

KNOWING you



HAND IN HAND FOR YOUR HEALTH

CHN EMERGENCY DEPARTMENT: HERE FOR YOU



Standing, left to right are: Dan Perrault, M.D.; Nicole Slusser, RN; Jeri Bye, RN; Naomi Pulvermacher, registration; Judy Williams, RN; Tammy Gee, ED Tech. Sitting, left to right are: Karen Cutts, ED Tech and Amanda Metcalf, Berlin EMS.

At any time of day and whatever your needs, Community Health Network is ready to provide emergency care for you and your family. CHN's emergency departments are serving

patients at both the Berlin Memorial Hospital and Wild Rose Community Memorial Hospital Campuses. Our highly trained and credentialed staff takes the team approach to providing

your medical care, in conjunction with area Emergency Medical Services.

The CHN Walk-In Clinic, located at the front entrance of Berlin Memorial Hospital, is open 5-8 p.m. Monday-Friday and 10 a.m.-6 p.m. weekends for the bumps and bruises, aches and pains that are less urgent, but no less important to us.

We know it's important to provide convenient and quality emergency and urgent care services to our communities. Continue reading to find out more about the services available and how CHN will continue its commitment to provide care when you need it... 24 hours a day, seven days a week.

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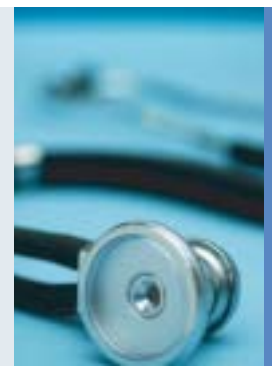
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WALK-IN OR EMERGENCY: WHICH CARE IS FOR YOU?



Stefanie Luebke, Walk-In Clinic Receptionist and Julie Fredrick, APNP

- + Sinus infections
- + Urinary tract infections
- + Minor cuts
- + Stomach ache or discomfort
- + Fever in older children or adults

Go directly to the emergency room for:

- + Chest pain. In some cases this may be accompanied by other symptoms such as weakness, nausea, sweating or shortness of breath.
- + Stroke-like symptoms, including weakness on one side of the body, difficulty speaking or understanding, seizure, loss of consciousness or severe headache.
- + Sudden or severe shortness of breath, especially in patients with asthma, emphysema or a blocked airway.
- + An allergic reaction that comes on quickly, especially if symptoms include swelling of the lips or tongue, shortness of breath or throat tightness.
- + Dislocation of a major joint, such as the shoulder, hip or knee.
- + Sudden, severe abdominal pain.
- + Fever of 101 or greater in an infant.

In an effort to expand convenient, after-hours care, Community Health Network has added a walk-in clinic for those patients with minor injuries and illnesses. It's been a popular service, but, can cause confusion.

When is a walk-in clinic appropriate? When does the situation require the hospital emergency room?

Turn to CHN's Walk-In Clinic for treatment of the following:

- + Cold or flu symptoms
- + Earache
- + Sore throat
- + Nausea and vomiting that's not debilitating
- + Cough
- + Sprains of the ankle or wrist
- + Muscle strains
- + Bumps and bruises

Emergency Services

Available 24 hours a day, everyday

**Berlin Memorial Hospital
Emergency Department**
225 Memorial Dr., Berlin
920-361-5525
in an emergency, dial 9-1-1

**Wild Rose Community
Memorial Hospital
Emergency Department**
601 Grove St., Wild Rose
920-622-3257
in an emergency, dial 9-1-1

Urgent Services

Available weekdays 5-8 p.m.
and weekends 10 a.m.-6 p.m.

**Walk-In Clinic
Berlin Memorial Hospital**
225 Memorial Dr., Berlin
920-361-5535

Keeping the Community Informed

Cancer Support Group

This American Cancer Society endorsed program promotes camaraderie and sharing among cancer patients and their loved ones. No fee.

