

We are Avera

A PUBLICATION FOR AVERA EMPLOYEES AND THEIR FAMILIES

MISSION IN ACTION

Avera's Mission is Woven
Into our Ministry

Make the Most
of Your Benefits
for 2016

Your Guide to Using
EAP Services

Dear Avera We reader,



We've recently had a series of celebratory events at Avera. We celebrated Founders Day during the first week of September. This annual event gives us a chance to acknowledge the leadership and contribution of the Benedictine and Presentation Sisters as well as other founders of Avera hospitals, clinics and other facilities. In addition, this year Avera marks the 15th anniversary of the founding of the Avera system.

At the 13th annual Avera Quality Congress, we recognized nominations for Avera quality improvement projects in three categories — Avera Caring With Excellence, Avera Caring With Safety and Avera Caring With Collaboration — and nominations for Avera Caring Spirit awards. These projects and nominations show the dedication and commitment of Avera employees in carrying out Avera's mission and values.

In this issue of We magazine, we continue celebrating Avera's roots and the ways employees carry out Avera's mission, vision and values.

In the Mission in Action section, you'll read about the community transportation service at Avera St. Anthony's Hospital, which provides rides to community members in a service area without a taxi service. And you'll also read about how employees at Avera Dells Area Hospital formed a prayer team to reach out to patients and family members.

Our Employee Spotlight section highlights how employees are living out Avera's values. In the We Are Fun section, learn how employees are finding creative ways to stay fit, such as kayak races and triathlons. In this issue, you'll also find information about health benefits and wellness, including how to get the most out of your benefits for 2016 and how to access Avera's Employee Assistance Program.

About our Cover

We wanted our cover to reflect the enthusiasm and spirit of Avera employees and their families, and what better way to do that than through your artwork. This issue's cover art is from a painting by Adyn Heinrichy, 15, the daughter of Noel and Tricia Heinrichy, of Dell Rapids. Tricia is an RN at Avera McKennan. Adyn submitted the painting in the fourth annual Avera Employee and Family Art Show, which showcased the talent of Avera staff and their families. Adyn writes: "I painted this piece in creative arts class at my high school. It is a painting of a night skyline that was done on a ceiling tile. I wanted the painting to be colorful, and that's what inspired me to do this painting."

We want this magazine to continue to serve as a resource for you. Please send your article ideas or feedback to wemagazine@avera.org.

Enjoy this issue!

Daryl Thuringer
Vice President of Corporate Communications, Avera

We
are Avera

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On the Cover:
"Untitled," by Adyn Heinrichy, 15, was an entry in the fourth annual Avera Employee and Family Art Show.

SEND COMMENTS, QUESTIONS AND STORY IDEAS TO:

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Or to wemagazine@avera.org
For additional news, resources and updates about Avera, visit KnowledgeNet or Avera.org.



We magazine is published by Avera for Avera employees and their families. Its purpose is to communicate stories, events and issues pertinent to Avera; to share ideas and information useful in managing or delivering health care; to assist in fostering a common Avera culture; and to reinforce the mission and core values of Avera.

View previous issues of We magazine on KnowledgeNet.

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ON MY MIND



JOHN T. PORTER,
PRESIDENT/CEO

Growth, Innovation Are Highlights of Avera 2015 Annual Report

You may have heard phrases like “the health care revolution” to describe the changes taking place in the health care environment today.

While the industry as a whole is undergoing a shift, there’s good news: As a health care system, Avera is not only adapting to these changes but also excelling and fast becoming one of the most robust health care systems in the Midwest. Avera eCARE™, AveraNow, and our genetics and genomic research are only a few examples of how we are on the leading edge of innovation in health care.

Although the health ministry has been in existence for more than 100 years, this year Avera marks the 15th anniversary of the founding of the Avera system, which occurred in 2000 when the Benedictine Health System and Presentation Health Systems joined to form Avera. As a health care ministry, we have much to celebrate — our strong roots and heritage, and what’s next.

Avera’s 2015 Annual Report highlights many of the ways that you, as part of Avera’s health ministry, deliver quality services to our patients and customers. The online version of the interactive report will be available in October at Avera.org/experience. Here are a few highlights:

Mission: Our Employee Engagement Survey showed that 98 percent of you understand how your job supports the organization’s mission, and 93 percent are proud to be part of Avera. These are impressive numbers, and they show just how important each person is to Avera’s mission. If you did not feel engaged in and part of Avera’s mission, our mission statement would just be words on paper. Rather, you live the mission!

Growth: Avera continues to grow on multiple fronts, from the expansion of Avera Medical Group to the multiple building and renovation projects taking place across our footprint. Other examples of our growth and innovation include the unparalleled telemedicine services provided by Avera eCARE; Avera Health Plans, which provides cost-effective plans to more than 88,000 members; and AveraNow, which makes your phone or tablet just one more access point for quality health care. You’ll see us continuing to meet our customers where they are, whether that’s in cyberspace or at Hy-Vee.

Quality: Avera continues to build upon our foundation of excellence to achieve even higher levels of quality and improved outcomes. Service lines have allowed Avera to make great strides in reducing variation in care delivery; such outcomes continue to lead to improvements in patient care and experience. Providing quality care continues to remain a priority for Avera. For a complete report on Quality Measures, visit Avera.org/experience in October.

Thank you for all you do to continue to make Avera a vibrant ministry.

Sincerely,

John T. Porter
President/CEO



Learn more about our Sponsors and Founders:

Benedictine Sisters:

The Benedictines trace their roots back to Benedict, a fifth century Italian monastic whose rule included a commitment to stability, hospitality and prayer. Knowing that the divine presence is everywhere, they listen attentively in all circumstances for sounds of the Lord guiding them as a community and as individuals to actions on the Lord’s behalf. Over the centuries, Benedictine men and women have established schools, hospitals and orphanages; given spiritual counsel; taught agricultural methods; copied sacred and secular texts; and carried the Gospel to mission lands.

The Benedictines were recruited to South Dakota by Bishop Martin Marty in 1874, and settled in Yankton in 1889 where they founded Sacred Heart Hospital.

Presentation Sisters:

Sharing in the mission of Jesus, the Presentation Sisters proclaim the Good News with missionary zeal in a spirit of love and joy. They share a common spirit, mission, commitment to the poor, and dedication to building a just world for all. In 1775, Nano Nagle founded the Sisters of the Presentation of the Blessed Virgin Mary in Ireland. Nano was known for her ministry of educating the poor, and caring for the sick and aged.

In the 1880, Bishop Martin Marty invited a group of Presentation Sisters to the newly-established Dakota Territory to educate children. Due to a diphtheria epidemic in 1900, they soon took on a ministry of health care as well, first founding St. Luke’s Hospital in Aberdeen, and in 1911, McKennan Hospital in Sioux Falls.

