# The business news makers spring 2018

# **St. Peter's CEO's Vision: 'To be the gold standard'**



Johnson

### LACEY MIDDLESTEAD

A transformation is not a future event but rather a continuous process. Only a few months into 2018, St. Peter's Health is already busy transforming itself into a top-performing health care system. In January, St. Peter's announced the beginning of a seven-year journey to become the gold standard for health care in Montana by 2025.

"We want to be the health care facility that is doing the best job in Montana at taking care of its community," said Wade Johnson, CEO of St. Peter's Health.

Johnson explained that this transformation started at the top with leadership and has been working its way down from there.

"The board of directors saw the need to bring in different leadership in order to bring about positive change," explained Johnson. "They sought leaders who are forward-thinking, engaged, "We want to be the health care facility that is doing the best job in Montana at taking care of its community."

> Wade Johnson, CEO of St. Peter's Health

strategic, and have the ability to take visions and carry them forward."

With more than 15 years of experience in health care leadership, and having led similar transformations in other organizations, Johnson feels confident that he can continue steering St. Peter's into a position of strength amidst a rapidly changing health care environment.

The St. Peter's Health transformation involves a set of initiatives that will serve

as a catalyst for the systemic and foundational changes necessary to drive the organization towards its new vision. The initiatives include:

**A1** 

- Annual Performance Goals
- Operations Initiative
- Quality & Performance ImprovementElectronic Health Record
- Optimization
- Clinical Innovation & Technology
- Master Facility Plan
- Stakeholder Engagement

Already underway, St. Peter's Health is working on their new Operations Initiative with the end goal being to achieve the highest clinical and operational standards for health systems. This initiative involves a system-wide evaluation of business and clinical operations to identify places to implement heath care best practices, improve patient out-

Please see **CEO,** Page 8

### 5 tips for choosing a primary care team

### Good hearing essential to well-being

LACEY MIDDLESTEAD

#### LACEY MIDDLESTEAD

A person's primary care doctor is their medical "home." It's the doctor you visit for most medical needs, including wellness visits and routine screenings, non-emergency illnesses like earaches and sore throats, and general health questions and concerns.

Primary care providers (PCPs) play an important role in protecting the health and safety of the communities they serve. For patients with a PCP, there is increased likelihood that the patient will receive appropriate care. For primary care patients at St. Peter's Health, they are further supported by an entire care team at the primary care clinic.

"Instead of having just a single PCP, your physician leads a comprehensive team of health care professionals – nurse practitioners, pharmacists and nurses – who are working collaboratively to support you before, during and after your office visit," explained Dr. Emily Hedum, family medicine physician at St. Peter's Health Medical Group-North Clinic. "The team-based approach means patients can be seen sooner and receive the appropriate care each time they interact with the provider's office."

Whether you're new to the Helena area or just ready for a change, selecting a



#### PROVIDED PHOTO

Justin Perry, MD sees a family at St. Peter's Health Medical Group-North Clinic. Primary care team members at St. Peter's Health Medical Group take care of patients from newborns to the elderly.

PCP is an important first step toward managing your health. Here are five tips for choosing a new PCP:

1. Determine which doctors are "innetwork." Ensuring that you select an "in-network" doctor will help you avoid a surprise "out-of-network" charge or having to pay in full out of pocket because the doctor you've selected doesn't accept your insurance plan.

**2. Find a doctor** with expertise that meets your health needs. There are

Please see PRIMARY, Page 8

### **INSIDE:** Four primary care docs to know in Helena

### Giving the gift of health

#### LACEY MIDDLESTEAD

"To whom much is given, much will be required."

Russ Bell, donor and member of the St. Peter's Health Foundation Board of Trustees, paraphrased this well-known passage from Luke chapter 12 in the Bible, in reflecting on his service in the Helena community. While now retired, Bell spent most of his career as an executive in the biomedical industry. But when the fast-paced nature of his working life came to a close, he found himself searching for something to add meaning and purpose back to his days.

"You can't just lay around watching TV or playing golf all day," said Bell chuckling.

He found himself at St. Peter's Health inquiring about volunteer work one day. When it was mentioned that help was needed in the Cancer Treatment Center, Bell leaped at the opportunity. With upwards of 15,000 people treated annually at the center, volunteers there take on tasks like bringing patients lunch or warm blankets, routine things to ease the nurses' workload and give them more time to focus on the patients' clinical needs.

Bell was later asked to join the St. Peter's Health Foundation Board of Trustees, on which he has served the past six years.

"It's given me the chance to devote myself to needs I see and care about, ones that I know will benefit people throughout our community," said Bell of his work with the foundation.

One recent project Bell found particular interest in was St. Peter's desire to open a new and expanded endoscopy suite. Bell explained that colon cancer is one of the most curable cancers when caught early, but the previous facility at St. Peter's lacked the capacity to meet the mounting screening volume, resulting in long wait times for the community.

