

# FAMILY HEALTHCARE

FALL 2024

NEWSLETTER



*A Journey to Rediscovering a Smile – Page 6*

Providing high quality healthcare for every person.





# CEO Announcement Margaret Asheim

Dear Friends and Supporters,

I am honored to introduce myself as the new Chief Executive Officer of Family HealthCare. For the past seven years, I have served as the Chief Financial Officer, collaborating closely with our dedicated teams to ensure our organization's financial health and sustainability. Throughout this journey, I have witnessed the impact we have on the lives of those who rely on us for high-quality, compassionate care. I am both humbled and excited to lead us into this new chapter.

Family HealthCare has always served as a vital resource for individuals facing barriers to healthcare. As a non-profit federally qualified health center, we are more than just a clinic; we are a lifeline for families who might otherwise go without necessary care. Our commitment to serving all people, regardless of their financial situation, insurance status, or ability to pay, is a mission that resonates deeply within me and is shared by our entire team. Your generous support is crucial to our success, and we are deeply grateful for it.

This past year has been one of tremendous growth, marked by expanded sites and services. We are proud to have implemented Epic Systems electronic health records in collaboration with Sanford Health, enhancing our commitment to improving patient experience and quality of care. Our dedication to expanding access, enhancing patient experiences, and responding to community needs has never been more vital.

As we look to the future, I am eager to build on our successes and explore new opportunities to strengthen the health and well-being of our community. Together, we can continue transforming lives, one patient at a time. I want to express my heartfelt gratitude for your trust, generosity, and belief in the power of compassionate care. I look forward to all that we will accomplish together in the coming year.

Warm regards,  
**Margaret Asheim**  
Chief Executive Officer



## Kelly Corr Honored as 2024 Pharmacy Technician of the Year

We are delighted to announce that Kelly Corr, a dedicated Pharmacy Technician at the downtown Family HealthCare Pharmacy, has been honored with the prestigious 2024 Pharmacy Technician of the Year Award. This recognition was presented by the Northland Association of Pharmacy Technicians (NAPT) and was officially announced at the North Dakota Pharmacy Association Convention.

The Pharmacy Technician of the Year Award is presented to individuals who exemplify the highest standards of the pharmacy profession through their exceptional work ethic and outstanding achievements. Kelly's recognition is a testament to her commitment and significant contributions to the field. With over a decade of service at Family HealthCare Pharmacy, Kelly has consistently demonstrated outstanding leadership, introduced innovative ideas, and provided compassionate patient care. Her dedication to advancing the role of pharmacy technicians has made a profound impact on our community and the profession as a whole.



## Family HealthCare Receives Awards

Family HealthCare achieves renewed recognition for the next year as National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) for the downtown Fargo and south Fargo clinics.



Family HealthCare is honored to be the recipient of two Quality Awards from the Health Resources and Services Administration (HRSA). HRSA issues Community Health Quality badges to recognize awardees that have made notable quality improvement achievements in access, quality, health and equity, and health information technology.

We are grateful to have been awarded in the following categories:



## Celebrating the Expansion of Moorhead Dental Services

On Wednesday, April 24th, Family HealthCare proudly unveiled the newly expanded Moorhead Dental Clinic with a special ribbon-cutting ceremony. This transformative project has doubled the clinic's operatories from seven to fourteen, incorporated a comprehensive dental education program, and dramatically improved access to care. As a result, we will now be able to serve our existing patients more efficiently and provide dental services to an additional 3,000 individuals each year.

This milestone achievement was made possible through the extraordinary generosity of the Warren B. and Geneva L. Anderson Family Foundation, the Otto Bremer Trust, Delta Dental of Minnesota Foundation, and numerous private donors.



## Celebrating the Grand Opening of Our New LaMoure Clinic

On Tuesday, June 4th, Family HealthCare proudly celebrated the grand opening of our new primary care clinic in LaMoure, ND, with a community open house.

