

Celebrating 100 Years



THE RICHLAND HOSPITAL
and Clinics

HORIZONS

CARING • EDUCATING • HEALING

FALL • 2024



KRAEMER INFUSION CENTER

Delivering expert care in a home-like environment

In the spring of 2017, Judy Makovec received the kind of diagnosis we all dread—stage 4 cancer. At 75, her prognosis was especially challenging, as the treatments needed to battle cancer require stamina and strength that many older adults no longer have. Makovec, however, has strength and stamina that are uncommon at any age.

Growing up on a farm outside of Muscoda, Makovec is no stranger to hard work. Now 83, she still works full time for the Riverdale School District and farms, raising cattle and cropping, and driving a tractor for her daughter's farming operation in the summer. In facing her diagnosis, she took the same matter-of-fact approach to treatment that she brings to other areas of her life. She was determined to do whatever was in her power to overcome her cancer.

Expert care, close to home

At the onset of her care, Judy traveled to Madison for treatment at UW Health. Her oncologist was a visiting specialist at The Richland Hospital and Clinics and suggested Judy receive her treatments at Kraemer Infusion Center in Richland Center. She assured her she'd get the same level of care without the travel. "I was all for that," Judy said. "Less car time meant less time away from the farm." ➔



Michele Brewer, Lead Registered Nurse at Kraemer Infusion Center

The initial treatments Judy received weren't as effective as they'd hoped. "My doctor said there was a new drug on the market, one that hadn't been trialed much with my type of cancer, but she wanted to give it a shot. I said let's go for it."

The treatments went so well that Judy's doctor began sharing the results of her treatment at conventions around the country. "I've never been one to travel much," Makovec says with a laugh, "so it became a little joke between my doctor and me that I was traveling around the country in her briefcase. At each appointment, I'd ask, 'Well, where did you take me this month?'"

A comfortable, family-like experience

While Judy's story traveled around the country, she stayed close to home, receiving regular infusions and check-ups with her doctor right in Richland Center. Kraemer Infusion Center offers care to oncology patients in partnership with UW Health. Treatment plans are developed and monitored by an oncologist who is onsite when patients receive infusions.

In addition to the local convenience, Kraemer Infusion Center appeals to many patients because of its home-like environment and the personalized care offered by the nursing staff. RN Michele Brewer says creating a welcoming space is an important part of the care they provide. "Some treatments require patients to be with us for more than six hours. We want to do everything we can to help them and their families feel at ease," Brewer says. The Center's large, comfortable chairs and abundant natural light create a warm, welcoming environment. And Brewer, who has worked at Kraemer Infusion Center since it

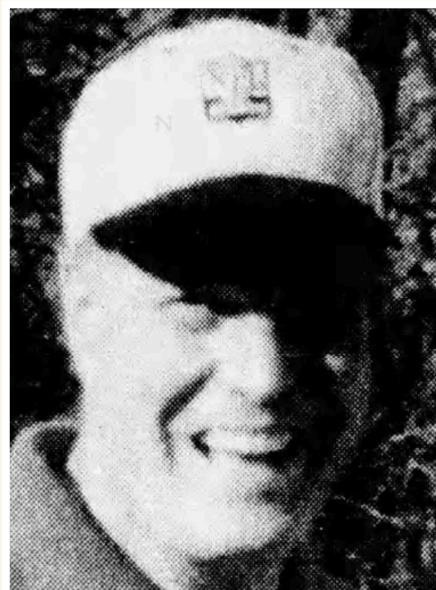
opened 18 years ago, supports patients with both compassion and honesty about their experience.

For Makovec, the care delivered by Kraemer Infusion Center staff was fantastic. "It really became a family-like affair," she says. Whether by visiting with her during her treatments or responding quickly to her calls and concerns, the nursing staff offered reassurance and made Makovec feel like she was always their priority. "Their concern for your well-being and peace of mind was evident," Makovec says, "and peace of mind means so much when you're battling this disease."

