



*Maggie Rentmeester, RN and Tim Rentmeester, MD*

# Connecting With You

Supporting you on your journey to health and wellness



[www.bdch.com](http://www.bdch.com)



# BDCH Awarded Prestigious Leapfrog Top Hospital Distinction

In 2014, Beaver Dam Community Hospitals, Inc. (BDCH) was named to The Leapfrog Group's coveted annual list of Top Hospitals. An elite distinction awarded to hospitals nationwide for demonstrating excellence in hospital safety and quality through the Leapfrog Hospital Survey.



The Leapfrog Top Hospital award is given to less than seven percent of all eligible hospitals, and BDCH was the first rural community hospital in Wisconsin to receive this distinguished award.

"Leapfrog's Top Hospital award is widely acknowledged as one of the most prestigious distinctions any hospital can achieve in the United States. It recognizes institutions for their excellence in quality of care and patient safety, as well as their commitment to transparency. By achieving Top Hospital status, Beaver Dam Community Hospital has proven it's a premier institution and deserves to be recognized for its dedication to the families and patients in Dodge County," said Leah Binder, president and CEO of The Leapfrog Group.

BDCH was one of 94 Top Hospitals recognized nationally. The list includes:

- 24 Top Rural Hospitals
- 61 Top Urban Hospitals
- Nine Top Children's Hospitals

The Top Hospital selection is based on the results of The Leapfrog Group's annual hospital survey, which measures hospitals' performance on patient safety and quality, focusing on three critical areas of hospital care: how patients fare, resource use and management structures established to prevent errors. Performance across many areas of hospital care is considered in establishing the qualifications for the award, including rates for high-risk procedures and a hospital's ability to prevent medication errors.

The Top Hospital award is not given to a set number of hospitals, but rather, to all urban, rural and children's hospitals that meet the high standards defined in each year's Top Hospitals Methodology.

To see the full list of institutions honored as a 2014 Top Hospital, please visit [www.leapfroggroup.org/tophospitals](http://www.leapfroggroup.org/tophospitals).

From left are Leah Binder, The Leapfrog Group President & CEO; William H. Finck, The Leapfrog Group Board Chair; Kim Miller, FACHE, BDCH President & CEO; Nadine Allen, BDCH Director of Quality; Sue Sutter, BDCH Board of Directors; Dr. Gerard Dynkowski, BDCH Clinical Care Committee Chair; Mike Murphy, RN, BDCH Chief Patient Care Officer.



"Earning an 'A' for patient safety by The Leapfrog Group in 2013 was the benchmark BDCH used as we looked to further strengthen the quality and safety we provide every patient, resident and child every day. We were determined to improve our processes and the ways we deliver care, and this honor, as well as another 'A' in 2014, shows that the hard work and dedication of our staff continues to serve our patients well."

- Gerard Dynkowski, MD  
Clinical Care Committee Chair



"This prestigious award reinforces that BDCH is one of the safest and highest quality hospitals in the country. I am very proud of the care our team of professionals provides to the region. I want to thank our dedicated BDCH employees and physicians for working together so effectively to deliver the highest quality and safest care possible for every patient, resident and child... during every interaction. It is our journey together that resulted in BDCH being recognized as one of the safest rural hospitals in the country. Our patients and clients deserve this level of exceptional care."

- Kim Miller,  
President & CEO



"I am incredibly proud of our staff and the way they approach the delivery of care for our patients. The dedication they have for every one of our patients, residents and children as they walk through our doors each day is an inspiration, and one of the main reasons we are recognized for our safety and quality."

- Mike Murphy,  
Chief Patient Care Officer



"Our region is blessed to have a health care organization like Beaver Dam Community Hospitals, Inc., that has displayed tremendous commitment and dedication to providing the best health care possible. As a member of the Board of Directors, I have been continually impressed by our board's unity and focus on assuring BDCH delivers the highest quality care in the safest environment possible."

- Sue Sutter,  
Board of Directors





# Our Health Care Journey

**Our valued connections, partnerships, and collaborative processes enable BDCH to support your individual health care journey.**

**T**he health care industry evolves daily, and both patients and health care providers must adjust to and accommodate many new changes. As your health care partner, BDCH is pleased that we have thrived in the changing dynamics, remaining financially and operationally strong while continuing to develop and focus on our mission of delivering excellence to every patient, resident and child, with every interaction.

This mission was recently recognized nationally as we received the coveted **Leapfrog Top Hospital award for demonstrating excellence in hospital safety and quality. BDCH was the first and only rural community hospital in the state of Wisconsin to receive this award, which is given to less than seven percent of all eligible hospitals nationally.** This award is a great honor for our employees, physicians and providers. It confirms that we are one of the safest and highest quality hospitals in the nation and signifies our continuous commitment to improvement.

We are equally proud to have won national awards for our Cancer Nurse Navigator Program, Hillside Home Care and Hospice (HomeCare Elite Top 500), Partners of BDCH (WAVE), and Remembrance Home (Excellence in Action). Each of these awards touches the health and well-being of patients at different times and places in their lives with services that often deliver care outside of the hospital setting.

We have been blessed by immense community support and trust, and for this we thank you. We recognize that you are placing your care and your lives in our hands, and we take this responsibility and honor very seriously. We appreciate your feedback, which strengthens our ability to serve your needs. As we move into the future, it is crucial that BDCH continues to listen, adapt, innovate and remain open to new possibilities.

We have been able to manage the challenges, leverage opportunities and develop a unique ability to connect through relationships, making it easier for you and your families to find the right care. That has meant finding new ways to prevent illness and achieve wellness, and helping many of you find health insurance solutions.

As we look to the future of health care, we have positioned BDCH as the regional provider of health care by continually developing new programs and services, attracting top clinical professionals and acquiring state-of-the-art technology. These individual components address the changing needs of our

region, strengthen our service lines, and provide safe, quality care from birth through end of life.

