PIONEER LIFELINE

SUMMER 2020

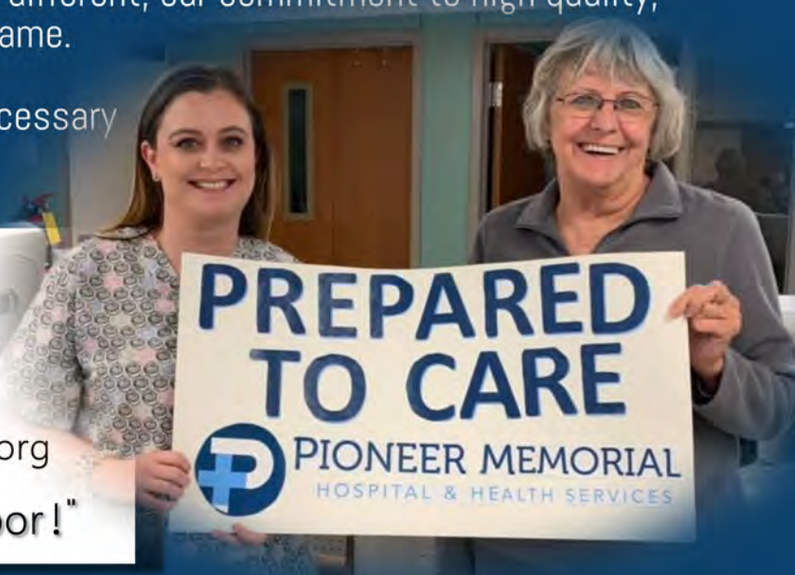
SAFE CARE IN THE NEW NORMAL

At Pioneer Memorial Hospital & Health Services, we thank the community for allowing us the time to prepare for the COVID-19 pandemic. We are fortunate to have a dedicated staff that has been flexible as numerous continuous changes were made following CDC and Dept. of Health guidelines. We assure you we are prepared and commited to delivering high quality care to keep our residents, patients, and staff safe and healthy.

As a precaution, all individuals coming to Pioneer Memorial, including staff, will continue to be screened for COVID-19 symptoms, along with wearing a mask. One adult visitor at a time will be allowed per patient in our Clinics, Hospital, and Therapy. We will still be prohibiting visitors in our Nursing Home and Assisted Living units, with some exceptions that will apply.

Due to COVID-19, we know you may have delayed health needs. We urge you to not delay or deny your care needs any longer. While our services may look different, our commitment to high quality, passionate, personalized health care remains the same.

Thank you for social distancing and taking other necessary precautions to keep the spread of the virus low in our community.



PIONEER MEMORIAL
HOSPITAL & HEALTH SERVICES

315 N. Washington St. P.O. Box 368
(605) 326-5161 www.pioneermemorial.org

JOIN US AT FACEBOOK

"Right Care ... Right Next Door!"

SUPPORTING & COMMUNICATING WITH YOUR LOVED ONE DURING COVID-19

We recognize the hardship that our residents and families are experiencing right now due to COVID-19 & the restrictions put into place to reduce the risk of spread.

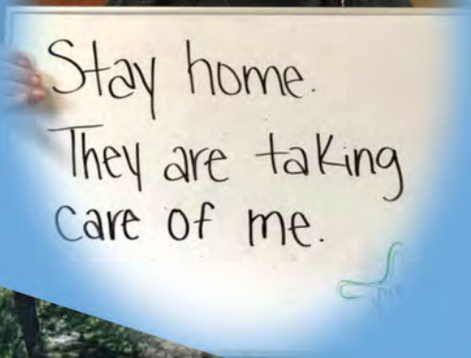
As part of our facility commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidelines from the CDC, Dept. of Health, CMS, and the American Heart Association, which includes restricting all visitation, except for certain compassionate care reasons, such as end-of-life.

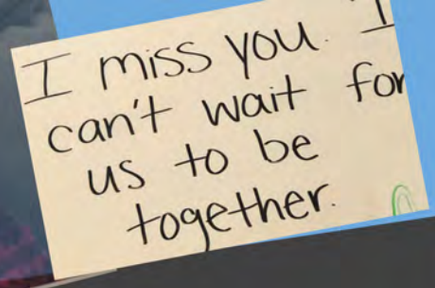
Due to the high risk of spread once COVID-19 enters a facility, we must continue these protections. We will continue to provide families with regular updates regarding our facilities COVID-19 status via phone and email.