Second Tuesday, 7 p.m.
Berlin Memorial Hospital,
225 Memorial Drive

Diabetes Support Group

Meets quarterly
Berlin Memorial Hospital,
225 Memorial Drive
Call for next date and time:
(920) 361-5480 or
1-800-236-1283 ext. 5480

Stroke Support Group

Open to all area stroke survivors and their loved ones. No fee.
First Thursday, 1:30 p.m.
Meets April through November
Juliette Manor,
169 E. Huron Street, Berlin

EMERGENCY DEPARTMENT PHYSICIANS



Standing, left to right: Kenneth Sullivan, MD and David Coleman, MD. Kneeling: Robert Eastman, MD.

Kenneth Sullivan, MD

Dr. Ken Sullivan graduated with high honors in 1990 from Bemidji State University in Bemidji, Minnesota, and graduated in 1995 from the University of Minnesota School of Medicine in Minneapolis. From 1995-1998, Sullivan continued his training at the University of North Dakota in the Family Practice Residency Program, Grand Forks, ND. Prior to joining BMH, he worked at the Eagle River Clinic and Eagle River Memorial Hospital in family medicine, emergency room coverage and served as Chief of Staff.

David Coleman, MD

Dr. David Coleman graduated with high honors in 1978 from the University of Wyoming in Laramie and graduated in 1982 from Creighton University School of Medicine in Omaha, Nebraska. Coleman continued his training at the Medical College of Wisconsin - Waukesha Memorial Hospital. Prior to joining BMH, he worked as an ER Physician at Riverside Medical Center in Waupaca, Wisconsin, and in family medicine practice & Immediate Care Clinic staff at LaSalle Clinic in Oshkosh.

Berlin Memorial Hospital:

Robert Eastman, MD, Medical Director of Emergency Services

Dr. Rob Eastman graduated with high honors in 1991 from the University of Wyoming in Laramie and graduated with honors in 1995 from Creighton University School of Medicine in Omaha, Nebraska. From 1995-1998, Eastman continued his training at the University of North Dakota in the Family Practice Residency Program, Grand Forks, ND. Prior to joining the Emergency Department staff full-time in 2000, he worked as a Family Physician at Associated Family Physicians in Wautoma.

Robert Leach, DO

Dr. Robert Leach graduated in 1976 from Carroll College in Waukesha, Wisconsin, and graduated in 1980 from the Chicago College of Osteopathic Medicine in Illinois. Dr. Leach continued his training at Lakeview Hospital in Milwaukee, Wisconsin. Prior to joining BMH, he worked as an Emergency Physician at Mercy Medical Center in Walworth, WI, was Medical Director at Concentra Occupational Medicine in New Berlin, WI and was an Emergency Physician at Genesys Regional Medical Center in Grand Blanc, MI.

Wild Rose Memorial Community Hospital:

Reginaldo Arboleda, MD

Dr. Reginaldo Arboleda graduated in 1983 from the University of the Philippines in Manila, and graduated in 1988 with his Doctorate of Medicine from the University of the City of Manila, Philippines. Arboleda continued his training at the University of Illinois College of Medicine at Rockford, in the Family Practice Residency Program.

Dan Fifield, MD

Dr. Dan Fifield graduated in 1981 from the University of Oregon in Eugene, OR, and graduated in 1985 from the University Autonoma De Guadalajara in Mexico. Fifield continued his training at Wausau Family Practice/ University of Wisconsin in Wausau, WI.

IMPROVEMENT EFFORTS EVIDENT IN INCREASED PATIENT SATISFACTION RATINGS

Berlin Memorial Hospital Emergency Department continually works to improve the services they provide to the communities they serve. To guide their efforts, the ED monitors patient satisfaction.

According to Cathy Pomerleau, Director of Diagnostic and Emergency Services, increased communication between services regularly used by the ED, such as diagnostic imaging and lab, equates to a smoother collection of information to guide patient care.

