

Summer 2025

# BALANCE



SEE WHAT'S INSIDE

GOING BEYOND  
BETTER

PRIMARY HEART  
ATTACK CENTER

PROTECTING THE  
MOST VULNERABLE



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# GOING BEYOND BETTER

*“As we gear up for our 75th anniversary in 2026, we are reminded of the hard work and dedication of those who came before us.”*



In this issue of *Balance* magazine, you’ll see the headline “Rooted in Place. Moving with Purpose.” I find these words especially meaningful now. As we gear up for our 75th anniversary in 2026, we are reminded of the hard work and dedication of those who came before us. It is their vision that shaped Phelps Health into what it is today, and we take seriously our responsibility as stewards of that vision.

As you’ll learn in our feature article, our new focus of “Going Beyond Better” perfectly captures our commitment to the future of Phelps Health and the health of our region.

One of the many ways we do this is by pursuing prestigious certifications such as our recent recognition as a Primary Heart Attack Center. This achievement demonstrates our commitment to providing round-the-clock, lifesaving care for heart attack patients, and sets us apart as a destination of excellence.

Another way we “go beyond better” is by continually offering new services to help our community members. This issue covers two of those – Urolift® and TeleSANE. Urolift® is a minimally invasive procedure offering symptom relief for men with an enlarged prostate, and TeleSANE provides 24/7 telehealth support for sexual assault examinations, allowing victims to get the care they need, close to home.

Please enjoy this issue of *Balance*.

