

# THE pulse



SUMMER 2021  
INSIDE THIS ISSUE:



**MEET DR. RANDY BAIN**  
OUR NEW FAMILY  
PRACTICE PROVIDER



**NORTH CAMPUS**  
CLINIC AND PHARMACY



**ON-SITE MRI SERVICES**  
COMING SOON

## LETTER FROM THE **ceo**



Dear Friend,

I'm happy to share the latest edition of The Pulse with you! Once again, we've got some great stories and exciting updates to share from Syracuse Area Health.

First, you'll get to meet our newest provider, Randy Bain, DO. Dr. Bain's passion for family medicine and extensive knowledge make him a great addition to the Syracuse Area Health team. And having grown up in a small town in Montana, he'll feel right at home in Syracuse!

We're also thrilled to report that construction is officially under way on our new Syracuse Area Health Clinic & Pharmacy – North Campus. This new, larger facility will provide easier access to quality care—including a retail pharmacy—for Weeping Water and the surrounding communities.

In our next story, we're featuring our family care providers and what they find most rewarding about working at Syracuse Area Health. Their dedication to patients is truly second to none, and we are so lucky to have them providing care for our community.

The next article features our Comfort Care Cart, which we are pleased to offer to our patients. This wonderful program offers a "menu" of items and actions patients can request to make their time at Syracuse Area Health more comfortable.

Finally, we're wrapping up with an exciting announcement of a new on-site MRI program, which will provide a better patient experience and faster access to MRIs right here in Syracuse.

I hope you're enjoying all that the warmer weather in Syracuse has to offer. After a year like 2020, we're happy to be looking ahead to positive changes that help support the health, safety and prosperity of our community.

Sincerely,  
**Michael Harvey**  
President & CEO

## Small Town Family Medicine is a Perfect Fit for **Dr. Randy Bain**



**Randy Bain, DO, FAAFP**

Randy Bain, DO, is looking forward to making Syracuse Area Health his professional and personal home. "I am excited about settling down in one place and learning the needs of my community," Dr. Bain shared. "I love building relationships and really getting to learn about patients and their needs."

Dr. Bain is a family medicine provider who chose to pursue a doctor of osteopathic medicine (DO) degree because of its perspective on using a whole-person, holistic patient approach.

While education for a DO and MD doctor is similar, DO programs require at least 300 hours of osteopathic manipulative treatment (OMT) training. The training focuses on the musculoskeletal and nervous systems and a DO uses a hands-on technique to diagnose, treat or prevent illness or injury—and improve circulation, function and range of motion.

"I chose to become a DO because I identify with the holistic philosophy. I enjoy continuing to learn about how our complicated lives, minds and bodies interact to create dysfunction, and how I can help return a person to balance," Dr. Bain explained. "Sometimes the benefits are immediate, and sometimes multiple sessions are needed, but OMT is one tool among many I use and am proud to offer. As a doctor of osteopathic medicine, I practice both conventional medicine and OMT and can use both to treat patients of all ages."

After years in the Army Medical Corps, Dr. Bain is looking forward to putting down roots at Syracuse Area Health and in the community. "My family and I want a place where we can be part of a community and raise our kids," he shared. "I grew up in rural Montana and feel most at home in that setting. The area and hospital are very welcoming."

Dr. Bain is passionate about helping patients of all ages live healthier, happier lives. "I want to promote wellness, not just treat illness," he said. "I love having the opportunity to treat all ages within a family and see them grow and change. I love working with kids and adolescents and offering sports medicine and osteopathic treatment experience to my patients. My philosophy is to create a safe place for good medicine."

Dr. Bain starts in July and is now accepting patients. To make an appointment, call the Syracuse Clinic at 402.269.2411.

# Get to Know Your **Family Practice Providers**



James Steckelberg, MD



## **What he finds most rewarding about caring for patients:**

The most rewarding aspect of my job is the relationships I have developed. Many of the patients I saw when I started in 2005, I still see today. Every time they are on my schedule I am reminded of all we have gone through, and I feel privileged to be able to walk with them through their health care journey.

## **What about Syracuse Area Health makes him smile?**

Thinking back on the relationships I have developed. I recently had a patient of many years that is moving out of the state. The last visit I had was very emotional knowing we would most likely never see each other again. Although many tears were shed, it was a moving moment and one that I will always cherish.