Dr. Rob Eastman, Medical Director of Emergency Services,

agrees. "Sometimes patients don't realize just how many departments may be involved in

"By keeping communication open, and by listening to the patients, problems can be identified, resolutions can be made, and overall patient care can be improved."

Dr. Robert Eastman
Medical Director of
Emergency Services



their care while in the ER. If communication between departments breaks down, or a problem arises, then it reflects on the entire ED. By keeping

communication open, and by listening to the patients, problems can be identified, resolutions can be made, and overall patient care can be improved," stated Eastman.

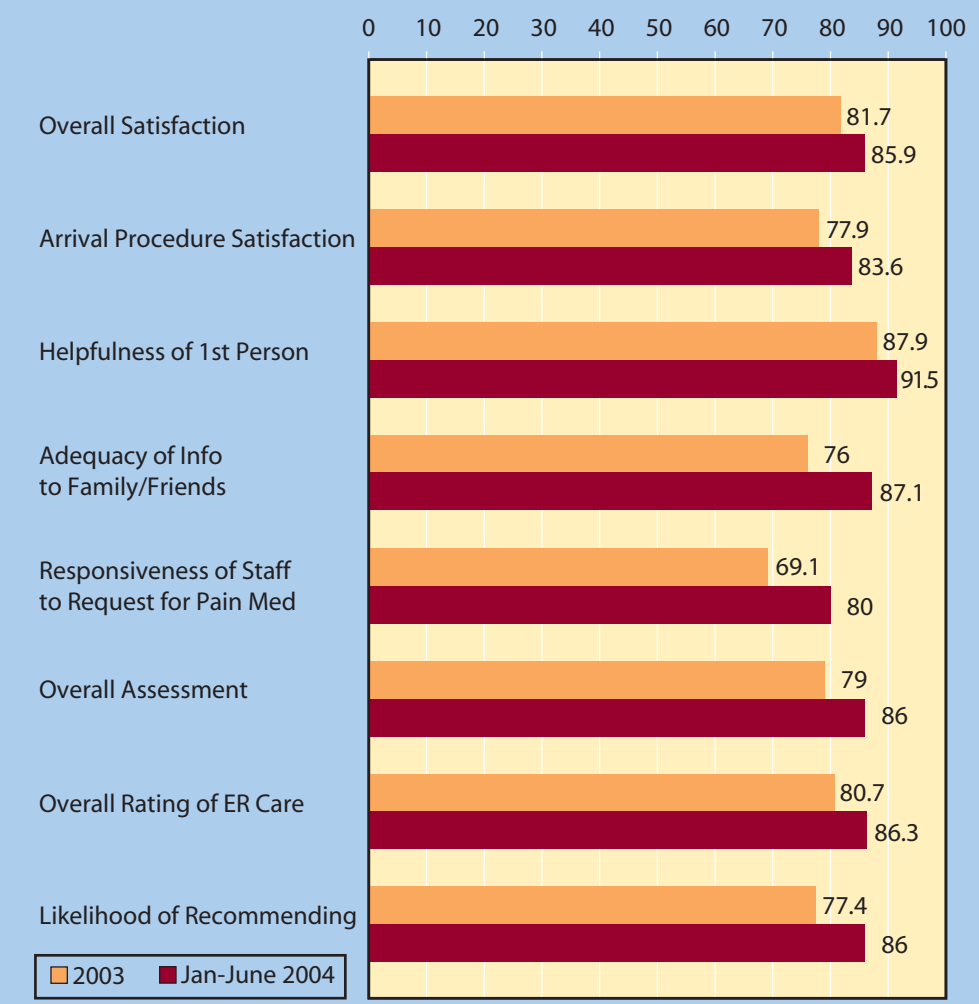
Kathy Beier, CHN's Quality Management Director, says the consistency in the physician and nursing staff has

also influenced the patient satisfaction ratings. "There are now full-time ED physicians," says Kathy. "It's much easier to work through improvement

efforts when you have consistency in staffing."