Sincerely,

Jason Shenefield, President and CEO

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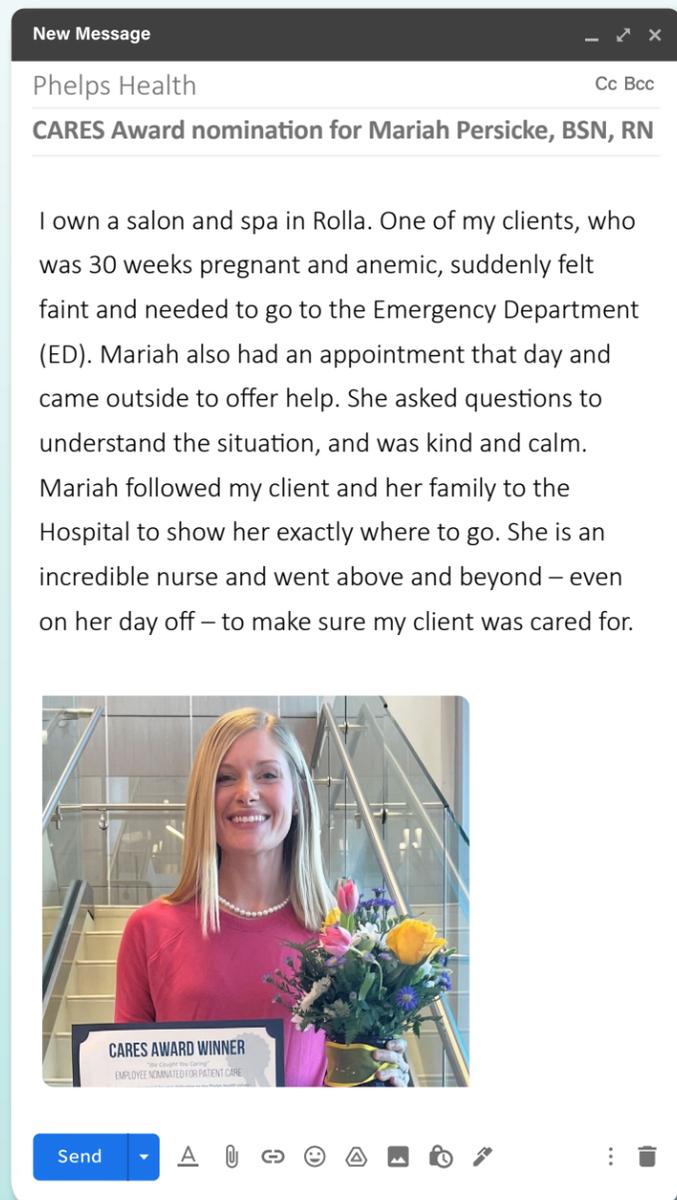
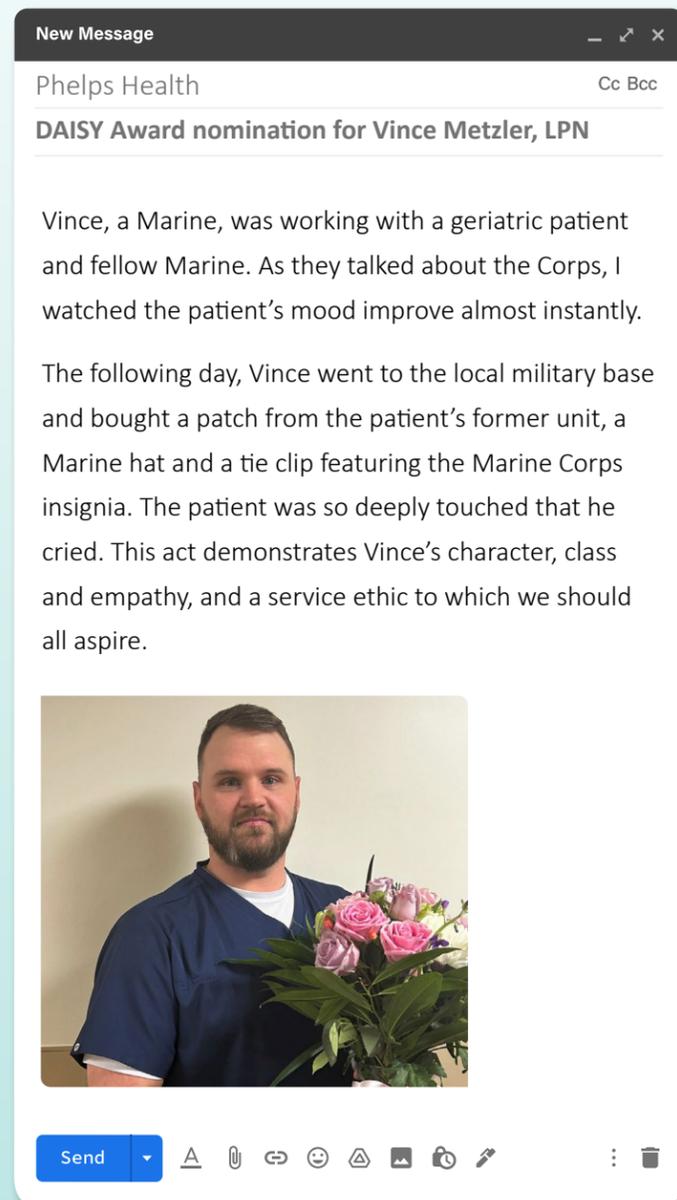
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# AT PHELPS HEALTH, WE LOVE HEARING FROM OUR PATIENTS AND VISITORS.



These letters, which were edited for length and clarity, were sent from patients and visitors about their experience at Phelps Health.

If you would like to nominate a Phelps Health employee who made a difference, visit [bit.ly/3Tm2d7K](https://bit.ly/3Tm2d7K) or scan the QR code.



# ASK A DIETITIAN

## Seasonal Eating: A Trending Topic Made Simple

**Seasonal eating is a trending topic on social media. What is seasonal eating?**

Seasonal eating means choosing foods that are grown and harvested during the specific time of year in which you eat them, while they are at their highest nutritional value. This approach supports local food cycles and helps reduce the need for processed or imported foods.

**Are fruits and vegetables healthier during certain seasons?**

While “healthy” can mean different things, seasonal foods do offer the greatest nutritional benefits.

-  Seasonal produce is harvested at peak ripeness and generally contains more vitamins and minerals than out-of-season fruits and vegetables.
-  Produce grown elsewhere may be harvested at its peak, but can lose nutrients during shipping if not packaged correctly.
-  While seasonal eating is not required for good health, it offers a practical approach to getting the most nutrition from your diet.