Kayla Heidinger, MD



## **What she finds most rewarding about caring for patients:**

One of the most rewarding aspects of my job is when a patient trusts you enough to open up about a problem that has been bothering them for some time, maybe even years! Sometimes we come up with an 'easy fix', and other times all it takes is someone to listen to them to provide relief, and I love being that person for my patients.

## **What about Syracuse Area Health makes her smile?**

I always smile when I think about how welcoming everyone has been. My coworkers and patients alike have invited me into their communities with (socially-distanced) open arms and (masked) warm smiles!



Lindsey Elder, APRN



## **What she finds most rewarding about caring for patients:**

I find it rewarding when I see improvements in someone's quality of life. I love helping people feel better. I really like to partner with my patients in taking charge of their healthcare. If I can, I offer patients multiple solutions to their healthcare concerns and then I really like them to make choices. This is their body; they know it best! I find it rewarding when my patients and I work together to improve or resolve a healthcare concern!

## **What about Syracuse Area Health makes her smile?**

So many moments make me smile, it is difficult to choose just one! I get to take care of some really amazing people! My life has been touched by them!



Molly Skomer, APRN



## **What she finds most rewarding about caring for patients:**

I love building relationships and seeing my patients through their healthcare journey. Creating solutions together is so satisfying. I truly believe healthcare is a partnership but the patient is absolutely the driving force. I love to help my patients see their BEST potential and obtain their goals. Celebrating those victories together never gets old!

## **What about Syracuse Area Health makes her smile?**

This past year I have met so many wonderful people—some for only minutes, others I've built relationships that I hope will last for many years. Being part of this community and helping the wonderful people who live here is so rewarding. It's never hard to come to work when you love what you do and the people you get to see!"



Jeri Spatz, PA-C



## **What she finds most rewarding about caring for patients:**

Having a chance to see multiple members of the same family as patients and knowing that by better understanding each individual within a family, I can better tailor their health plans to meet their needs.

## **What about Syracuse Area Health makes her smile?**

Any time I can see kiddos! In my prior practice I only saw adult patients and so getting to see and interact with children is rewarding! I love hearing their stories and getting to know their personalities.





## Coming Soon to Weeping Water & Beyond: **More Comprehensive Care, Less Travel**

Residents of Weeping Water and the surrounding communities will soon have a brand-new clinic for their healthcare needs—the Syracuse Area Health Clinic & Pharmacy – North Campus. Construction began on this new facility in March with a tentative completion date set for November of this year. And according to Jill Ford, Vice President of Marketing & Development at Syracuse Area Health, it’s coming just in time.

“The residents in the area deserve convenient access to quality healthcare, and there is no room at the current location to expand services and help more patients, including space for additional patient exam rooms, X-ray equipment, and a retail pharmacy,” Jill explained, “These are all key services that can be added with the expansion of the Weeping Water clinic, allowing Syracuse Area Health to better serve residents across the entire area.”



The new North Campus provides a central location that is easily accessible for the entire area. The site of the new clinic and pharmacy is 3/4 mile south of the Hwy 50 and Hwy 1 intersection at 7512 Highway 50, Weeping Water, NE.



“This new building will be much easier to access for residents of the entire region. We are pleased to be able to invest in this area and offer more services to all of our patients.”

The current Weeping Water clinic has served residents well for many years, but Syracuse Area Health is thrilled at the new ways the North Campus will provide advanced care for patients.

By including a retail pharmacy and X-ray services, the new clinic will eliminate two of the most common reasons residents in the area need to travel for their healthcare.

“An on-site retail pharmacy means safety and convenience for area residents who can get their prescriptions filled immediately after their appointment,” Jill shared. “And X-ray technology allows patients to be treated locally and more quickly, rather than having to travel for answers. When a child falls off the jungle gym at school, parents will know in minutes whether there is a fracture. Older patients won’t have to drive to Omaha or Lincoln when they need a chest X-ray to see if they have pneumonia.”

And, Mike Harvey, Syracuse Area Health President and CEO, adds, “These are huge benefits to all of the small towns in the area. We’re thrilled that it’s becoming a reality.”

The ultimate goal of the new clinic and pharmacy is simple: Improve outcomes for rural patients by providing immediate support from providers, with an increased level of care and decreased patient travel to obtain high quality healthcare and pharmacy services.