According to Beier, these combined efforts have resulted in improvements in 34 of 43 total satisfaction measurements that are regularly calculated through Press Ganey, a health care satisfaction measurement company that works with more than 6000 facilities. "Conducting regular surveys gives us the opportunity to continually measure our service to patients," says Beier. "We want to know what our patients think so that we can use that information to improve."

ER Satisfaction Increases



YOUR NEW EMERGENCY DEPARTMENT MANAGEMENT TEAM



Tiffany Sasse, RN, BSN (left) and Connie Corliss, RN

Tiffany Sasse
Tiffany graduated from Marian College with a BSN, and has been in the nursing field for four years. She has been a part of the BMH Emergency Department for the past three years.

Connie Corliss
Connie graduated from Madison Area Technical College as an RN, and has been in the nursing field for five years. She has been a part of the BMH Emergency Department for the past three years also.

As Co-Managers of the ED, Tiffany and Connie split their time between working with patients in the ED and

managing the department. Both agree their time as staff nurses is invaluable to their management duties. "By continuing to work as ED nurses, we really understand what's happening in the department on a day-to-day basis," says Connie. "It allows us to truly be hands-on managers."

Nicole Slusser, Berlin Memorial Hospital Emergency Department Nurse, is one of the three nurses in the department who is certified as a Sexual Assault Nurse Examiner (SANE). These specially trained nurses offer forensic examinations, along with psychological and emotional support, to adult and pediatric victims of sexual assault. In addition to the collection of medical forensic evidence, the Sexual Assault Nurse Examiners at Berlin Memorial Hospital can assist in reporting the crime and referring the victim to counseling services. For more information, call SANE Program Coordinator Jess Kuklinski, (920) 361-5525.



NURSE DEDICATED TO EMERGENCY SERVICE



Berlin Memorial Hospital Emergency Department Nurse Judy Williams, RN, uses the nursing skills she's acquired over the last 15 years in a number of different ways. In addition to working in the hospital ED, she is also Director of Princeton

EMS, works as the Westfield School District Nurse, and spends time with her family. There's seldom a time you won't find a pager on her hip so she can assist with area emergencies.

Even when she vacationed in California a couple years ago, her habit of responding to emergencies kept her from having a good night's sleep. "In the middle of the night we heard sirens outside our hotel room," remembers Williams. "I started to get out of bed like I needed to hop in an ambulance until my husband reminded me we weren't at home."

Her dedication to emergency medicine stems from a love for

the variety of patients she's able to help. "When someone comes through our doors or we pull up to the scene of an emergency, you just never know how you'll be able to help," she says. "The variety certainly keeps me on my toes."

Certain patients make the long days and sometimes longer nights all worthwhile. "A few years ago we stabilized and transferred a patient who was very badly injured after falling out of a pick-up truck," she remembers. "After he recovered, he came back to tell us thank you. That's why I continue to do what I do."

CARE AND COMPASSION-ER EXPERIENCE MAKES A BIG IMPACT

It was a pretty typical day for Sharon and Gary Smith*. After returning home from work for lunch, Gary walked to the garage of their Wautoma residence, came back into the house and immediately lay down on the couch. Sharon noticed Gary looked like he was in pain and didn't respond to her question about how he was feeling. She asked him if she should call 9-1-1 and he nodded yes. When she hung up the phone with 9-1-1, she could hear the sirens coming toward their house.

"The Waushara County Ambulance Service arrived so

quickly," remembers Sharon. "I bet it took them less than five minutes to get to our house."

Apparently, Gary was having a heart attack. The quick actions of the EMTs, along with what Sharon calls "excellent care" at Wild Rose Memorial Community Hospital Emergency Room, prevented permanent damage to Gary's heart.

After he was stabilized by the Wild Rose ER staff, Gary was transported via helicopter to Appleton Medical Center. The surgeon who saw Gary and later performed bypass surgery agreed

that the care prior to his arrival saved his life.

