

# COMMUNITY BENEFIT & ANNUAL REPORT

2022 Fiscal Year

April 2021-March 2022



**Spooner**  
HEALTH





# LETTER FROM **OUR CEO**

**MICHAEL SCHAFER**  
CEO/Administrator

To us, care is personal. You may have noticed that phrase on our billboards and in some of our advertising, but that message dives much deeper. Our providers, nurses and staff have made healthcare into more than just a job – it's personal. Our community that we are privileged to care for includes your mother, father, brothers and sisters, sons and daughters, and you. When you walk through the doors of Spooner Health, we want you to feel like you are part of our family.

On page 5, you get to meet two people who felt that same way. Lloyd and Rose Snyder's journey through multiple health issues led them to different areas of Spooner Health with the same outcome – high-quality patient care. Lloyd was seen for bladder cancer by our visiting urologist, Dr. Tornehl, and was treated for that bladder cancer in both our surgical and inpatient departments and was also hospitalized for nine days with diverticulitis. Both Lloyd's fun-loving nature and Rose's commitment to his health were memorable to everyone here at Spooner Health.

Our commitment to caring for you like family extends beyond the hospital. On page 6, you can

read the full extent of our community health needs assessment as well as the implementation plan. In last year's community benefits report, we published the results of the survey and now we are excited to introduce the implementation plan portion.

The survey that residents of Washburn County completed in 2021 shows that the main concerns of our area that need to be addressed are alcohol and drug use, mental health and access to care. With community partners like Lakeland Family Resource Center, Essentia Health – Spooner Clinic, Spooner Memorial Library and more, we are able to come to the table to develop an action plan to address those needs.

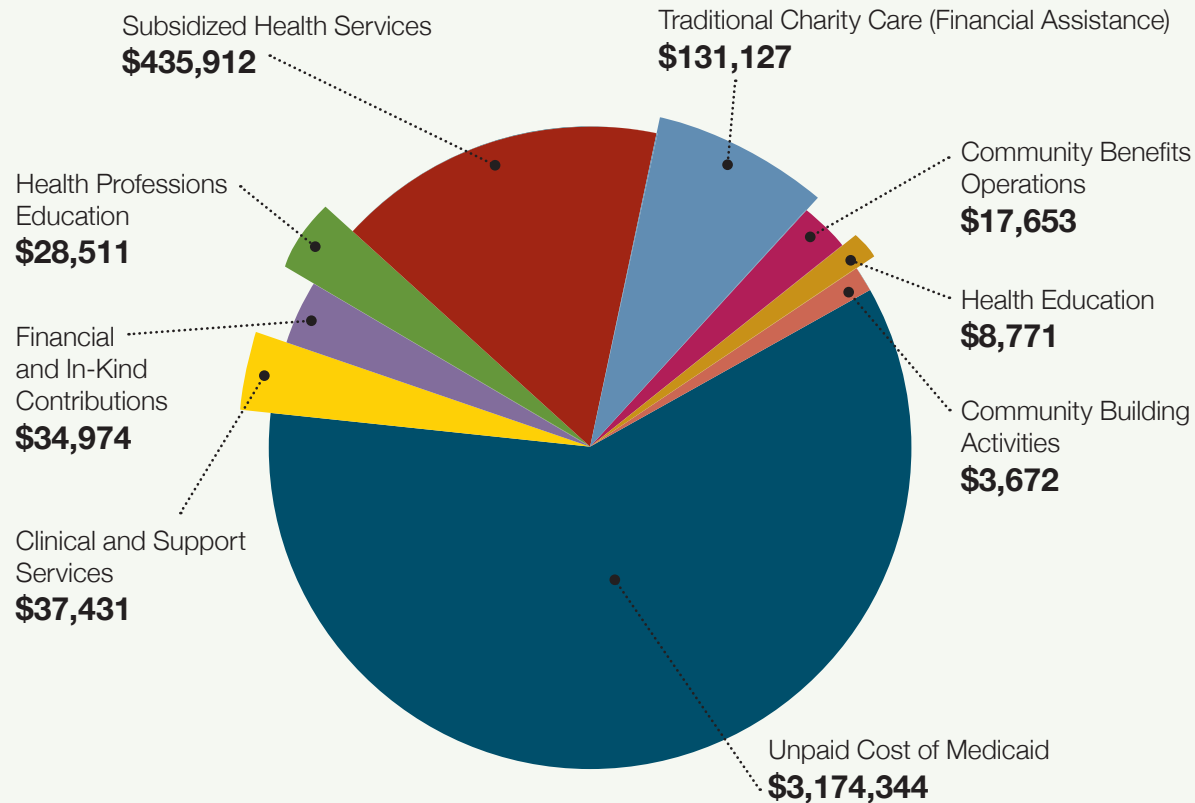
Spooner Health and our staff continue to thank you for your support throughout the pandemic and beyond. I can say that we are a much stronger hospital because of our patients and the families impacted. We mean it when we say that caring for you is like caring for our family – we take it personally.