Thanks to the generous support and contributions to the

Helen Keller said, "Blindness separates us from things; deafness separates us from people."

Whether we are talking to friends or family, listening to our car radio or watching TV, or conversing with co-workers on the job, our hearing is hard at work for us 24 hours a day. Our ability to effectively communicate and build relationships with others largely depends on our ability to hear. When that is ability is compromised, our daily lives and relationships suffer.

"Hearing loss sneaks up on you," said Dr. Kelly Marrinan, audiologist at St. Peter's Health Medical Group. "You'd be amazed at what you're missing out on."

The audiology team at St. Peter's Health is committed to thoroughly evaluat-

ing and treating hearing loss in people of all ages. If you suspect hearing loss in yourself or someone you know, the time to get help is right away.

**INSIDE:** 

### How to choose a hearing specialist

"On average, people tend to wait upwards of five to seven years before seeking out help with their hearing," shared Dr. Marrinan.

Dr. Marrinan explained that the longer a person waits to address hearing issues, the more difficult it can be to adapt to hearing aids. Over the years, a person slowly loses the ability to hear background noise and their brain forgets what speech and daily sounds actually sound like. When they finally get fitted with a hearing aid, their brain must learn how to hear all over again. If you or a loved one is experiencing any of the signs below, you should contact an audiologist. While these symptoms may only be indicating hearing loss, some can also be indicators of a more serious health condition—especially if the onset is sudden.

- **Difficulty hearing** on the telephone
- **Trouble hearing** birds, wind, alarms/bells, women and children
- Turning the TV volume up too high for others
- Loss of balance
- **Frequently asking** people to repeat themselves
- **Trouble hearing** words or music when there is background noise
- **Difficulty following** conversations in groups
- Feeling that many people mumble
- Misunderstanding words or responding inappropriately when you haven't really understood what was said

• **Frequent ringing,** roaring, or hissing in the ears At St. Peter's Health Medical Group, Dr. Marrinan performs complete diagnostic audiological evaluations to determine how to best treat patients experiencing hearing loss. Often times, the solution is hearing aids.

While hearing aids still maintain a stereotypical association with older adults, Dr. Marrinan explained

Please see **HEARING**, Page 8

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# ir business newsmakers spring 2018

### Perfect travel destination: Room upgrades, high quality service set hotel ahead of competition

The Best Western Premier Helena Great Northern Hotel is the perfect destination for the business or leisure traveler. This year we are thrilled that we have recently completed a multi-million dollar remodel in all of our sleeping rooms. Our guests will be enjoying a brand new product from flooring to furniture and bedding to the walls and draperies. Join us at the Great Northern Town Center where you'll find restaurants and upscale retail shops. Look to us with confidence for your important social and business functions. Our spacious conference center provides over 8,000 sq. ft. of meeting and convention space. With a capacity of 500 guests, it is one of the largest and finest conference facilities in the region.

Best Western Premier guests we serve. Bemis, Director of Sales, Great Northern Hotel has and Cindee Bianchini Caa very seasoned staff. Marti all without the help of a tering and Special Events great support team. Dan Manager. All management Bara, General Manager has been in place since the ho-Somerville, Maintenance has a combined 75 plus tel opened in 2003. She emyears in hospitality expe-Engineer, has been in place powers the whole staff to at the hotel since 2007 rience and serving guests satisfy the guests in every and keeps all the facilities, and clients from across the encounter and because of rooms and conference cennation and world. that the hotel has received The hotel staff recently ter in top notch shape. Rae earned a 986 out of 1000 the Trip Advisor Certificate Nickerson, Housekeeping Manager, was hired in 2005of Excellence 10+ years in a total points on their qualrow which is given to hoand continues to lead her s ity assurance evaluation. Quality and guest expetels who consistently earn team to produce an incredgreat reviews from guests. ibly clean, and welcoming rience are always on the Comments posted online hotel. Comments online mind of the staff. We are regularly compliment the include "This hotel does the always brainstorming ideas location, great friendly and Best Western brand proud and ways to raise the bar of helpful service. All hotel and the attention to detail service for all the guests reviews are responded to and service is excellent" and we serve. Contact us today "Lovely accommodations, for your next convention, in person by a member of the hotel management very nice breakfast, and sleeping rooms or food and staff. Bara could not do it exceptional staff through - beverage needs.



**Quality and guest** experience are always on the mind of the staff. We are always brainstorming ideas and ways to raise the bar of service for all the

out". Guests are very excited about our recent remodel of our sleeping rooms and are also commenting such as "The newly remodeled rooms on the third floor are well done and esthetically pleasing". Other members of the management staff include Shawna Hawks, Accounting /HR Manager, Suzanne Malarae, Guest Services manager, Karena



hen your business is constantly and dramatically changing, you must anticipate, strategize and most of all remain agile and flexible. Five years ago, folks were coming into our branches to do most all of their banking - and today, we've got folks depositing checks from wherever they are and doing a lot of their banking online. The entire business landscape (not just banking) is no longer as certain and easy to grasp as it was.