In 2014, we are proud to have again introduced several new state-of-the-art health care options. They include bringing advanced Urology services, integrative medicine, Platelet Rich Plasma Therapy, expanded OB/GYN, primary care with sports medicine, and much more to the region. We have also neared completion of an invigorating \$4M refurbishment of Hillside Manor and began the renovation process for Stone Terrace senior apartments.

BDCH continues its laser focus on quality and safety. Deeply committed to the principles of process improvement for the past eight years, we accelerated that process in 2014 with deeper and more structured training and the adoption of Lean principles.

**BDCH is well positioned for the future.** With the growth of health information technologies to improve transparency, increase efficiency and lower costs, and with the implementation of the Affordable Care Act, we will see health care change continue to accelerate. New technologies combined with user-friendly tools will enable patients to become more proactive and invested in their own personal care. People will manage their own health in ways never imagined. Health care has become increasingly an individual journey; your individual journey. BDCH's vision, culture, continued investment in technology and innovative approach to service, combined with our ability to act quickly, puts us in a unique position to support and care for you during your personal journey to health and wellness.

On behalf of our entire staff, physicians and providers, the Executive and Leadership teams and our Board of Directors, I want to thank you for allowing us to be your regional health care provider. We honor the trust that you place in us and it is always a pleasure to serve you. Your feedback is welcomed and I appreciate the conversations that have already occurred. Your insight assists us to drive the changes needed. I am personally excited to continue working collaboratively to create the health care services that are needed for this region in the future. Your health, and your journey, is very important to us.

In Health,

**Kim Miller, FACHE**  
President and CEO



# Clinical Quality and Safety Measures

## A long-standing commitment



BDCH is accredited by the Joint Commission, the College of American Pathologists and the American College of Radiology. Hillside Home Care and Hospice is also accredited by the Joint Commission.

**Beaver Dam Community Hospitals, Inc. is committed to improving quality and patient safety outcomes and is focused on best practices and evidence-based medicine using results-oriented improvement methods.**

BDCH tracks, monitors and is constantly finding ways to improve upon clinical quality measures to raise the bar of the overall patient experience and to positively impact the health of our local communities.

BDCH staff is dedicated to improving processes like medication safety, infection control, falls prevention and more to assist in a safe and effective recovery process for the patient.

BDCH is accredited by The Joint Commission, assuring residents that BDCH has attained the highest evidence-based, national measures of patient safety.

### BDCH's Goal is 100% Quality – Every Patient Every Time

In 2014, we are one step closer to 100% with a Quality Composite Score of 97.43% of publicly reported indicators. Other 2014 Awards of Excellence BDCH Celebrated Were:

- Academy of Oncology Nurse and Patient Navigators award BDCH the Best Practice Award for its Oncology Nurse and Patient Navigator program
- My InnerView ranks Remembrance Home in the top ten percent nationally for families recommending it as "excellent"
- HomeCare Elite Top 500 Agency Award recognizes BDCH's Hillside Home Care among the top five percent of Medicare Certified home care agencies nationally. Hillside Home Care has earned HomeCare Elite status **eight of the past nine years!**



BDCH Earns an **A** for Patient Safety

Beaver Dam Community Hospitals was among the top 23 Safest Wisconsin Hospitals, receiving an 'A' for the second consecutive year from the Leapfrog Group, a nonprofit organization that nationally scores hospitals' patient safety performance on behalf of some of the largest employers in the country.

Data for the safety grade comes from a variety of sources, including the Centers for Medicare and Medicaid Services and the Leapfrog survey. The Leapfrog survey assesses hospitals on three key areas: how patients fare, resources used in caring for patients, and leadership and structures that promote patient safety.

## Our Quality Improvement Journey

Since 2006, Beaver Dam Community Hospital's laser-focus on quality improvement has achieved marked results, as every department has experienced noticeable improvement. Our Clinical Quality Composite Score of 97.43 percent is important for two reasons:

- We once again achieved our goal by surpassing 96 percent
- We continued our upward trajectory in overall composite score

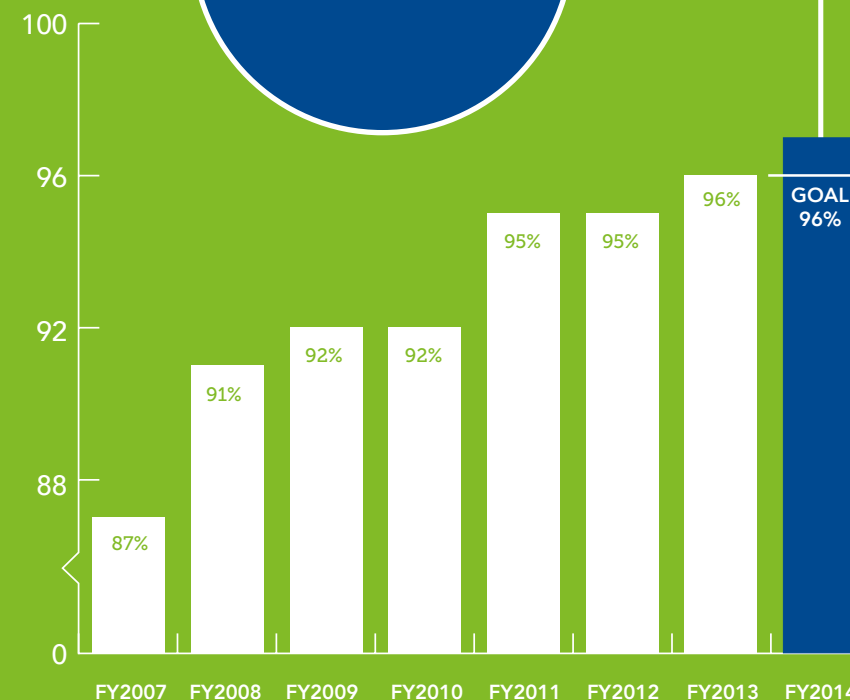
BDCH will continue to implement improved quality initiatives while strengthening those already in place and will not be satisfied until we reach 100 percent.



