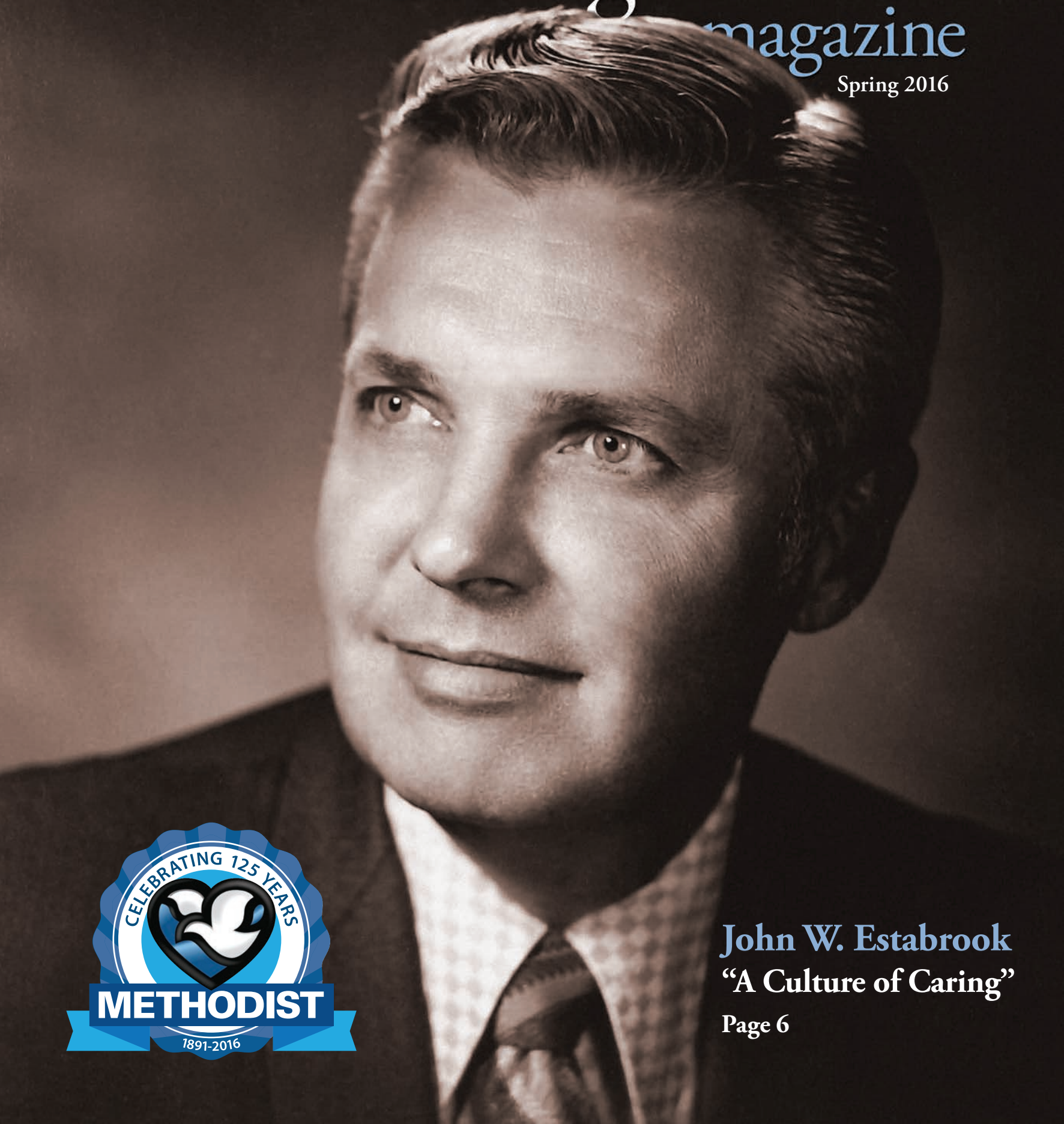


The Meaning of Care®

magazine

Spring 2016



John W. Estabrook
"A Culture of Caring"
Page 6



John M. Fraser
President and CEO
Methodist Health System

President's Letter

"Ours is a people business."

This special edition of *The Meaning of Care* Magazine is focused on our strongest traditions: a culture of caring that puts people first. This is the essence of who we are and what we do.