During this challenging time, we are committed to helping residents stay connected with their families and loved ones, and we thank this community for the huge support you have provided.

EVEN APART, WE'RE IN THIS TOGETHER!

While it's important to limit the physical human interaction with your loved one during this time, staff at Pioneer Memorial have been very creative in helping families to stay connected. Visits through the windows and virtual visiting have helped to keep the communication and lift our residents' spirits. Signs were outside of the residents' windows to allow families to come paint and draw messages. Numerous letters and art have been sent which they love to have displayed in their rooms. Drive-by parades have been held, and will continue, to allow you to wave and say hi to your loved ones from your vehicle. We will continue to find creative ways to help you see your loved ones during this difficult time!





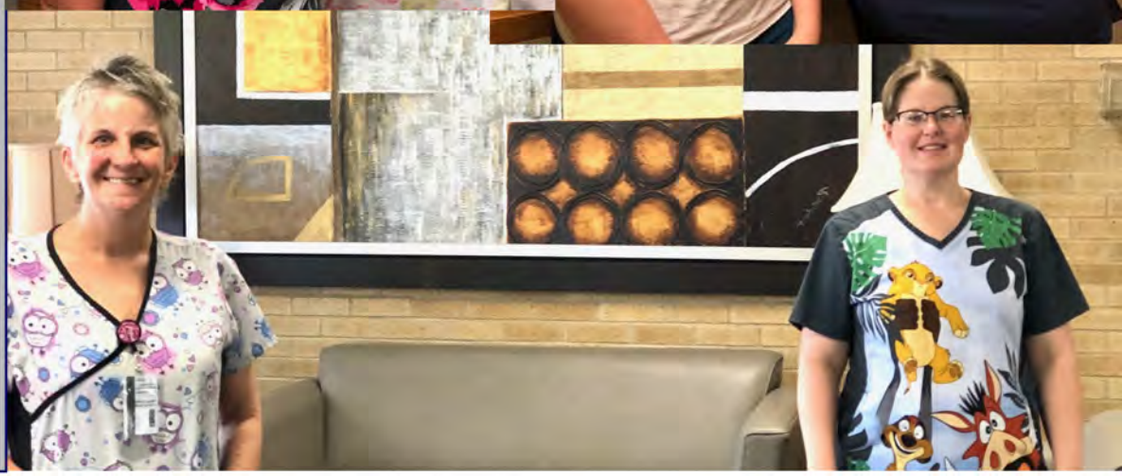
We ♥ our Residents

LONG-TERM CARE ACTIVITIES

While you have not been able to visit your loved one, they have been extremely busy with having fun! Everything from wine & cheese afternoon, wacky dress-up day, ice cream social, bingo, crafts, chocolate truffles, and much more!

THANK YOU TO OUR CNAS ... WHO ARE THE HEARTS & HANDS THAT CARE!

As we recognized our wonderful Certified Nursing Assistants during National CNA Week in June, we thank them for all they do! In assisting the medical staff, CNA's not only provide physical care for residents but also emotional support, truly making a difference in their lives. They are consistently dedicated to providing amazing care to our residents! They not only provide basic quality of life care, but also have daily contact & interactions with them to serve as the eyes and ears for their medical needs. A resident's family member commented, "The entire staff at Pioneer Memorial Nursing Home treat my mom as they would their own family member. She feels special when they talk to her and interact at her level. She is always so neat and clean. I feel so at ease because I know the great care she is getting there. It is tough not seeing her right now due to COVID, but they show her love and go out of their way to treat her special during this time. Thank you Pioneer Memorial for all you do."



LINDSEY HAUGER
NAMED CEO AT PIONEER MEMORIAL HOSPITAL & HEALTH SERVICES

Lindsey Hauger, former Assistant Administrator at Pioneer Memorial, is the new Chief Executive Officer at Pioneer Memorial Hospital & Health Services in Viborg, SD. Lindsey replaced former Chief Executive Officer, Tom Richter, who retired the end of April.