**"Each year we fine tune and sharpen our focus on quality and safety, and each year our physicians and staff prove they are up to the challenge, delivering higher quality and safety than the year before."**

- Mike Murphy,  
Chief Patient Care Officer

97.43%



Sue Sutter,  
Chair of Board Quality & Safety

### Clinical Quality Composite Score

Clinical quality composite score is based on a weighted average of all success-based core measures (clinical quality metrics) submitted to the Centers for Medicare and Medicaid Services which include: Heart Attack and Heart Failure, Pneumonia, Surgical Infection Prevention, Immunizations and Outpatient Services.





# BDCH Improvement System

Taking our process improvement to the next level

**As we look into the future of health care, we realize that to create real value for our patients, we must continue to improve health care quality, safety and service while eliminating waste and improving efficiency.**

Beaver Dam Community Hospitals, Inc. has been deeply committed to the journey of quality and Process Improvement (PI) for many years.

This year, BDCH has taken its Process Improvement journey to the next level, partnering with Lean experts to train us further on strategic and tactical Lean principles.

The BDCH Improvement System, which includes physician support from Drs. Gerard Dynkowski, Ken Ostermann, and Richard Tovar, has hit the ground running. It is focusing its first implementation phase on two very important patient value streams and departments, Inpatient Services and Revenue Cycle, and has already completed several exciting Rapid Improvement Events (RIE).

An RIE examines the current state of each process to gain insights, identify hurdles or road blocks and sets a target for improvement. It then identifies gaps

and uses new ideas and solutions to achieve targeted improvements, develop rapid improvement experiments to test hypotheses, test and track progress against metrics over time.

It has been an incredibly rewarding experience to watch as physicians and staff come together as teams, displaying energy, focus and passion as they work toward solutions that will improve our care for patients and assure continuous improvement in safety and efficiency as we deliver excellence across our continuum of care.

We look forward to extending our PI journey across the entire organization and building upon the achievements we have already accomplished. We are thankful to our employees for working so diligently on behalf of our patients and the community.

A few examples of how BDCH Improvement System will positively affect patients and families:

- Improved patient service, less wait time
- Clearer patient communication
- More satisfied patients, families and caregivers
- Improved outcomes

## Leading by Example

Connecting physician leaders to serve now, and into the future



**President John F. Kennedy once said, "Leadership and learning are indispensable of each other."**

A group of committed, dedicated and talented physicians with Beaver Dam Community Hospital took that sentiment to heart this year by participating in a 10-month leadership training journey as part of the Physician Leadership Institute (PLI). The group met each month with staff from the Center for Transformation and Innovation (CTI) and was provided the tools and insight to maximize their potential as physician leaders, providing vision and leadership into the future.

The program recognizes the critical role physicians can play in transforming our health care systems and the importance of administration and physicians leading initiatives together and working on opportunities that will affect the future of health care.

PLI training sessions were led by national experts and faculty on topics of future industry trends and in leading through change. In addition to participating in monthly group meetings, they divided into two work groups coached by PLI staff to address challenging health care projects related to value-based care and the management of patients with a chronic disease.

"I can't begin to tell you how impressed and appreciative I am that this group took time out of their busy schedules in order to become better leaders, better physicians and even better ambassadors for quality health care in our region," said Jim Kirsh, BDCH Board Chair. "Four generations of my family have had their health care needs served by Beaver Dam Community Hospital, and it means a lot to me that everyone here is dedicated to ensuring that every patient, resident and child in our region has the opportunity to receive the best possible care each and every day. Their commitment is admirable."



Participants in the program include Dr. Seth Barudin, Dr. Lindsey Cleary, Dr. Bert Callahan, David Corso, Dr. Gerard Dynkowski, Kim Miller, Dr. Ken Ostermann, Dr. Frank Podojil, Dr. Deirdre Rippl, Dr. Richard Tovar, and Dr. Danny Yaish.





# Join Us in Building a Healthier Region

Healthy communities. Healthy lives.



**In 2013, Beaver Dam Community Hospitals, Inc. assessed the health of our community and identified the challenges to wellness as part of the Dodge and Jefferson Healthier Community Partnership’s Community Health Assessment.**

This year, BDCH has taken the next step, bringing together community stakeholders to implement strategies promoting awareness, better living through shared responsibility and enhanced opportunity for the residents of our region. In short, the group consists of leaders working together to find ways to make it easier for people living in the region to live healthier lives.



In February 2014, “Healthy Communities, Healthy Lives” kicked off as leaders from public health, health care, local schools, health clubs, businesses, government and the media met at BDCH and identified four initial projects they will focus on as a team, each aimed at connecting with patients on their personal journey to health and wellness. The four areas are:

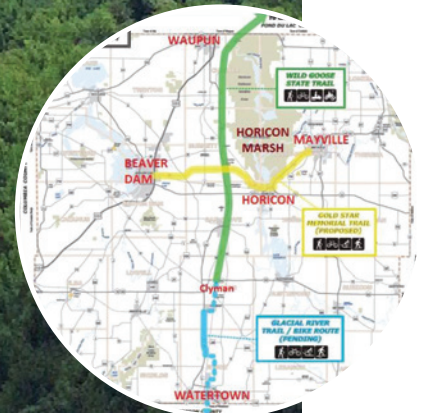
- Healthy Eating
- Running, Walking and Biking Trails (Healthy Activities)
- Healthy Challenges
- Public Awareness



Since February, the group has continued to meet to find ways to shape their ideas into action. As in so many communities throughout the country and Wisconsin, The Running, Walking and Biking Trails Committee has been working closely with local and state authorities on developing a walking/running/biking trail from Beaver Dam to the Horicon Marsh, which could eventually join the Wild Goose Trail linking Beaver Dam, Waupun, Mayville, Horicon, and Juneau. Other businesses have renewed energy around their employee wellness programs. And all organizations are collaborating to provide opportunities for increased activity and healthy challenges.