At the bank, we still look ahead and develop goals and plans, but we're ready to pivot with whatever tells us we must... whether its new technology, the marketplace, regulations, our customers... we always need to be agile, which begins with constantly learning and investing time to look ahead.



So what about your business. Have you brainstormed about scenarios that may cause you to pivot in a new direction because a plan you developed as recently as six months ago no longer serves you?

After 125 years in business, we're changing every day. We recently updated our brand promise, we're installing and learning new technology, and changing

the entire way we serve our customers and each

Chris duToit FCB Branch Manager

other. Because we're no longer "just" a bank, we're working to become a community resource.



### Welcome to the Premier Life.<sup>®</sup>



### See downtown Helena's premier accommodations in a whole new light.

For nearly 15 years, Helena visitors and residents have come to trust the Best Western Premier Helena Great Northern Hotel for a first-rate experience.



Now we're upping our game with newly remodeled rooms, state-of-the-art conference facilities, and world-class service.

Look to us with confidence for your important social and business functions. Our spacious conference center features over 8,000 square feet of meeting and banquet space. Whether you are planning an annual convention, a small business meeting or a special celebration, our professional sales staff will assist you in planning and coordinating every detail.



**Best Western Premier** Helena Great Northern Hotel 406.457.5500 800.829.4047 www.gnhotelhelena.com

Which brings us back to your business. Knowing that all of your customers have options, providing them with the best customer experience is a no brainer. But how do you stay ahead of the game?

Are you constantly studying your competition and even looking at other business sectors to see how you might adapt a great idea into your way of doing business?

Yes, you may think that things are more uncertain now - or, you can frame that uncertainty as opportunity. You can invest in looking ahead and still plan in advance... it just means looking at things with an open mind.

For instance, we anticipated a need for a new branch in North Helena, when we saw the town stretching out in that direction. So we jumped on the project and will be opening up a new branch this spring. But we're opening this branch different than any other we had in the past.

CUS

The physical set-up will be different - because that's what the customer needs- and when the

doors open, it will be immediately tied into all our other branches so our staff can tap into the experience of the entire organization, statewide, in real time.

What about your business? Are you constantly looking ahead? Can you let go of "how things were" and focus on what may be possible?

Our entire staff are asked to think of themselves as Agility Officers – always looking ahead, keeping an open mind, and never afraid to share an idea, no matter how crazy it sounds.

What would forward thinking do for your company? To stay ahead, you have to look ahead... and keep an open mind.

ING FOR YOU WE'RE 🔱 OUR NORTH VALLEY BRANCH WILL OPEN SOON



LOCATED ON THE CORNER OF MONTANA AVE AT LINCOLN RD (ACROSS FROM BOB'S VALLEY MARKET)



# ir business newsmakers spring 2018

### **Private gardens** recognized worldwide

#### **MARIA L. KIRKPATRICK** For the Independent Record

Tizer Botanic Gardens and Arboretum is one-ofa-kind. With more than 1,500 varieties of perennials, shrubs and trees totaling many thousands of plants, the award-winning gardens in Jefferson City is privately-owned by Richard Krott and his wife, Belva Lotzer.

The gardens receive no government or university funding.

"ArbNet (a worldwide network for tree-focused professionals) tells us that we are one of only three privately-owned arboreta in their international accreditation program in the world," Krott said.

The gardens have become the only full-time botanical garden and internationally accredited arboretum in Montana and are celebrating 20 years of operation.

What began a therapeutic project as Krott recovered from cancer, has resulted in 7 blooming acres with trails spanning three-quarters of a mile, themed gardens, and a stretch of Prickly Pear Creek.

Neighbors took notice and Krott said they often found people wandering and enjoying their backyard. Opening the gardens to the public seemed the natural next step.

knowledge. From soil, to Media Award for 2017 from humidity to temperatures the Montana Urban and to weather, he knows the community Forestry Assorequirements necessary for ciation



"People come from all over the world to see our amazing collection of plants that not only grow but many actually bloom beautiful flowers at well below freezing temperatures."

#### Richard Krott, Tizer Botanic Gardens and Arboretum co-owner

Montana.

One of the requirements of and official botanical gardens and arboreta is they share their knowledge with the general public. Not only are Krott and Lotzer enthusiastic about sharing what they know, the gardens have ing temperatures," Krott become test sites for university projects and sought after by master gardeners and students.

Tizer Botanic Gardens and Arboretum recently Krott is a wealth of received the Outstanding

is truly an educational site where readers can learn about what works and does not work in Montana concerning trees," wrote Fred Bicha, MUCFA chair, in the award notification.