**What are the possible benefits of seasonal eating?**

An increase in the nutritional value of foods is not the only benefit to eating seasonally.

-  **Affordability:** In-season produce is typically more affordable due to its abundance. Buying produce grown by local farmers also strengthens your community's economy.
-  **Variety:** Being aware of seasonal foods broadens your diet and inspires you to cook new meals. You can also adjust recipes you use regularly to include seasonal ingredients.
-  **Flavor:** When produce is harvested in its preferred season, it is fresher and more flavorful.
-  **Environmental Impact:** Choosing locally grown foods helps reduce carbon emissions by eliminating the need to ship the produce long distances.

**How do I know what fruits and vegetables are in season?**

-  The US Department of Agriculture offers a guide to seasonal produce. 
-  Visiting your local farmers market is a great way to see what produce is currently in season.



**Sarah McEnnis**  
Registered Dietitian

## FUEL YOUR HEALTH

Sarah McEnnis is a registered dietitian at Phelps Health. Phelps Health dietitians provide nutritional education by referral and through the Weight Loss and Bariatric Center. If you'd like to meet with a dietitian, ask your provider for a referral.

**How can I get started?**

-  Shop your local farmers market to find fresh, local produce.
-  Start a garden to grow your own seasonal produce and enjoy the added benefits of fresh air, sunshine and outdoor activity!

Scan the QR code to view the USDA's guide to seasonal produce!



# GOING BEYOND BETTER FOR OUR PATIENTS AND COMMUNITIES

*If You Haven't Seen Us Lately,  
You Haven't Seen Us at All*

*By Sarah Potter*



If you've visited Phelps Health lately, you may have noticed a change. You can feel a difference when you walk through our doors, hear a friend talk about their care or see us out in the community. It's more than a refresh — it's a transformation.

*If you haven't seen us lately, you haven't seen us at all.*

This is more than adding services or updating buildings. It's about who we are and how we care — with purpose, heart and bold belief in what rural healthcare can become.

"We don't just strive to provide patients with high-quality care," said Phelps Health President and CEO Jason Shenefield. "We strive to reimagine what it looks like to be a rural healthcare leader. Our focus is on doing better for every patient, every time. That's what drives us."

## THIS IS NOW.

Over the past few years, that transformation has taken real shape. We launched the Phelps Health Weight Loss and Bariatric Center to give patients long-term, compassionate support tailored to their journey. Through the Delbert Day Cancer Institute (DDCI), we've offered full-service cancer care to the region. We've also deepened our cancer care work with the Siteman Cancer Network, connecting our patients to clinical trials, second opinions and the expertise of one of the nation's top cancer centers — all while treating our patients close to home.

Our commitment to safer, high-quality care earned us Primary Heart Attack Center (PHAC) certification, a national recognition of health systems that go beyond the expected. The American Heart Association and The Joint Commission honored our heart care team for excellence in treating cardiac patients.

"This certification demonstrates the hard work and dedication of our entire team in providing high-quality, accessible cardiac care," said Phelps Health Senior Vice President, Chief Operating Officer and Chief Nursing Officer Keri Brookshire-Heavin. "By meeting these rigorous standards, we ensure that heart attack patients in our community receive the best possible care when they need it most."



## ROOTED IN PLACE. MOVING WITH PURPOSE.

Phelps Health started in 1951 as a community hospital with 63 beds and 65 employees. Today, with 240 beds and 2,000 employees, we serve more than 200,000 people across south-central Missouri. But we haven't lost our focus on people over numbers. We're building something that's not just better than before. It's something entirely different.

"This transformation isn't about being bigger," Shenefield said. "It's about being better every day. More responsive. More human. We're creating a health system that truly fits the people we serve — and rises to meet their hopes and challenges."

That vision shows up in our data and the daily lives of our patients and staff. In a recent third-party survey, community trust in Phelps Health jumped more than 20 points in just 2 years. That kind of shift doesn't come from advertising. It comes from real, visible change — the kind that people feel.