Our story began on May 28, 1891, when the 28-bed Methodist Episcopal Hospital and Deaconess Home opened its doors to serve members of the Omaha community regardless of religion, race, gender or ability to pay.

Over the years, Methodist grew from one small hospital into the region's first integrated health system, nationally recognized for quality and innovation. Our people established a reputation for excellent and compassionate care, continuing to build enduring relationships with patients and family members.

These relationships resonate over decades. As you will see in our story about generational care, many of today's patients — including Alyssa and Noah, proud parents of little Aalayah — confidently choose the Methodist physicians their parents, aunts, uncles and others have known and trusted.

While all successful organizations have key leaders, none can match the 41-year contribution of Methodist's President Emeritus John W. Estabrook, who understood the great honor and responsibility of our "people business." By building on lessons learned from a military hospital bed, he founded our culture of caring and sparked many of the innovations leading us into the 21st century.

As we celebrate Methodist's 125th anniversary, the most important thing to know is not the number of years passed. It is our commitment — past, present and future — to living *The Meaning of Care*.

Sincerely,



Past, Present, Future
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125 Years Brings
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METHODIST

Heart and Dove

The heart represents compassion, charity and serving.

The dove suggests harmony and tranquility.

Together, they symbolize the spirit of *The Meaning of Care*.





1891

Methodist Hospital

The 28-bed Methodist Episcopal Hospital and Deaconess Home opened in a three-story house at 20th & Harney in May, welcoming the first students to its nursing school in September. The average daily cost of care was \$1; the average length of stay was 14 days. Overcrowding was a problem from the start, with staff reluctantly turning away two or more potential patients per day.



1908

New Hospital

Described by the Omaha World-Herald as "a truly magnificent structure," the new facility at 36th & Cuming was built of fireproof brick and steel. Though this 80-bed, five-story Methodist Hospital was filled with the latest medical equipment, staff marveled most at the elevator. Nurses were no longer required to carry patients up and down several flights of stairs for surgery.



1950s-1960s

Growing Fame

Two pivotal, related events occurred in 1951: Methodist Hospital hired John W. Estabrook (see page 6), and receipts topped \$1 million. A new wing brought the bed count to 314, and a 1955 expansion made the surgical suite of nine ORs the largest in Omaha and first in Nebraska with an adjacent recovery room. Methodist Hospital was home to Nebraska's first intensive care unit and first cobalt radiation therapy unit, the Midwest's first tumor registry and the first 24/7 physician-staffed emergency department between Chicago and the West Coast.



1968

84th & Dodge

Lessons learned at 36th & Cuming were combined with the latest health care and engineering innovations to build a new Methodist Hospital at 84th & Dodge, described as "the Cadillac of medical facilities in Omaha." Quickly filling with patients, the single-tower hospital had nine stories, 12 ORs, 328 beds and Nebraska's first linear accelerator. The 36th & Cuming hospital went on to provide outpatient surgery, elder care, substance abuse treatment and low- or no-cost health care to the underserved before the campus was sold to the Salvation Army in 1990 for \$1.



1970s-1990s

Health System

Methodist's skill in providing the best care at a reasonable price inspired three states to retain Methodist Hospital's management services, and Methodist became the first Nebraska hospital with a shared laundry and medical supply distributorship. In 1981, Methodist's North Tower was completed and occupied by Children's Hospital as a partnership between two separate, collaborative entities. After Methodist Health System was formed in 1982, Methodist Physicians Clinic was welcomed on board in 1990 and Methodist Jennie Edmundson Hospital in 1994.



2000-2010

Growth Continues

Methodist Hospital expanded into the North Tower after Children's Hospital moved into its new facility in 2000. As Methodist was beginning to outgrow the landlocked 84th & Dodge campus, a visionary solution was taking shape to the west. Meanwhile, the new Nebraska Methodist College – The Josie Harper Campus opened at 87th & Burt in 2006.



2010-2015

A Medical Campus Devoted to Women

Little Hayden Hoffman entered the world blissfully unaware he would be the first of the more than 24,000 babies born to date at Methodist Women's Hospital. The 192nd & Dodge location became the region's only medical campus devoted to women when it opened in June 2010. At the 84th & Dodge campus, cardiovascular, oncology and surgical services gained essential room to expand. Growth continued with the 2015 opening of Methodist Physicians Clinic Gretna, for a total of 270 employed providers at 22 clinic locations.