For Sharon, the definition of excellent service isn't just about the care they received in the ambulance and ER. When Gary was lifting off in the helicopter and Sharon was heading for her car, she heard someone calling to her. "I looked across the parking lot and here comes our family physician Dr. Romana. She grabbed me, gave me a hug and said 'good luck.' I don't think that happens in many places."

**Names have been changed to protect privacy.*

CHN PARTNERS WITH EMERGENCY MEDICAL SERVICES TO PROVIDE QUALITY CARE

In an emergency, seconds count. Receiving care as quickly as possible can make a tremendous difference in a patient's long-term health. That's why it's so important to have a local Emergency Medical Service (EMS) that can arrive to the scene of an emergency quickly. Equally important is a smooth transition from ambulance to hospital.

A partnership between CHN and the Berlin EMS is facilitated by Dee Evans, the Berlin EMS Director with 24 years experience. Evans says a strong relationship between the ED and ambulance services is the cornerstone of providing quality emergency services. CHN partners with ambulance services from Waushara County, Southern Green Lake County, Marquette County and the Cities of Ripon and Princeton. They also work with ThedaStar and other helicopter services from throughout the region in transferring patients to trauma centers.

In his role, Evans splits his time between the Berlin Memorial



Dee Evans, providing 24 years of service to area communities.

Hospital Emergency Department and the City of Berlin. He oversees the day-to-day operations of Berlin EMS. "Berlin is fortunate enough to have a service that represents a true partnership between the city and hospital," Evans says. "It all means better care for our patients."

In addition to the services of Evans, Berlin EMS operates under the medical license of Medical Director of Emergency Services Robert Eastman, MD. "Our EMS providers are an extension of us out in the field," says Eastman. "Because our EMS service covers such a large area, their transport times can be very long. Therefore, we need to equip them with the tools, the knowledge and the training to

properly take care of patients." Berlin Hospital is affiliated with the Fox Valley Medical Control Authority and the Fox Valley Regional Trauma Advisory Council. "By participating in these councils, we are able to keep our EMS personnel updated on new treatments and protocols," says Eastman. Evans and Eastman work closely with the area EMS Service directors to help coordinate training, provide quality assurance and act as a liaison between EMS providers and the ED staff. "All of the effort," says Eastman, "insures that patients will receive the best care possible from the moment EMS arrives on the scene, through their transport, and during their transition into the hospital."



DIAGNOSTIC IMAGING ADVANCES IMPACT EMERGENCY CARE

In keeping pace with technology, CHN has recently invested two million dollars to upgrade diagnostic imaging equipment. In the last year, Berlin Memorial Hospital has added an all-digital ultrasound, a state-of-the-art CT scanner and new x-ray rooms that are located convenient to the Emergency Department.

According to Laurie Obara, Diagnostic Imaging Manager, the new technology can



decrease waiting time, reduce discomfort during procedures and offer higher quality images than the previous equipment.

For example, the new ultrasound device produces digital images for use with suspected blood clots, ob/gyn exams and abdominal problems. "There are many different uses for this device, both in and out of the ED," says Obara. "The images produced offer superior clarity and resolution."

More efficient operations are also one of the benefits of the recent advances. With x-ray rooms now located close to the ED, patients needing basic x-ray images for broken bones, chest or gastrointestinal problems have a shorter distance to travel.

Adding to the quality and speed of imaging results is the

new CT (Computed Tomography) scanner. CT scanners are able to image cross sections of a combination of soft tissue, bone and blood vessels. Obara says the images provided by the new CT scanner are helpful for emergency patients with head trauma, stroke or hemorrhages. "With these conditions, there's a very narrow window to act on what you discover in the images," says Obara. "The speed of the new CT scanner produces images quicker than in the past."

The scanner is used for other emergency conditions, trauma, and is capable of three-dimensional reconstruction. "CHN is committed to continually improving the quality of care we're able to provide through the addition of new technologies," says Obara.



Community Health Network

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