## BETTER EVERY SHIFT, EVERY DAY

We've modernized how we care, adding tools like MyChart so patients can easily schedule appointments, message their provider and access their health information from anywhere. Our staff are rounding more often and listening more

actively. They're problem-solvers, advocates and teammates — supporting each other to support every patient better.

Care coordinators and nurse navigators are helping patients confidently move through treatment and recovery. Improvements in communication, follow-up and overall experience have pushed our patient satisfaction scores to their highest levels ever. These aren't surface-level changes — they reflect a deeper culture shift built on showing up for patients and each other every shift, every day.

## BEYOND OUR WALLS, INTO OUR COMMUNITY

This work extends beyond the Hospital walls. Through a partnership with The Centre in Rolla, we've brought the MyFitRx® medical fitness program to patients needing low-cost, movement-based recovery. We offer community-based screenings, health education and support for people navigating nutrition challenges, mental health concerns or transportation issues. We understand that real health happens in the places where people live their lives — not just in waiting rooms and on exam tables.

Phelps Health is also stepping into leadership beyond our region. Shenefield now serves on the Missouri Hospital Association and the American Hospital Association's Regional Policy Board. That means the voices of our patients, providers and rural communities are being heard at the national level — and shaping the future of healthcare for people like us.

# GOING BEYOND BETTER

We're not just delivering care. We're changing what it means to care, not with buzzwords or banners, but with intention, consistency and heart.

Every story about our progress — every new service, every improved experience — points to one truth: we're not done.

Going beyond better isn't a campaign. It's a promise.

This is not business as usual.

This is now.

This is Phelps Health.

And we're just getting started.





Phelps Health Urology patient  
Harold Dandridge with Dr. Joel Leon Becerril



## PHELPS HEALTH RECOGNIZED AS CENTER OF EXCELLENCE FOR UROLIFT® PROCEDURE

*New outpatient treatment offers men faster, easier relief from enlarged prostate symptoms*

*By Sarah Potter*

Phelps Health has earned recognition as a Center of Excellence for the UroLift® procedure, giving men with enlarged prostates a new, minimally invasive treatment option.

The UroLift® system provides relief without medication or major surgery by using small implants to lift and hold enlarged prostate tissue away from the urethra. This outpatient procedure typically takes less than an hour and offers faster recovery with fewer side effects than traditional treatments.

Harold Dandridge, 82, from Plato, Missouri, found relief through UroLift® after years of worsening urinary problems.

“I was on medication for a long time, but things weren’t improving,” said Harold. “Dr. Leon told me my prostate was almost too large for the procedure, so I had to act quickly. I’m glad I did.”

Harold had struggled with difficulty urinating and a weak stream, which affected his daily life.

“I had to force myself to go to the bathroom,” he said. “It wasn’t just uncomfortable—it hurt my confidence and limited what I could do daily.”

Working with Phelps Health Urologist Joel Leon Becerril, MD, Harold discovered he qualified for UroLift®.

“UroLift® is a great choice for men who want to avoid major surgery or long-term medications,” said Dr. Leon. “The outpatient surgery is quick and has a short recovery time.”

Harold underwent the procedure in March and saw improvements shortly after.

“There was some burning for a few days, but nothing major. Recovery was easier than I expected,” he said. “Now I have better control, more confidence and fewer worries when I’m out.”

To become a UroLift® Center of Excellence, Phelps Health demonstrated its commitment to patient care by meeting strict requirements. These include completing specialized training, performing many UroLift® procedures and showing excellent patient outcomes.