The Public Awareness Committee, meanwhile, has created a Facebook page aimed at bringing the community together and informing us of opportunities to make healthy choices the easy choices. To like, go to [www.facebook.com/healthydodgecounty](http://www.facebook.com/healthydodgecounty).

**All are welcome to participate. To find out how you can join the “Healthy Communities, Healthy Lives” program, call (920) 887-4066.**



*From top are Joe Lennertz, Wayland Academy Head of School; BDCH President & CEO Kim Miller leading a brainstorming exercise; and Central Waupun Christian Administrator Mark Buteyn working on the Healthy Activities Committee; A trail map of Watertown to Waupun as a result of the work of this committee.*



The 6th Annual BDCH Nurses Run-Walk-Roll on May 17, 2014, drew 180 participants and raised \$11,667 for the BDCH Foundation Hospice Home Fund

**Beaver Dam Community Hospitals, Inc. is committed to setting an excellent example of health and wellness for the community and for our employees.**

BDCH's Employee Wellness Program, provides metrics, incentives, education, and fitness and diet opportunities to employees in order to promote healthy lifestyles. This year BDCH planted a variety of organic gardens on its campuses. Under the guidance of Dr. Melissa Greer, Family Medicine Physician with further advanced training in Integrative Medicine, of the BDCH Medical Clinic in Waupun, we planted gardens throughout our health care continuum including at BDCH, Hillside Manor, Stone Terrace, Kids Care and Remembrance Home. The gardens produced organic vegetables being used to plan healthy meals in the BDCH Cafeteria and other sites, to provide educational opportunities for Kids Care children and for therapeutic exercise and activity for the residents of Hillside Manor, Stone Terrace and Remembrance Home.

In the spirit of wellness, the BDCH cafeteria has developed an array of healthy eating options and revamped its menu, including an offering of specialty salads. Watch for further information about the BDCH cafeteria in the Fall.

BDCH employees have taken their own initiative to spread health and fitness in the community, starting and participating in the Walk Wisconsin employee challenge (in all, 50 BDCH participants walked 10,086 miles). Employees also helped form fitness groups such as "Run 'N Dodge", which invites people to come together to enjoy shared activities they love, receive support from people they know and trust and develop new friendships and connections.

BDCH also hosts two fun races each year to bring the community together and help promote an active lifestyle. Our early spring Runner's Clinic helps prepare runners and walkers for the upcoming spring and summer season, including the 5K Nurses Run-Walk-Roll in May. Seasoned athletes and novices alike then have the summer to work on their endurance before the annual Don Reilly "Race the Parks" 5K/10K Cardiac Run/Walk and Kids Run which helps wrap up the season in beautiful late September.

# Growing to Meet the Needs of Our Region

We've made it a priority



BDCH Kids Care Organic Garden



BDCH Physical Therapy



6th Annual Dig for the Cause





A \$4M renovation allows Hillside Manor residents to feel right at home.

# Growing to Meet the Needs of a Region

## We listen and respond

Beaver Dam Community Hospitals, Inc. is continually expanding the scope and breadth of its services, providing patients throughout the region with advanced, state-of-the-art technology and procedures, minimizing the need for unnecessary travel for them.

Over the past 12 months, BDCH is proud to have added or expanded our services to include:

### Advanced Urology & Experienced Urologists

Responding to a need for greater access to high-level urologic care, the BDCH Medical Clinics opened a Urology Clinic, featuring board-certified Urologists Drs. Craig Kozler and Christopher Manakas. They are experts in state-of-the-art minimally invasive procedures and surgeries, and are skilled at evaluating and caring for urinary and reproductive issues offering various options for both men and women.

In addition, with the Foundation donation made by Mr. and Mrs. Gallun, robotic surgery, the most technologically advanced and minimally invasive approach to prostate cancer surgeries, will be coming to BDCH soon.

### Primary Care with Sports Medicine

The BDCH Medical Clinics welcomed Dr. Cristin Newkirk-Thompson to its Columbus clinic this year. Dr. Newkirk-Thompson offers energetic and comprehensive family medicine care while providing patients with needed expertise in sports medicine, complementing the care already being provided by the BDCH Orthopedics & Sports Medicine Clinic.

### Platelet Rich Plasma Therapy Offered Through BDCH's New Interventional Radiology Service

Subspecialty radiologists at BDCH are now providing Platelet Rich Plasma Therapy. This innovative therapy has proven highly effective for soft-tissue injuries such as sprained knees and chronic tendon ailments. Blood is drawn from a patient, and the platelets and their regenerative properties are separated from the rest of the blood's cells through centrifugation. This increased concentration of platelets is then injected into the injured area, speeding up the healing process.

### Renovations to Senior Service Facilities

BDCH's Hillside Manor Nursing Home is committed to ensuring our region's older adults have access to excellent health care throughout their lives. BDCH renewed that commitment earlier this year by embarking on a \$4M renovation project that is focusing on creating a home-like environment with the most advanced patient-centered amenities and safety features.

The major renovation prepares Hillside Manor for the future health care needs of our region and allows our physicians, nurses and staff to provide the highest-quality care for older adults.

### Expanded OB/GYN Care

Dr. Raschelle Schowengerdt, OB/GYN, is a talented, skilled and motivated physician dedicated to achieving the most positive outcomes for her patients. She joined the BDCH Medical Clinic located on 130 Warren Street in July and has brought expanded OB/GYN care to the BDCH Medical Clinics, providing compassionate care and minimally invasive surgical options for her patients.