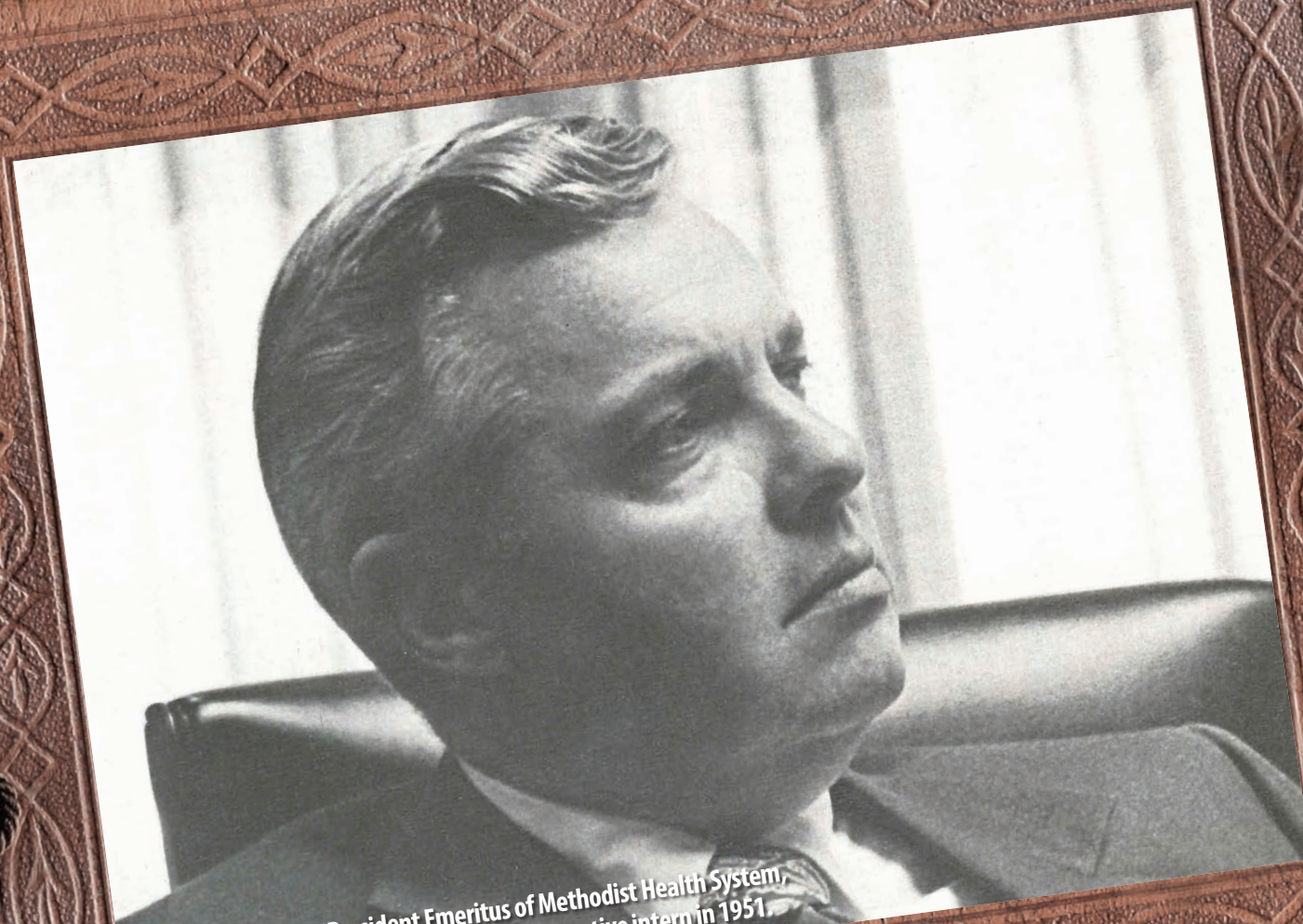


Today
& Beyond

The Meaning of Care

Growth and innovation continue throughout Methodist Health System to better serve our community. Thanks in part to the support of donors to Methodist Hospital Foundation, the Methodist Hospital Surgical Expansion & Renovation Project will open in 2017, and Methodist Women's Hospital will complete an expansion of its level 3 Neonatal ICU in 2018. And each day, Methodist's 6,000 employees will make Methodist *The Meaning of Care*.