While this new facility will offer numerous benefits to the community, these are the most notable:

- ✓ Onsite retail pharmacy
- ✓ Onsite X-ray services
- ✓ Additional patient exam rooms

With more space, expanded services, and state-of-the-art technology, the North Campus is sure to achieve this goal, and Syracuse Area Health can’t wait for patients to experience it!

## PROJECT TIMELINE



## Want to help support the new Syracuse Area Health Clinic & Pharmacy – North Campus?

CONSIDER DONATING TO THE NORTH CAMPUS CAPITAL CAMPAIGN

**Because Syracuse Area Health is a not-for-profit healthcare system, donations from the community help make projects large and small possible.**

Your donation to this project is a tangible sign of your commitment to and your belief in the importance of quality, rural healthcare.

In addition to the clinic strengthening the economic viability of the area, it will also benefit your family, friends, neighbors, and clients whose health depends upon these services. With your tax-deductible donation, Syracuse Area Health would like to honor community supporters contributing \$1,000 or more on a digital donor display within the new facility. Gifts can be pledged for up to three years.

The opportunity to better serve patients across southeast Nebraska is very exciting. If you have any questions, need additional information, or would like to discuss a potential gift, please feel free to contact the Syracuse Area Health Foundation at **402-269-7658** or **jford@syracuseareahealth.com**.

Thank you for considering a gift to your community.

**Donations can be made online at:**  
**[www.SyracuseAreaHealth.com/Foundation](http://www.SyracuseAreaHealth.com/Foundation)**

**Or mailed to:**  
**Syracuse Area Health Foundation**  
**Attn: Jill Ford**  
**P.O. Box N**  
**2731 Healthcare Drive**  
**Syracuse, NE 68446**

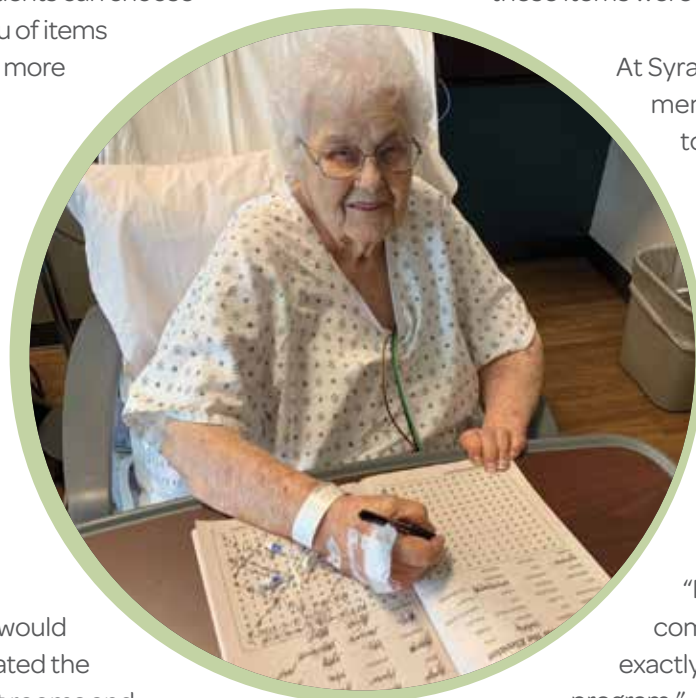


# Syracuse Area Health Comfort Care Program Creates an **Exceptional Patient Experience**

At Syracuse Area Health your comfort is top priority, which led to the creation of the patient Comfort Care Program, with an a la carte Comfort Menu and rolling cart that can be brought to a patient's room with many comfort items. To ensure every stay at Syracuse Area Health is as comfortable as possible, patients can choose from a comprehensive menu of items and actions that will create a more positive patient experience.

Jerilyn Hiller, Syracuse Area Health Director of Nursing, said, "Our Comfort Menu and Comfort Cart provide patients with nonpharmacological pain and comfort interventions. The project was initiated in the Spring of 2019. We have recently reached a point where we feel it has evolved into everything we envisioned it would be, so we have officially created the menu to place in our patient rooms and to hand out to patients and their families."

The Comfort Care Program offers a comprehensive menu of comfort items for just about everyone to enjoy. So far, patient feedback for the program has been extremely positive, something Jerilyn is happy to report.



"We recently had a cancer patient who was very appreciative of our lavender room spray and essential oils. She said this is something she used at home to help her relax and sleep and had forgotten to bring it with her. She said it helped her feel at home and was thankful these items were available."

