

the PROVIDENCE PULSE

Brought to you by
Providence Medical Center 

PMC Walk-In Clinic Continues to Provide Convenient Care Close to Home



Since opening, the PMC Walk-In Clinic has become an important resource for our community by providing timely care close to home during evenings and weekends. The clinic helps patients receive care for urgent—but non-emergency—health concerns without needing to travel far or wait in the emergency room. It has been especially helpful for individuals who cannot miss work during the day and for families whose children become sick outside of regular clinic hours.

“We’ve listened to our community and understand the challenges many face when seeking care after work or school hours,” said Nicole Haglund, CEO of Providence Medical Center. “The Walk-In Clinic allows us to be more responsive and accessible, offering timely care for those urgent—but not emergent—needs, while also reducing unnecessary visits to the Emergency Room.”

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Walk-In Clinic Hours:

Weekdays:

5:30 p.m. – 9:00 p.m.

Saturdays:

10:00 a.m. – 6:00 p.m.

Sundays:

12:00 p.m. – 6:00 p.m.

No appointment is necessary—patients may simply walk in through the **Main Hospital Entrance** to receive care.



CONTINUED: PMC Announces Opening of Walk-In Clinic to Serve Community Needs

The PMC Walk-In Clinic treats a wide range of non-life-threatening illnesses and injuries, including:

- Minor infections (ear, throat, sinus, urinary tract)
- Cold and flu symptoms
- Sprains, strains, and minor fractures
- Cuts, scrapes, and minor wounds
- Rashes and minor skin conditions

For severe or life-threatening conditions such as chest pain, trouble breathing, severe bleeding, sudden weakness or numbness, or other medical emergencies, patients should continue to seek care in the Emergency Room.

The clinic has also helped patients begin treatment quickly when medication is needed. The first dose of medication is provided at the clinic so care can begin right away, while prescriptions are sent to the patient's preferred pharmacy for pickup the following day. This process helps patients receive fast relief while reducing unnecessary emergency room visits.

With the launch of the Walk-In Clinic, Providence Medical Center continues its mission of providing quality, compassionate healthcare close to home, while adapting to meet the evolving needs of the community.

Swing Bed Services: Recover. Rebuild. Return Home.

When you're not quite ready to return home after a hospital stay, Providence Medical Center's Swing Bed Program offers the perfect next step. Our skilled nursing and therapy teams provide personalized care designed to help you regain strength, confidence, and independence before going home.

Services Available Through Swing Bed

- Physical, Occupational, and Speech Therapy
- Respiratory Therapy
- Complex Wound Care Services
- Intravenous (IV) Antibiotic Therapy and IV Medication Administration
- Nutritional Services from a Registered Dietitian
- Skilled Nursing Services
- Social Work & Discharge Planning
- 24/7 Nursing Coverage
- Regular Provider Visits
- Medical & Pharmacy Staff On Call 24/7
- Behavioral Health Services Available
- Daily Activities to Choose From
- Whirlpool Tub Available
- Home-Cooked Meals & Snacks
- Free Wi-Fi to stay connected
- Private Patient Room
- Quiet Time Daily: 2–3 p.m.

When Swing Bed Services Can Be Used:

Swing Bed care can be utilized when a patient needs ongoing monitoring, rehabilitation, or skilled services that cannot safely be provided at home—yet no longer requires acute inpatient care.

Quality, Comfort, and Care

Each patient receives personalized care in a supportive environment to ensure the best possible recovery.

Whether you recover from surgery, an illness, or injury, you can rest easy knowing your care continues close to home—surrounded by familiar faces and family support.



To learn more or see if you qualify, contact
Providence Medical Center Social Services at 402-375-7938.

Please note: Patients must meet certain criteria to qualify for this level of care.

2025 Stats

Providence Medical Center reflects on a year of compassionate, high-quality care rooted in the Spirit of Christ. We are grateful to have served thousands of patients across our departments, knowing every number represents a life touched. Thank you to our dedicated teams and our community for the trust you place in us.



Laboratory Tests
26,747



Emergency Room Visits
2,427



Therapy Visits
12,840



Radiology Visits
6,657



Walk In Clinic Visits
323



Outpatient Appointments
19,641



Operating Room Procedures
733



Ambulance Response/Transfers
600



Home Health & Hospice Visits
3,572



Providence Medical Center Receives the 2025 Women's Choice Award® as one of America's 100 Best Hospitals for Patient Experience

Providence Medical Center is proud to announce that we have been honored with the 2025 Women's Choice Award® as one of America's 100 Best Hospitals for Patient Experience. This recognition reflects our commitment to providing compassionate, high-quality care in the Spirit of Christ. Thank you to our dedicated staff and the community for trusting us with your healthcare needs!