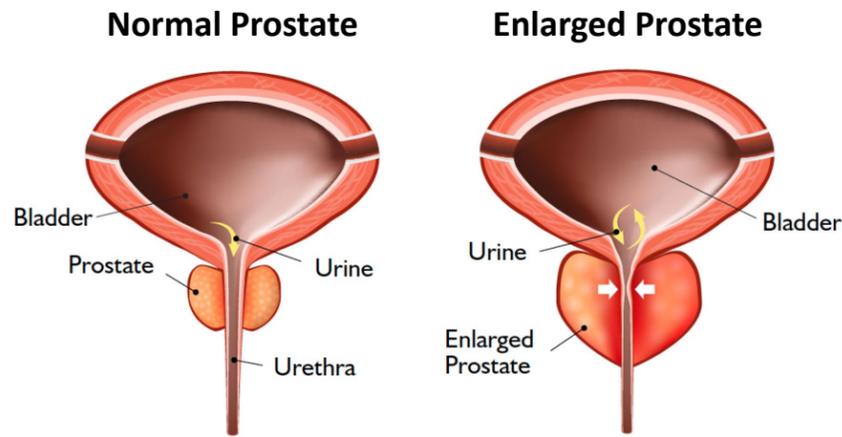
“This treatment is FDA-approved with proven results,” Dr. Leon explained. “It gives men like Harold their quality of life back. Seeing patients feel comfortable and confident again is why we do this work.”

Harold, who recently celebrated 60 years of marriage, feels ready for new adventures after his procedure.

“If my daughter weren’t visiting, we’d be in Hawaii right now,” he said with a smile. “But we’ll head there soon.”

His advice to other men with prostate problems: “Take charge of your health. Write down your questions and get answers. I had complete confidence going into surgery because I knew I was in good hands.”

To learn more about the UroLift® procedure or to schedule an appointment with a Phelps Health urologist, visit [phelpshealth.org](http://phelpshealth.org) or call the clinic at (573) 458-3150.

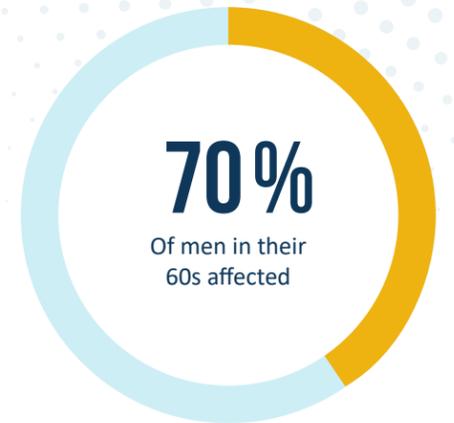
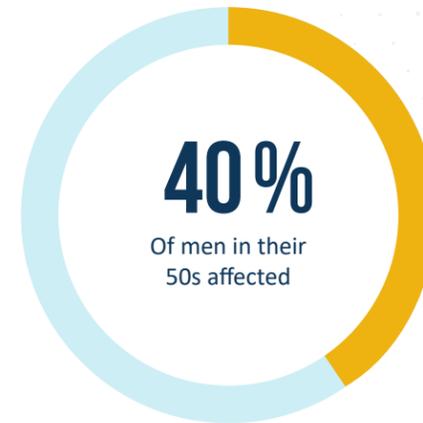


*“Take charge of your health. Write down your questions and get answers. I had complete confidence going into surgery because I knew I was in good hands.”*



Harold with his wife of 60 years

## ENLARGED PROSTATE FACTS



### Common Symptoms

- Frequent need to urinate, day and night
- Urgent feeling of needing to urinate
- Difficulty or delay in starting urination
- Weak or slow urinary stream
- A sense that you cannot completely empty your bladder
- A urinary stream that stops and starts

### The Importance of Your Prostate

Many men understand the function of their prostate, but may not be aware of how it can impact their lives over time.

The prostate is a small gland, about the size and shape of a walnut, located below the neck of the bladder. It is a male reproductive organ that makes fluid for semen.

Urine flows out of the body through the urethra, which runs through the center of the prostate, from the bladder through the penis. When the prostate is enlarged, it can block the bladder. It’s all connected!

### What if I Do Nothing?

An untreated prostate may lead to:

- Worsening lower urinary tract symptoms
- Permanent bladder damage
- Inability to urinate, requiring use of a catheter

### Get Checked

If you think you might have an enlarged prostate, don’t hesitate to see a urologist for a diagnostic exam. Early intervention is important to ensure urine can flow easily and your bladder can be fully emptied.