# COMMITMENT TO COMMUNITY

# \$3,872,395

## TOTAL COMMUNITY BENEFITS FOR 2022



## FINANCIAL ASSISTANCE FOR THE CARE YOU NEED

It is both the philosophy and practice of Spooner Health that essential healthcare services are available to all individuals without delay, regardless of their ability to pay. Because Spooner Health values our patients, we provide a sliding discount on charges for medically necessary care to patients who qualify. We work with those patients to see whether they qualify for Medicaid, Medicare, private insurance, uninsured discounts, interest-free payment plan options or our financial assistance program.

## STATISTICAL HIGHLIGHTS

	Total	
ER Visits	6,873	
Outpatient Visits	24,066	
Home Care Visits	1,717	
Surgical Procedures	383	
	Discharges	Patient Days
Medical/Surgical	301	1,347
Swing Bed	21	255

Information above is for the 2022 fiscal year  
(April 2021 through March 2022)





COMMUNITY FIRST



FRIENDS OF RAILROAD PARK



JEANS DAY

## HIGHLIGHTS FOR FISCAL YEAR 2022

### GIVING BACK AND BUILDING RELATIONSHIPS IN THE COMMUNITY

#### COMMUNITY FIRST

Spooner Health has been a supporter of Community First since its inception in March 2020. Community First - Washburn County is a combination of several human service agencies, coalitions, organizations and individuals collaborating to support the community during the COVID-19 pandemic and beyond by providing care packages and meals. For our 2021 golf outing, we decided to donate all proceeds to Community First, totaling \$6,000.

#### FRIENDS OF RAILROAD PARK

Spooner Health donated \$5,000 to The Friends of Railroad Park for their revitalization efforts in downtown Spooner. The goal of the fundraising campaign is to provide diverse year-round leisure opportunities through the preservation of Spooner's rich railroad history, open green space and park settings for its community and visitors.

#### JEANS DAY

On the first Friday of every month, Spooner Health employees donate \$5 to an area non-profit to dress in jeans for the day.

##### Jeans Day Donations:

- Pink Ribbon Advocacy - \$146
- Embrace - \$170
- Washburn Christian Outreach - \$130
- Walk to End Alzheimer's - \$135
- Washburn County Area Humane Society - \$115
- Washburn County Food Pantry and ICAA - \$155
- Rice Lake Area Free Clinic - \$170
- Lions Club Christmas Fund - \$195
- Alban's House Homeless Shelter - \$200
- Regional Hospice - \$160
- American Heart Association - \$125
- Lakeland Family Resource Center - \$85



## SCHOLARSHIPS

The Scholarship Committee selected the following individuals to receive the 2021 Volunteer Partners of Spooner Health Scholarships:

#### \$2,000 Scholarship in Memory of Lu McLellan

Carter Melton

UW-Barron County/UW-Eau Claire  
for Nursing

#### \$2,000 Scholarship in Memory of Mary Sundeen

Jackson Bassett

St. Olaf College for Biology

#### \$2,000 Scholarship in Memory of Inez Shaffer

Kristina Aschbacher

UW-Eau Claire, Pre-dentistry

The Volunteer Partners of Spooner Health contributes \$1,000 to each scholarship, which is matched by Spooner Health to total \$2,000 for each scholarship given. The scholarship applications are reviewed and selected using a methodical blind process. Students must be going into a health-related field.

# SPOONER HEALTH – WHERE EVERYBODY KNOWS YOUR NAME

You wouldn't know it by looking at Lloyd Snyder: Not only is he a bladder cancer survivor but he is currently facing a rare type of leukemia. His disposition is jovial – and every nurse, provider and staff member at Spooner Health can attest to that. His positive outlook on life goes back to when he took a chance and asked out Rose Brock, a feisty, hard-working drill-bit inspector and co-owner of her family's business, Falcon Drill in Cumberland, Wisconsin.

After serving in the Air Force, Lloyd lived in California working for a company that sold machine tools. On a business trip to Cumberland, Rose's brother gave Lloyd an offer he couldn't refuse: Twenty bucks to take his sister out on a date. If this were a Hallmark movie, Lloyd would have swept Rose off her feet and taken her back to California to live a life of warm weather and west coast sunsets. But instead, he completed his job and went back to California – alone.