PMC Celebrates Excellence at the 25th Annual HealthCare Service Excellence Conference

Team members from Providence Medical Center (PMC) recently attended the Custom Learning Systems 25th Annual HealthCare Service Excellence Conference in Galveston, Texas—a national gathering focused on elevating patient experience, staff engagement, and organizational culture. This year’s theme, “A League of Their Own,” celebrated teamwork and resilience, and PMC proudly joined in with the spirited message: “There’s no crying in healthcare!”



L to R: Tegan Nissen, Sydney Nissen, Nicole Haglund, and Heather Kreber attended the 2025 Service Excellence Conference in Galveston, TX.

The highlight of the conference for PMC was the recognition of two outstanding team members:

Sydney Nissen, RN

Honored for her dedication, compassion, and consistent commitment to delivering exceptional care. Sydney’s leadership and positivity make her a standout presence at PMC, and her work reflects the very best of our patient centered mission.

Heather Kreber, PA-C

Celebrated for her excellence in service, teamwork, and her unwavering focus on elevating the patient and visitor experience. Heather’s contributions help strengthen our culture and inspire those around her each day.

“We are incredibly proud of Sydney and Heather. We thank them for their dedication to quality and compassionate care, as they truly represent the HEART of PMC and our vision to become the hospital of choice.”

— Tegan Nissen, RN, Trauma Coordinator / Service Excellence Specialist



PMC continues to support our commitment to delivering consistent 5 star experiences—made possible because of exceptional individuals like Sydney and Heather.

Mental Health Awareness: Coping with Stress and Burnout

Between work, family, and life demands, it's normal to feel stressed — but chronic stress and burnout can take a serious toll on your physical and emotional health. Recognizing the signs early and seeking support can make a meaningful difference in your well-being.

Recognize the Signs

- Feeling tired or drained most of the time
- Loss of motivation or satisfaction
- Difficulty sleeping or concentrating
- Increased irritability or withdrawal
- Physical symptoms such as headaches or tension

Healthy Ways to Cope

TALK IT OUT:

Share your feelings with someone you trust or seek professional support.

PRACTICE MINDFULNESS:

Deep breathing, prayer, or meditation can lower stress levels.

STAY ACTIVE:

Even short walks or Wellness Center classes help release tension.

TAKE BREAKS:

Rest and recharging are essential to recovery.

EAT AND SLEEP WELL:

Nourish your body to support your mind.

Find Hope. Find Healing. Providence Medical Center Behavioral Health Services

Providence Medical Center provides **expert psychiatry and behavioral health services** for individuals age 5 and older — including children, adolescents, adults, couples, and families. Our experienced providers utilize evidence-based interventions tailored to each level of care, ensuring personalized treatment and support for lasting mental wellness.

You don't have to go through this alone. Take the first step toward healing today.

Support for Every Stage of Life

Senior Life Solutions is designed to meet the unique needs of older adults experiencing depression, anxiety, or the emotional challenges that can occur with aging.

Through **group therapy, education, and individualized care**, participants learn healthy coping strategies and rediscover joy and purpose in daily life.

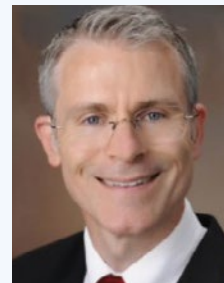
MEET OUR PROVIDERS



Matthew Dobbertin, D.O.
Child & Adolescent Psychiatry



Andrew Corbin, PMHNP-BC
Adult Psychiatric Care Practitioner



Daniel Gillette, M.D.
Child & Adolescent Psychiatry



Community Giving Campaign Launches to Support New Inpatient Therapy Room

Providence Medical Center is excited to announce a community giving campaign to help create a dedicated Inpatient Therapy Room on the hospital's inpatient unit — a space designed to improve recovery, convenience, and comfort for patients.

For patients recovering from surgery, illness, injury, or stroke, early and accessible therapy is critical. Currently, patients must travel across the hospital to reach therapy services, which can be difficult for those who are weak or fatigued. The new therapy room will bring essential equipment and rehabilitation support just steps from patient rooms, helping individuals begin therapy sooner and with fewer barriers.

“This campaign embodies what our Foundation is all about,” said Samantha Scheffler, Foundation Director.

“Every gift, no matter the size, directly impacts a patient’s path to recovery.” Therapy Services Director Andrea Blecke added, “This dedicated space will allow patients to start therapy earlier, practice skills safely, and regain independence more efficiently.”

To help bring this project to life, the Providence Medical Center Foundation is proud to share that a generous donor has pledged a matching gift, doubling every contribution made.