Founders Day

A CELEBRATION OF OUR ROOTS AND HERITAGE

WRITTEN BY **DONNA FARRIS**

Avera employees are grateful for the rich heritage and strong values handed down to us from our sponsors, the Benedictine and Presentation Sisters, and other founders of Avera hospitals, clinics and other facilities.

In the past, Avera facilities have celebrated special days and weeks of the year to honor each religious order. Going forward, during the first week of September, Avera will celebrate Founders Day.

“Founders Day allows each Avera facility to honor the founder of their facility, while also recognizing the Benedictine Sisters, Presentation Sisters and all founders as the roots of Avera,” said Sr. Kathleen Crowley, chair of the Avera System Members. “The founders have provided leadership and contributed in significant ways to the mission and values of the organization.”

Avera facilities planned their own Founders Day activities during the first week of September. Facilities may continue traditional recognitions or founder celebration events, but transfer these celebrations to the first week in September to coincide with our system-wide Founders Day celebration.

In 2015, Avera marks the 15th anniversary of the founding of the Avera system, which occurred in 2000 when the Benedictine Health System and Presentation Health System joined to form Avera.



MAKE THE MOST OF YOUR TIME WITH

MyTime

WRITTEN BY RICHELLE BRAUN

In order to standardize time and attendance and to streamline the payroll for Avera Health employees, a new system called MyTime is being implemented for Avera employees. MyTime is the new, employee-driven approach to timekeeping. The upgrade will replace Avera's current time and attendance tool for all employees and ReportXpress supervisors currently using API (ReportXpress).

The implementation of MyTime means employees will be able to access the most vital information quickly and easily via the time card screen (TCS), including clocking in and out, and accessing calendars, exceptions, and PTO balances and requests. Users can also take advantage of the new request feature, which allows them to add calendars and enter clocking corrections. Those requests will go directly to the employee's timecard supervisor, saving both time and resources. Another feature of the system is the monthly view tool, allowing users to see their clocking information in a calendar format and to efficiently add multiple calendar requests.

STAFFING AND SCHEDULING TOOL FOR NURSING STAFF

MyTime also includes a staffing and scheduling tool for nursing staff. A go-live is scheduled in October at Avera Queen of Peace Hospital and at Avera Brady Health and Rehab in Mitchell, and then it will roll out by region. With one system across the system, employees will be able more easily work at other locations.

What You Need to Know About MyTime Go-Live

MyTime will launch at all facilities, with go-live dates divided into groups according to pay cycle.

Mandatory education is assigned in all Avera owned, sponsored and leased facilities and must be completed by Sept. 18. Employees should have received an alert via email of this assignment.

Log on to the Avera Learning Center through KnowledgeNet to access training.

Cycle 1

Cycle one will go live on Sept. 20 for the following facilities and their supported sites:

- Avera Health
- Avera Queen of Peace Hospital
- Avera St. Benedict Health Center
- Avera Sacred Heart Hospital
- Avera St. Anthony's Hospital
- Platte Health Center Avera
- Freeman Regional
- St. Michael's Hospital Avera
- Wagner Community Memorial Hospital Avera
- Wakonda Heritage Manor/Avera Health

Cycle 2

Cycle two go-live is scheduled for Oct. 11 for the following facilities and their supported sites:

- Avera@Home
- Avera McKennan Hospital & University Health Center
- Avera Holy Family Hospital
- Avera St. Luke's Hospital
- Avera St. Mary's Hospital
- Avera Gettysburg Hospital
- Avera Heart Hospital
- Sioux Center Health
- Marshall County Healthcare Center Avera

Watch for more information about MyTime on KnowledgeNet.



The Public Transit team includes Bob Menish, Bonnie Turpin and Gwen Maxwell.

Avera St. Anthony's Celebrates 15 Years as Community Transport Provider

WRITTEN BY JARETT C. BIES

While staff call it “the van,” Avera St. Anthony’s Hospital in O’Neill, Neb., provides this small city, and the surrounding region, with a transportation service that has helped the citizens of the region for more than 15 years. With plenty of growth and more than 3,000 miles a month on average, this service embodies public service and is celebrating 15 years since it was founded.

The service includes five vehicles, four vans and a small bus. Brenda Halstead, Avera St. Anthony’s Director of Social Services, said that even though it says Avera St. Anthony’s Hospital on the vans, the service is for all who need it.

“We average 1,700 miles in town per month, which is more than 1,100 one-way trips for 725 persons, including 55 non-ambulatory people,” Brenda said. “Out of town, we average 2,333 miles per month, providing one-way trips to more than 50 people. It’s an important lifeline, especially for those who cannot drive or are non-ambulatory.”

The Public Transit team includes two dispatchers, four regular drivers and two who drive part-time. Brenda manages the program, writes its grants and maintains budget and reports.

The Nebraska Department of Roads 5311 Program funds Avera St. Anthony’s service, and helped the facility purchase vehicles with matching funds from the hospital and donations and contributions from those who use the service. The initial grant started in 1999, and in 2000, the first van and driver took to the road and began helping people get around Holt County and beyond.

Beyond is exactly where they will go, says Brenda. “Our service area is wherever we are scheduled to go. We aren’t bound by out-of-state laws since we don’t do ‘commercial’ transport for any specific individual or entity,” she said. “For the most part we stay in the state of Nebraska but we sometimes take people to South Dakota or Iowa if requested. We are demand-responsive so we schedule as we can.”

The service is the “only show in town” as far as public transit is concerned, Halstead said.

“There’s no taxi — no other public provider, so we’re proud to help people who need rides,” she said. “With all the growth, and the continued demand, we see our Avera mission exemplified in the miles we cover for those who need us.”

Stewardship Was Important Factor in Avera Queen of Peace Hospitality House Decision

WRITTEN BY BRYANN BECKER KNECHT

When you think about Avera’s mission, patient care and customer service might first come to mind. Even so, Avera’s mission and Gospel values are woven into every aspect of ministry, from daily operations to strategic planning decisions.

“When we make decisions, we need to look at the whole of the Mission, including Avera’s core values and core beliefs. Is the care that we’re providing compassionate? Is the way we’re providing a service truly meeting the needs of patients and promoting human dignity? Is the physical, emotional and spiritual environment a true expression of Christian hospitality? In regard to stewardship, we ask if our gifts are being used in the best way possible. Is this use of resources core to our mission today and sustainable in the future?” said Sr. Roxanne Seifert, Vice President of Mission Integration, Avera Queen of Peace Hospital.

Those are the types of questions that Sr. Roxanne and the Avera Queen of Peace senior leadership team asked this past year when looking at the viability of the Avera Queen of Peace Hospitality House in Mitchell. The house, which was donated to Avera Queen of Peace in 2001, had been designated as a place to provide affordable, temporary overnight housing for cancer patients and their caregivers. Due to declining usage and concerns for the security and safety of guests and volunteers, the team had to consider whether the Hospitality House was the best way to provide short-term housing for patients.