John W. Estabrook, President Emeritus of Methodist Health System, started at Methodist Hospital as an administrative intern in 1951.

JOHN W. ESTABROOK

Founder OF METHODIST'S CULTURE OF CARING

John W. Estabrook, 88, rarely speaks about the patient experience that inspired him to build a culture of caring, medical excellence, efficiency and innovation at Methodist Hospital.

Known and respected as "Mr. E," Estabrook headed Methodist Hospital for nearly four decades. He also created and led Methodist Health System until his retirement as President Emeritus in 1992. Yet his remarkable career — and modern-day success at Methodist — really began with World War II.

Estabrook entered the war as a healthy patriot. He returned a miserably ill Navy veteran. Like thousands of service members and civilians in the years before antibiotics, he developed tuberculosis, then a feared and potentially fatal contagious disease. The lessons learned during a mandatory two-year hospitalization forged both his and Methodist's destiny.

Eager Enlistee, Unhappy Patient

"I got my parents to sign so I could follow my brother into the Navy and fight at 17," Estabrook said. "I was a boiler room engineer on an LST transport ship, what we called 'a long, slow target,' in the Pacific."

He expected to celebrate the war's end with a speedy return to his family in Ohio, not assignment to one of the military's tuberculosis hospitals on the West Coast. The care plan was constant bed rest, good nutrition, fresh air on a cold outdoor sleeping porch and occasional insertion of needles into the chest to collapse or "rest" a lung, a painful treatment to heal pockets of pulmonary infection.

An outspoken young man with little patience or enthusiasm for the care received and countless inefficiencies observed, Estabrook voiced his frustrations. Repeatedly.

When discharge day finally arrived, the physician who ran the hospital offered his unhappy patient some advice:

"You complain so much about everything. Maybe you should go into hospital administration and fix it."

Doing Things Differently

By this time, Estabrook's parents had relocated to Omaha. With his wife, Nancy, they settled here, and he enrolled in business administration at the University of Omaha, now UNO.

In 1951, Estabrook asked Rev. Bret Lyle, superintendent of Methodist Hospital, then at 36th and Cuming, about job openings and was hired as an administrative intern.

"I made \$125 a month and did every job in the hospital," Estabrook said. "I scrubbed floors, ran the elevator and night switchboard. I did laundry, bookkeeping, bedpans, all of it."



Estabrook in front row, second from left, in this 1967 National Hospital Week photo.



An employee service award presentation.

John Estabrook, Pharmacy Director Lillian Dorsey and Vice President Jerry Mahoney at the 1965 groundbreaking of the 84th & Dodge campus.

Honoring Iva Everett's 20 years of service.

When Rev. Lyle retired in 1959, Estabrook was named administrator. For the first time, Methodist Hospital was not run by a church leader, but by a professionally trained hospital administrator.

"I could see ways to do things differently, more effectively," said Estabrook, who believes excellence comes from productivity, efficiency, boldness and imaginative action in dealing with change.

In Estabrook's first year as administrator, revenue increased 10 percent. Under his leadership, the bottom line stayed in the black, though he laid the foundation for more than financial success.

"Value is not only determined by cost," he wrote, "but by the quality of care provided to every patient."

A Patient-First People Business

Mr. E was building a stronger culture — a truly patient-centered culture.

"Patient safety and well-being are always our first priority," Estabrook wrote when summarizing his management philosophy. "Patients are vulnerable people in a weakened emotional and physical condition. Treat them with dignity, compassion and empathy. Remember you are the hospital in each patient's

eyes. Your attitude influences patients' response to treatment."

Methodist Health System Vice President Jerry Ellwanger, who was hired and mentored by Estabrook, offered this as a testament to Estabrook's influence on the organization: "Mr. Estabrook has always been a people person who truly values people. He would tell us, 'We can have the nicest bricks and mortar, and the best technology, but without our people, we're nothing.'"

Staff members knew that Mr. E cared about them. They saw it. They felt it.

