



# FAMILY HEALTHCARE NEWSLETTER

Affordable, quality healthcare for every person





# Home Is Where the Care Is: Carl Ostby's Family HealthCare Story

As Carl Ostby mops floors and moves office furniture at Family HealthCare, his heart is filled with gratitude.

Three years ago, he came to the clinic for medical care. He found that plus a second chance at life. “Family HealthCare turned my life completely around,” he says. “It saved me. I’m grateful.”

Carl moved to Fargo in 2015. He had recently been released from prison after serving seven-and-a-half years on drug charges. It had been the second time the 60-year-old was incarcerated.

Still on parole, Carl lived at Centre Inc. in transitional housing. One of his first priorities was finding high-quality, accessible healthcare. He found the care and expertise he needed at Family HealthCare.

Carl’s most critical issue was a bulging abdomen – a side effect from numerous surgeries and hernias. (He had his first of three back surgery at age 21. He had undergone 19 abdominal surgeries for gallbladder issues and hernias.) While not painful, the bulge was uncomfortable and limited activity. His primary healthcare provider recommended one more surgery to replace surgical mesh that had been removed because of complications.

Carl agreed, but wanted to postpone the surgery until he lost 68 pounds. He felt the surgery would be more successful if he weighed 200 pounds or less, but he didn’t know how he was going to lose the weight.

That’s when he saw a sign for a fitness center in the downtown Family HealthCare clinic. The fitness center equipment was free to patients as long as a volunteer staffed the small gym.

To increase his access to the room, Carl asked if he could volunteer.

Staff at Family HealthCare said, “yes.”

“It was good for me to have a place to go to, a purpose,” Carl says. “It was the best decision I ever made.”

Over the weeks, the pounds began to melt off his frame as he regularly walked on the treadmill and used the elliptical machine. His commitment and dependability caught the attention of staff members in the building. When Family HealthCare began looking for a facilities person that fall, Carl was encouraged to apply.

Today Carl is the facilities team lead and oversees five fulltime employees. His expertise and enthusiasm have been very valuable as Family HealthCare continues to grow.

Carl’s life has been blessed beyond belief. He shares an apartment with his daughter in south Fargo. He has new friends. He still wants to lose 25 more pounds, but focuses on the progress he’s made. He hasn’t scheduled his surgery yet – mostly because he’s too busy.

“I’m healthier now than I’ve been in a long time,” he says. “I feel great.”

Carl knows firsthand how hard it is to succeed after life in prison. After he served his first sentence, he stayed clear of drugs for a while. But the siren’s song was too sweet. He returned to bad habits, which led to bad choices.

This time is different.

“I didn’t have (Family HealthCare) last time,” Carl says. “It’s the best job I’ve ever had. It’s the best care I’ve ever received. It’s like family around here.”

# Family HealthCare Welcomes Dr. Kinsey Nelson to Their Downtown Location



Family HealthCare is excited to announce the addition of our newest family physician, Dr. Kinsey Nelson to our downtown location (301 NP Avenue).

Dr. Nelson works with his patients to encourage healthy, active lifestyles. Along with treating a wide variety of acute illnesses, Dr. Nelson also specializes in the management of complex chronic diseases and routine preventive care.

Areas of interest include diabetes, heart disease, kidney disease, orthopedics/sports medicine, depression/anxiety as well as well-child care, men's and women's health.

Dr. Nelson graduated from the University of Minnesota School of Medicine in Minneapolis, MN. He completed his residency at the United Family Medicine Residency Program in Saint Paul, MN. He also completed a post-graduate Fourth Year of Mastery at United Family Medicine.

Dr. Nelson is certified by the American Board of Family Medicine. This means that he has fulfilled the necessary criteria established by the regulating board and has passed examinations that accredit him in the field of family medicine.

Dr. Nelson is married and enjoys spending free time with his family, friends and pets. He is an avid runner and also enjoys bicycling, cross-country skiing, traveling and reading. He is a cellist, enjoys live music and is an animal lover.



## Innovators in Colorectal Cancer Screening Award

Family HealthCare was selected as the 2018 recipient of the Innovators in Colorectal Cancer Screening Award for the North Dakota CRC Screening Achievement Awards. This award recognizes our organization's exemplary efforts to increase colorectal cancer screening as a new and innovative idea to enhance success. We received this award for innovation in addressing language barriers among their patients. The team at FHC implemented an innovative videography project, where they translated take-home stool test instructions into 15 different languages through video voiceovers. This is helping to reduce barriers to screening for their patient population. Family HealthCare has also been a vital partner in the North Dakota Colorectal Cancer Roundtable and has shared presentations about their best practices with other partners across the state.