The team did a usage analysis and also gathered comments from individuals who had stayed at the house. Since the house was primarily staffed by volunteers, there were staffing issues, which contributed to the challenge of providing cleaning services, security, and consistent reception coverage. Previous guests also noted the drawbacks of staying at a house that wasn’t originally designed to be a hotel.



For example, patients shared a common bathroom, and a receptionist wasn’t available 24/7.

Based on that information, the team made the decision to sell the house and donate the proceeds to the Avera Queen of Peace Foundation. Proceeds will assist with overnight accommodation of patients receiving medical treatment at the hospital. The Avera Queen of Peace Social Services team assists eligible patients to best meet their needs. Patients continue to have access to a list of local hotels that offer reduced rates for those traveling for medical treatment.

The decision to close the house wasn’t based on cost — it was also about quality, noted Sr. Roxanne. “We asked, are we providing a safe, high-quality, hospitable location for our patients and our families? The answer was no. We weren’t providing a wonderfully warm, welcoming space as we or Christ would intend.”

The decision was also about recognizing that health care doesn’t take place in isolation from the community. In this case, hotels in Mitchell already offer quality hospitality services.

“Avera Queen of Peace is dedicated to top quality health care, but outside of our hospital walls, our local hospitality partners are much better equipped to provide secure and clean accommodations,” noted Tom Clark, CEO/President of Avera Queen of Peace.

Avera’s Mission is Woven into Our Ministry

Avera’s mission is a part of every aspect of our ministry, from making strategic planning decisions to assisting applicants in getting health insurance coverage. Simply take a closer look at the work carried out by employees across Avera. Be inspired to live out Avera’s mission.

PRAYER TEAM: 'FAITH ACTS LIKE A BOND BETWEEN EVERYONE'

WRITTEN BY **ALYSSA KUECKER**

Just as food is nourishing to the body, prayer is nourishing to the soul. At Avera Dells Area Hospital in Dell Rapids, employees of faith have formed a Prayer Team to link patients and families to the strength and comfort from above.

“When a patient looks to us for care, we strive to treat the whole person — body, mind and spirit,” said Lynn Carlson, Support Services Manager at Avera Dells. “It’s part of the Avera mission.”

“We were a group of employees who wanted to do more for our patients, to offer more of our mission.”

- LYNN CARLSON, SUPPORT SERVICES MANAGER, AVERA DELLS

Over the years, a local Catholic Sister upheld Avera’s health care ministry at Avera Dells by visiting and praying with

patients and families and for the entire organization. When she moved out of the area, her absence was deeply felt by patients and staff. A feeling of spiritual emptiness also lingered within the organization.

Under the guidance of the Chaplaincy Services at Avera McKennan Hospital & University Health Center, 13 Avera Dells employees stepped forward to form the Prayer Team. They came from a variety of backgrounds and departments, from Nursing to Administration to Laundry.

Because nurses are Avera Dells’ frontline caregivers, they can sense when patients or families need extra, non-medical care. That’s when they offer the support services of the Prayer Team.

“The results have been twofold. Not only does it help the patients, it also helps our nurses, staff and administrators,” explained Lynn. “It offers peacefulness and a chance to lean on our faith during times of worry or joy.”

Today, faith is ever present in the hallways of Avera Dells. Prayers are said with patients and families, at the close of Daily Line-Up and even over the loudspeaker. The Prayer Team also stenciled a 5-by-15-foot version of the Avera mission on the wall between the hospital and clinic.

“It’s opened a door for people to talk about their faith. All of the sudden, you have a lot in common with others; our faith acts like a bond between everyone,” said Lynn. “And we don’t just talk, we live the mission here.”



“I feel like anytime we can help anyone who didn’t have insurance, or who couldn’t afford insurance, that’s a success. That speaks volumes of how many people we’ve been able to help and make an impact on.”

- TARA HEITMANN, REGIONAL BENEFIT COUNSELOR FOR AVERA HEALTH PLANS

MAKING AN IMPACT THROUGH HEALTH INSURANCE COVERAGE

WRITTEN BY **BRYANN BECKER KNECHT**

Health insurance coverage can be confusing, especially if you haven’t signed up for it before.

That’s why employees like Tara Heitmann, Regional Benefit Counselor for Avera Health Plans, play such an integral role in helping applicants move from the potentially confusing point A — getting health insurance — to the benefits of point B, having health insurance coverage.

Avera Health Plans has employees in five locations in South Dakota — Sioux Falls, Aberdeen, Mitchell, Yankton

and the Black Hills region — to assist applicants with getting health insurance.

Tara, who is based out of Aberdeen, assists applicants and members by answering questions, helps new members get enrolled in the marketplace, and works with members who encounter roadblocks with the federal Health Insurance Marketplace.

“What I have found about the new health care regulations is that a lot of people are overwhelmed and confused,” said Tara. “We can be a resource not only to our customers at Avera Health Plans but also

within the community. It’s fulfilling to be that resource in Aberdeen to help navigate all the changes.”

As Tara and other Avera Health Plans employees will tell you, many applicants haven’t had health insurance before. In those cases, especially, members see health insurance coverage as a blessing.

For example, many individuals realize that they qualify for subsidized coverage and can afford health care. “It’s been rewarding to see their relief that they can provide health care for their families,” Tara said.



Employees at Avera Dells Area Hospital have formed a Prayer Team to provide support services to patients, families and colleagues.

MISSION IN ACTION

MAKE THE MOST OF YOUR BENEFITS FOR 2016

WRITTEN BY RICHELLE BRAUN

Open enrollment for 2016 health benefits is only a few weeks away. Benefits Open Enrollment is held this year from Nov. 2 through Nov. 20. Avera Health recognizes that employees are our greatest asset, and provides a meaningful benefit program geared toward health and wellness, financial security, and retirement savings for employees and their families.



Supported by the team of Avera benefits advisors, employees are encouraged to learn what benefits they currently have and to decide if they need to change anything for the upcoming year prior to making their selections for 2016.

“Open Enrollment, offered in the fall of each year, is an opportunity for employees to make changes to their insurance benefits,” said Shelly Larsen-Corbit, Director of Benefits for Avera Health. “It is important that employees take the time to review information on the various benefits Avera offers in order to make the right choices to meet the needs of you and your family.”

“The Avera Health benefits team is here to serve employees needs throughout the system, and we encourage employees to contact a benefits advisor if they have questions or concerns about their coverage,” added Larsen-Corbit.