"Every day, he'd walk through the hospital, stop and chat," said housekeeper Mary Montgomery. "You might be feeling low, and he'd be so nice and friendly, he'd bring your spirits up."

These visits, a precursor to formalized hospital rounding, were what Estabrook called his daily "Howdy Rounds," as in "Howdy, how are you doing?"

"Sitting in an office doesn't get you anywhere," Estabrook said. "Employees have to know you."

And he knew them all. By name.

Mr. E started his day long before dawn with a study of the evening's engineering log and a visit with the doctors in the medical staff lounge.

His routine included morning coffee with the charge nurses, lunch in the cafeteria with physicians and staff, and plenty of "Howdy Rounds."

"He showed us we were all part of the same team," said Ellwanger. "He taught me to treat a janitor with the same respect as a CEO because both are important."

"Caring was woven into the fabric of his work."

— Ruth Freed, PhD, RN

Estabrook wrote, "People make the difference between mediocrity and excellence. Always treat your people with respect, dignity and equity. This is a people business. The patient is the prime objective of our service, but it is also a business of all the people involved."

"Caring was woven into the fabric of his work," said Ruth Freed, PhD, RN, former vice president of Methodist Hospital's patient care services. "Mr. Estabrook kept his hand on the pulse of the organization while always moving forward and raising the bar."

Raising the Bar

John Estabrook has been described as a visionary leader, a health care innovator and a man ahead of his time.

John Fraser, president and CEO of Methodist Health System, agrees that Estabrook is all this and more, calling him "Methodist's George Washington."

"John Estabrook is a forward-thinker who made Methodist a leading hospital," said Jerry Mahoney, who began his 40-year career at Methodist Hospital as a pharmacist, before Estabrook named him an assistant administrator and eventual vice president. "He set the example that you work hard and do what needs to be done to keep Methodist on top without wasting money. He ran a tight ship."

Methodist Hospital's reputation for excellence grew under Estabrook's leadership. In the 1950s and 60's, Methodist implemented Nebraska's first electronic data processing for record-keeping, first surgical suite with adjacent recovery room, first ICU, first telecobalt therapy unit, first specially trained hospital IV team, first nationally accredited hospital blood bank and first 24/7 emergency department.

However, the facility, with sections dating back to 1908, was not up to the challenges of the late 20th and early 21st centuries.

"We were out of space. We had mechanical problems. Upgrades were too inefficient and too expensive," Estabrook said. "We needed a new hospital."

West to 84th Street

Estabrook convinced the hospital board to look west, to outside the city at 84th and Dodge, where Omaha's population was projected to grow. In 1966, he assigned Jerry Mahoney full time to the ongoing construction project.

"He liked that I was a nitpicker," said Mahoney, who was said to know the exact location of every wire, light bulb and fixture by the time the hospital opened on April 29, 1968.

In "A Century of Miracles," a history of Methodist Hospital's first 100 years by the

late Hollis J. Limprecht, the new hospital is described as "handsome, colorful, efficiently designed, conveniently arranged, complete with the latest in medical technology and staffed by health care professionals who were dedicated to their jobs."

Occupancy rocketed to 95 percent within two weeks, exceeding the most optimistic projections and prompting Estabrook to admit, "We almost had to put patients in the hallways."

Estabrook sees building Methodist Hospital at 84th Street at a reasonable cost as the number one accomplishment of his career, emphasizing, "I did it not by myself but with a lot of help from a lot of people."

Thinking Bigger

Estabrook could see the changes looming on the health care horizon, and in 1970, he brought Clark Mathisen on board as chief financial officer.

"In those days, a hospital was a hospital," Mathisen said. "John Estabrook was a national leader in setting up a system of hospitals. He knew that to advance we had to expand and change."

Mathisen helped lead one of Estabrook's boldest initiatives: computerization of the hospital's patient care system. In the early 1970s, Technicon, a young computer company in California, operated the nation's first Medical Information System (MIS) in two hospitals through its time-shared computer. In 1973, Methodist Hospital became the first hospital in the nation to install, maintain and operate MIS in-house. The revolutionary system automated 60 functions and eliminated handwriting of more than two million forms per year.

Over the next decade, Methodist Hospital provided management services to hospitals in Nebraska, Iowa and Missouri. Locally, Methodist opened Omaha's first outpatient surgery center at 36th and Cuming before building a new outpatient surgery center at 84th and Dodge, where the second tower opened in 1981.