## Dakota Gastroenterology Partners with Family HealthCare



Dr. Fadel Nammour, Dakota Gastroenterology Clinic is partnering with Family HealthCare by offering colonoscopies to patients who may otherwise not get the proper screening. Family HealthCare is extremely grateful for the generous partnership to ensure our patients receive Colorectal Cancer screenings when needed.

# Family HealthCare Receives Grant From Delta Dental of MN Foundation to Improve Oral Health in Moorhead, MN

Family HealthCare (FHC) recently received a \$15,000 grant from Delta Dental of Minnesota Foundation to help expand FHCs school-based sealant program into the Moorhead, MN school system. FHC will provide dental exams, fluoride treatments, and dental sealants to children free to any expectation of cost. This program consists of two main objectives: preventing oral health problems and educating about oral health care.

"We are committed to providing affordable, high-quality dental care for every person. We seek to improve the oral health of our patients, regardless of their financial resources or ability to pay. We would like to thank Delta Dental of Minnesota Foundation for partnering with us in addressing the needs of our community," said Patrick Gulbranson, Chief Executive Officer at Family HealthCare.

Delta Dental selected FHC for this grant because of its innovative way of improving access for underserved populations in Minnesota, the opportunity to promote and expand preventive and education services, and the ability to measure results.



# Otto Bremer Foundation Awards Family HealthCare Grant to Expand Dental Clinic

Family HealthCare is grateful for the generous \$100,000 grant award from the Otto Bremer Foundation to expand our dental clinic at our downtown Fargo location. The award allowed Family HealthCare to add one fully functional new operator. The operator was instrumental in providing increased access to care. The addition has allowed us to provide care to an additional 1,992 patients. Family HealthCare was able to add an additional 1.5 FTE as a result of the expanded physical space that was made possible by this grant award.

The partnership with the Otto Bremer Foundation through this grant, enabled Family HealthCare to continue to provide dental services to an increasing volume of patients and assist in the organizational initiative to improve quality of care and improve health outcomes for individuals and family in the Fargo, North Dakota and surrounding community.



# Dr. Anna Miller Receives the Melvin Jones Fellowship Award

Dr. Anna Miller has been with Family HealthCare since 2013. Dr. Miller provides comprehensive eye care to all patients. She improves vision by prescribing glasses and contact lenses, and checking for proper development and eye alignment in children and adults. Dr. Miller is a member of the American Optometric Association and the ND Optometric Association.

The Lions Club International Foundation established The Melvin Jones Fellowship in 1973 and was created as a way to recognize and honor humanitarian efforts all over the world. The Fargo Downtown Lions awards these on an annual basis with a focus on supporting youth, meeting humanitarian needs, providing disaster relief, and saving sight.

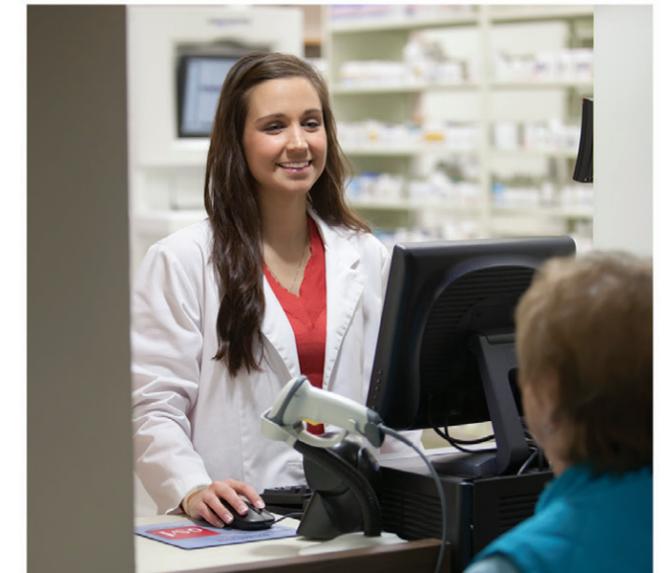
# Family HealthCare Brings Primary Care to Valley City, ND

Family HealthCare is excited to offer primary care services in Valley City. We will be co-located with Barnes County Public Health

(aka City-County Health District) and will have a primary care provider at the CCHD office on Wednesdays and Fridays.

