M.S., joined Marshfield Clinic Health System in 2018, she brought a unique service to the organization: sports psychiatry.

Sports psychiatry is a behavioral health subspecialty that covers specific issues for athletes of all ages. It takes a unique treatment approach with an understanding of performance and training. Jones is one of the only sports psychiatrists in our service area.

In addition to treating depression, anxiety and other mood disorders, within her sports psychiatry clinic, Dr. Jones specifically works with athletes experiencing difficulty recovering from sports-related concussions or other sports-related injuries, eating disorders, anger issues and more. She also works with student athletes with ADHD or other academic difficulties.

Dr. Jones provides therapy as well as medication management, taking a personalized approach with each patient.

“Helping kids and athletes overcome challenges and live their healthiest lives is my passion,” Dr. Jones said. That passion stems from her own impressive career as an athlete.

She played Division I hockey in college and remains very active in running, skiing and weightlifting. Dr. Jones has the lofty goal of running a marathon in every state.

She also holds a CrossFit level 1 trainer certificate and coaches youth hockey. In the future she would like to coach fitness to an underserved population to help reduce behavioral and mood problems without the use of medication.

Dr. Jones earned her medical degree and completed a residency in psychiatry at Rosalind Franklin University of Medicine and Science in Illinois. She completed a fellowship in child and adolescent psychiatry at University of Colorado. She is board-certified in both adult and child and adolescent psychiatry.
November is National Diabetes Awareness Month

November is a time when across the country the spotlight is shone on diabetes. Diabetes can affect many parts of the body and is associated with serious complications, such as heart disease and stroke, blindness, kidney failure and lower limb amputation.

This year's focus is on taking care of youth who have diabetes, according to National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK). The NIDDK states, “Diabetes is one of the most common chronic conditions in school-age youth in the United States, affecting about 193,000 youth under 20 years old.”

**Incidence of diabetes is on the rise across the world** – including type 1 diabetes among children.

Type 1 diabetes management can be challenging and it requires testing your blood sugar regularly, watching what you eat and providing the right amount of insulin.

According to the Centers for Disease Control and Prevention (CDC), **Type 1 diabetes** is thought to be caused by an immune reaction (the body attacks itself by mistake). Risk factors for type 1 diabetes are not as clear as for prediabetes and type 2 diabetes. Known risk factors include immediate family history and age. You can get type 1 diabetes at any age, but it's more likely to develop when you are child, teen or young adult.

“It's amazing how much children watch and mimic their parents,” said Jaimee Gregor, Health System diabetes educator. “We try and encourage kids and families to have an open mind and cook more as a family. Also, there are more meal delivery services that have become more family friendly and affordable.”

**Diabetes self-management education**

The Health System's Diabetes Self-Management Education Program has been accredited by the American Diabetes Association since 2001. Patients who have completed the program experience an average decrease in their HgbA1c of 1% or greater. Diabetes self-management provides the patient with information and tools to assist them in developing positive health habits and strategies to prevent, recognize and treat long-term complications. Education is tailored to meet the patient's needs and is provided in an individual or group setting.

Educational topics are individualized for each patient and may include:

- Disease process and treatment options.
• Nutritional management.
• Physical activity and exercise.
• Using medications safely.
• Monitoring blood glucose.
• Preventing, detecting and treating complications.
• Developing personal strategies to promote health and behavior change.
• Developing personal strategies to address psychosocial issues/concerns.
• Identifying principles, techniques and benefits of intensive insulin management.

Learn more about the Diabetes Self-Management Education Program.
Essential oil patches for patient use are now available system-wide

After undergoing a robust review process of various ways to provide essential oils to patients, nurse administration has approved the use of AROMA Patches for patient use.

Aromatherapy is not intended for treatment, cure or prevention of any specific disease, or as a replacement for standard therapies. It is used to promote patient satisfaction, emotional well-being, comfort and provides empowerment to patients regarding their own health care.

AROMA Patches come in a variety of scents, including a blank patch for patients who choose to use their own essential oils from home. Patients are able to adhere the patch to their skin or clothing using a sticky adhesive on the back of the patch.

“We piloted AROMA patches at Marshfield Medical Center-Neillsville and have found them to be simple to use,” said Dianne Handrick, registered nurse at our Neillsville hospital. “The main benefit was that the scent was limited to the patient themselves.”

The group responsible for the review of this protocol found literature that showed diffusers were an infection control issue because they have the potential to spread bacteria. The aroma also could be smelled throughout the department, which places other patients at risk for adverse reactions.