5 MOST FREQUENTLY ASKED QUESTIONS ABOUT BENEFIT OPEN ENROLLMENT

1 Where do I get information about my benefits?

The Avera Benefits Center (ABC) is conveniently located on KnowledgeNet, and is your online resource for employee benefits. There you will find benefits news and important deadlines. ABC is also where you find information for each insurance plan, premium rates, and a printable summary plan document and benefits summary, which details benefit coverages.

2 What and when is Benefits Open Enrollment (BOE)?

Do you want to add or remove a family member, decrease or cancel coverage, or expand coverage waived in the previous year? BOE is the designated time frame for Avera employees to make changes to their benefits plans, and it is the one opportunity during the year to make those changes that is not considered a qualifying event.

A qualifying event may include a change in marital status, change in the number of dependents or change in employment status. If you have questions about qualifying events, contact an Avera Benefits Advisor.

3 What is the effective date of changes made at BOE?

Changes made during the open enrollment period become effective at the beginning of the following calendar year. Request for changes to your plan submitted during this year’s open enrollment period will go in to effect on Jan. 1, 2016.

4

If I want to keep everything the same, do I have to do anything?

Yes and no!

Yes! If you are happy with your current benefits plan, your current benefits will automatically be carried over to the next calendar/plan year with no action needed.

No! Flexible spending accounts (FSA) do not roll over each year. If employees have participated in FSA, and wish to again, you will need to make a new election every year you want to participate.

5 Why doesn't my flexible spending account carry over like the rest of my benefits?

In order to comply with Internal Revenue Service regulations, flexible spending accounts are the one benefit that employees must renew each year during open enrollment if you want to continue utilizing this program.

Avera benefits advisors are:

- Alison Ufkin
- Courtney Stevenson
- Jen Soares
- Jill Carlson
- Leah Hofer
- Lisa Christopherson
- Patricia Fergen
- Whitney Koehler
- Zach Edman

Contact the benefits team by calling **605-322-7851** or by emailing **benefits@avera.org.**



Facility Spotlight:

AVERA HOLY FAMILY HOSPITAL



“Our people make the difference — they excel in both the level of their skill and the depth of their compassion. I hear this over and over from our patients and our community, and it’s further confirmed by national recognitions we’ve received. It is truly an honor to lead Avera Holy Family Hospital.”

- DALE HUSTEDT, CEO

NUMBER OF EMPLOYEES: *More than* **240**

CITY: **ESTHERVILLE, IOWA**

YEAR FOUNDED: **1944**

BY THE NUMBERS

- 25-bed Critical Access Hospital
- The Emergency Department has about 350 visits per month. The department is staffed with 24/7 physician coverage.
- The Obstetrics Department delivered 83 babies in FY 2015, with just two physicians providing OB care.
- Clinic visits average about 1,980 per month.

AWARDS

- “100 Great Community Hospitals,” Becker’s Hospital Review, 2014, 2015
- “HealthStrong Hospital,” iVantage Health Analytics, 2014, 2015
- “Top 100 Critical Access Hospital in the U.S.,” iVantage Health Analytics, 2014, 2015
- “Top 20 Critical Access Hospital in the U.S.,” National Rural Health Association, 2014, 2015
- “Five-Star Rating,” Centers for Medicare and Medicaid Services, 2015

ABOUT AVERA HOLY FAMILY HOSPITAL

- The Anderson Hospital was built in 1916 by Dr. Albert Anderson. In 1924 Dr. R.C. Coleman purchased the hospital and renamed it the Coleman Hospital.
- In 1944 the hospital was named Holy Family Hospital, which was established by the Sisters of the Sorrowful Mother Ministry.
- Estherville Medical Clinic was established in 1975.
- In 1997 the Estherville Medical Clinic relocated to the Holy Family campus to begin a partnership of integrated health services.
- Sponsorship of Holy Family Hospital was transferred to the Sisters of the Presentation of Blessed Virgin Mary of Aberdeen in 1996.
- In 2000 the hospital became Avera Holy Family.

Employee Quote: “Each day, I am thankful for the opportunity to be part of the health care team at Avera Holy Family. This team of dedicated professionals touches the lives of family, friends and neighbors with our mission and values. A welcoming smile, a listening ear or a compassionate hug are what makes our ‘family’ special when providing health care to our community.”

- RITA PATOCKA, MATERIALS MANAGEMENT

Grounded in Avera's Mission and Gospel Values

Avera employees carry out the Gospel values of compassion, hospitality and stewardship through their encounters with patients and with colleagues. Avera's values are reflected in small moments — such as showing a kind smile to help a patient feel at ease, or listening and providing comfort to a colleague — and in gestures of compassion and stewardship.



HOSPITALITY: LPN SHOWS PATIENCE AND KINDNESS

WRITTEN BY STACY NEUBECK

Giving smiles and hugs are two of the best ways that Deb DeYonge has found to help her patients feel at ease. Deb is an LPN who works in the Transitions Unit at Avera Morningside Heights Care Center in Marshall, Minn.

She visits with each patient and takes a genuine interest in what is important to them. She takes her cues from them to know what they need in that moment — whether it's humor, taking the time to listen to a story, or just reaching out with a quiet touch.

"I try to be sensitive to how my patients are feeling each day. I like being able to help people and make a difference in their care," she said.

Her hospitality doesn't end with her patients. She also knows the importance of making family members feel welcome and extending care and support to them. She makes sure their questions are answered so they feel reassured that their loved ones are in good hands.

Deb's supervisor, Angie Towne, RN, Director of Nursing, appreciates the patience and kindness Deb shows in working with patients.

"She makes time to be with her patients no matter how busy she might be," Angie explains. "She gets to know each person and makes them feel at home."



STEWARDSHIP IN MOTION

WRITTEN BY BRITTANY GADES

Duane Blassl, Outreach Technician in IT at Avera McKennan Hospital & University Health Center, calls himself a minimalist in life and a cyclist by nature. It's his desire to experience life and to integrate himself into nature that helps him stay motivated to bike 25 miles round-trip to work, almost every day, even in the winter.

A 20-year veteran at Avera who has been commuting via bike since 1999, Duane said he stays with Avera because of the work environment. He appreciates that Avera's values are lived out by the people working here. "I'd never been in a work environment before where people get along with each other across departments so well."

About three years ago, his admiration for Avera employees came as a patient. Duane was hit from behind while on his bike and spent a week in ICU due to a punctured lung, organ lacerations, several broken ribs and vertebrae, as well as other injuries.

"I will be forever grateful for the care that I received here (at Avera McKennan)," he said. "There's an energy or force that resonates throughout this health system that is ultimately transferred into your body by those who are responsible for your care. It's all inclusive, which consists of not only the medical staff, but the support professionals as well. When your life is in peril and you survive, it's inexplicable on how grateful you are for a second chance. I appreciate things in life far greater now than I ever did before, and realize that things that once were perceived to be major irritants can now

only be classified as extremely trivial annoyances."