The gardens wouldn't be successful without volunteers, Krott said. He gets volunteers from all over but none with more passion than Chuck Petrosky.

Petrosky and his wife became regular visitors more than 15 years ago.

"They would come every weekend and get and ice cream and sit and enjoy the garden, Krott said. "Then one day I found him walking the garden with a bag and pulling weeds.

"He is over 80 years old. Amazing and passionate. He now is my No.1 tree pruner." One of the biggest challenges for the gardens and arboretum is that the majority of locals do not realize

what is here. "People come from all over the world to see our amazing collection of plants that not only grow but many actually bloom beautiful flowers at well below freezsaid.

Tizer Botanic Gardens opens April 16 but every Mother's Day (May 13, 2018) is the official grand opening celebration.

The garden center opens April 16 for the sale of plants. Mother's Day is the grand opening for tours roughout the Gardens &

### **Home2 Suites offers** extended comforts

**MARIA L. KIRKPATRICK** For the Independent Record

Hilton Hotels and Resorts is building Home2 Suites by Hilton, a 95-room extended stay hotel on N Sanders St. by Interstate 15.

The first of its kind in Helena, the hotel caters to visitors who intend to stay 30 days or longer.

"These people are trusting us with their experience," said Callie Aschim, general manager, Home2 Suites by Hilton in Helena.

The Home2 extended stay brand focuses on socialization and technology.

"This is a fun, new brand," Aschim said. "This 140 people. will be a fun property with great rooms. Staff is local and enthusiastic about tourism."

The hotel is less about quick check in and out (although the process is fast and efficient) and more about longtime comfort. Suites offer more of a studio apartment feel and have fully-equipped kitchens, including full-size refrigerator and dishwasher. There is a Gathering Zone, which encourages socialization in a prime location for this and meeting your neighbors.

The studio and one-bedroom suites are going to be finished with windows facing mountain views.

Hotel amenities include heated indoor pool, a night or two. 24-hour business center, with conference rooms that gram and accrue points and



"This is a fun, new brand. This will be a fun property with great rooms. Staff is local and enthusiastic about tourism."

Callie Aschim, general manager

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Complimentary breakfast in the dining area, which touts an "Inspired Table," outfitted with power outlets to allow visitors to plug in and keep electronics charged.

The coffee and hot drinks station is open 24-hour hours to encourage people to sit and socialize at all hours and a mini market is open for guests to grab items on the go.

Aschim said Helena is type of hotel because government business drives extended stay needs.

Rates are based on longer stays, about \$102 a night, but there will be suites available for those staying

laundry and fitness room. corporation, Home2 guests grand opening. Bookings Meeting space is available can utilize the loyalty pro- already are being taken on-

Call 406-996-1051

3325 North Sanders Street, Helena, Montana 59602

This is Hilton's first corporate managed Home-2Suites. The company has been building them since 2011 primarily as franchises. This is the second in Montana, the first located in Billings. The closest one outside the state is in Idaho.

The hotel anchors one end of the Trinity Center project development proposed by the Diocese of Helena. The diocese has contracted with Trinity Restoration in Bozeman to develop 80 acres, including 450,000 square feet of leasable space that incorporates the hotel, commercial and retail space, and multi-family housing. A storage unit business will be at the other end.

Home2 Suites is on Being part of the Hilton schedule for an early May line at home2suites3.hilton.

accommodate 10 or up to miles.

com.



38 Tizer Lake Rd • Jefferson City 406-933-8789 • tizergardens.com

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### in business newsmakers spring 2018









Shank you

to the Helena Area Chamber of Commerce for voting us 2017 Small Business of the Year!



Our 2017 Small Business of the Year award goes to a business that has had an amazing transformation over the past year or two by new owners who had a grand vision of what this business could become. This business was started in 1979, however over the past year and a half has seen this business change dramatically under new ownership. Having a great respect for the Helena Community and roots that date back to their great grandparents, these owners took a leap of faith and purchased this business and have invested hundreds of thousands of dollars to make it the stellar business it is today.

The transformation of this business, not only within its original intent, but in adding greatly to the services, amenities and even the addition of a restaurant/bar – is the PERFECT example of a business investing in Helena to improve our quality of life. You probably have already guessed that I am speaking of the Broadwater Hotsprings and Fitness but owners Scott, Chris & John have not only made the Springs into a top notch health/spa club but also a destination for visitors and locals alike to enjoy a warm soak, a great sandwich and/or a relaxing drink. The transformation has made all the pools, the locker rooms, and facilities top quality. The former racquet ball courts were changed into an upscale bar & grill with great food, beer & wine where you can go to soak & sip or just unwind from a long day. Tourists are welcome and can enjoy the rejuvenating waters along with the amenities. We are thankful that their heart for the Broadwater and their vision for business has



brought Helena a facility and destination we can all be proud of. Please join me in congratulating the BROADWATER HOT SPRINGS AND FITNESS our 2017 Small Business of the Year!