Dr. Craig Kozler  
(Urologist)



Dr. Christopher Manakas  
(Urologist)



Dr. Cristin Newkirk-Thompson  
(Family Practice, Trained  
in Sports Medicine)



Dr. Raschelle Schowengerdt  
(OB/GYN)



# We're on Solid Ground

## We've built a strong and lasting foundation

In fiscal year 2014, Beaver Dam Community Hospitals, Inc. continued to serve more patients throughout the region.

BDCH is the region's market share leader and in 2014 was granted an extremely favorable rating by Standard and Poors RatingsDirect®.

"BDCH has continued to show good operations and strong cash flow...we believe that management has put in place certain operational processes to deal with any unanticipated challenges. We view the management team as forward-thinking and able to quickly manage challenges that may arise."

Through high quality and safety and the achievement of Meaningful Use (Stage 2), BDCH was also among the few hospitals (17 percent) that were eligible for additional reimbursement through CMS, earning \$600,000.



Carrie Wapneski

### BDCH Community Care. A Story of Compassion.

After more than 30 years with health insurance, Carrie Wapneski suddenly found herself without.

Carrie was reluctant to see her doctor about her digestive pain and discomfort. But the pain became so unbearable she finally visited the BDCH Emergency Department.

Carrie underwent emergency surgery for a perforation that likely saved her life. Stress set in immediately as she wondered how she would pay for this and a subsequent surgery.

Carrie was relieved, however, when Liz Schlieve, a BDCH financial counselor, discussed options with her and suggested she apply for assistance. Words couldn't express Carrie's appreciation when she later learned her \$252,000 in medical bills would be covered by Community Care.

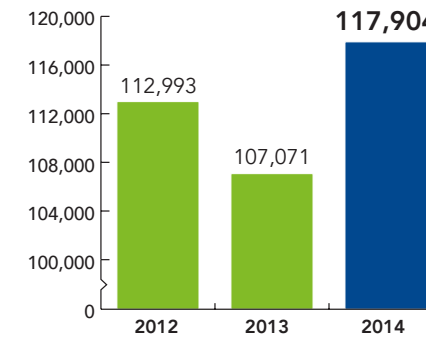
**"My friends and family couldn't believe that this program was available and it removed the weight of the world from my shoulders," Carrie said. "Everyone who cared for me, from Dr. Paul Palmer, to the nurses, to Liz treated me with dignity and respect and they provided an incredible amount of compassionate care that changed my life. My experience was so inspirational, my niece decided to go to school to become a registered nurse."**



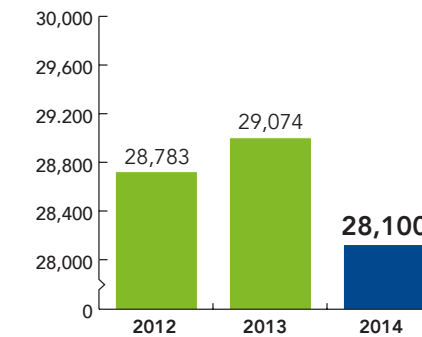
Paul Palmer, MD

One way BDCH has worked to improve quality of care while reducing costs is emphasizing the importance of primary care and preventing chronic diseases while keeping non-emergent visits to the ER and Urgent Care to a minimum. That focus resulted in higher primary care visits and reduced visits to ER/Urgent Care in 2014.

### Outpatient and Clinic Visits



### Emergency and Urgent Care Visits



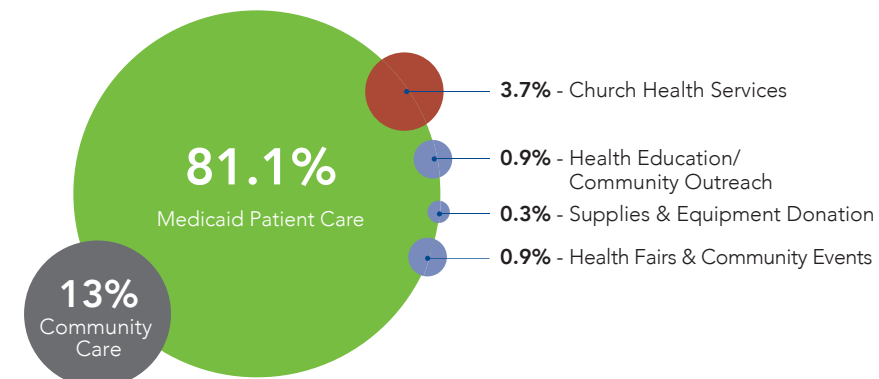
"BDCH has maintained its standing as a strong, independent local hospital by implementing proactive measures that has helped us successfully navigate the increasingly turbulent and changing health care waters. The keen vision of our leadership and board of directors, and the hard work of physicians and staff has served us well."

- Donna Hutchinson,  
Chief Financial Officer

### Financial and Statistical Overview

	2014	2013	2012
Net Patient Revenue	\$ 92,413,402	\$ 88,115,880	\$ 89,893,481
Other Operation Revenue	\$ 13,330,792	\$ 8,421,316	\$ 8,717,138
Net Revenue	\$ 105,744,194	\$ 96,537,196	\$ 98,610,619
Operating Expenses	\$ 96,955,476	\$ 94,021,691	\$ 93,188,489
<b>Revenue in Excess of Expenses</b>	<b>\$ 8,788,718</b>	\$ 2,515,505	\$ 5,422,130

### Community Service Investments



### Community Service Investments

	2014	2013	2012
Medicaid Patient Care	\$ 4,624,785	\$ 5,250,783	\$ 4,805,232
Community Care	\$ 741,135	\$ 509,865	\$ 521,645
Church Health Services*	\$ 212,991	\$ 213,568	\$ 129,684
Health Education/Community Outreach	\$ 53,685	\$ 109,761	\$ 122,172
Supplies & Equipment Donation	\$ 17,867	\$ 22,331	\$ 1,625
Health Fairs & Community Events	\$ 50,788	\$ 59,646	\$ 47,504
<b>Total</b>	<b>\$ 5,701,251</b>	\$ 6,165,954	\$ 5,627,862
Percent of Operating Expenses	5.9%	6.6%	6.0%

\* Includes monetary donations to Church Health Services and care provided to Church Health patients.