“This project reflects our continued commitment to quality, compassionate care. By placing therapy right on the inpatient unit, we greatly enhance the healing environment for patients, including those in our Swing Bed Program.”

— Nicole Haglund, Chief Executive Officer



Community members, staff, and friends of Providence Medical Center are invited to support this meaningful effort.

Call 402-375-7922 or visit Providence Medical Center to donate.



Expanding Care Close to Home: New Services at Providence Medical Center

We are committed to growing alongside the needs of our community. We're excited to introduce several new services designed to enhance patient care, improve quality of life, and provide specialized treatment—right here, close to home.

Outpatient Audiology Services

Our new Outpatient Audiology Clinic is here to support patients over the age of seven with their hearing health. Whether you're experiencing hearing loss, ringing in the ears, or simply want a routine evaluation, our team offers comprehensive hearing assessments and personalized care.

Having experienced hearing loss throughout his life and as a cochlear implant user himself, Michael Lazarczyk, AuD, brings a deep personal understanding to his care, helping patients navigate treatment or manage permanent hearing loss with confidence.

Michael offers assistance with:

- Earwax removals
- Hearing screenings
- Diagnostic hearing evaluations

From early detection to ongoing support, our audiology services are designed to help you stay connected to the people and moments that matter most.

Speech Services: Mind Benders Program

Our Speech Therapy team is excited to offer **Mind Benders**, a unique 10-week cognitive stimulation group designed to support brain health and overall wellness. This program focuses on LEAP—Language, Executive function, Attention/Memory, and Perception/Social skills—while incorporating a variety of wellness activities.

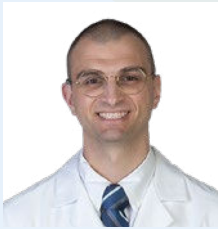
Participants will explore topics such as neuroplasticity, stress management, relaxation, positive thinking, mindfulness, physical and cognitive wellness, nutrition, hearing and social connection, sleep and memory, and emotional wellness. Each participant sets personal goals, tracks their progress, and engages in a supportive, encouraging group environment.

More than just a program, **Mind Benders** is a community—where participants can learn, grow, and have fun together while strengthening their cognitive health.



To learn more about any of these services or to schedule an appointment, contact Providence Medical Center today at 402-375-7953 or visit our website at www.providencemedical.com

These new services reflect our ongoing mission to provide compassionate, high-quality care in the spirit of Christ. We are proud to continue expanding our offerings to better serve you and your loved ones.



Dr. Michael Lazarczyk
Audiologist



Dr. Hendrick Klopper
Neurosurgeon

New Neurosurgery Clinic

We are proud to welcome Dr. Hendrik Klopper to our growing list of specialty providers. Dr. Klopper is a board-certified neurosurgeon specializing in spine surgery, with a focus on complex and minimally invasive procedures. His expertise includes spinal decompression and spinal fusion, helping patients find relief from chronic pain and neurological conditions.

Dr. Klopper earned his medical degree from the University of South Dakota School of Medicine and completed his neurosurgical residency at the University of Nebraska Medical Center in Omaha. His addition brings advanced spine care closer to home, reducing the need for patients to travel long distances for specialized treatment.

Dr. Klopper provides expert care for a wide range of conditions, including:

- Back and neck pain
- Herniated discs
- Movement difficulties
- Nerve-related pain
- Neurological symptoms such as seizures, sudden confusion, or severe dizziness
- Spine issues
- Weakness and numbness

Looking Ahead: Providence Medical Center's 2026–2028 Strategic Plan

At Providence Medical Center, our commitment to providing quality care close to home continues to guide everything we do. As we look toward the future, our 2026–2028 Strategic Plan serves as a roadmap, helping us set priorities, stay focused on our mission, and ensure we are meeting the evolving needs of the communities we serve.

Strategic planning is more than setting goals, it's about listening, learning, and growing together. Over the past several months, we've gathered valuable input from community members, medical providers, local businesses, board members, and our own staff. These insights, along with ongoing analysis of market share data, are helping us better understand where we are today and where we want to go in the years ahead.

Our strategic plan is grounded in who we are and why we do this work. It focuses on strengthening patient care, supporting our teams, and ensuring Providence Medical Center remains a trusted, forward-thinking healthcare provider for years to come. Most importantly, it recognizes that our people—patients, staff, and community—are at the heart of everything we do.

Our Five Strategic Pillars

COMMUNITY

We are committed to attending to the health and wellness needs of the communities we serve. This includes deepening community partnerships and engagement, expanding preventative education and workforce wellness programs, and strengthening community-focused marketing and communication. By staying connected and responsive, we can better serve you and your families.