Back to doing what she loves

Today, Judy is grateful to be living without any evidence of disease. She continues to visit The Richland Hospital and Clinics for regular CT scans and post-treatment care. Never one to slow down, she values being able to receive this ongoing care locally: "Because I can schedule these appointments locally, I don't even have to take a day off of work," she says.

For more information about Kraemer Infusion Center and the wide variety of infusion treatments offered there, please call 608.647.6321.



Kraemer Infusion Center was founded in 2006 through a generous donation from the Douglas M. Kraemer family. Douglas received infusion treatments at The Richland Hospital during his courageous battle with cancer. We offer a wide variety of treatments for those battling cancer and treatments for people with conditions related to rheumatology, gastroenterology, neurology, immunology, and nephrology. Because individual care plans are unique, it's best to call and ask if your care can be delivered close to home, with us.

Accepting New Patients



Martine Banda-Wolk,
MSN, APNP



Cristine Cornelius, MD



Tanya Neumaier, APNP

Our dedicated team offers local care for all stages of life.
Find us in the Jefferson Plaza in downtown Spring Green.



THE RICHLAND HOSPITAL
and Clinics

**SPRING GREEN
MEDICAL CENTER**

We provide in-network coverage through Anthem Blue Cross Blue Shield, Quartz, Dean Health Plan, and other insurance providers.

Coming Soon

COMMUNITY
Pharmacy
at The Richland Hospital

We look forward to offering convenient, integrated pharmacy services from our Richland Center location.



Starting the School Year Off Right

By Dr. Mysel Nguyen

Five healthy ways to support your student

For many families, the beginning of another school year brings excitement and a sense of possibility. School offers young people an opportunity to be among their peers and to develop as learners. However, making the shift from a carefree summer schedule to the routines of the school year can be tough—for parents and kids. Here are a few ways you can help the young person in your life get off to a healthy start this school year.

Support healthy sleep

Most teenagers and many school-age children don't get enough sleep. Children 6-12 years old should get about nine hours of sleep each night. For teens, that number is higher. Getting adequate sleep is critical for learning, as our ability to process new information and remember is hindered by a lack of sleep.

Support your child by establishing a regular sleep schedule and bedtime routine. Consider reading before bed or doing another calming activity. It's also best to avoid screen time at least 30 minutes before going to sleep and discourage teens from taking their devices to bed.

Choose foods that fuel

Healthy foods are fuel for our bodies and minds. Learning is hard work, and you can support your child's development by providing healthy food options. Offering fruits, vegetables, whole grains, lean proteins, and low-fat dairy will support your young person's mood and well-being.

The U.S. Department of Agriculture offers helpful guidelines through its My Plate recommendations (www.myplate.gov). At each meal, shoot for one-half a plate of fruits and veggies and the other half divided equally between healthy grains and lean proteins.

For young people, breakfast is especially important. Kick off the day by incorporating at least three of the food groups listed above. A bowl of low-fat yogurt with fresh fruit topped with granola, for instance, includes dairy, fruit, and whole grains.

Get them moving

Regular physical activity helps young people regulate their moods, keep a healthy weight, and reduce the risk of disease.

later in life. The American Heart Association recommends young people be active about 60 minutes each day.

If regular activity isn't a part of your child's routine, start small. You can create active family time by walking together after school, playing games, or riding bikes. To start, you might shoot for being active together for 30 minutes two times a week. Youth sports are another great way to help kids work movement into their days. In addition to exercise, sports offer an opportunity to build social skills, learn teamwork, and develop confidence.

There's also nothing wrong with incentivizing movement. You might make a rule that for every 30 minutes of active play or exercise, your child earns 15 minutes of screen time, for instance. Just don't use food as an incentive, as it can lead to unhealthy coping behaviors down the line.