Doug Mathison,  
Chair of Finance





# National Awards

## BDCH Receives Many Honors for Excellence

In 2014, Beaver Dam Community Hospitals, Inc. was recognized for delivering excellent, innovative and safe, quality health care.



### Leapfrog Top Hospital Award

BDCH became the first and only rural community hospital in Wisconsin to ever earn Top Hospital honors, one of the most exclusive hospital quality awards in the country. Only 94 hospitals in the nation were recognized for demonstrating excellence in hospital safety and quality.



### Patient Safety Award

For the second consecutive year, BDCH earned an 'A' for Patient Safety by the Leapfrog Group, one of only 23 hospitals in the state of Wisconsin to receive such a distinction.



### Best Practices Award

The Academy of Oncology Nurse & Patient Navigators (AONN+) recognized BDCH for implementing initiatives to support patients through our Cancer Nurse Navigator Program.



### Wisconsin Award for Volunteer Excellence (WAVE)

The Partners of BDCH were recognized by the Wisconsin Hospital Association for its annually successful Craft Fair.



### Excellence in Action Award

From the National Research Corporation for its Remembrance Home services. This honor recognizes long-term care and senior living organizations that achieve the highest levels of satisfaction excellence, as demonstrated by overall resident or employee satisfaction scores.



### HomeCare Elite Award

For the eighth time in nine years for its caring and compassionate Hillside Home Care and Hospice services. Hillside is the only area provider honored so often, and was also recognized as a Top 500 agency by finishing in the top five percent.

# One Word: Dedicated.

## Your BDCH Board Members

Dedication and Excellence in Governance

Effective physician and executive leadership teams are essential to the success of safety and quality initiatives at BDCH.

We know that as a leadership team, our role is evolving in response to the changing landscape of health care, and we are committed to strengthening and supporting our physicians to better serve the health care needs of the region.

Our physicians, the board of directors and the executive leadership teams are ready to take on a greater role in shaping the future of health care in Dodge County. One of the most important initiatives we have on the table is executing our patient quality and safety program.

**We are on it.**

Through strengthening partnerships and connecting with our physicians, we will achieve improved clinical outcomes, reduced risk, improved patient satisfaction, and improved physician satisfaction.

All the best,  
Jim Kirsh, *BDCH Board Chair*



**Jim Kirsh**  
(BDCH Board Chair)



**Karla Chase**  
(Vice Chair)



**Marsha Borling**



**Wade Fletcher**  
(Chair of BDCH Foundation)



**Dr. Dan Landdeck**



**Doug Mathison**  
(Chair of Finance)



**Kim Miller**  
(President & CEO)



**Terry O'Connor**



**Sue Sutter**  
(Chair of Board Quality & Safety)



**Dr. Richard Tovar**  
(Chief of Staff)





# BDCH Partners

Connected nationally. Involved locally.

The Partners of Beaver Dam Community Hospital have garnered the utmost respect and admiration for their hard work, commitment and the dedication they show to each of the projects they undertake in the name of benefiting local health and wellness.

The Partners of BDCH are an invaluable group of hard-working individuals. It's gratifying that others value and appreciate the tremendous contributions we've been blessed with and have admired for years.

This year, through the Craft Sale, the managing of the BDCH Gift Shop, the annual Tree of Lights Celebration, numerous jewelry, book and cookie sales and much more, the Partners of BDCH raised an impressive \$35,000 for the BDCH Foundation, benefiting numerous initiatives and programs, including Hillside Hospice, Lifeline, Hillside Manor and much more.

Since 1997, the Partners of BDCH have raised an amazing \$437,074 in support of the work and mission of BDCH. Thank you Partners of BDCH!

In the front, from left, are Carolyn Kaul, Nancy Steinback (Partners Co-President), Arletta Trejo (Partners Co-President), Shirley Johnson, JoAnna Helfert, Cathy Lentz and Jermaine Sabourin. In the second row are Lois Sell, Betty Michael, Gail Hope Henschel, Jan Sheppard and Ramona Ross. In the third row are Bernie Jeffries, Dawn O'Polka (BDCH Director of Marketing & Development), Kim Miller (BDCH President & CEO) and Mel Bruins (BDCH Director of Human Resources). In the back are Wade Fletcher (BDCH Foundation Chair), Dan Moritz (BDCH Volunteer Manager) and John Moser (BDCH Foundation Fundraising Chair).



Proudly displaying the WAVE Award are, from left, Carol Klas, Betty Michael, Bernie Jeffries, Jan Sheppard, Jermaine Sabourin, Lois Sell, Nancy Steinback, Shirley Johnson, Arletta Trejo and Gail Hope Henschel. Missing from photo is Carolyn Kaul.



In 25 years of the Tree of Lights, the Partners of BDCH have raised more than \$400,000 for the BDCH Foundation.

## WAVE Award

This year, the Partners also received recognition on a statewide basis from the Wisconsin Hospital Association. They earned a Wisconsin Award for Volunteer Excellence (WAVE) for the very successful Craft Fair they put on each October in support of BDCH's Employees Helping Employees Fund.

**"The Partners of BDCH are an invaluable group of dedicated, hard-working individuals who share our commitment to improving the health and wellness of our community,"** said Kim Miller, BDCH President & CEO. **"We have appreciated and valued their work for many years, and it's gratifying to see their work acknowledged by the WHA as well. They are truly deserving of this and many other honors."**



The Partners of BDCH Craft Fair receives support from every department in the hospital, and the proceeds benefit the BDCH Foundation's Employees Helping Employees Fund.