### **11** business newsmakers spring 2018

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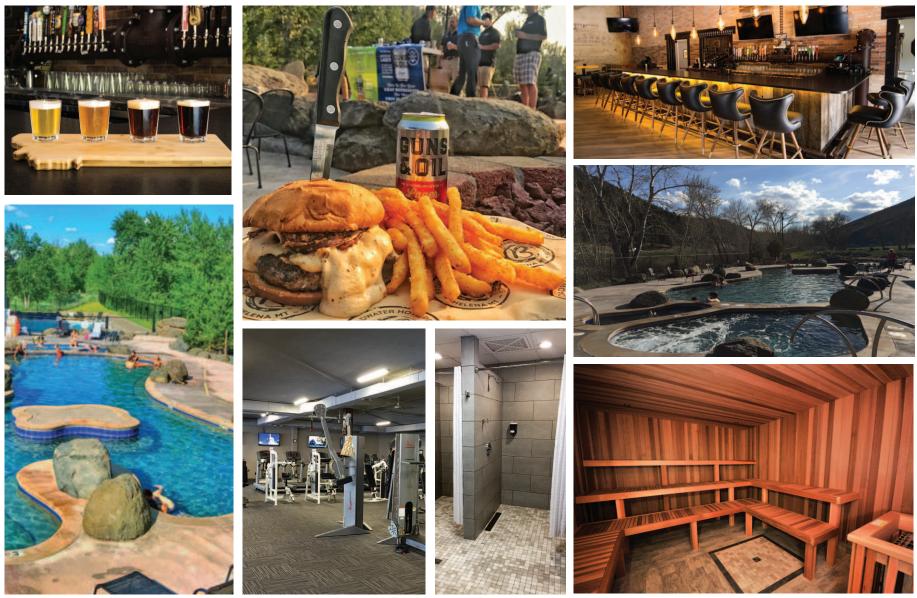
### **Helena's Hot Springs** Family Friendly • Public Welcome

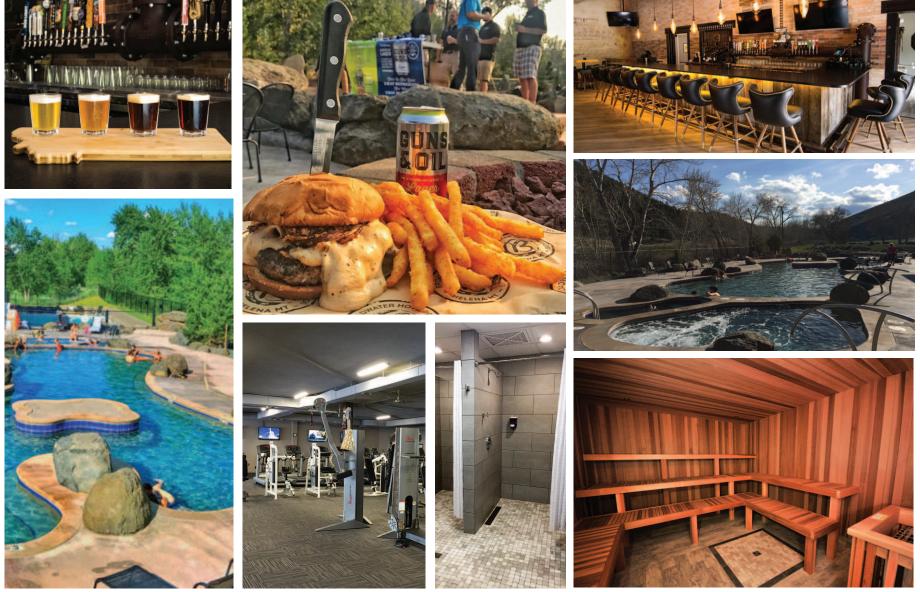
### **BROADWATER HOT SPRINGS MEMBERSHIP SPECIAL**

Join on a new 12 month membership and receive 8 free guest passes to share with friends! (\$72 value)