Keep them talking

Research shows that when parents and children communicate openly, both feel better. Take the time to connect to your child by asking them open-ended questions and listening to them. Really listening. You may be surprised by what you'll learn. Nearly 1 in 5 school-age children report that they have experienced bullying. Asking your child about bullying can open a door that will help them feel supported. Whatever the topic, try to listen without judging your child's experience. Doing so will build trust and encourage more conversations.

With busy teens, it can be difficult to find time for a conversation. One trick is to talk to your teen in the car. While you drive between school or practice, you have a captive audience who cannot walk out of the room (at least not safely!). Kids seem to open up in the car, perhaps because they don't have to make eye contact during the conversation, which takes off some of the pressure. Use this time to ask about their friends. Explore their interests. Ask what they think about something you both recently watched or listened to. Keeping the lines of communication open will make the difficult conversations that are a part of every family easier when the time comes.

Schedule an annual well-child visit

Yearly exams ensure your child is learning and growing as they should. By taking time to check in on your child's health each year, we can identify any health concerns early. Routine screening for scoliosis, hearing, and vision are some of the ways annual exams support your child's health. Well-child visits are also an opportunity to keep your child up to date on vaccinations, which can help them fend off short- and long-term illness and disease.

Remember—what's good for them is good for you, too

You can help your child make these adjustments by making them your priority, too. Adequate sleep, a nutritious diet, regular

physical activity, and healthy relationships can help us all feel more relaxed, happy, and energized. Modeling these behaviors will do a lot for your child. Remember, perfection is not the goal. Small steps can make a big difference when it comes to lifestyle changes.

All of us at The Richland Hospital and Clinics wish you and your family a healthy start to this school year!



About Mysel Nguyen, MD/DO

Dr. Nguyen (pronounced "win") earned her degrees from Baylor University and the University of Texas Medical Branch. She currently serves as a hospitalist, a primary care provider, and a member of our obstetrics team.

Treating and working with entire families – and generations of families – in a rural setting is Dr. Nguyen's ideal job. Born in Vietnam, Dr. Nguyen and her family lived on a farm and enjoyed growing crops and raising animals. Her family immigrated to the United States when she was seven years old to find medical care for her sister's heart condition, which was her first inspiration for medicine.

Dr. Nguyen accepts patients of all ages. To schedule an appointment, please call 608.647.6161.

100 Years of Community-Focused Health Care

A letter from Bruce Roesler, Chief Executive Officer



The Richland Hospital first opened its doors in November of 1924, born of community effort. Members of the Women's Federation of Clubs raised money through "personal solicitation, bake sales, home talent shows, and other money-making means" to buy the Bailey residence, The Richland Hospital's first home. The need for a care facility in the community was significant. Within three years of opening, it was clear that the 14-bed hospital already needed more space. The first expansion began in 1929.

Over the years, we've had many expansions and renovations, and we have evolved to keep pace with dramatic changes in the health care landscape. We've expanded our services, offering onsite rehabilitation and physical therapy, state-of-the-art diagnostic modalities like CT scans and MRIs, in- and outpatient surgical services, a robust primary care team active in three locations, comprehensive preventative care services, chemotherapy and oncology, a birth center, inpatient and skilled care delivered by hospitalists who are in-house 24/7, and access to diverse specialty care through our partnership with UW Health and other organizations. Residents of the greater Richland area can now receive expert care close to home for most medical services.

While the scope of our services has widened, our focus remains the same: we continue to deliver the quality, personalized care that has defined us over the last 100 years. Our providers and staff pride themselves on getting to know patients as well as delivering exceptional care. This year, as in years past, our readmission and infection rates are below the national and state averages. Our endoscopy quality data shows we follow best practices

consistently and exceed the adenoma detection rate, which means we are very successful in identifying cancers at an early and treatable stage. We have recently been recognized with two awards from the American Heart Association for providing timely, evidence-based care to patients suffering from stroke or heart failure, and we're proud to have received a 5-star patient satisfaction rating through Medicare, the highest score possible.