“Essential oils, when used appropriately, are relatively safe. However, they may cause reactions if exposed to skin and mucous membranes and cause adverse airway reactions and triggers of trauma, or dislikes to certain scents,” said Dianne Handrick. AROMA Patches have been found to lessen some of these risks.

Available resources regarding the use of AROMA Patches include:

- **This policy:** Aromatherapy/Essential oils, which was created to guide the use of AROMA Patches.
- **CBT/attestation of the policy:** Before use, nurses are required to provide an attestation of the policy using the CBT “Aromatherapy Essential Oil Policy Attestation”.
- **Patient education information sheet:** This can be ordered through the Patient Education Catalog by searching for order #3564.
For additional information view this document.
Vizient recognizes Health System for achieving organizational cost-savings goals

Marshfield Clinic Health System was recognized by Vizient, Inc. with two 2019 Impact Standardization Program Member Awards recently. Vizient is the nation’s leading health care performance improvement company. The organization serves health care systems to help with cost-savings measures.

For 2019, Vizient, Inc. recognized 269 hospitals and health systems that demonstrated continued excellence while evaluating the best approach to achieving their clinical and financial goals.

The Health System received the Executive Savings Award and Participation Leader Award.

The Executive Savings Award is presented to participating organizations that earned at least $250,000 in rebates through Vizient’s Impact Standardization Program, which enables health system cost-savings through streamlining supply chain purposes.

Since the inception of this program with Vizient in June 2018, the Health System has received an incredible $630,855 in rebates, with significant growth year over year.

The Participation Leader Award is presented to organizations that participated in and earned rebates in all of the Impact programs. Each health system partners with Vizient in these programs to improve patient care and reduce supply cost.

“Success in these programs takes hard work, collaboration and focus,” said Jason Little, vice president, Supply Chain at the Health System. “These qualities are consistently demonstrated by leaders such as Sarah Rall, Ernest James, Lacie Pohl, Jordan Noyes and others. It is because of the operational leaders here at the Health System that we have been so successful in achieving these savings.”
Marshfield Clinic Health System in the news … October

Thousands of people across Wisconsin tested positive for COVID-19 daily in October, and as the pandemic surge worsened, Marshfield Clinic Health System was frequently a source in the media. In October, “Marshfield Clinic,” “Marshfield Medical Center” or “Marshfield Clinic Health System” was mentioned about 700 times on digital news sites (TV, newspapers, radio, websites). Nearly 400 mentions focused on COVID-19.

Throw in flu season and other happenings around the Health System, and it was a busy month in the media. Here are a few examples.

**Milwaukee Journal-Sentinel** – [*Frustrated and heartbroken*: Health care workers say Wisconsin's COVID-19 spike is the result of people ignoring preventive steps.]

“People truly do have pandemic fatigue. There's less and less mask-wearing and social-distancing. To a great extent, people have become complacent.” – Dr. William Melms, chief medical officer at Marshfield Clinic Health System

**Consumer Reports** – [3 Misconceptions About the Flu Shot and COVID-19]

Ideally, with very few exceptions, everyone over the age of 6 months would get a flu shot. And getting your shot is “more important this year than ever,” says Edward Belongia, MD, an infectious disease epidemiologist at the Marshfield Clinic Research Institute in Wisconsin. On top of flu season, SARS-CoV-2, the virus that causes COVID-19, will still be circulating in communities across the country.

**NPR** – [As COVID-19 Cases Surge In Wisconsin, Health Workers Brace For More]

“If we are putting ourselves at risk and we get sick, who covers for us?” – Theresa Weiler, nurse and COVID-19 unit supervisor, Marshfield Medical Center in Marshfield.

**Washington Post** – [First, coronavirus infections increased. Then, hospitalizations. Now, deaths are on the rise.]

“Everything follows the thing before it. So the new positive cases drive the hospitalizations. The number of hospitalizations drive the pressure on the intensive care units. And those numbers drive the number of deaths.” – Dr. Bill Melms, chief medical officer at Wisconsin’s Marshfield Clinic Health System

**Wisconsin Public Radio** – [*We’re In The Surge*: Wisconsin Hospitals Face Record Numbers Of COVID-19 Patients]
“We’re in the surge. Our numbers are at an all-time high in our system.” – Tammy Simon, the vice president of patient safety at Marshfield Clinic.

**WAOW Ch. 9 – Marshfield Clinic Research Institute getting $4 million for COVID-19 study**

“This study will help us understand how the new coronavirus is affecting people in the Marshfield area. The findings will contribute to a more effective public health response, not only in central Wisconsin, but also potentially in rural communities elsewhere.” – Huong McLean, Ph.D., research scientist at the Research Institute’s Center for Clinical Epidemiology and Population Health and primary investigator on the study.