Located within LaMoure County Public Health, the clinic is led by Family Nurse Practitioner Sarah Frauenberg, who offers a wide range of services, including family medicine, preventative care, and chronic disease management – available to all patients, regardless of their ability to pay.

"The value of having Family HealthCare located in our rural community is immeasurable. This partnership is

one-of-a-kind in the state of North Dakota. There is excitement and appreciation from the community as members learn about the services and care offered by this federally qualified health center. Family HealthCare in LaMoure, North Dakota serves the underserved, the uninsured, and those simply struggling to find an appointment close to home. This partnership is closing gaps in health equity in our rural community," said Jessica Duffy, RN, LaMoure County Public Health Department Administrator.



**Sarah Frauenberg**  
NDP, FNP-C

“The value of having Family HealthCare located in our rural community is immeasurable... This partnership is **closing gaps in health equity in our rural community**” -Jessica Duffy

## Exciting New Partnership: Family HealthCare and Moorhead Area Public Schools

We are thrilled to announce a new collaboration between Family HealthCare and Moorhead Area Public Schools to open a School-Based Health Center! This initiative aims to provide convenient access to healthcare services for students and their families during school hours. School-based healthcare places healthcare where students spend most of their time: in school.

The Moorhead School-Based Health Clinic, partially funded by the Minnesota Department of Health, is located at the Moorhead High School Career Academy (2800 27th Ave S, Moorhead). The clinic will operate from 8:30 a.m. to 4 p.m., aligning with the MAPS schedule. If the school is open, the clinic will be open as well.

Our clinic providers are ready to diagnose and treat minor illnesses and injuries, as well as administer vaccinations. High school students can utilize the clinic via the shuttle system without requiring a parent's presence, provided the parent has consented to services. Middle and elementary students can access the clinic when accompanied by a parent or guardian.

The clinic is open to all MAPS students, staff, and families. We accept Medicaid and most major commercial insurances, and offer visits for as low as \$30 for those who qualify under our sliding fee scale discount program.

We are excited about this partnership and the positive impact it will have on our community's health and well-being.



# A Journey to Rediscovering a Smile

After a near-fatal overdose, Kathryn made a courageous decision to turn her life around. She sought treatment, rebuilt her life, and rediscovered her happiness and confidence. Yet, one thing was still missing—her smile. Years of addiction had left Kathryn with broken teeth and painful infections that affected not just her health but her spirit. Worse still, a past experience with a judgmental dentist left her feeling ashamed and afraid to seek the care she desperately needed.

That's when Kathryn's mother, Vickie, stepped in. Vickie, who has worked at Family HealthCare for over four years, encouraged her daughter to give Family HealthCare's dental team a chance. She helped Kathryn enroll in the Access Program, a sliding fee scale discount program designed to make care more affordable for patients based on their income and ability to pay. With this support, Vickie scheduled an appointment with Dr. Arneson, whom she trusted to handle Kathryn's situation compassionately. Initially, Kathryn agreed to go only if her mother came along for support.

From the very first appointment, it wasn't just Dr. Arneson who made a difference – Fran, the dental assistant, was a rockstar. Her warm and welcoming nature helped put Kathryn at ease, creating an environment of comfort that Kathryn had never experienced in a dental office. Fran's patience and understanding soothed Kathryn's anxieties, allowing her to focus on healing rather than fear.

After just a few visits, Kathryn felt so at ease with the kindness and dedication of the dental team that she told her mom she didn't need to come anymore. The fear and shame that had once held her back faded with each appointment. And after many visits and a long healing journey, Kathryn's smile returned.

Today, that smile is brighter than ever. Kathryn radiates joy, constantly laughing and grinning. She's blossomed into a strong, independent young woman with a great job, her own apartment, and even a new car. Vickie believes the Family HealthCare dental team gave her daughter more than just a smile—they gave her life back.