As we recognize our centennial milestone, it's a critical moment for rural health care. In the last ten years, more than 100 rural hospitals across the country have closed. The American Hospital Association points out that "Many rural hospitals were in precarious financial positions even before the COVID-19 pandemic, and the pandemic has exacerbated the challenges that many rural hospitals were already experiencing." Challenges for

organizations like ours stem, in large part, from the rising costs of delivering care. Despite these very real challenges, we remain committed to being here.

Our future—in terms of purpose and possibility—depends on our community. As a nonprofit entity governed by a local volunteer board of directors, we exist to serve our neighbors. That means continuing to provide needed services even if they sometimes operate at a loss. It means partnering with the Richland Community Free Clinic to care for those who wouldn't otherwise have access to medical care. This same dedication is embodied by our staff who not only strive to put our patients above all else, but also volunteer as first responders, as members of area service clubs like the Lions and Rotary, serve on local school boards, coach area sports teams, and advocate for the health of our community in countless other ways. In turn, our community also supports us—volunteer groups like The Richland Hospital Foundation and Partners of the Richland Hospital elevate the care we provide.

We're proud that our community has enabled us to reach this incredible milestone by choosing us as their health care provider. To extend our gratitude and celebrate our 100-year legacy, we invite everyone to our Centennial Celebration on September 15. Event details can be found within the pages of this newsletter. Please plan to attend and enjoy a day of free food, live music, community, and a look back at important moments in our organization's history.

Thank you for making us your trusted health care partner.

Bruce



*Join us for a day of active fun
and community connection.*

September 15, 2024

10 AM: 5K Run/Walk

11 AM-2 PM: Food • Drinks • Live music • Games

Hosted at the Kilian Meyer Building | 950 N. Orange St.

This event is free and open to all.

**Registration for the 5K is required. Visit the Events page
at RichlandHospital.com for more information.**



CELEBRATING 100 YEARS
THE RICHLAND HOSPITAL
and Clinics

The Great **FOUNDATION VACATION RAFFLE**

Prize Valued at \$5,000

**Donation:
\$25 per ticket or
5 tickets for \$100**

Tickets sold through Friday,
November 29, 2024 at noon.

**Drawing will be on Facebook Live,
Wednesday, December 4, 2024 at noon.**

You need not be present/viewing to win.



Raffle to benefit The Richland Hospital Foundation!

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*Where your gift today
grows a healthier tomorrow*



**Proceeds will be used to purchase a
Panda Warmer for The Richland Hospital
and Clinics Birth Center.**

Thank you to our 2024 donors!

We're grateful for the generous support we receive from our community and employees. Your donations enable us to enhance exceptional health care in our area. Please contact Angie, the Foundation Director, at 608.647.1847 or by email at angie.coenen@richlandhospital.com to learn more about how you can help make a difference.

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Health Care That Defies Expectations



Emily Dolan grew up in a home where health care was important. Her mother was an emergency department nurse practitioner who worked long hours and was passionate about her work. “Quality health care was always close to my mother’s heart,” says Dolan, “and seeing her dedication made it a priority for me, as well.”

When Dolan and her husband were considering a move to the Richland Center area from Madison, they worried about the quality of care they might receive in a rural area. “I’d only lived in big cities with large university-system hospitals, and we were reluctant to leave that,” says Dolan. The couple even contemplated delaying their move until after having children. They had friends and family members who had experienced challenging pregnancies. “We were worried about what could

happen if there were complications, and what type of support we’d have at a small hospital.”

A first encounter

In the end, the timing was right for Emily and her husband, Alex, so despite their concerns, the couple moved to Richland Center. A few months after settling in, the Dolans found themselves in an emergency room visit. “We had an amazing experience,” Dolan recalls. Within fifteen minutes, Emily had been seen by two nurses and the doctor, during a time when Emily’s mom reported emergency room waits of more than three hours in the hospital systems where she worked.