But soon after, the business he worked for in California sold and Lloyd found himself out of a job. Rose's brother then offered Lloyd a position at Falcon Drill. That was 1970 and since then, Lloyd and Rose have lived a fulfilling life together, complete with eight children, 14 grandchildren and 14 great-grandchildren (and one more "great" on the way!).

In 2019, Lloyd discovered blood in his urine and was diagnosed with bladder cancer. He was referred to Dr. Tornehl from Western Wisconsin Urology, a visiting specialist at Spooner Health. Dr. Tornehl treats a variety of urologic conditions and comes twice a month to the hospital for clinic visits and surgical services. Lloyd has nothing but great things to say about Dr. Tornehl's professionalism.



Lloyd, with Rose by his side, came for weekly immunotherapy treatments on the inpatient floor, as well as routine scopes, cystoscopies and biopsies in the surgical department. It was here that Lloyd became resident grandpa and Rose was treated like family; she said, "It's a family affair at Spooner Health. The staff here recognized the importance of taking care of the family just as well as they take care of the patient."

During his three years of bladder cancer treatments, Lloyd also endured the pain of diverticulitis, which led him to a longer stay at Spooner Health. He raved about the nursing staff but his favorite memory from his days here was simply a shrimp cocktail!

Lloyd and Rose fought together through bladder cancer and diverticulitis and are currently fighting through a t-cell prolymphocytic leukemia (T-PLL) diagnosis. And where is Lloyd now? Taking his grandkids down the water slides at the Wisconsin Dells. Lloyd does not live with the outlook of "I have cancer." In fact, he says, "Every time I come here, it's not for a good reason. But I'm always happy to be here." As he walks the bright hallways of Spooner Health, it is reminiscent of an episode of Cheers - everybody knows Lloyd's name.

For high-quality care when it matters most, visit [www.SpoonerHealth.com](http://www.SpoonerHealth.com). We have visiting specialists, including urological services from Western Wisconsin Urology, to keep your care close to home.

## SPOONER HEALTH

### COMMUNITY HEALTH NEEDS ASSESSMENT

Every three years, Spooner Health partners with Washburn County Public Health to conduct a Community Health Needs Assessment (CHNA). This CHNA is used to survey the needs of the community and most importantly, do something about it.

Organizations throughout Washburn County are committed to focusing on three areas based on the survey results. Over the next three years, the steering committee and its respective organizations have committed to focusing on improving these three areas for community members.



**SUBSTANCE  
USE**



**MENTAL  
HEALTH**

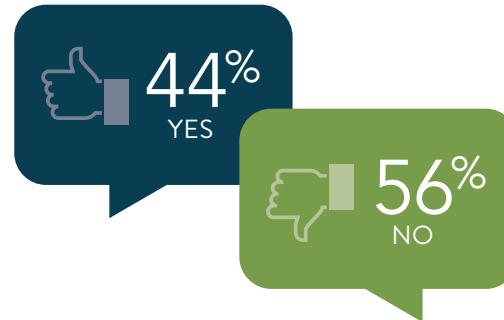


**ACCESS  
TO CARE**

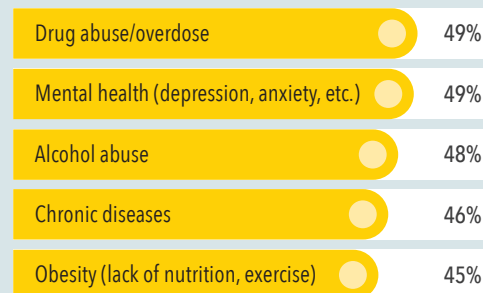
#### STEERING COMMITTEE MEMBERS:

- Spooner Health
- Essentia Health – Spooner Clinic
- Washburn County Health and Human Services
- Northlakes Community Clinic
- Spooner Memorial Library
- UW-Extension
- Washburn County Sheriff's Office
- Lakeland Family Resource Center

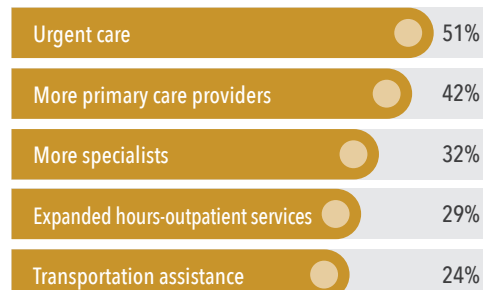
**Q.** In the past three years, was there a time when you or a member of your household felt you needed medical services but did NOT seek or delayed seeking them?