The successful sharing of services among hospitals to achieve cost-saving economies of scale was demonstrated with Methodist and Children's Hospitals' shared-campus collaboration and with the creation of Shared Service Systems, a medical supply distribution and centralized laundry, now serving health care facilities in four states.


Methodist Hospital Foundation, Omaha's first hospital foundation, was formed to support nursing education, and the Methodist Hospital School of Nursing became Nebraska Methodist College, with certificate and degree programs in nursing and allied health.

Surgical, cardiovascular and oncology services continued to expand. In 2006, the Methodist Cancer Center was renamed in honor of John W. Estabrook, who provided the heart, soul and vision that empowered Methodist to grow and succeed.

Throughout Mr. E's 41-year association with the organization, he committed himself to pursuing the creation of the ideal health care environment. Why? Because he knows what it means to be on the other side of the bedrails.

"Every decision he made was because he put the patient first," said Cyndy Peacock, president and CEO of Methodist Hospital Foundation. "He always asked, 'How will this impact the patient?'"

"I learned so much from being a patient," Estabrook said. "I just brought forward what I learned."

 Story by Julie Cerney

Estabrook and family members at the 2006 Friends of the Foundation Celebration.



Dr. Bassett cared for four generations in this family. Back row from left: Joell Gerber, Dr. Bassett, Amy Hayes Preucil. Front row from left: Alyssa Gerber, Aalayah, Noah Hayes.



Craig Bassett, MD, visits with the Gerber and Hayes families.



Emilio Arispe, MD

125 YEARS BRINGS *Generations* OF CARE

Aalayah Hayes' arrival was a family event.

Great-grandmas, grandmas, moms, sisters and spouses waited eagerly on New Year's Eve for her arrival, but they certainly weren't nervous about what was happening in the delivery room with her mom, Alyssa. Not with Craig Bassett, MD, in charge.

"Thank God Alyssa went to see Dr. Bassett," said Amy Hayes Preucil, Aalayah's grandmother. "I just felt so much better knowing she and the baby were in his care."

Dr. Bassett, an OB/GYN at Methodist Physicians Clinic Women's Center, is no stranger to the family. Dr. Bassett not only delivered Aalayah, he also delivered her mother, Alyssa; father, Noah; and all of her aunts. Dr. Bassett is the OB/GYN of choice for both of Aalayah's grandmothers and also two great-grandmothers.

"He delivered both me and Noah, and now he's delivered our daughter," said Alyssa, whose daughter was born on New Year's Eve and was the last baby of 2015 born at Methodist Women's Hospital. "It's both weird and awesome."

"When we found out Alyssa was pregnant, there was never a question of which doctor she was going to see," said Joell Gerber, Alyssa's mother. "With Dr. Bassett taking care of her and the baby, there was no worry."

It's About *The Meaning of Care*

With 125 years in the community, Methodist and its providers are about more than just individual appointments and procedures. *The Meaning of Care*, the words that explain the Methodist mission so succinctly, is about the relationships and bonds that form along the way — providing quality service and care that goes far beyond a one-time visit.

"Our patients trust and believe in what we do here at Methodist Health System," said Emilio Arispe, MD, a pediatrician at the Methodist Physicians Clinic at 192nd and Dodge. "We are doing the right things for them. That's why they come back."

Dr. Arispe is now in his 20th year as a provider at Methodist. As a pediatrician, he has the privilege of watching his patients grow. Nothing gives him more pleasure when those little patients later come back as parents.

"Grown-up pediatric patients say they return to us because of who we are. They remember the great care we provided to them as children," said Dr. Arispe. "My young parents do notice changes too. Back in 1997, I wore

“To have a relationship with your doctor that’s like a friendship—it’s worth everything.”

— Beth Bahr

lab coat, suit and tie, and cowboy boots every single day. Now I wear scrubs and funny, colorful shoes. While they see the change, they also see I'm still the same old Dr. Arispe. Moms, dads and kids think it's awesome."