The nurses and doctors were thorough and reassuring. The issue that brought the Dolans to the ER turned out to be minor, but the experience changed her—and her mother’s—perspectives on what they could expect from Emily’s new health care provider. “My mother was blown away,” Dolan recalls, “every aspect of the care was as good or better than what we had experienced elsewhere.”

Family medicine redefined

Soon after her trip to the emergency department, Emily established a primary care relationship with Dr. Taryn Lawler. Dolan describes Lawler as “a blessing.” “She really takes her time with patients,” Dolan explains, “she takes your concerns seriously and also helps put them in perspective.”

Soon after beginning her care with Dr. Lawler, the Dolans were expecting their first child. As a first-time mother, Emily recalls being nervous

about her pregnancy. However, the care she received from Dr. Lawler and the Birth Center team in the months leading up to her delivery put her fears at rest.

“I felt so well informed,” Emily recalls. In addition to her regular prenatal visits with her doctor, Emily also met with other members of the Birth Center team, including certified lactation counselors who helped her know what to expect as she began nursing her new baby.

Emily contrasted her birth experience with those of her friends in larger cities. She describes how one friend who delivered at a larger institution met with a different doctor for every prenatal visit, not knowing which doctor would be on call during her delivery. “Dr. Lawler met with me for my prenatal appoint-

ments," she said, "she was there on the day I delivered to support me and is now my son's primary care doctor, too." That kind of continuity of care makes a big difference for expecting parents, and it's the norm at The Richland Hospital and Clinics.

Returning home supported

After Emily and Alex returned home with their son, Hank, they continued to receive attentive, personalized care that impressed them. Like many new mothers, Emily had questions and took comfort in being able to call the Birth Center in the weeks following her son's birth – even at 2 AM.

"It made such a difference to have someone to call if we were worried about something. They'd listen and put our minds at rest so we could sleep."

After one call, the nurses suggested Emily bring her young son into the ER. He was having trouble keeping anything down, and they were concerned about him becoming dehydrated. Once again, Emily's experience in the ER was impressive. Her family was seen quickly, and they soon went home.

The next day, Emily was surprised to receive a call from Dr. Lawler's office. They had heard that Hank had been in the ER the night before and wondered if Emily would like a follow-up visit. Receiving that kind of connected care and unrequested follow-up impressed Dolan. They really care about my child, she recalls thinking to herself.

Care that's different, in a good way

After her experiences with various departments at The Richland Hospital and Clinics, Emily says that she was right, the kind of care she has received is different from what she was used to in the large cities she came from. "It's different in a good way," she says smiling. "The staff here feel like family."

That kind of family feeling is something the staff at The Richland Hospital and Clinics pride themselves on. To learn more about our family medicine team, our Birth Center, or other services, please visit our website or call 608.647.6161.