### OFFER ENDS SOON







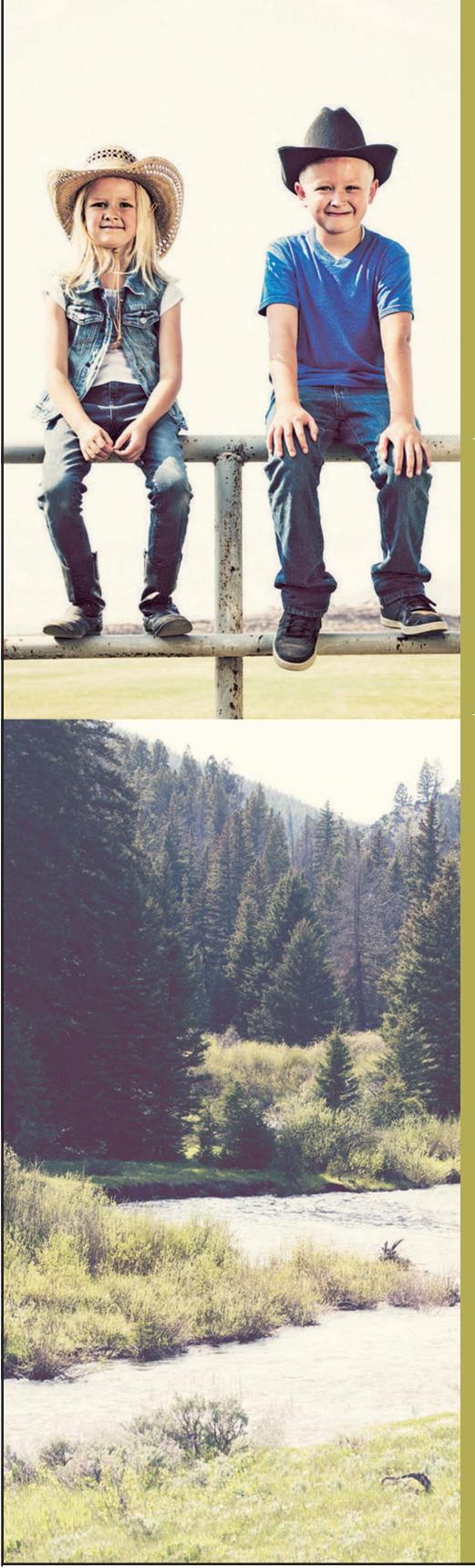
### EASTER HOURS 11AM-10PM

- All day brunch inspired menu
  - Mimosa drink specials
- Easter egg hunt at 3 p.m. (kids 10 and under) Public Welcome

4920 W US HWY 12 • (406) 443-5777 www.broadwatermt.com

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### ir business newsmakers spring 2018



DOING IT RIGHT DEANS... PROTECTING THE ENVIRONMENT WHILE PROVIDING OPORTUNITY

We're using worldclass technology to preserve our natural resources while creating 240 great paying Montana jobs.



You're invited to a monthly tour of the Black Butte Copper Project.

The next tour date is April 6, 2018 10am and 2pm 17 E. Main Street White Sulphur Springs Tours of the proposed site will follow a presentation at the main office. Transportation to site will be provided. Call or stop in to reserve a spot.

**blackbuttecopper.com** 406.547.3466

### **1** business newsmakers spring 2018

### Amplify your brand with digital marketing

#### JEFF DARLING, ERICA YAKAWICH of The Independent Record

online for just the right product or tive digital marketing strategy. service to satisfy their unique desire at this precise moment. People are looking for what you have to offer right now. This is a simple statement that rings true in the mind of to be as specific as possible. A genmany business owners. So, how, as a business, can you get in front of consumers at that precise moment? to have a good understanding of

Today's consumers are looking to ask before you can begin an effec-

### What is your objective?

Begin with the end in mind. The key to working out an objective is the process. eral message to a mass audience is Who is your target not effective anymore. You need Amplified Digital can help answer what you are trying to accomplish

that question and it all starts with with each marketing campaign and jective or objectives it is extremely segment them out with a different three main questions that you need define the key performance indicators, or KPIs, with each campaign. This will keep you from shooting blind and you will be able to answer the question "is it working?" much quicker, saving time and money in

### market?

After you have defined your ob-

important to understand your audience. This goes beyond general demographic and age. You need to **Understand your buyer's** define your customer's persona. Ask questions like, where do they work, what are there hobbies, and how do they engage on social networking platforms? In many cases you may even have a couple difwill want to define each persona and and everything in between.

message that relates to them.

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### journey.

Understanding how your customers buy your product from start to finish will help with the different strategies when reaching ferent personas you would like to them. You can reach them at each reach. Just like your objectives you step from researching to buying



**BKBH** is proud to announce that Michael Rausch and EVAN THOMPSON HAVE BEEN NAMED PARTNERS IN 2018

(406) 443-6820

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MT-GTF0008252-02

Mike Rausch is a seasoned litigator with 23 years experience. He has successfully represented Indian tribes, contractors, business owners, and individuals both as plaintiffs and as defendants in cases ranging from construction and oil field injuries to wrongful discharge claims, contract disputes, and motor vehicle accidents. Mike also has a general law practice helping individuals with estate planning and probate issues, family law issues, contracts, and real estate transactions. He works in **BKBH's Great Falls office.** 



Located in our Helena office, Mr. Thompson is a civil litigator primarily involved in medical malpractice defense and the defense of tribes and tribal entities. His knowledge of tribal law and tribal issues is extensive and he has

helped BKBH clients navigate the complex interplay between tribal, state and federal jurisdiction. Mr. Thompson also has a general civil litigation practice which includes defending workers' compensation matters and wrongful discharge claims, FELA defense, and litigating contractual disputes. He also provides general advisory counsel for tribes, hospitals, and businesses.