QUALITY

We strive to establish a quality-driven culture in everything we do. A key focus is strengthening care continuity after discharge, ensuring patients feel supported not only during their visit, but throughout their entire healthcare journey.

GROWTH & OPERATIONS

To best serve our patients, we are committed to ensuring accessible, high-quality care when and where

it matters most. We will align our services to meet community needs, embed a culture of safety and service excellence, and continue to optimize access to care.

PEOPLE

Our team is our greatest strength. We are focused on strengthening today's workforce while preparing for the future by investing in our people. This includes enhancing leadership competencies and accountability, as well as building and recruiting sustainable talent to support long-term success.

FINANCE

A strong financial foundation allows us to continue serving our community for years to come. Our focus is on achieving a sustained positive operating margin while enhancing financial performance management and accountability.

How You Can Be Part of the Plan

Our community plays a vital role in shaping the future of Providence Medical Center. By choosing PMC for your healthcare needs, participating in wellness programs, attending community events, and sharing feedback, you help us continue to grow and improve. Together, we can strive to provide quality care, close to home and remain your hospital of choice.

PMC New Administrative Leaders



Jenna Walsh



Lindsay LaCroix

Providence Medical Center is proud to welcome two new members to its Administration Team, bringing strong leadership experience and a shared commitment to providing high-quality care for the community.

Jenna Walsh was named Chief Operating Officer for Providence Medical Center in November 2025. Her career has included experience in many areas of healthcare, including clinical outreach, operations, financial oversight, and strategic planning. Having advanced from frontline positions into executive leadership roles, Jenna brings a hands-on understanding of healthcare delivery and a strong ability to connect with staff across all departments.

Jenna holds a Master's degree in Healthcare Administration and is recognized for her collaborative leadership style, strategic mindset, and dedication to innovation and continuous improvement. In her role as COO, she will help guide operational growth and support Providence Medical Center's mission of delivering accessible, compassionate care close to home.

In December 2025, Lindsay LaCroix was named Chief Nursing Officer. Lindsay brings extensive leadership experience in long-term and skilled care, serving as both an Executive Director and Director of Nursing. Throughout her career, she has successfully overseen multi-facility operations while improving staffing and quality outcomes.

Lindsay's healthcare background began with strong clinical experience as an ER and critical care nurse across multiple hospitals. She also served as a Field Medic and Paramedic in the Army National Guard, further strengthening her dedication to patient care and service. She is known for her collaborative leadership style, strong operational skills, and commitment to delivering high-quality patient care.

Providence Medical Center is excited to welcome Jenna and Lindsay to the leadership team and looks forward to the experience, knowledge, and passion they bring to the organization and the community we serve.



KRIS HEIMES

**Registered Dietitian Nutritionist,
Certified Diabetes Care and
Education Specialist**

Nutrition Spotlight: Kris Heimes, RDN, CDCES

With 40 years as a Registered Dietitian Nutritionist and 24 years as a Certified Diabetes Care and Education Specialist, Kris brings expertise and compassion to helping individuals and families achieve better health.

Kris offers guidance on:

- General Nutrition & Wellness
- Diabetes Management & Prevention
- Personalized Nutritional Counseling for Health Conditions

Health Education Sessions

- Nutrition
- Heart health
- Diabetes management
- Healthy living topics



Providence Wellness Center Classes & Education for a Healthier You

The Providence Wellness Center offers programs to help you stay active, informed, and motivated throughout the year — no matter your fitness level.

Current Offerings

SENIOR FITNESS PROGRAM

We proudly partner with One Pass, Silver Sneakers, Silver & Fit, Renew Active, and FitOn Health, offering free or reduced-price memberships to qualifying individuals. Check with your insurance company to determine eligibility and obtain proof of membership documentation.

Membership Benefits

All yearly memberships include a FREE Orientation and Fitness Evaluation. Please stop at the front desk to schedule.

Personal Training

One-on-one and tandem sessions are available and tailored to each client's needs. New clients begin with a free consultation to discuss health history, goals, and scheduling.

GROUP FITNESS CLASSES

- Gentle Yoga
- Silver Sneakers
- Stretch & Strength
- And more

PERSONALIZED FITNESS PLANS

Our staff can help tailor a fitness plan that supports your goals and abilities.

1200 Providence Road
Wayne, NE 68787
402-375-3800

Providence Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Español (Spanish)
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-402-375-3800.

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Gọi số 1-402-375-3800.

Providencemedical.com

At Providence Medical Center, we're here to help you heal, move, and thrive.
To learn more or schedule a consultation, call, visit, or go to our website.



(402) 375-7927



www.providencemedical.com/our-services/wellness-center/