# The BDCH Foundation

Ensuring a sustainable future



Through tremendous community support, the BDCH Foundation, Inc. once again surpassed its fundraising goal for fiscal year 2014 (Oct. 1, 2013 through Sept. 30, 2014).

Thanks to the generosity of community leaders, philanthropists, volunteers, citizens and our own employees, more than \$351,000 was raised for a variety of programs and initiatives that benefit the region's health and wellness.

In addition, the BDCH Foundation received an unprecedented pledge of \$1M for the purchase of a da Vinci surgical robot for use at BDCH. This donation was made in honor of Metalcraft of Mayville employees – past, present and future – and is an important addition to the health care available to area residents.

In an age of constant change along the health care landscape, the work accomplished by the BDCH Foundation allows us to remain flexible as we meet the changing needs of our population. We are so thankful for all that so many have done on the Foundation's behalf.

Thank you.

## Supporting Wellness Initiatives in Our Community

Over the past year, the BDCH Foundation has awarded numerous external grants, including:

- \$5,000** – Patrick Parker Conley BMX Park
- \$2,500** – Second Step Bullying Prevention
- \$2,000** – Dodge County Employee Fitness and Wellness Program
- \$1,990** – Super Noggin Program for the Beaver Dam Community Activities & Services Department
- \$1,940** – Simulaid Basic Life Support Adult Manikins, etc. for the Horicon School District
- \$1,500** – Dementia Concerns Coalition of Dodge County, for Education and Seminars
- \$1,500** – Central Wisconsin Christian playground upgrade

Since 2006, the BDCH Foundation has also granted a total of \$35,447 for 43 community Automated External Defibrillators. The most recent award grant went to the Beaver Dam Police Department.

*"The dedication and support our region provides to the BDCH Foundation never ceases to amaze me. It is gratifying to see how well BDCH leadership, physicians, employees and volunteers work closely with the community to support the health and wellness of our region."*



**Wade Fletcher**  
(President)



*Keith Ghanian,  
2013-2014 Honorary Chair*

The BDCH Foundation appreciates your generous support!



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(Vice President)



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The BDCH Foundation Board staff: Dawn O'Polka, Director of Marketing and Development; and Kim Bresser, Foundation Manager.





Sharon Haase, MD



Danny Yaish, DO



Bert Callahan, MD

# Our BDCH Medical Staff:

Doing extraordinary things every day

The BDCH Medical Staff comprises primary care and 26 specialties and work across the continuum to provide health care where and when patients need it, day or night, seven days a week.

Our physicians practice in many medical, hospital-based and surgical specialties, and together create a team to support the care for each patient, resident and child.

## BDCH Medicine

Physicians in medical specialties provide a wide range of primary and specialty care in the clinic, the hospital, nursing home, and home care and hospice. They are the focal point for helping patients manage complex conditions and chronic diseases.

## Cardiology

Bachhuber, Brian, MD  
 Bellissimo, Joseph, MD  
 Danahy, Daniel, MD  
 Dong, Sheng-Jing, MD  
 Hughes, Patrick, MD  
 Johnson, Heather, MD  
 Jung, Frank, MD  
 Kaji, Eugene, MD  
 Kleiber, Benjamin, MD  
 Krishna, Jaya L., MD  
 Lee, Peter, MD  
 Makkuni, Premraj, MD  
 Moncher, Karen, MD  
 Riter, Henry, MD  
 Saghir, Mohammed, MD  
 Stone, Charles, MD  
 Tipnis, Parag, MD  
 Wallhaus, Thomas, MD  
 Wolff, Matthew, MD  
 Zasadil, Mary, MD

## Dentistry

Eaton, John, DDS

## Dermatology

Enz, Sarah, MD  
 Passow, Tara, MD

## Endocrinology

Ahmed, Muhammad, MD

## Family Medicine

Allen, Bradley, MD

Augustson, Michael, MD  
 Barudin, Seth, MD  
*Performance Improvement  
 Committee Chair, Medical Staff  
 Secretary/ Treasurer*

Cleary, Lindsey, DO  
*Ethics Committee Chair  
 & Hillside Home Care,  
 Hospice, and Manor  
 Assistant Medical Director*

DeVries, Jamie, MD  
 Frinak, Charles, MD  
 Greer, Melissa, DO  
 Hartung, Kent, MD  
 Jones, Brynley, MD  
 Lambert, Erin, DO  
 Lambert, John, DO  
 Landdeck, Daniel, MD  
 Lee, JoAnn, MD  
 Lucarelli, Melissa, MD  
 Miller, Eric, MD  
 Newkirk-Thompson, Cristin, MD  
 Rentmeester, Timothy, MD  
 Samadani, Ayaz, MD

## Infectious Disease

Jean-Louis, Garry, MD

## Internal Medicine

Ifat, Kamin, MD  
 Haase, Sharon, MD  
*Cardiac and Pulmonary  
 Rehab Medical Director*  
 Miller, Joel, DO  
*Credentials Committee Chair*  
 Muchow, Amy, MD  
*Hillside Home Care, Hospice,  
 and Manor Medical Director*  
 Zhang, Xiaogang, MD

## Oncology

Hei, David, MD  
 Kim, Roy, MD  
 Lubner, Sam, MD  
 McFarland, Thomas, MD

## Neurology

Bradbury, Edward, MD  
 Chacon, Marcus, MD  
 Frost, Natasha, MD  
 Jensen, Matthew, MD  
 Luy Tan, Wilson, MD  
 Nelson, Jacalyn, MD  
 Sattin, Justin, MD  
 Schultz, Meredith, MD

## Pediatrics

Miesfeld, Jay, MD  
 Miesfeld, Jessica, MD  
 Peterson, Betsy, MD

## Physiatry

Fowler, William, MD

## Rheumatology

Malone, Daniel, MD  
 Wilson, Virginia, MD

## Urology

Hahnfeld, Lynn, MD  
 Johnson, Devin, MD  
 Kozler, Craig, MD  
 Manakas, Christopher, MD  
 Paolone, David, MD

## Hospital-Based Practices

Hospital-based physicians work solely in the hospital, providing inpatient and outpatient care in the emergency department, imaging, surgery, medical-surgical unit, and the laboratory. BDCH partners with three different physician groups to provide these essential services.