### There's a new bank in town... with a lot of familiar faces

FARMERS STATE BANK has been Montana owned and locally operated since they opened their doors in Victor Montana in 1907. Since that time they've continued to grow in the Bitterroot Valley and Missoula, never losing sight of their philosophy of putting the customer first. Farmers State Bank opened a branch in Helena in December 2017, building a staff of local professionals who uphold the Bank's commitment to exemplary customer service.

Travis Brazill is Helena Market President/Commercial Loan Officer. Travis brings fifteen years of banking experience and a long history as a business owner, volunteer and realtor in the Helena area.

Cheri Goosen, Customer Service Representative, has years of local banking experience, and is a natural

fit for her position. Cheri is a legacymember of Beta Sigma Phi, and a well-known volunteer.

Ricky Entenmann, Personal Lender/Customer Service Representative, started working at a bank in high school, and brings years of local banking experience to the team. Ricky is also volunteer coordinator for Helena Youth Soccer.

Tamara McGlynn, VP/Consumer Lender Officer, has extensive banking experience and has held a number of banking positions throughout her twenty-year career in the Helena market. She is a very welcome addition to the Farmers State Bank team.

Farmers State Bank is open Monday through Friday at 1040 Partridge Place, #6. Learn more online at farmersebank.com

### **Experience Matters**



### Farmers State Bank www.farmersebank.com

1040 Partridge Place #6

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# ir business newsmakers spring 2018

### **Four Primary Care Docs to Know in Helena**



### William Batey, M.D.

### **Clinical Expertise**

Family Medicine for patients ranging from newborns to the elderly: "I enjoy taking care of a diverse group of patients, especially families. Getting to know them as people and not just patients is why I do my job."

### **Professional Education**

Board Certification, American Board of Family Medicine; Residency at University of Wyoming, Casper, WY; M.D, University of Washington, Seattle, WA; B.S., Carroll College, Helena, MT

#### **Awards & Distinctions**

Three-time "Best Doctor" in The Independent Record's "Best of Helena" poll

### Location

St. Peter's Health Medical Group-North Clinic, 3333 Ptarmigan Lane, Helena



### Mikael Bedell, M.D.

### **Clinical Expertise**

Family Medicine for patients ranging from newborns to the elderly, offering preventative care, physicals, managing chronic conditions and well visits for infants and children

### **Professional Education**

Board Certification, American Board of Family Medicine; Residency at Idaho State University, Pocatello, ID (Chief Resident); M.D., The Albany Medical College, Albany, NY; B.S., University of New Hampshire, Durham, NH

### **Awards & Distinctions**

Clinical instructor/adjunct faculty at University of Utah, University of Washington and The Albany Medical College

### Interests

Running, biking, skiing, backpacking and rock climbing

#### Location



### Emily Hedum, D.O.

### **Clinical Expertise**

Family Medicine for patients ranging from newborns to the elderly, including treatment of hypertension, diabetes, pediatrics and women's health issues

### Procedures

Include, but not limited to, implantable birth control, endometrial biopsy, mole removals/biopsy and other skin procedures.

### **Professional Education**

Board Certification, American Board of Family Medicine; Residency at Montana Family Medicine, Billings, MT (Chief Resident); D.O., Kansas City University of Medicine and Biosciences, Kansas City, MO; B.S., Waldorf College, Forest City, IA

#### Interests

Baseball (Go Cubs!), reading, hiking the mountains of Montana, canoeing the Boundary Waters of Minnesota, hiking and camping



### Justin Perry, M.D.

### **Clinical Expertise**

Family Medicine for patients ranging from newborns to the elderly, offering preventative care, physicals, managing chronic conditions and well visits for infants and children

#### **Professional Education**

Residency at University of Montana, Family Medicine, Missoula, MT; M.D., University of Nevada School of Medicine, Reno, NV; B.S., Montana State University, Bozeman, MT

#### Interests

Multiple volunteer projects in Vietnam, Cambodia and Kenya including work on malaria prevention and clean water accessibility; personal interests include running, skiing, kayaking, mountain biking and travel

#### Location

Lane, Helena

St. Peter's Health Medical Group-North Clinic, 3333 Ptarmigan

### CEO From 1

comes and increase operational efficiencies. St. Peter's is partnering with Navigant, a firm that specializes in helping health systems work through and implement large transformations. The Navigant team is working side by side with SPH staff as they implement operational changes, bringing to bear their extensive experience working with eleven of U.S. News & World Report's top 15 hospitals.

In keeping pace with the ever advancing technology of the health care industry, St. Peter's Health has committed to prioritizing clinical innovation. Johnson explained that in doing so, they created a new position and department to "explore, test and implement new clinical technology." From e-visits, telemedicine, home visits and other nontraditional ways of meeting with physicians, they are exploring ways to make access to health care services more convenient for patients.