Partners of The Richland Hospital & Clinics

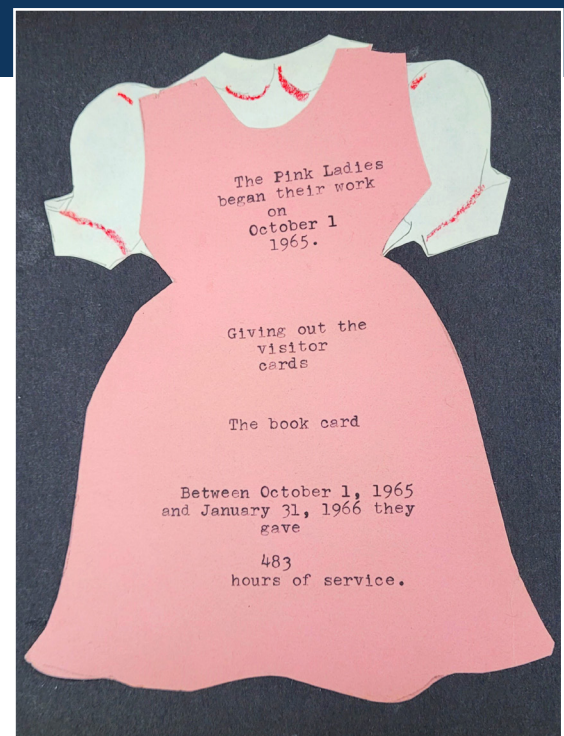
From Pink Ladies to the Present

The celebration of the hospital's 100th anniversary provides an opportunity to take a walk down memory lane. While looking through the cupboards in the Lobby Shoppe this spring, I came upon scrapbooks full of clippings dating back to the beginning of the Auxiliary, the precursor to today's Partners.

With help from similar organizations at the Reedsburg and Baraboo hospitals, the Richland Hospital Auxiliary was organized. At its first gathering on July 16, 1965, Hospital Administrator Dr. Harry Carswell spoke of the need for an Auxiliary as an opportunity for "lay people to be of service to those who are confined to the hospital." Among its first activities were acting as lobby greeters, distributing visitor's cards, directing people, and circulating a book cart as Pink Ladies. This soon expanded to include staffing a new coffee shop and starting a sewing group to make draperies for the hospital rooms as well as the pink aprons worn by the members while providing services.

The Auxiliary also took on fundraising for equipment and scholarships. As early as 1967 it approved the purchase of a television for the day room, using funds from the coffee and gift shop. In 1969, it added fundraising activities such as style shows and luncheons to buy televisions and air conditioners for patient rooms. In 1970, the Auxiliary awarded its first two scholarships using funds from both the coffee shop and fundraising activities.

We still operate the Lobby Shoppe as our main fundraising activity. Our Spring and Fall Flower Sales, bake sales, and Holiday Craft Fair sale are popular. We would love to be able to do more to support the needs of the patients and staff, but that takes willing hands. We meet three times a year for hospital updates, planning, and fellowship. If you would like to be of service, in even a small way, the rewards of membership and volunteering are great. Please join us! Information on membership can be found on the hospital website.



The Richland Hospital and Clinics

333 East Second Street • Richland Center, WI 53581

Hospital: 608.647.6321 • Clinic: 608.647.6161

Muscoda Health Center

1075 North Wisconsin Avenue • Muscoda, WI 53573 • 608.739.3113

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Celebrating 100 Years



THE RICHLAND HOSPITAL
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HORIZONS

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CALENDAR OF EVENTS

SEPTEMBER

The Richland Community Coffee Club	Thursday, Sept. 5	8:00 – 10:00 AM
Centennial Celebration & 5K	Sunday, Sept. 15	10:00 AM – 2:00 PM
Caregiver Support Group	Tuesday, Sept. 24	10:30 AM – 11:30 AM

OCTOBER

The Richland Community Coffee Club	Thursday, Oct. 3	8:00 – 10:00 AM
Club Scrub Begins	Tuesday, Oct. 8	3:45 - 5:15 PM
ImpactLife Blood Drive	Thursday, Oct. 10	10:00 AM – 3:00 PM
Caregiver Support Group	Tuesday, Oct. 22	10:30 - 11:30 AM

NOVEMBER

The Richland Community Coffee Club	Thursday, Nov. 7	8:00 – 10:00 AM
Caregiver Support Group	Tuesday, Nov. 26	10:30 – 11:30 AM

DECEMBER

The Richland Community Coffee Club	Thursday, Dec. 5	8:00 – 10:00 AM
ImpactLife Blood Drive	Thursday, Dec. 19	10:00 AM – 3:00 PM
Caregiver Support Group	Tuesday, Dec. 24	10:30 – 11:30 AM

MEET OUR PROVIDERS

Our team of family medicine providers helps patients of all ages and genders.

Women's Health • Men's Health
Children's Health • Senior's Health