**Call Phelps Health Urology at (573) 458-3150.**

# Phelps Health Earns Prestigious Certification for Lifesaving Heart Attack Care

By Sarah Potter



The Joint Commission

CERTIFICATION

Primary Heart Attack Center



American Heart Association

*Heart attacks don't wait — and thanks to a new certification, neither does Phelps Health.*

In February 2024, Phelps Health began offering around-the-clock care for patients experiencing severe heart attacks, ensuring that expert help is close to home no matter the hour. Now, the health system has taken another major step forward in its commitment to lifesaving heart care.

Phelps Health recently earned Primary Heart Attack Center (PHAC) Certification from The Joint Commission and the American Heart Association — a dual recognition marked by the Joint Commission's Gold Seal of Approval® and the American Heart Association's Heart-Check mark. This rigorous certification, equivalent to Missouri's Level II STEMI designation, puts Phelps Health in elite company, as a destination of excellence.

"Achieving this certification reflects Phelps Health's dedication to delivering exceptional, evidence-based cardiac care," said Jason Shenefield, president and CEO of Phelps Health.

"Our team works tirelessly to provide rapid, effective treatment for heart attack patients, ensuring they receive the best possible outcomes."

Earning the certification wasn't easy. A reviewer from The Joint Commission conducted an in-depth, on-site evaluation, looking closely at everything from emergency response and catheterization lab services to inpatient treatment and communication among care teams. The process brought together a wide range of hospital departments — emergency, cardiology, ICU and more — to streamline care and improve coordination.

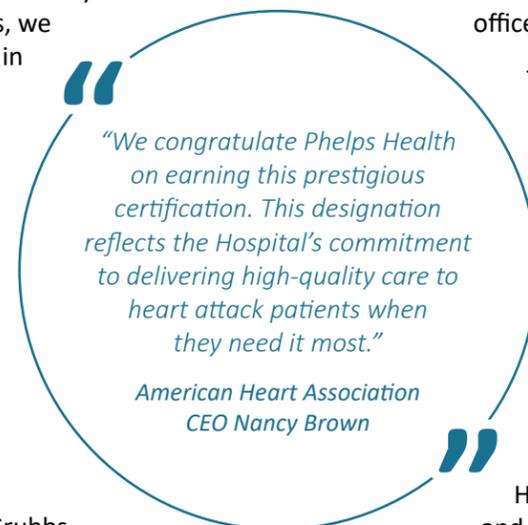
By reducing treatment delays and improving teamwork, Phelps Health is helping to preserve heart muscle and, ultimately, save more lives.

"This certification demonstrates the hard work and dedication of our entire team in providing high-quality, accessible cardiac care," said Keri Brookshire-Heavin, senior vice president, chief operating officer and

chief nursing officer at Phelps Health. "By meeting these rigorous standards, we ensure that heart attack patients in our community receive the best possible care when they need it most."

The Joint Commission praised Phelps Health for its commitment to quality improvement and patient safety.

"We commend Phelps Health for reducing variations in clinical processes and strengthening its cardiac care program to enhance patient outcomes," said Dr. Ken Grubbs, executive vice president of Accreditation



"We congratulate Phelps Health on earning this prestigious certification. This designation reflects the Hospital's commitment to delivering high-quality care to heart attack patients when they need it most."