**WEAU Ch. 13 – Congress passes resolution to honor midwives**

“In the United States, we have a high morbidity, a high mortality, so we're trying to get those rural areas. We want midwifery to be more well-known so that women can have the care that they deserve.” – Certified nurse-midwife Katie Van Dreese

**Hub City Times – No ordinary Joe; Marshfield doctor continues to leave mark on medical science**

“One of my proudest moments during my career was when I was selected to be the director of Medical Education. My passion for learning and teaching has never wavered or been dampened through the years. I have always felt a compelling responsibility to impart my knowledge to others through teaching.” – Dr. Joe Mazza, retired hematologist/oncologist
General surgeon joins team in Rice Lake

William R. Krause, M.D., recently joined the general surgery team at Marshfield Medical Center-Rice Lake where he will be providing surgeries in both the outpatient surgery center and hospital.

Dr. Krause completed his general surgery residency at Marshfield Medical Center in Marshfield and attended medical school at Medical College of Wisconsin in Milwaukee. It was at medical school that he decided to become a surgeon.

“I enjoyed working with my hands and the difference I could make as a general surgeon,” said Dr. Krause.

When treating patients, he feels it is important to take time with his patients and ensure they are comfortable with the care he is providing.

“It is important to me that my patients feel like I am treating them with respect and not just like another case,” he said.

Dr. Krause is especially passionate about providing care in emergencies, such as when patients have appendicitis or inflammation of the gall bladder.

“I enjoy making quick changes that can allow patients to feel better quickly,” he said.

Having grown up in Eau Claire, Dr. Krause enjoys spending time with his wife and three boys outdoors at their cabin.

Klahn retires after 48 Years in patient care

Certified Nursing Assistant (C.N.A.) Diane Klahn retired Nov. 1, after over 48 years of service to Marshfield Clinic Health System patients.

Klahn started as a C.N.A. on 7 North in 1972, and later transferred to 4 North where she cared for patients at Marshfield Medical Center. Michele Van Meter, nurse manager, 4N
at our Marshfield hospital, shared that Klahn is “one of the hardest working people I have ever known.”

“Diane's attention to detail was unmatched,” said Van Meter. “She knew what was most important to patients as they recovered. It seems there was not a week that went by that a patient didn't share their thankfulness for the “assistant with the long blonde hair” who gave the best bath and back rub. Even if they didn't remember her name, they always recognized the extra time she took to help them feel good.”

Klahn did the small things for patients and coworkers. She always made sure there was hot coffee brewing in the kitchen for the staff, and she loved to share her many talents with her coworkers including her amazing cheesecakes and her popular recycled birdseed bags.

In her retirement, Klahn plans to stay busy with a list of projects she has waiting. Best wishes to Diane on her wonderful new chapter.
Halloween costumes make for spooktacular patient experience

Health System staff members enjoyed a little fun during this challenging time by dressing up for Halloween.

Staff at locations across the Health System wore costumes. Some photos also were published on Marshfield Clinic's Facebook page.

Marshfield 8 North RN receives DAISY Award

Heather Davis, R.N., is our October 2020 DAISY recipient. Davis graduated with her associate degree in nursing from Mid-State Technical College. She enjoyed her fourth semester clinicals and preceptorship on 8 North so much that she decided to join the 8 North team.

Davis has been employed with Marshfield Medical Center in Marshfield for 5 years. Davis is married, and together, she and her husband have an adorable 10-month old son. In her free time, she enjoys riding horse with friends and family.

Here is what the thankful family shared:

Heather Davis, R.N. deserves recognition for her care, observations, calmness and swift action during my husband's stay on 8N in July. Due to COVID-19 requirements, I was the one allowed visitor at the hospital. When a loved one is ill, the world can feel like a lonely place.

Heather was assigned to my husband's care. She had been checking on my husband frequently and keeping in touch with physicians. Heather was calm and collected. When the doctor explained the procedure, she said, "I'm here. I'll listen with you, and I'll help you remember." I was told all of the possible side effects, and Heather looked me in the eye (and said), "We got this." Somehow, her confidence carried over to me. When I was told that my husband's surgery would take place in 45 minutes, Heather said, "Let's get you prepared." Life can change in an instant. There were times when I was thinking about all the "what ifs", but that didn't move me forward. Heather's attitude and attention to detail transferred to me in a way I knew I wasn't alone, (and) for that I am forever grateful.