## Dental Providers



**Matthew Eaton**  
DDS



**Peder Arneson**  
DDS



**Matthew Hieb**  
DDS



**Nicole Reardon**  
DDS



**Jackie Nord**  
DDS



**Ben Huber**  
DDS



**Barrett Marshall**  
DDS

# Family HealthCare's Mobile Unit: A Journey of Growth and Impact

Since its inception in 2021, Family HealthCare has been bringing high-quality medical and dental services directly to the Fargo-Moorhead area and surrounding communities through our Mobile Unit program.

Since launching in 2021, the Mobile Unit has served 3,050 patients, with steady growth each year. This year alone, we've already reached over 826 individuals, including 685 children. With our upcoming events, we anticipate serving close to 1,000 patients by year's end, with around 850 of them being children.

The Mobile Unit team is passionate about providing a variety of services. From delivering immunizations at every Fargo Public School to performing dental exams and restorative care at Moorhead and Dilworth-Glyndon-Felton schools, they are dedicated to providing high quality healthcare to children across our community. The team also partners with Caterpillar Inc, conducting monthly wellness screenings for their employees. Once a month, they offer primary care visits at Jefferson Elementary School and provide dental services for Fargo/West Fargo Head Start students 12 times a year.

Beth Olson, Principal of Jefferson Elementary in Fargo, shares, "The Family HealthCare mobile unit at Jefferson Elementary is more than just a medical resource; it represents a commitment to our children's well-being. Bringing essential health services directly to our school ensures consistent, convenient care that supports not only the physical health but also the overall development of our students. This initiative helps us build a stronger safety net of support around our students, enabling them to thrive in school so they can focus on learning."

As the Mobile Unit continues to grow, so does Family HealthCare's commitment to the community; looking toward the future, the team is excited to expand its reach, ensuring that every person has access to the care they need to live a healthy, fulfilling life.



## Jonathan Heiberg

*Program Manager -  
Operations*



“ As a working mom of three, I am grateful for the Dental Mobile Unit at DGF Elementary. My daughter's multiple visits were comfortable and positive, and she left with a huge smile. This service provides affordable and convenient dental care for our community, especially for kids in rural areas. Thank you for this amazing resource!” -**Leah Peterson**



Stacey Christensen, our HHS Registered Nurse, and Angie Thier, our HHS Licensed Practical Nurse, conduct outreach medicine near the Red River.

## Homeless Health Services Brings Care to the Community

Our Homeless Health Services (HHS) team is taking a proactive approach to healthcare by hitting the streets with outreach medicine. This innovative method aims to break down the barriers that prevent people experiencing homelessness from accessing traditional healthcare settings. By providing medical care in non-traditional locations such as encampments, parks, and under bridges, we ensure everyone can receive the care they need.

Stacey and Angie, equipped with large backpacks filled with essential supplies, navigate the terrain along the Red River. They engage with many individuals who have never heard of our clinic, offering wound care supplies, hydration packets, water, and snacks. Alongside these provisions, they educate people about our services, fostering community connections and trust.

This initiative directly reflects Family HealthCare's mission to provide high quality healthcare for everyone, regardless of their circumstances. By meeting people where they are, we are making strides towards a healthier, more inclusive community.



## Family HealthCare Receives Grant Award from the Minnesota Dental Foundation

Family HealthCare was awarded a \$1,000 grant from the Minnesota Dental Foundation. This generous contribution enabled us to purchase essential dental supplies and equipment for our mobile unit dental program. Since 2020, our mobile unit has been delivering vital dental care to students in Moorhead, MN, providing comprehensive services, including cleanings and examinations. Last year alone, we served over 200 students, ensuring they received the preventative treatments they needed for a healthy smile.



**FM Area Foundation**  
Connecting people and purpose.

## Family HealthCare Awarded \$10,000 Grant from FM Area Foundation.

We are excited to share that Family HealthCare received a \$10,000 grant from the FM Area Foundation to support our newly launched Emergency Dental Outreach Initiative. This funding helped us provide critical emergency dental procedures, such as teeth extractions, to individuals frequenting the Downtown Engagement Center. Many of these individuals are homeless and face urgent dental issues with limited access to oral healthcare. This grant significantly enhanced our ability to address their immediate needs and improve their overall health.