American Heart Association  
CEO Nancy Brown

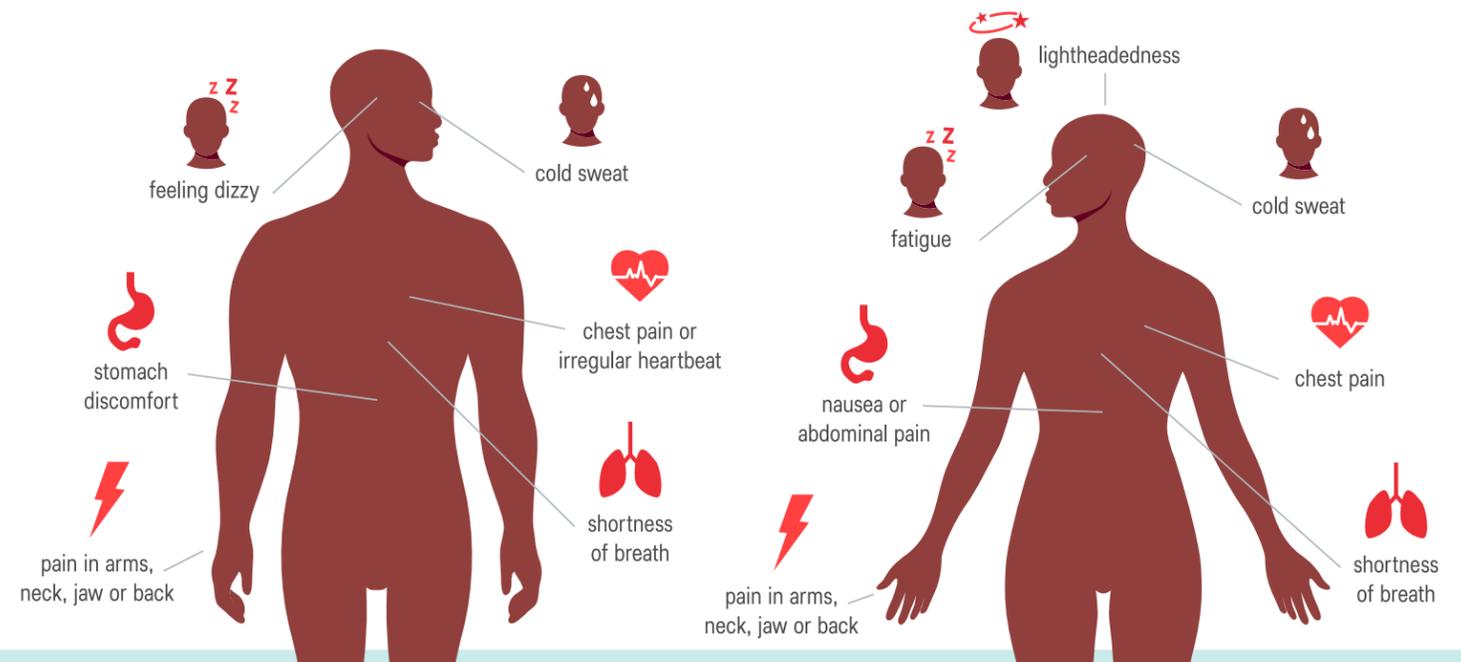
and Certification Operations and chief nursing officer at The Joint Commission.

The American Heart Association echoed that praise.

"We congratulate Phelps Health on earning this prestigious certification," said CEO Nancy Brown. "This designation reflects the Hospital's commitment to delivering high-quality care to heart attack patients when they need it most."

This certification is more than a seal of approval for the communities Phelps Health serves. It's a symbol of confidence and a promise of fast, coordinated, close-to-home care when every second matters.

## HEART ATTACK WARNING SIGNS IN MEN AND WOMEN



Learn more at [PHELPSHEALTH.ORG](https://PHELPSHEALTH.ORG).

When symptoms start, call 911 and go to Phelps Health Hospital for faster diagnosis and treatment.





# PHELPS HEALTH LEADS THE WAY ON STATE SEXUAL ASSAULT TELEHEALTH PROGRAM

By Stefanie Van Wyk

**Phelps Health is the first health system in Missouri to perform a live sexual assault exam using the state's dedicated telehealth network.**

This milestone was made possible through the Missouri Justice for Survivors TeleSANE Program, a critical statewide initiative that provides 24/7 specialized telehealth support for sexual assault examinations. The program connects healthcare providers — often in rural or underserved areas — with trained sexual assault nurse examiners (SANEs). These expert nurses guide local healthcare professionals in conducting forensic exams, collecting evidence and delivering trauma-informed care to survivors.

The Missouri Department of Health and Senior Services (DHSS) estimates

that one in three women and one in seven men in Missouri have been victims of sexual violence. To address this issue, the DHSS was tasked to create the Justice for Survivors Act Statewide Telehealth Network for Forensic Examinations of Victims of Sexual Offenses Program (SB 569 and Section 192.2520 RSMo) during the 2020 legislative session. Funded in 2022, the TeleSANE Program aims to ensure that all survivors, regardless of location, have access to compassionate, expert care.