According to Johnson, the organization is also currently in the process of reviewing drafts for St. Peter's Health new master facility plan. This plan addresses how the organization should grow their physical infrastructure to support the community's needs for clinical services and programs in the coming years. St. Peter's has engaged the community throughout the development of the plan, and Johnson expects to share the outcome later this spring.

Only one year into the seven year transformation journey, there are still plenty of new and exciting changes on the way. But for Johnson, one thing remains constant.

"We'll never stop striving to be better tomorrow than we are today," said Johnson. "That's the kind of health care partner that our friends, families and neighbors deserve."

St. Peter's Health Medical Group-North Clinic, 3333 Ptarmigan Lane, Helena

Location

### St. Peter's Health Medical Group-

North Clinic, 3333 Ptarmigan Lane, Helena



PROVIDED PHOTO

St. Peter's Health audiologist Dr. Kelly Marrinan adjusts a hearing aid for a patient.

### How to choose a hearing specialist

- 1. Look for an audiologist. Audiologists are doctors with eight years of education dedicated solely to understanding, diagnosing and treating the medical aspect of hearing issues. Accessibility. Your hearing special-2. ist should be proactive and available to you. "Our clinic does a lot of follow-up care to ensure our patients are doing well and don't need any adjustments or replacement parts," explains St. Peter's Health audiologist Dr. Kelly Marrinan. "But when they do, we can usually get them in within a couple days."
- Care routine. Look for hearing spe-3. cialists that offer free follow-up visits, warranty service and fittings.
- 4. Competitive pricing. Shop around, and don't assume that a doctor's office necessarily means higher prices. "Most of our patients are surprised that our prices are at or below those of the big box stores," says Dr. Marrinan.
- Comprehensive approach. There 5. can be multiple issues affecting your hearing, and having the expertise and ability to go beyond a simple hearing test is important.

### GIFT From 1

St. Peter's Health Foundation from community members like Russ and his wife, Sharon, the new endoscopy suite opened in February. This suite will increase the community's access to colonoscopies and other lifesaving procedures and reduce patient wait times. The \$2 million investment will allow St. Peter's Health to complete approximately 2,000 more colonoscopies every year.

"It was a pitch right down the middle of the plate for Sharon and me," said Bell of their contributions toward the new endoscopy suite.

With the endoscopy suite now open to patients, Bell is primed and ready to move on to the next big opportunity to give back to St. Peter's.

"I like to be involved in creating things and helping them grow and then move on

to the next challenge," said Bell.

While the Bells support a number of organizations in town like Carroll College, the students at Smith Elementary School and the Lewis & Clark Humane Society, St. Peter's Heath holds a special place in Russ's heart.

"Over the course of my career, I saw health facilities all over the world. Believe me, St. Peter's is a very good hospital, with very dedicated employees and volunteers, working hard to help others right here at home," explained Bell about why he supports St. Peter's Health and its Foundation. "Good health is key to any person achieving their highest potential and to any community being a great place to live. Helping achieve that is a pretty noble cause for all of us to pursue."



Russ Bell stands in the new endoscopy suite at St. Peter's Health, made possible by local donors including Bell and his wife Sharon.

St. Peter's Health Foundation is currently raising funds for a state-of-the-art operating suite (including robotic surgery), a comprehensive palliative care program, and a 3D mammography machine. To donate or to learn more, call 406-444-2370.

"We'll never stop striving to be better tomorrow than we are today." Wade Johnson, CEO, St. Peter's H

### HEARING

From 1

that the ages of people wearing them are getting younger and younger.

"Hearing aids have come a long way," said Dr. Marrinan. "Tons of people of all ages have them now. They're as common as eyeglasses."

Dr. Marrinan notes that she was fitted for her own first pair of hearing aids when she was in her 20s, and that young people have a sense of invincibility that puts their hearing at risk. Farm equipment, concerts, headphones and even just one gunshot can permanently damage hearing.

"We only get one set of ears," reminds Dr. Marrinan.

### PRIMARY From 1

several different types of doctors that are considered a primary care physician-family medicine, internal medicine, general practice and pediatrician.

- 3. Ask for referrals. Many people feel most comfortable visiting a physician who is recommended by someone they know, like a family member, co-worker or friend. Ask around and see what doctor your friends and family visit. You can also ask another health care professional with whom you have an established relationship with.
- Think about logistics. Do you want a doctor located close to your home or office? Will you need to take time off work to visit the office, or can you go after work or on weekends? Ask yourself these kinds of logistical questions when considering a PCP.
- 5. Visit the doctor. Nothing can really give you a feel for whether you've selected the right doctor like an office visit and a face-toface meeting. Be sure you feel comfortable in the office and with the physician and their care team. 00