Even though most would not fault Duane for not continuing to bike after such a traumatic accident, he completed rehab and is back on his bike. Duane said his goal is to put on 6,000 miles a year. He bikes to the store, to work, for fun and even completes events like RAGBRAI. Those miles also reduce his carbon footprint substantially, and he says it's very important to him that he isn't putting additional CO2 into the atmosphere.

Duane said he's thankful that Avera McKennan offers bike racks and showers, which make it more practical for him to bike to work, and encourages his personal stewardship. Duane beams while talking about riding and encourages those interested in learning more to contact him.

“There are a lot of people out there like Richard who have chronic health problems. Sometimes it gets overwhelming and is hard for them to handle on their own. That’s what we’re here for. It can be questions they have day to day or issues where we need to do dressing changes. We can also help them meet more long-term goals, like improving diabetes, high blood pressure and high cholesterol over time.”

JAMIE MILLER, NP
AVERA MEDICAL GROUP CROFTON



COMPASSION: PROVIDER WORKS TO IMPROVE PATIENTS’ QUALITY OF LIFE

WRITTEN BY NATHAN JOHNSON

Trying to stay well is hard, Richard Chicklas will tell you.

Richard, 78, moved to Crofton, Neb., approximately five years ago and sought care from Jamie Miller, NP, at Avera Medical Group Crofton on those rare occasions when it was needed.

However, age and complications with diabetes have made Richard a weekly visitor.

“Jamie and Bridget have given me the tools to maintain my health,” Richard said. Bridget Thoene is an RN at Avera Medical Group Crofton.

According to Bridget, Jamie has gone to extra lengths to help Richard gain control of his health issues.

“It is hard to describe in words the extra effort and compassion she has provided, but it is clear she has significantly improved this particular patient’s outlook,” she said. “She monitors him closely and addresses his unique needs promptly. I am blessed to be

able to work with such a great provider.” Foot ulcers, skin outbreaks and high blood sugar levels are just some of the challenges Richard has faced in recent years. While at the hospital receiving antibiotics for an infection on his right foot, Richard had a heart attack. “It was Jamie who suggested I check into the hospital,” Richard said. “I have her to thank for that.”

Through his own dietary efforts and encouragement from Jamie and a coordinated care team, he has lowered his blood sugar levels significantly. When Richard had difficulties getting medications on time and at a reasonable price, the care team also collaborated to resolve those issues. Additionally, Richard is now participating in physical therapy.

Richard can’t say enough positive words about the ongoing care he has received at Avera Medical Group Crofton. “They can make you feel like you’re the only person in the world,” he said. “They can’t help but do good for me.”



Jill Johnson, RN with Avera eCARE eEmergency, is known around the office as someone who will always go above and beyond what’s expected of her.

COMPASSION: eCARE NURSE TAKES TIME TO CONNECT WITH PATIENTS, STAFF

WRITTEN BY KELLY THURMAN

It’s easy to get caught up in the task at hand — doing what needs to be done and moving on without much thought.

Jill Johnson, an RN with Avera eCARE™ eEmergency, is used to having to work fast in critical situations, but she also can be counted on to take the time to connect with a patient or partnering hospital staff.

Jill has even been known to visit partnering hospitals to introduce herself in person to the staff and see if there’s anything they need — while on vacation.

“I think she goes above and beyond what we ask of our employees,” said Brian Erickson, Nurse Manager at Avera eCARE. “It builds relationships and puts a face to a sometimes impersonal camera when you make those personal visits.”

One example is her communication with a mother whose daughter was hit by a car in Creighton, Neb. The staff at Avera Creighton Hospital used eEmergency because the girl had a serious head trauma. The mother, Heather Mosley, happened to be a nurse at Avera Creighton as well.

The issue made Jill recall memories of her own son who had been in a car accident several years ago and remained unresponsive for some days.

“Sometimes your nurse mode goes off and your mom mode kicks in,” Jill said.

The story ended well for the young girl, who has since recovered. It was some weeks later when Jill was checking the eEmergency camera with the Avera Creighton nurses that she realized the nurse on the other end was Heather, the little girl’s mother.

“I can’t remember how it was brought up, but we just got to talking,” Jill said. “I said I’d had a similar experience with my son, though not as serious.”

She shared her experience and tried to provide comfort during the short conversation.



Avera employees have expanded their horizons when it comes to fitness. From kayaking on the Missouri River to competing in triathlons and 5K events, employees prove that staying fit and healthy is anything but boring.

We Are FUN

Jennifer Osowski, LPN at Milbank Area Hospital Avera, runs in the Farley Fest 5K.



Kyle Everson, Athletic Trainer at Avera St. Luke's Hospital, competes in triathlons.

EMPLOYEES PARTICIPATE IN FITNESS CHALLENGES

Milbank Makes Fitness A Priority

WRITTEN BY **AMY THUE**

Fitness has become a catching trend in Milbank — and it seems like the trend is here to stay.

Milbank Area Hospital Avera has been focusing more on promoting healthy lifestyles in the surrounding community.

What started as a Couch to 5K program for employees was soon expanded to include a community 5K program and an additional community race. The facility now sponsors two running road races each year, the Farley Fest 5K in

June and the Glow Run 5K in the fall. The first Couch to 5K program was held in summer 2014 for employees. The goal of the program was to increase employee participation in the Farley Fest road race. Participants met with a leader twice a week and learned how to prepare to run a 5K.

After the great turnout and support for the Couch to 5K program, program coordinators decided to offer a race for community members. “We saw how successful the program was in our own facility, and we had some community members ask if we could make it available for them as well,” said Amy VanLith, Program Coordinator. “We decided to have a planning meeting and see if there was enough interest in the community.”

In 2014 they held a community 5K program and added the Glow Run, which includes a shorter family course and a 5K race, to promote family fitness and participation. The Glow Run in October 2014 had 210 participants, including many families and the entire Milbank high school and middle school cross country team. The Second Annual Glow Run will take place Sept. 19. The hospital hopes to continue the 5K program in the future.

“Milbank is a running community,” said Natalie Gauer, Hospital Administrator. “It has been so satisfying to see even more community members committed to their health. And it is exciting to see so many families make fitness a priority.”

Athletic Trainer Finds Success as Triathlete

WRITTEN BY **RICHELLE BRAUN AND PATTY KIRKPATRICK**

We all know that we need to get more exercise, do more walking or swimming, or ride a bike. But Kyle Everson, Athletic Trainer at Avera St. Luke's Hospital, has taken that advice to a new level. He has become quite successful at triathlons.

“I always liked to run and participated in high school track, but I found running a little boring. I added biking to my routine, and toyed with the idea of triathlons, but the swimming portion scared me,” Kyle said.