Lindsey grew up in Viborg and graduated from Viborg High School in 2005. (She even worked here when she was 16 years old as a CNA). She graduated from college at USD with a Business Administration & Human Resource degree in 2008.

Lindsey received her Master's in Business Administration in Health Care in 2016 through the University of Sioux Falls. She received her Nursing Home Administration License in 2017. Lindsey has worked at PMH&HS since 2012. She currently is PMH&HS Accountant, Human Resource Assistant, and Assistant Administrator for LTC.

On accepting the position Lindsey stated, "I am honored and excited to lead PMH&HS. Pioneer Memorial has tremendous staff, residents and patients that I look forward to continuing to work with. I am eager to serve our communities' healthcare needs into the future."

Lindsey and husband Tony, and children Tatum, Briggs, and Burke reside in Viborg. Tony is a middle school teacher at Viborg/Hurley school.

We congratulate Lindsey and look forward to working with her!

CARTER JAHNIG NAMED RECIPIENT OF THE PIONEER MEMORIAL FOUNDATION SCHOLARSHIP

Carter Jahnig received the Pioneer Memorial Foundation Scholarship for $1,000. He plans to attend DWU in Mitchell, double majoring in Biochemistry and Athletic Training for Pre-Med. Carter was chosen based upon his academic record, participation in school & community activities, & his educational plans to complete his degree in health care.

The Pioneer Memorial Foundation has developed a scholarship program to assist students who are pursuing or planning to pursue a health care degree at a post-secondary 2 or 4 year college, university or vocational-technical program. The scholarship is available on a yearly basis for full-time study at any accredited post-secondary institution they choose.

COVID-19 INCIDENT COMMAND TEAM

The COVID-19 Incident Command Team at Pioneer Memorial has spent endless hours preparing the facility and 3 clinic locations for the COVID pandemic the past 90 days. They have all been instrumental in planning and developing protocols to keep our staff, residents, and patients safe. The team consists of (L-R): Holly Jensen, Interim Director of Nursing for Long-Term Care & Performance Improvement Coordinator; Tonya Rudd, Director of Clinic Operations; Lindsey Hauger, Chief Executive Officer; Sharon Jacobsen, Director of Nursing; Anne Christiansen, Chief Financial Officer; and Lori Hisel, Director of Support Services. (Absent was Krista Schaeffer, Director of Nursing for Long-Term Care.

DON'T PUT OFF YOUR PAIN ANY LONGER

During these uncertain times, it's important not to put off seeking therapy treatment- whether it's for a chronic pain or illness, post-surgical, or something new. Our Therapy Department provides physical, occupational and speech therapy in our Viborg and Parker locations. Ask your provider for a referral to therapy, and don't hesitate to come in to see us. You can trust that we are taking all of the necessary precautions to keep ourselves, and you, safe and healthy.

Call (605) 326-3009 to schedule an appointment or visit with one of our therapists.You can visit www.pioneermemorial.org/custom/therapy to learn more about the services and years of experience we provide.

SAVE THE DATE TO HAVE YOUR CLUBS READY!

We are looking for teams of 4 to join us for our 14th annual golf tournament! Contact Nancy Brockmueller at (605) 326-3057 or email nancy.brockmueller@pioneermemorial.org to sign up!

Proceeds from the tournament will be used to raise funds for a new Cardiac Monitoring System in our ER and Hospital.

DON'T DELAY YOUR HEALTH CARE NEEDS!

DR. DENISE HANISCH, MD
VIBORG
MEDICAL CLINIC

DR. GABRIEL JOHNSON, DO
VIBORG
MEDICAL CLINIC

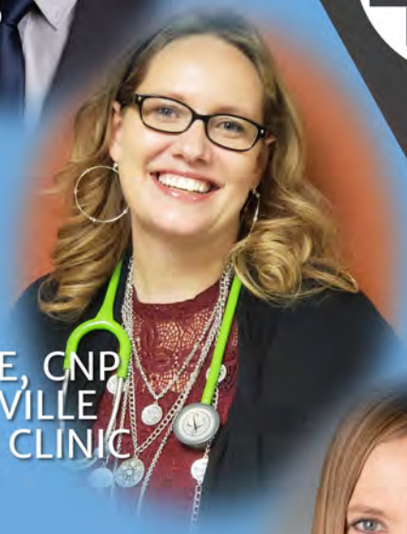
Kayla (Nielsen) Mehlhaf, CNP at VIborg Medical Clinic states, "During these uncertain times it is important to not delay your routine healthcare needs. We can provide that safety here at any of our locations."