Colorful Shoes, Outstanding Care

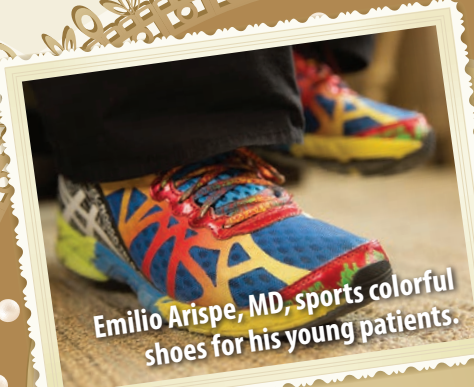
When Brittany Olson had her son, Graden, three years ago, there was no hesitation when the labor and delivery nurses asked her choice of pediatrician. Her mother, Beth Ann Bahr, had introduced her to him years ago.

"Dr. Arispe was the first to come to mind," said Brittany. "He's just a great doctor."

Brittany first started seeing Dr. Arispe when she was just three years old. Brittany's long and difficult battle with allergies and asthma led her mom to his door.

"She had one ear infection right after another and then severe issues with her asthma," said Beth. "Dr. Arispe is very gentle and soothing to children. I imagine he's like that as a father. It's almost like he acts with his patients as he would as a father, and they're naturally more at ease."

"That's one reason I kept Brittany with him," she continued. "I knew that if she was going to have to get poked and prodded while diagnosing and treating all the things that went with her illness, at least she felt secure with him."



Emilio Arispe, MD, sports colorful shoes for his young patients.



Patrick McCarville, MD

Beth says Dr. Arispe became her go-to expert when it came to Brittany's ongoing health issues. She says he listened when he needed to and gave thoughtful advice and recommendations.

"I just feel very blessed to have found him as a doctor. He improved Brittany's quality of life," said Beth. "They say one person can make a difference, and he really has. To have a relationship with your doctor that's like a friendship — it's worth everything."

For Brittany, now a mother herself, her memories of a caring pediatrician and her mother's advice are all it took to go back. She wanted her own son to have the same incredible care she experienced as a child.

"When we first brought Graden to see him, Dr. Arispe recognized all of us and was so excited about seeing us," said Brittany. "My son is always excited to see Dr. Arispe and his colorful shoes. Everything in his office is geared toward making kids more comfortable, and that means so much."

Being a Part of Life's Journey

Patrick McCarville, MD, knew even before going to medical school what kind of doctor he wanted to become.

"I grew up in a small community in western Nebraska," said Dr. McCarville. "I kept being drawn back to what I was most comfortable with, and that's taking care of families."

“The best care is delivered where relationships exist. There is trust and that level of personal interaction that people are accustomed to.”

— Patrick McCarville, MD



Thomas Martin, MD, and Julie Frolio

That's why he loves practicing medicine at Methodist Physicians Clinic in Valley. In his 25-

year career, he has provided care to many generations of small-town families — grandparents, parents, aunts, uncles and children. Dr. McCarville says it's those relationships that make it all worthwhile.

"Family medicine lends itself to generational care. That's what family medicine is based on," said Dr. McCarville. "Being in a small community, which is where I always wanted to practice, that happens even more so because families tend to stay where they are comfortable. It's all about relationally taking care of folks through time and being a part of that life journey with them."

And to Dr. McCarville, that's what medicine is all about.

"The best care is delivered where those relationships exist," said Dr. McCarville. "Where there is a relationship, there is trust and that level of personal interaction that people are accustomed to. It all gets back to the heart and dove and *The Meaning of Care*."

Last Delivery, Greatest Joy

"To me, *The Meaning of Care* is not being just another number," said Julie Frolio, a devoted mother and grandmother. "When I'm with Methodist and Dr. Martin, I know the care I'm getting and the care my daughters are getting is the best. It is never, ever a question."

When Julie Frolio moved back to Omaha with her family several years ago, she knew exactly who she wanted for her women's health care provider: Thomas Martin, MD, at Methodist Women's Center. The physician had seen her through two miscarriages and the birth of one of her three daughters.

"He was very caring, and I never felt like I was just another patient," said Julie. "I could tell he truly cared about me as a person, like I was his only concern. I knew whatever he said, I didn't have to question it. He had my best interests at heart."

When her teenage daughters had medical concerns, Julie trusted the care Dr. Martin provided. And when her daughter Danielle got married and began planning for a family, there was only one question: timing.