At Syracuse Area Health, every member of the staff is dedicated to caring for patients' total well-being from the moment they step inside the clinic or hospital. They understand that receiving treatment for an illness, recovering from a surgery, or waiting for a diagnosis can all lead to anxiety, stress or pain—and want to do all they can to minimize those discomforts.

"Making people feel more comfortable and at home is exactly what we set out to do with this program," Jerilyn said. With that goal in mind, Syracuse Area Health hopes the Comfort Menu will help provide an exceptional patient experience.

**"At the end of the day, people won't remember what you said or did, they will remember how you made them feel."**



## Comfort Items

- Warm Blanket
- Extra Pillows
- Fan
- Eye Drops
- Lavender Spray
- & More



## Personal Care Items

- Nail File
- Lotion
- Hair Ties
- Lip Balm
- & More



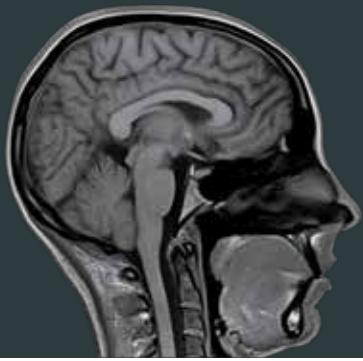
## Relaxation / Distraction Items

- Eye Mask
- Relaxation Music
- Crossword Puzzles
- Magazines/Newspapers
- WiFi
- & More



## Comfort Actions

- Reposition In Bed Or Chair
- Take a Walk
- Visitors
- Chaplain
- & More



## Coming Soon: On-Site MRI Services at Syracuse Area Health

**As part of the ongoing efforts to meet the changing and growing healthcare needs of the community, Syracuse Area Health is proud to announce that they will soon have on-site MRI services.**

“The volume of MRIs we’ve been providing has been growing steadily over the last several years,” Michael Harvey, Syracuse Area Health President and CEO said, “So we began analyzing what it would take to have an in-house MRI system to fulfill this need in Syracuse and beyond.”

Currently, Syracuse Area Health utilizes a mobile MRI program that comes to the hospital twice a week. While this service—performed in a converted semi-trailer—has served the hospital well, having a permanent MRI will provide a vastly improved patient experience and an overall higher standard of care.

“We’re extremely happy with our current MRI partner,” Michael shared, “But with them only coming to Syracuse twice a week, when patients need an MRI sooner, they need to travel to Lincoln which isn’t ideal. This will eliminate that unnecessary travel.”

In addition to allowing people to get the MRIs they need close to home without a wait, on-site MRIs will be easier to access and provide a more comfortable experience. Plus, they will utilize the latest in MRI technology for the most reliable results to help with diagnosing or monitoring medical conditions.

“It’s just really a great step forward for Syracuse Area Health and our patients,” Michael explained. “And it will be so much easier for our providers to order MRIs for their patients without having to worry about availability.”

To ensure the best possible patient MRI experience, Syracuse Area Health is adding on to their existing facility. By building the new MRI room “from scratch” rather than repurposing an existing space, they can ensure it perfectly meets the growing needs of the community. Community members can expect to see construction starting very soon—so keep an eye out!

As this project gets underway, completion is tentatively planned for late fall or early winter this year.

Magnetic resonance imaging (MRI) is a test that uses powerful magnets, radio waves, and a computer to make detailed pictures of the inside of your body.

Health care professionals use MRI scans to diagnose a variety of conditions. In orthopedics, an MRI may be used to examine bones, joints, and soft tissues such as cartilage, muscles, and tendons for injuries.





2731 Healthcare Drive  
Syracuse, NE 68446

## Coming Soon: New Electronic Health Record System

In the continued mission to provide the best possible healthcare experience, Syracuse Area Health is converting to a new platform for electronic health records (EHR). Cerner is an electronic medical software system, and was chosen as the new platform after an extensive review process. The new Cerner system will offer providers, employees, and patients many upgraded capabilities, allowing Syracuse Area Health to better meet the needs of all patients.

As the new program is rolled out, patients may notice some changes to the normal processes at SAH. Employees are currently training and learning the new system, with the full conversion scheduled for the beginning of October. At that time, patients will experience a new registration process and a new patient portal for online access to their healthcare information.

To learn more about Cerner, patients can visit the Cerner website: [www.cerner.com](http://www.cerner.com).  
*Stay tuned to the SAH Facebook page and website for more information in the coming months.*