In order to overcome his fear, Kyle began to practice swimming at a local lake and soon joined the Master's Swim team in Aberdeen to sharpen his skills in lap swimming. He completed his first race, The Wolves Triathlon, in 2012. If that sounds daunting to most of us, it's a challenge Kyle looks forward to doing. He completes about six or seven races a year, traveling mostly in and around South Dakota. He does pretty well, too. He finished sixth overall in the South Dakota Triathlon Association rankings, and second in his age group of 30-39.

He has traveled farther distances in order to compete. Last March he took a four-day cruise to the Bahamas and participated in a 3.5-mile obstacle course called the Spartan Race. In July he completed his first off-road triathlon, known as an Xterra, in Bozeman, Mont. “My favorite races I competed in this year were the Spartan Race and a 124-mile gravel battle across the Badlands on my bike in Medora, N.D., last May,” added Kyle.

Kyle is a great role model of fitness and health for the athletes he trains and the patients he serves.



Jarett Bies, right, presents an award to Randy Bauder of Huron, a participant in the Fort to Field 50 Paddle Battle.

Bringing the River to Life for Water Enthusiasts

WRITTEN BY **NATHAN JOHNSON**

Jarett C. Bies has combined his passion for kayaking and the Missouri River to bring hundreds of water enthusiasts out on the “Big Muddy.”

“It takes a lot of work and coordination, but when you see the fun that people have meeting other paddlers and sharing stories of their adventures, it's worth all the emails, calls and meetings,” he said. “It's always enjoyable to see people take on a challenging event and expand their horizons.”

Jarett is a communications coordinator with Avera Marketing and is based in Yankton. But if he isn't at work, he is likely helping people get on the Missouri River near his Vermillion home.

He loves North America's longest river so much, he can't stop creating events to get more people on the water. Every event focuses on safety first, enjoyment second and the opportunity for participants to stretch their boundaries last.



He co-founded the South Dakota Kayak Challenge, a 70-plus-mile race on the Missouri River that happens in Yankton every Memorial Day weekend. He also created the Kayak Run, a “fun run”-style five-mile river outing that occurs as part of Yankton's Riverboat Days celebration every August.

In 2014, he brought the Fort to Field 50 Paddle Battle to life and attracted more than 100 canoers and kayakers to take part in the race from the Fort Randall Dam to Springfield.

This year, he will start his newest venture — the May 2 Dam N Back Trek, a 10-mile against-the-current-and-back event set in Yankton.

“Sharing a treasure like the Missouri River is rewarding to me because there are tons of people, even from the Midwest, who haven't seen what it looks like in southeast South Dakota, where the islands and bluffs and sandbars make you feel like you're traveling back in time.”

Live better.
Live balanced.

Healthy You Mobile

Watch for the Healthy You mobile, coming to communities and events near you! Avera is partnering with Hy-Vee to launch the Healthy You Mobile. This vehicle will travel to communities within the Avera footprint that have a Hy-Vee store, providing access to health-related information and services.

The Healthy You Mobile will be staffed by Hy-Vee pharmacists and dietitians who will provide Avera-developed wellness information. It's an RV that has been outfitted with two exam rooms to provide space for health screenings. Avera's goal is to partner with Hy-Vee to build not only healthy but also health-educated communities.

3-D Mammography

Avera Breast Center in Sioux Falls and Avera St. Luke's Hospital in Aberdeen are now home to 3-D mammography or DBT, Digital Breast Tomosynthesis. This newest technology results in more images from more angles with greater detail. Digital mammography is still the gold standard; 3-D is the newest version of this technology and Avera will eventually transition to 3-D mammography.

Get Your Flu Vaccine

Avera employees are required to receive a flu vaccination this year. Avera facilities across the region are offering flu vaccine clinics that are free of charge to Avera employees. The deadline to receive the vaccination is Dec. 1, 2015. If you are requesting an exemption, the deadline for providing documentation is Oct. 1, 2015. Watch for the dates and locations of the clinics on KnowledgeNet.

People NEWS

Leadership on the Move

Leroy "J.R." LaPlante, JD, is the new Director of Tribal Relations for Avera, a position located within the Avera Rural Health Institute. The director will facilitate efforts to improve patient outcomes and the health of area tribal members. LaPlante most recently served as an Assistant United States Attorney at the United States Attorney's Office for the District of South Dakota and has also served as the Cabinet Secretary for the State of South Dakota's Department of Tribal Relations.

Medical Staff Notes

Kevin Bray, MD, has been appointed as the Chief Medical Officer at Avera Sacred Heart Hospital. The new position will have the primary responsibility of developing and strengthening physician and clinic relationships throughout the Avera Sacred Heart region. Bray is a practicing physician at Yankton Medical Clinic, P.C., and is a board member for Avera Sacred Heart Hospital. Bray is also the Medical Information Officer for the Avera Sacred Heart region.

Sridevi Konkimalla, MD, Avera Medical Group Nephrology is now a Fellow of American Society of HTN specialists (FASH). This distinction is conferred on individuals who have distinguished themselves through excellence in the field of hypertension and cardiovascular health. There are only around 190 physicians around the world with this distinction.

Mary Anne Krogh, PhD, CRNA, was selected for induction as a Fellow of the American Academy of Nursing.

Fellowship in the Academy is one of the nursing profession's highest honors; only eight of South Dakota's 10,000 registered nurses hold this distinction. Krogh's selection is in recognition of her work with the National Board of Certification and Recertification for Nurse Anesthetists. She is a CRNA in the Avera Surgery Center one day a week. She also serves as Faculty and Program Director at the Mount Marty College School of Anesthesia.

New Providers

View a list of new physicians and advanced practice providers on the Avera Medical Group page on KnowledgeNet.

System NEWS

Mobile Food Pantry Grant :

Avera announced the donation of \$75,000 to Feeding South Dakota to reach out to communities through its Mobile Food Pantry. Avera will donate \$25,000 per year over three years. Avera has supported Feeding South Dakota for 10 years, most recently through a \$35,000 donation to support expansion and relocation of food pantries in Pierre and Sioux Falls. A new Mobile Food Pantry grant will help ensure that people in need in the communities of Huron, Ipswich, Miller, Lower Brule and Reliance can continue to be served with free food.



Hy-Vee Partnership:

Avera and Hy-Vee, Inc. announced an expanded partnership to provide a broader range of health and wellness services, including AveraNow convenience and wellness clinics and kiosks in four Hy-Vee Sioux Falls stores and a Healthy You Mobile to take the initiative on the road. The Hy-Vee Healthy You Mobile Powered by Avera is the second of eight sponsored units that Hy-Vee plans to add throughout its eight-state region over the next three years. AveraNow convenience clinics and kiosks will be located at Sioux Falls Hy-Vee stores on South Minnesota, 10th and Cleveland, Empire Hy-Vee at 49th and Louise, and South Sycamore.