## Anesthesiology

Fattouh, Maher, MD  
 Keehn, Douglas, DO  
 Kelner, Stanislav, MD

continued...





Melissa Greer, DO



Lindsey Cleary, DO



Jay Wilkins, MD



Molly Meier, DPM



Effie Siomos, MD

**Internal Medicine - Hospitalist**

- Gladden, Marc, DO
- Guo, Xiaojun, MD
- Jasti, Anil, MD
- LaVoie, Daniel, MD
- Ostromecki, Elzbieta, MD
- Sajjad, Imran, MD
- NWagwu-Youlo, Chimnoya, MD
- Shalini, Skhamita, MD
- Zahwe, Firas, MD

**Pathology**

- Ali, Laekha, MD  
*Pathology Medical Director*

- Bertram, Heidi, MD
- Ferber, David, MD
- Hollister, Winston, MD
- Hryciuk, Jeanne, MD
- Kelley, Scott, MD
- Padurean, Adrian, MD
- Rusch, Susan, MD
- Schulte, Michael, MD

**Radiology**

- Amoli, Sean, MD
- Basham, Mark, MD

- Beres, Robert, MD
- Bessette, Peter, MD
- Bloomgarden, Daniel, MD
- Breger, Robert, MD
- Cooley, Peter, MD
- Desai, Paresh, MD
- French, Christopher, MD
- Gray, Dana, MD
- Hadjiev, Orlin, MD
- Hallenbeck, Katherine, MD
- Handrich, Stephen, MD
- Hardie, Robert, MD
- Hinke, David, MD
- Hurst, Emil, MD
- Jakubowski, Eric, MD
- Joshi, Jaideep, MD
- Kehoe, Michael, MD
- Krishnan, Megha, MD
- Levin, Jonathan, MD
- Lundeen, Brian, MD
- Mastey, Lynn, MD
- McNally, Madeline, MD
- Minor, Paul, MD
- Olson, David, MD
- Patel, Shirish, MD
- Raghuram, Karthikram, MD
- Rajkowski, Samuel, MD
- Rao, V.N., MD
- Rippl, Deidre, MD

- Salton, Gregory, MD
- Sane, Shekhar, MD
- Schuster, Thomas, MD
- Shah, Hemant, MD
- Spittgerber, Gerald, MD
- Suriyanarayanan, Uma, MD
- Walker, James, MD
- Washburn, Zachary, MD
- Wells, Robert, MD
- Wenzel, Mark, MD  
*Radiology Medical Director*
- Wichman, Heather, MD

**Surgery**

*BDCH's board-certified surgeons offer a wide range of both innovative and traditional surgical procedures. General and gynecological surgeons utilize advanced minimally-invasive techniques, which reduces risk of infection, blood loss and recovery time.*

**General Surgery**

- McGauley, Michael, DO
- Nervi, Christopher, MD
- Palmer, Paul, MD

**Obstetrics/Gynecology**

- Clark, Kristin, MD
- Keatts, Ami, MD
- McGuinness, John, MD
- Ostermann, Kenneth, MD
- Plementosh, Nicky, MD
- Schowengerdt, Raschelle, MD
- Siomos, Effie, MD

**Ophthalmology**

- Castillo, Thomas, DO
- Wilkins, Jay, MD

**Oral Surgery**

- Grote, Mary, DDS

**Orthopedics**

- Callahan, Bert, MD  
*Chief-of-Staff (Elect)*

**Otolaryngology**

- Yaish, Danny, DO  
*Sleep Lab Medical Director*

**Podiatry**

- Hansen, Rolf, DPM
- Meier, Molly, DPM (WBO)
- Wisniewski, Jason, DPM (Manor)

**Vascular Surgery**

- Acher, Charles, MD
- Hoch, John, MD







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[www.bdchmedicalclinics.com](http://www.bdchmedicalclinics.com)  
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**BDCH Executive Team:**

Kim Miller, FACHE, CEO  
David Corso, COO  
Donna Hutchinson, CFO  
Mike Murphy, CPCO  
Mel Bruins, Sr. Director of HR

**BDCH Directors:**

Marge Abegglen - Surgery  
Nadine Allen - Quality  
Don Anderson - Pharmacy  
Kris Behrendt - Kids Care  
Debbie Childress - Finance  
Heather Hearley - Food & Nutrition  
John Ley - Senior Services  
Mark Lieberthal - Revenue Cycle  
Jessica Muchowski - Wound Care  
Wendy Ostrander - Medical Records  
John Pappone - Facilities  
Trinity Pulvermacher - Laboratory  
Barb Skaar - Practice Management  
Colette Smith - Inpatient Nursing  
Maggie Smith - Emergency Dept.  
Lance Spranger - IT  
John Sweeney - Imaging  
Tricia Weisnicht - Nursing  
Lisa White - Home Care & Hospice  
Kirsten Wild - Compliance  
Nancy Wise - Rehab & Wellness

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Call (920) 887-7181 or visit  
online at [www.bdch.com](http://www.bdch.com)



# Thank You.

By providing a full continuum of care, BDCH is committed to connecting with all residents and families across the entire region. We will support you as you travel on your individual health care journey. That's excellence delivered. You have our word on it.