- *Wellness Checks*
- *Primary Care Visits*
- *Immunizations*
- *Athletic Physicals*
- *Well-Child Visits*

KAYLA (NIELSEN) MEHLHAF, CNP
VIBORG
MEDICAL CLINIC

Morning visits are reserved for well visits & non-respiratory illnesses (if possible).

ALEX KALSBECK, CNP
VIBORG
MEDICAL CLINIC



TARA LEE, CNP
CENTERVILLE
MEDICAL CLINIC

ANNA HUSMAN, CNP
PARKER
MEDICAL CLINIC

CALL (605) 326-5201 TO SCHEDULE YOUR APPOINTMENT NOW!

BACK-TO-SCHOOL IMMUNIZATIONS

Back-to-school season will be here before we know it, and after the very long extended break they have had, this year more than any they will be ready to go back! Now is the perfect time to make sure your children are up to date on their vaccines.

6th Grade Immunizations:

- Tdap (Tetanus, Diphtheria, Pertussis) - Requirement for SD 6th grade students
- MCV4 (Meningococcal) - Requirement for SD 6th grade students
- HPV (Human Papillomavirus)
- Flu (Influenza)

Kindergarten Immunizations:

- 4 or more doses of DTaP (diphtheria, tetanus, pertussis) vaccine, at least one dose on or after age 4
- 4 or more doses of poliovirus (IPV) vaccine, at least one dose on or after age 4
- 2 doses of a measles, mumps, and rubella vaccine (MMR) or submit serological evidence of immunity. Minimum age of the first dose is 12 months
- Two doses of varicella (chickenpox) vaccine. Minimum age for the first dose is 2 months. History of disease is acceptable with parent or guardian signature.

Note: Although not required for school entry, Hib, Hepatitis A, Hepatitis B, Influenza, and Pneumococcal vaccines are also recommended for your kindergartener.

Back-to-school is also a good time to schedule your child's annual physical. These check-ups are often the only visit health school-age kids and teenagers have with their medical provider every year. The annual physical gives the medical provider a chance to give the child a thorough physical exam and address any emotional, developmental, or social concerns. Getting your children all of the vaccines recommended by CDC's immunization schedule is one of the most important things you can do to protect their health. These guidelines not only protect your children, but other people in the community. Call us to at (605) 326-5201 to find out more information.

Pioneer Memorial is offering $30 Athletic Physicals for students in grade school through high school participating in athletics during the 2020-2021 school year. Everyone playing a sport needs to have a physical before practice begins.

Prior to the physical exam, athletic physical forms must be completed, including a parent or guardians' signature, and presented at your appointment. These forms are available through your school.

Appointments can be made at any of our clinics. When making an appointment, ask for an "Athletic Physical" or schedule a "Wellness Exam" if your insurance covers wellness visits. $30 is due at the time of appointment if scheduled as an Athletic Physical. Any additional testing (i.e., laboratory, radiology) is not included in the price.

Call for an appointment: Viborg Medical Clinic (605) 326-5201, Parker Medical Clinic (605) 297-3888, or Centerville Medical Clinic (605) 563-2411.