Services offered at this site are:  
Primary care, Preventative medicine, Immunizations, Chronic disease management, Well-child exams, Physicals, Urgent care.

Appointments can be made by calling the Family HealthCare main phone number (701-271-3344) or at the CCHD office.



# Pharmacy Opens at South Fargo Clinic

Thanks to our longstanding and valuable partnership with North Dakota State University College of Health Professions, Family HealthCare is proud to announce the opening of an additional pharmacy at our south Fargo clinic located at 4025 9th Avenue South in Fargo, North Dakota. Family HealthCare patients will now be able to receive their medication at this pharmacy, or the pharmacy at our downtown Fargo Clinic, regardless which clinic they receive their care. Our downtown clinic is located at 301 NP Avenue in Fargo. Pharmacy hours are 9am to 5pm at both locations.

# FHC Adds Behavioral Health Services to the Downtown Clinic



Sue Korman

abuse, we recently added behavioral health services at our downtown clinic.

Behavioral health is an essential part of comprehensive healthcare for our patients. Not only does it improve mental health; it often contributes to good physical health.

To make an appointment, patients must receive a referral from one of our primary care medical providers. Onsite therapy focuses primarily on treatment of trauma, depression and anxiety, chronic illness, pain management, and substance use disorder.

An estimated 43.6 million (18.1 percent) adult Americans experience some sort of mental illness, according to surveys from the federal Substance Abuse and Mental Health Services Administration. In the past year, 20.2 million adults (8.4 percent) had a substance use disorder. Of these, 7.9 million people had both.

We see similar trends in our region.

We have two providers who help our patients maintain their emotional, mental and physical health: Sue Korman and Roberta Pytlik.

Sue Korman is a licensed independent clinical social worker who has extensive experience working with serious mental illness.

Her areas of clinical interest include trauma, chronic pain and chronic illness. Her orientation includes trauma informed, cognitive behavioral, dialectical behavioral, motivational interviewing and client centered care.

Sue received a master of science and social work degree from the University of Wisconsin, Madison. In her free time, she enjoys gardening, traveling, reading and spending time with family.



Roberta Pytlik

At Family HealthCare we're always looking for better ways to serve our patients. In response to a growing number of individuals who need treatment for mental illness and substance

Roberta Pytlik is a licensed associate professional counselor and licensed addiction counselor. We contract her services through Resolve Behavioral Health, a Fargo-Moorhead agency that provides access to highly experienced mental health practitioners.

She received her master's degree in counseling from the University of North Dakota in Grand Forks and has experience in both private practice and human service center settings. In Roberta's free time she teaches yoga, plays with her rescue dog, Thor, and makes art.

Being a West Fargo native, Roberta understands the needs of the community and cares deeply about those we serve. She is passionate about trauma-informed services and serving individuals who live with both a substance use and mental health disorder.

We are excited to offer behavioral health services at Family HealthCare. It's one more way we can help our patients get the care they deserve.

## Family Healthcare Board of Directors

- Shane Clark, MS - President
- Will Wright, CPA - Vice President
- Wanda Roden, BS - Treasurer
- Steven Skoblik, BA - Secretary
- Sandy Holbrook, Ph.D, MS
- Elaine Berdahl, Cert of Teaching
- Micheal Headrick, Ph.D, MS
- Debra Kukowski, JD
- Dr. Stephen Nelson, MD
- Christian Harris, MA
- Melissa Longtine, M.Ed.
- Mary Fischer, MPH

### Become a Board Member

Learn more about how to apply  
Call: 701.551.2440  
Email: [asell@famhealthcare.org](mailto:asell@famhealthcare.org)



## Board Member Spotlight: Elaine Berdahl

I am very proud to be a part of the Family HealthCare team. I was an employee at Family HealthCare for 10 years and witnessed daily the impact this facility has had on people's lives.

As a long time patient, I can attest to the highest quality of care given to all patients. The providers and staff are very professional and caring and always make the extra effort to improve people's lives.

As a board member, I have watched the phenomenal growth in size and services to the community while honoring its mission.



## Intern Spotlight

Going into the fall of my freshman year at Concordia I was similar to most students, unsure of what I wanted to do with the rest of my life. I had a passion for business, but couldn't pick a concentration that was suited for me. I had heard about the Healthcare Leadership program, since the college is known for it, but had never thought of myself in that field. Once I began learning more about the program, the job outlook and opportunities, and the positive difference you can make in people's lives; my mind was set on this industry.