Jamie Risse, Sandy Crisp and Deb Thalhuber received the Caring with Collaboration Quality Award for Avera Coordinated Care.

Avera Quality Congress:

The 13th annual Avera Quality Congress was held Aug. 26. This year 94 nominations were submitted in recognition of Avera's quality improvement projects and the people who live Avera's values across the system. These projects tell a compelling story of how Avera fulfills our mission to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values. To read a list of all the nominations, visit KnowledgeNet.

Pasque Place:

In August several members of the Avera Marketing and Human Resources teams based in Sioux Falls relocated to a new office building. The new location is directly across Interstate 229 from the Avera Central Office, at 3901 W. 59th St. The building will be called Pasque Place in honor of South Dakota's state flower. By centralizing Sioux Falls-based employees in these departments, staff will be able to operate more efficiently, increase collaboration and support financial stewardship through consolidation of multiple office locations.

To Your Health Update:

Get your party hats and workout shoes on! Starting Sept. 1, 2015, Avera begins a yearlong celebration of **To Your Health** making a difference in the lives of Avera benefits-eligible employees. As a reminder, spouses enrolled in the Avera Employee Health Insurance Plan can also participate in **To Your Health**. Avera invites you and your co-workers to participate in the fifth year of **To Your Health** activities that are intended to support you and your co-workers as you continue to make your health a priority.

To join the **To Your Health** celebration, visit Avera.org/EmployeeWellness today to:

- Complete a new health assessment
- Schedule your Fall 2015 To Your Health Screening appointment
- Register for Walk This Way
- Explore the website and more

Visit the KnowledgeNet Avera Benefits Center for specific up-to-date information related to the 2016 To Your Health Reward and the upcoming 2016 Open Enrollment information.

For more People News and System News, visit **KnowledgeNet**.

Policy Update

The Avera Ethics Committee and the Avera Public Policy team collaborated with the Vice President of Ethics and a subcommittee to finalize three policies that are in effect across Avera as of July 1, 2015:

- Avera Advance Directive Policy
- Avera Informed Consent Policy
- Avera Policy for the Care of the Person Who Has Experienced Sexual Assault

These policies reflect relevant provisions from the Ethical and Religious Directives for Catholic Health Care Services, applicable federal laws, state laws from across Avera's regions and Joint Commission regulations.

The subcommittee was comprised of representatives from throughout Avera. These policies have been approved by the Avera Health Operations Council and replace previous facility policies that addressed the same topics.

If you have any feedback or questions regarding these policies, please contact Mary Hill, Vice President of Ethics, or Deb Fischer-Clemens or Danielle Haman at the Avera Center for Public Policy.

AVERA SERVICE LINE Leadership

Avera Medical Group Behavioral Health

Matthew Stanley, DO, Clinical Vice President, Behavioral Health
Mary Maertens, President/CEO, Avera Marshall Regional Medical Center

Avera Medical Group Oncology

Dave Kapaska, DO, President/CEO, Avera McKennan Hospital & University Health Center
David Elson, MD, Interim Clinical Vice President
Michael Peterson, MD, Interim Clinical Vice President

Avera Medical Group Emergency Medicine

Jared Friedman, MD, Clinical Vice President, Emergency Medicine
Doug Ekeren, President/CEO, Avera Sacred Heart Hospital

Avera Medical Group Obstetrics & Gynecology

Kimberlee McKay, MD, Clinical Vice President, OB/GYN
Tom Clark, President/CEO, Avera Queen of Peace Hospital

Avera Medical Group Radiology

Brad Paulson, MD, Interim clinical dyad
Todd Forkel, President/CEO, Avera St. Luke's Hospital

Avera Medical Group Primary Care

Rich Kafka, MD, Interim Clinical Vice President
Tad Jacobs, DO, Chief Medical Officer
Dave Flicek, Chief Administrative Officer

Avera Medical Group Laboratory

Bruce Prouse, MD, Interim Clinical Vice President
Mary Maertens, President/CEO, Avera Marshall Regional Medical Center

Avera Medical Group Nephrology

Robert Santella, MD, Interim Clinical Vice President
Dave Kapaska, President/CEO, Avera McKennan Hospital & University Health Center

Avera Medical Group Hospitalist

Todd Forkel, President/CEO, Avera St. Luke's Hospital
Joseph Rees, DO, Interim Clinical Vice President

Avera Medical Group Cardiology

Jon Soderholm, President/CEO, Avera Heart Hospital of South Dakota
Michael Hibbard, MD, Interim Clinical Vice President

For more information, visit the Service Lines page on the Avera Medical Group tab on KnowledgeNet.

Kudos!



Most Wired: Once again, Avera has been named to the list of Health Care's Most Wired. As a health care system, the 2015 designation is Avera's 16th Most Wired award. The list is based on the 17th annual Health Care's Most Wired Survey. The 2015 Most Wired™ survey and

benchmarking study is a leading industry barometer measuring information technology (IT) use and adoption among hospitals nationwide.

Avera HME Earns National Accreditation:

Avera Home Medical Equipment has earned accreditation from the Healthcare Quality Association on Accreditation (HQAA). This award is achieved when an HME provider demonstrates a high level of quality practices in its business operations and patient care techniques. Avera HME earned the three-year accreditation after completing a comprehensive application that focuses on patient care, financial stability, and a commitment to quality operational practices and procedures.

Avera St. Benedict Recognized: Avera Avera St. Benedict Hospital has been recognized by HealthStream, Inc. with an Excellence through Insight for Overall Employee Satisfaction in the Small Hospital category and for Overall Emergency Department Experience in the Medium Hospital category. Avera St. Benedict was awarded this honor for its commitment to excellence in patient care.

Avera Weskota: Becker's Infection Control & Clinical Quality recently named Avera Weskota Memorial Hospital in Wessington Springs to their list of 45 hospitals with the quietest patient rooms. This data, an important measure of quality within hospitals, was gathered through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Avera Brain and Spine Institute: The Avera Brain and Spine Institute at Avera McKennan Hospital & University Health Center has received the designation of Recognized Treatment Center by The ALS Association. This designation recognizes regional institutions for their excellent clinical care for people living with amyotrophic lateral sclerosis (ALS), also known as Lou Gehrig's disease. They are modeled after The ALS Association Certified Center of Excellence™ program.



A chamber ribbon cutting, open house and blessing for the new Surgery Clinic, Oncology Clinic and Infusion Center, and Women's Center and Newborn Nursery at Avera St. Mary's Hospital was held Aug. 4.

Bricks and Mortar

Avera St. Mary's Renovation: Avera St. Mary's Hospital and Avera Medical Group Pierre celebrated the new Surgery Clinic, Oncology Clinic and Infusion Center, and Remodeled Women's Center and Newborn Nursery with a chamber ribbon cutting, open house and blessing on Aug. 4.