“Phelps Health launched a sexual assault program in 2012, and we’ve continued to support it over the years,” said Starlyn Ritter, MA, BSN, SIM coordinator and certified SANE at Phelps Health. “Our nurses don’t see enough sexual assault patients annually to maintain their

competency in this area, so TeleSANE fills this gap.”

**Phelps Health has led the statewide initiative to address this critical need.**

“Phelps Health was the first Missouri health system to proactively work with us to go live with the TeleSANE Program,” said Tonya Vega, BSN, RN, CEN, SANE, chief nursing executive for SANE Solutions and Consulting. “In December 2024, Phelps Health completed their first in-person patient exam using the TeleSANE Program, which went extremely well. I’ve completed almost 300 exams, and I can’t tell you one that felt more rewarding.”

This initial exam involved Tonya, Starlyn and Phelps Health Nurse Shannon Herode, RN, BSN.

## The Sobering Statistics

The Missouri Department of Health and Senior Services estimates that **one in three women** and **one in seven men** in Missouri have been victims of sexual violence.



Phelps Health Emergency Department staff with TeleSANE equipment



“I was on a screen, and Starlyn was there to support Shannon,” Tonya said. “I was able to watch Shannon collect the evidence and make sure everything was documented correctly. You might think it wouldn’t flow well, but it went smoothly. We fed off each other’s strengths to support each other and, most importantly, support our patient.”

“This program benefits our community by improving access to

timely and specialized care for sexual assault survivors,” added Hannah Maedgen, MSN, BSN-RN, director of Emergency Services at Phelps Health.

Phelps Health has also led the way in TeleSANE education, investing in training for the organization and beyond. To date, Phelps Health has created and provided the only in-person sexual assault telehealth training in the state. Between October and December 2024, 92 nurses

(38 from Phelps Health) and four providers from 15 other hospitals across the state attended this accredited training.

“Some hospitals were hesitant about our program at first,” Tonya said. “But after attending the hands-on training at Phelps Health, their confidence grew. This overwhelmingly positive response wouldn’t have happened with an online course, and that credit goes to Starlyn. As the primary nurse

planner for the approved provider unit, she was accountable for the required ANCC (American Nurses Credentialing Center) documentation.”

With TeleSANE, Phelps Health can now provide 24/7 care and sexual assault exams for victims ages 14 and older. Before this program launched, these victims would have to be transferred to St. Louis or Springfield.

Now, victims can stay closer to home.

If a victim under 14 comes into the ED, the program guides ED staff in arranging the best transfer or next appointment for the child.

Additionally, TeleSANE supports Phelps Health’s mission to provide high-quality, accessible healthcare to all patients.

“With this program and the state’s support, our ED nurses now have specialized and experienced SANEs on hand for all sexual assault exams,” said Keri Brookshire-Heavin, senior vice president, chief operating officer and chief nursing officer at Phelps Health. “We are proud to lead this critical health initiative.”



## KEY TELESANE BENEFITS



### Immediate expert support available

**24/7:** TeleSANE provides real-time virtual consultations with SANEs, ensuring survivors receive specialized care.



**Enhanced evidence collection:** With expert guidance from SANE Solutions and Consulting, Phelps Health nurses can conduct more accurate forensic exams, improving the quality of evidence collection for legal cases.



**Survivor-centered care:** This program ensures that victims receive compassionate, trauma-informed care in an attempt to reduce the emotional distress survivors may face during an exam.



**Staff retention:** Sexual assault exams are stressful, and if a nurse isn’t adequately prepared, the nurse may leave the exam feeling defeated. With TeleSANE, the nurses have an expert on hand, ensuring every victim receives the highest level of care.

## Congratulations, Starlyn!

Starlyn Ritter, TeleSANE nurse and clinical educator at Phelps Health, received the **Sexual Assault Survivor Care Award** from the Missouri Department of Health and Senior Services for her leadership in implementing the TeleSANE Program.

She is pictured with Jennifer Delp, Missouri State Sexual Assault Services program specialist (on left); and Carolyn Cordle, CEO of SANE Healthcare Services (on right).



# Phelps Health

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