"I'd been delivering babies for 35 years, and it was time for me to adjust my practice to focus



Julie shares precious moments with her grandson, Knox, and daughter, Danielle.

more on women beyond their childbearing years," said Dr. Martin, who helped create the Methodist Physicians Clinic Women's Center Menopause Clinic in 2013. "I was so pleased when I found out that Danielle's baby would be born before I stopped working in obstetrics.

"I had delivered her, and now her first child would be my last delivery. It was very emotional."



Julie shares memories with her grandson.

"When I found out Dr. Martin would be able to deliver our baby, and that our baby was going to be his last delivery, that just made it so much more special, sentimental and significant," said Danielle. "Choosing Dr. Martin definitely gave me more security in knowing I was in good hands. It felt like family because he'd taken care of my family. I knew he had a history with my mom and my sisters, and there was an added layer of comfort."

"Knowing how much he had gone through with me and the special care he provided, then seeing him take that same gentle care with Danielle through her pregnancy and delivering my grandson, made it so special



Dr. Martin holds Knox on delivery day.

for all of us," said Julie. "After our grandson was born, Dr. Martin came in and hugged me. He just kept saying how blessed he felt to have delivered my grandchild. He's just a very sincere, caring, genuine person, and I'll never forget that moment."

From Our Family to Yours

From tending to the cries of a newborn baby to holding the hand of a worried mother or grandmother, Methodist providers know when one person turns to us for care, many others feel the impact. There are families — spouses, parents, children, siblings, grandparents — who are all directly touched by the way Methodist delivers *The Meaning of Care*. That's why every appointment, diagnosis and treatment we provide is important. It's important to you, and it's important to us.

"Taking care of families, the relationships, seeing them grow, seeing them come back — it really does mean a lot," said Dr. McCarville.

The Methodist family is proud to have been a part of your family for 125 years. And we look forward to serving you well into the future.

Story by Katina Granger



Danielle Schneider, son Knox and Julie Frolio

Six-Year-Old Cancer Survivor *Inner Beauty Reveals Her Inner Elsa*

AnnaBelle Kinney



Playtime is the best time for six-year-old AnnaBelle Kinney, especially when it involves dressing up like a princess.

Her long blonde hair makes her feel like Queen Elsa from the movie Frozen. But when AnnaBelle began chemotherapy, her storybook hair started falling out.

"It was coming out in chunks," said Stephanie Kinney, AnnaBelle's mom. "I tried not to cry in front of her, but it was heartbreaking to see."

AnnaBelle was diagnosed with non-Hodgkin lymphoma in 2015 and immediately started treatment.

"When the doctor said *cancer*, it was so hard," said Stephanie. "The thought of losing her was devastating."

Compounding their pain, AnnaBelle's bald head made her an easy target for bullying.

"One little girl told everyone AnnaBelle had lice, and they shouldn't play with her," said Stephanie. "AnnaBelle was so upset, and I didn't know how to fix this."

With a tight budget, money for a professional wig was out of the question.

Stephanie tried to improvise and purchased a costume wig, but it itched too much and wouldn't stay on. That's when Stephanie found Inner Beauty, a specialty salon for cancer survivors inside Methodist Estabrook Cancer Center.

"A little girl is no different than a grown woman. We all want to feel beautiful," said Lori Fuchs, a clinical cosmetologist at Inner Beauty. "When you feel good on the outside, you feel more confident."

Lori found the perfect wig for AnnaBelle and will never forget the fitting.

"She was apprehensive at first, but once she looked in the mirror, she was a different girl," said Lori. "Her smile went from ear to ear."

Stephanie wasn't sure if AnnaBelle could receive help since she is not getting her medical treatments at Methodist. The family was thrilled to learn that Inner Beauty is open to everyone.

"AnnaBelle is getting stronger every day. I believe a big part of her recovery is due to Inner Beauty," said Stephanie. "She has her inner Elsa back."

To see more programs funded by Methodist Hospital Foundation, go to MethodistHospitalFoundation.org.



The 1891 Society

Named for the year in which Methodist Hospital was established, the 1891 Society recognizes the current giving of loyal donors who support the programs and projects of Methodist Hospital Foundation. We thank the following friends who made a gift between

October 1, 2015, and December 31, 2015.

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