**Q.** What are the three most important health problems affecting those living in our community?



**Q.** In your opinion, what would most improve our community's access to healthcare services?



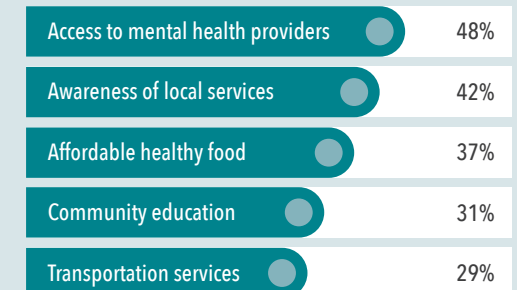
**Q.** How would you rate the general health of our community?



**Q.** What are the three most important social/environmental issues that affect the health of our community?



**Q.** What would be the three best ways to improve people's health in our community?





# IMPLEMENTATION PLAN

The implementation plan helps the steering committee stay on track to reach the goals of the three focus areas. Using strategies and data markers, the steering committee focuses on specific projects that help reach the CHNA goals.

## Focus Area: Substance Use



**GOAL:** To provide education, support and healthy alternatives to prevent substance use and misuse.

**Strategy 1:** Continue building collaborative education with community partners surrounding standardized substance use awareness for the K-12 population throughout Washburn County.

**Strategy 2:** Expand education and support for healthy alternatives to substance use for the adult population throughout Washburn County.

**Strategy 3:** Educate and promote safer and more effective pain management programs and resources.

### Community Resources:

- Aurora Community Counseling (Spooner or Siren): 715-635-4858
- Northlakes Community Clinic (Minong or Hayward): 715-466-2201 or 888-834-4551
- Whole Life Services, LLC (Spooner): 715-645-0336

## Focus Area: Mental Health



**GOAL:** Implement programs that enhance mental health awareness and increase utilization of community resources that support mental well-being.

**Strategy 1:** Collaborate with community partners to enhance education and utilization of available mental health services.

**Strategy 2:** Increase mental health program offerings and prevention services.

**Strategy 3:** Support access to behavioral and mental health services in Washburn County.

### Community Resources:

- Aurora Community Counseling (Spooner or Siren): 715-635-4858
- Anchor Bay Counseling (Spooner): 715-939-1393
- Northlakes Community Clinic (Minong or Hayward): 715-466-2201 or 888-834-4551
- Rays of Clarity (Spooner): 715-939-1266
- Soar Counseling (Shell Lake): 715-462-2841
- Travis Hinze, PhD (Spooner): 1-800-994-4693

## Focus Area: Access to Care



**GOAL:** Increase access, availability and awareness to primary care and specialty care providers and services.

**Strategy 1:** Expand low-cost transportation to healthcare services.

**Strategy 2:** Collaborate with partner facilities and providers to expand telemedicine programs and increase access to specialty care.

**Strategy 3:** Develop public relations and education campaign with community partners to promote the availability and awareness of clinic providers, visiting specialists, telemedicine services and coordinated services with community partners.

**Strategy 4:** Conduct and implement a medical staff development plan with Essentia Health.

### Community Resources:

#### MEDICAL CLINICS:

- Essentia Health – Spooner Clinic: 715-635-2151
- Northlakes Community Clinic: 715-466-2201
- Shell Lake Clinic: 715-468-2711
- Fogarty Medical Clinic: 715-939-1294
- Birchwood Family Medicine: 715-202-6782

#### HOSPITALS:

- Indianhead Medical Center: 715-468-7833
- Spooner Health: 715-635-2111



1280 Chandler Drive  
Spooner, WI 54801



TO US, CARE IS  
*personal*

**Strong Teams Strengthening  
Patient Care.**



## NEW DIRECTORS AT SPOONER HEALTH

**Sarah Andrea, BSN, RN**  
*Inpatient Services Director*

**Mavis Melton, PT**  
*Rehabilitation Services Director*

**Connor Schmidt, DNP, CRNA, APNP**  
*Anesthesia Director*

**Rebecca Wallin, MSN, RN**  
*Emergency Services Director*

## NEW EQUIPMENT

- Endoscopy GI System
- Portable X-Ray Unit
- Digital Radiology X-Ray System
- Ophthalmology Cataract Removal Machine
- Ophthalmology Surgical Microscope
- Complete Replacement of Infusion and Syringe Pumps
- 2 Electrocardiograph (EKG) Machines