When searching for an internship this past fall, I knew I wanted to be in Fargo/Moorhead but had no idea where. Pat Gulbranson, CEO, came and spoke to one of my classes about Family HealthCare as an organization and some of the challenges healthcare facilities are facing today. When searching for an organization to spend my summer with, I knew Family HealthCare would be an excellent fit. Their mission aligned perfectly with my values and goals in life. I believe that every human being has a right to healthcare, and Family HealthCare delivers quality and affordable care to every person who walks through their doors.

Thank you Family HealthCare - Sam Langmo

## Get Involved

Become a Family HealthCare patient or volunteer. Visit us and tour our facility, or use it for service club meetings or other organizations.

## Your donation makes a difference

Family HealthCare depends on donations from people like you to provide a wide variety of services, from general medical exams and X-rays to vision and dental care. We need your help to make sure our efforts go even further and continue our mission of providing affordable quality healthcare for every person.

- A \$25 donation will provide one comprehensive health care patient visit.
- A \$40 donation provides a child with his or her first dental exam.
- A \$100 donation provides for a chronic care appointment for a diabetic patient.
- A donation of any amount is appreciated. To donate securely online, visit our website [www.famhealthcare.org](http://www.famhealthcare.org).

## How to Give

**Online**  
[www.famhealthcare.org/donate](http://www.famhealthcare.org/donate)

**Phone**  
701.551.2450

**Mail**  
Family HealthCare  
Attn: Julie Sorby  
301 NP Avenue  
Fargo, ND 58102

## Contact Us

**Email**  
[jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org)

**Phone**  
701.271.3344

# Meet Our Providers



**Napoleon Espejo**  
MD & Medical Dir.



**Kinsey Nelson**  
MD



**Denise Rondeau**  
MD, FACOG



**Sarah Fanai**  
Dr. of Osteopathic  
Medicine



**Kali Luecke**  
PA-C



**Brittany Michels**  
PA



**Jenn Vandal**  
DNP, APRN,  
FNP-BC



**Kara Kniert**  
DNP, APRN,  
FNP-C



**Kayla Nelson**  
DNP, FNP-C



**Katie Banley**  
DNP, FNP-C



**Kelly Polcher**  
FNP-C



**Nicole Mears**  
FNP-C



**Alicia Hauff**  
FNP-BC



**Cheryl Ross**  
FNP-C



**Mary Sprague**  
FNP-C



**Elizabeth Mehus-Waller**  
FNP-C



**Meghan Dockter**  
CNM



**Tanya Baity**  
CNM



**Anna Miller**  
Dr. of Optometry



**Matthew Gilbertson**  
Dr. of Chiropractic



**Sue Korman**  
MSSW, LICSW



**Roberta Pytlik**  
MA, LAC, LAPC



**Pamela Leino-Mills**  
MA, LRD, CDE



# FAMILY HealthCare

301 NP Avenue, Fargo, ND 58102  
701.271.3344

[www.famhealthcare.org](http://www.famhealthcare.org)

## Contact and Locations

### Main Clinic & Pharmacy

301 NP Avenue  
Fargo, ND 58102

Clinic: 701.271.3344  
Pharmacy: 701.271.1495

Monday - Friday  
Clinic: 7:30 am - 5:00 pm  
Dental: 7:00 am - 5:30 pm  
Pharmacy: 9:00 am - 5:00 pm

### Homeless Health Services

311 NP Avenue  
Fargo, ND 58102

701.271.3344  
Monday - Friday  
7:30 am - 12:30 pm

### Moorhead Dental

715 North 11th Street  
Suite 106B  
Moorhead, MN 56560

701.271.3344

Monday - Friday  
7:00 am - 5:30 pm

### West Fargo Clinic

726 13th Ave. E.  
West Fargo, ND 58078

701.271.3344  
Monday - Friday  
8:00 am - 12:00 pm  
1:00 pm - 4:30 pm

### South Fargo Clinic

4025 9th Ave. S.  
Fargo, ND 58103

701.271.3344

Monday - Friday  
8:00 am - 5:00 pm

### Valley City

City-County Health District  
415 2nd Ave. NE.  
Valley City, ND 58072

701.271.3344 (main office)

Wednesday & Friday  
9:00 am - 4:00 pm

[www.famhealthcare.org](http://www.famhealthcare.org)