EMPLOYEE YEARS OF SERVICE RECOGNITION

20 Years:

Kecia Christensen, Clinic Manager
Tena Tyree, RN
Donna Vandemdore, CNA
Ashley Voog, Lab Tech
Lisa Wixon, Occupational Therapist

15 Years:

Amanda Bruns, Viborg Clinic LPN
Renae Hansen, Patient Services Rep
Don Poll, Housekeeping

10 Years:

Karen Schroeder, Laundry Assistant
Maggie Stevens, Director of Health Information

5 Years:

Linda Peterson, Laundry Assistant
Tonya Rudd, Director of Clinic Operations
Jen VanHall, Patient Services Rep
Billie Walker, Nursing Home Secretary

MEET OUR NEW HIRES

Breanne Nelsen
Activities Director

Melissa Kroeker
Activities Assistant

Katelyn Lineweber
RN Hospital

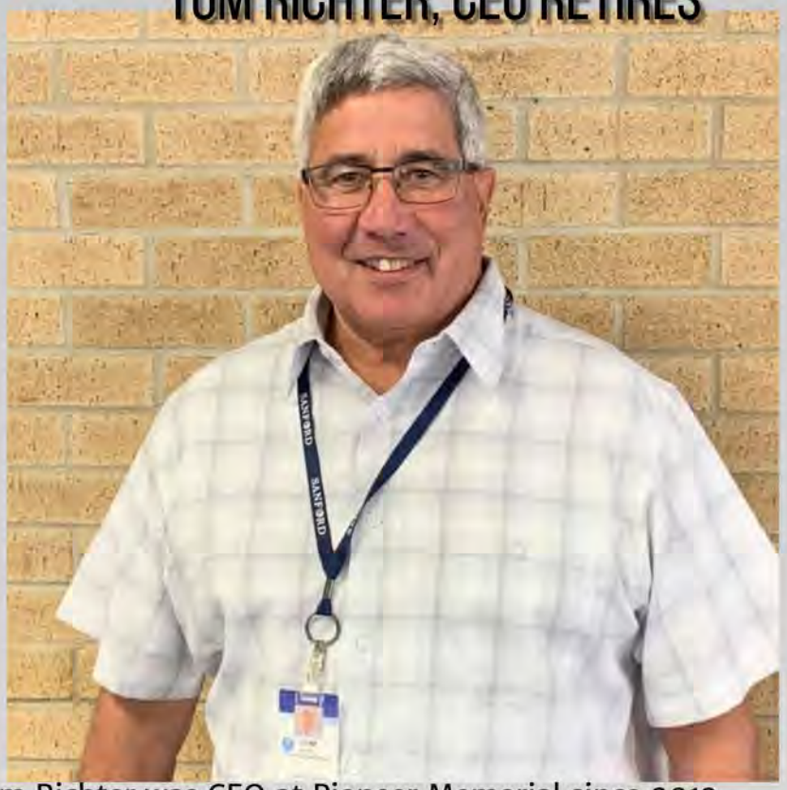
Camille Johnson
Dietary Assistant

Brianna Johnson
Dietary Assistant

Christina Assam
Certified Nurse Assistant

Laura Bohlman
Accountant

TOM RICHTER, CEO RETIRES



Tom Richter was CEO at Pioneer Memorial since 2013, &recently retired. Prior to joining Pioneer Memorial, Tom served as Administrator of Bethesda of Beresford, Administrator or Chief Executive Officer at Tri-County Health Care in Wessington Springs, SD, Landmann-Jungman Memorial Hospital in Scotland, SD, Weskota Memorial Medical Center in Wessington Springs, SD, and at Madison Lutheran Home in Madison.

Tom oversaw many changes throughout the past 7 years at Pioneer Memorial, & his leadership led to organizational growth. Much of the change took place internally to strengthen the financial position of the organization & empower the talented leaders working here. A stronger financial position made it possible to update equipment & an aging infrastructure such as electrical, heating, air conditioning & emergency generator systems.

As CEO at Pioneer Memorial, Tom oversaw many accomplishments achieved. A $1.9 million dollar electrical and emergency generator project was completed without taking on new debt. Tom said, "It has been extremely rewarding to see so many talented leaders advance within the organization. When key management positions opened up, they were largely filled from within."

Melanie Parsons, Chairman of the Board of Directors at Pioneer Memorial said, "Over the years, Tom has proven himself not only to be a leader, but a teacher, mentor and voice for our organization. He has effectively led Pioneer Memorial while developing the next generation of leaders to ensure its future as a strong and beneficial member of the communities we serve. I believe that I speak for the entire board in thanking him for sharing his knowledge, passion and leadership with us. I thank him for his insight and foresight, both of which gave the board the ability to move forward and make decisions with the confidence that is generated from following a great leader."