The Surgery Clinic is located in what used to be the medical/surgical unit. That unit moved to fourth floor in the fall of 2013. The vacated space has been transformed to house the growing practices of Avera Medical Group Pierre's three general surgeons. Brandt Becker, MD; Eldon Becker, MD, FACS; and Riley Lamb, MD, began seeing patients in the new space in August.

The Oncology Clinic is located in the south side of the renovated second floor space, and includes remodeled and dedicated oncology exam rooms for medical oncologist Sreekanth Donepudi, MD, MPH. The infusion center remains adjacent to the Oncology Clinic.

The Women's Center and Newborn Nursery renovation included more than doubling the size of the post-partum rooms, and remodeling the labor and delivery suites, as well as a facelift for the nursery. A new security system is also now online.



The new NICU at Avera McKennan incorporates the latest technology available for NICU babies.

New Neonatal Intensive Care Unit: A new 16,500-square-foot Neonatal Intensive Care Unit at Avera McKennan Hospital & University Health Center will open Oct. 1. It replaces the third-floor NICU, which is 4,000 square feet. The new NICU is a patient and family-centered unit with a nurse station overlooking every room. The unit incorporates all the latest technology available for NICU babies, and will allow more family space directly at the bedside to involve parents in the care of infants throughout their stay.

How to Utilize Avera EAP Services

WRITTEN BY **BRYANN BECKER KNECHT**

You might think you're familiar with all the benefits offered through your health insurance coverage, but you may be overlooking an important benefit tool.

Many organizations, including Avera, offer Employee Assistance Programs, commonly referred to as EAPs, as a benefit to employees. EAP is designed to help you and your family members manage the ups and downs of life. EAP can serve as a resource on issues ranging from anxiety to grief.

However, many employees under-utilize EAP services, often because they feel there is a stigma for reaching out for help, they don't know it exists or how it works, or they don't think it is confidential.

Avera Employee Assistance (EAP) services are entirely confidential. "At any time, we could all benefit from having an objective and trained professional to confidentially discuss everyday issues and stressors," notes Mary Wolf, MS, LPC-MH, Avera EAP Director and LIGHT Program Director.

EAP covers many of the things that insurance covers but also numerous others, such as partner relationships, parenting, midlife crisis, work stressors, moves, financial concerns, aging parents, burnout, changes and transitions, and balancing home/work responsibilities. "Many people use the EAP for just a couple of sessions while others continue for awhile due to a loss, divorce or health crisis," Wolf said.

All Avera regional facility employees, including employed physicians, have a consistent benefit from the Avera EAP. The EAP provides, at no cost, up to three confidential counseling services per person each fiscal year for employees, their spouse and eligible dependants.

These confidential services are offered by licensed mental health professionals and licensed addiction counselors. For managed facilities, please check your benefits information or contact human resources for details of your EAP.

HERE'S HOW IT WORKS:

When you call Avera EAP, an appointment will be scheduled at your convenience. After the three EAP sessions, additional services are available at a reduced rate, or services can be billed to insurance. Avera EAP contracts with providers in South Dakota, Minnesota, Iowa and Nebraska as well as 35 other states. Please call the EAP to learn more about the providers in your area. The EAP will then authorize the sessions with that specific provider. All sessions must be pre-authorized by Avera EAP. All EAP sessions are confidential and EAP records are not part of a medical record.

Take the first step. Call Avera EAP at **605-322-4069** or **1-800-527-9394**, or visit **AveraEAP.org** for information. The Employee Assistance Program can be your first step toward positive, meaningful change.



Top Eight Reasons Why People Used Avera EAP

1. Family Problem
2. Marital/Relationship
3. Anxiety
4. Depression
5. Behavioral Problem
6. Substance Abuse
7. Grief
8. Work

Reflection

THE FEAST OF ST. BENEDICT



Sr. Maribeth Wentzlaff, OSB, is the Director of Campus Ministry and Mission Director at Mount Marty College in Yankton. She is also on the Avera McKennan Board and Avera Rural Health Advisory Board.

On July 11 the Church celebrates the Feast of St. Benedict, the founder of the Benedictine Order. The Gospel for that feast is from Matthew 19:27-29. Peter says to Jesus, "Look, we have left everything and followed you. What then will we have?"

Jesus replies,

"Everyone who has left houses or brothers or sisters or father or mother or children or fields for my name's sake, will receive a hundredfold and will inherit eternal life."

Does this sound like a familiar conversation in today's world? Often people are concerned with what's in it for them. One of the charisms of the Benedictine Order is community. It is rare to see Benedictine monks or nuns living by themselves. We believe in the importance of going to God together within the context of community. It is in the daily washing of dishes, serving of food, and cleaning of common areas that we live out the value of "washing feet" for others. When we do this, we do it out of selfless love for the other. In fact, St. Benedict in his Holy Rule states in Chapter 72 on The Good Zeal of Monks, "No one is to pursue what he judges better for himself, but instead, what he judges better for someone else."

In today's corporate world of budget cuts, layoffs and downsizing, it is tempting to get caught in the trap of being territorial and wanting to make sure that our department's budget survives the latest cuts. However, in the Benedictine world (and Avera world), it is important to remember to prioritize what is best for the good of the whole community. God will provide for all of our needs! If we truly believe this, all shall be well. And, again, as Benedict says in Chapter 72 of the Rule, "Let them prefer nothing whatever to Christ, and may he bring us all together to everlasting life."

2015

UPCOMING EVENTS

Avera offers the following educational symposiums for Avera employees and other interested health care professionals. Please consult your supervisor if you would like to attend.

MISSION STATEMENT

Avera is a health ministry rooted in the Gospel. Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.

Avera Cancer Institute Oncology Symposium (with Primary Care Track)

Sept. 24-25, Prairie Center on the campus of Avera McKennan Hospital & University Health Center, Sioux Falls

Avera SDSU Symposium

McCrary Gardens Conference Center, Brookings

Avera Women's Conference for the Primary Care Provider

Oct. 2, Sr. Colman Room, Prairie Center on the campus of Avera McKennan Hospital & University Health Center, Sioux Falls

Avera and Hazelden Conference: "Prescription Drug Abuse"

Oct. 9, Sr. Colman Room, Prairie Center on the campus of Avera McKennan Hospital & University Health Center, Sioux Falls

Avera McKennan Social Work Conference

Oct. 20, Prairie Center on the campus of Avera McKennan Hospital & University Health Center, Sioux Falls

U.S. Attorney's Office and Avera Present Disabilities Rights Conference

Oct. 21, Sioux Falls Convention Center

Additional conferences may add videoconferencing upon demand, so please check the registration website for a specific event for details. You can access all events for which registration is active by going to **Avera.org/conferences**.