Health & Human Services

## North Dakota Department of Health and Human Services awards Family HealthCare Statewide Health Strategies Grant

Family HealthCare was honored to receive funding from the North Dakota Department of Health and Human Services through the Statewide Health Strategies Initiative. This grant supports our Expanding Access and Connection project, aimed at improving healthcare access for underserved populations in North Dakota.

“ We are grateful for the community support that allows us to move initiatives like these forward”

# Your Donation Makes A Difference

*We Need Your Help to Offer High Quality Healthcare to Every Person*

## DONATION

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.

To donate securely online, visit our website.

## HOW TO GIVE

### Online

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

### Contact Us

Email: [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org)  
Phone: 701-551-2450

### Mail

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

**\$30** donation will provide  
**ONE COMPREHENSIVE HEALTH CARE PATIENT VISIT.**

**\$50** donation could give a  
**CHILD HIS OR HER FIRST DENTAL EXAM.**

**\$100** donation could cover all  
**CHRONIC CARE APPOINTMENTS FOR AN PATIENT.**

*A donation of any amount is appreciated.*

## Family HealthCare Board of Directors

**Big Decisions Are Best Made From Multiple Points of View**

Steve Skoblik, BA - President  
Tonya Sirleaf, BS - Vice President  
Janet Drechsel, MSN RN - Secretary/Treasurer  
Melvin Whitney Jr., BS  
Melissa Longtine, M.Ed.  
Saurav Dahal, MPH  
Dave Wambheim, M.Ed.  
Dia Sanders, RN  
Chelsea Traverse, MD  
Cecelia Knappz  
Cheryl Billerz  
Greta Mendoza

### Become a Board Member

Learn more about how to apply  
Call: 701-551-2450 Email: [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org)

## The Family HealthCare Qualified Endowment

**Make an Even Bigger, More Lasting Difference**

Did you know there is a way you can make an even bigger, more lasting difference? With significant tax savings, you can give more and give forever. Through the North Dakota Charitable Income Tax Credit, you can claim a credit of 40% on a minimum donation of \$5,000 to a qualified endowment; Family HealthCare has such an endowment set up at the FM Area Foundation. This credit is on top of the savings you can receive on your federal return by itemizing your qualifying charitable donations.

If you'd like to learn more about the 40% tax credit and how you can turn this year's giving into a forever gift, please contact Julie Sorby at 701-551-2450 or [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org).

## Meet our Team of Providers



**Napoleon Espejo**  
MD



**Tim Mahoney**  
MD



**Kelly Polcher**  
FNP-C



**Mary Sprague**  
FNP-C



**Rachel Ostlud**  
DNP APRN, FNP-C



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



**Elizabeth Mehus-Waller**  
FNP-C



**Kayli Gross**  
DNP, APRN, CNP, FNP-C



**Chad Schlitz**  
APRN, FNP-C



**Hafsa Musa**  
PA-C



**Sarah Frauenberg**  
NDP, FNP-C



**Kelsey O'Harris**  
Certified Nurse Midwife



**Meghan Dockter**  
Certified Nurse Midwife



**Tanya Baity**  
Certified Nurse Midwife



**Whitney Johnson**  
MSN, PMHNP-BC, PMH-C



**Sue Korman**  
MSSW, LICSW



**Erika Yoney**  
PMHNP-BC, PMH-C



**Brody Maack**  
RPh, Pharm D CTTS  
Clinical Pharmacist



**Anna Miller**  
Doctor of Optometry



**Pamela Leino Mills**  
Lifestyle Medicine Provider



# 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

#### MONDAY – FRIDAY

**Clinic:** 701-271-3344  
7:00 am – 5:00 pm

**Dental:** 7:00 am – 5:00 pm

**Pharmacy:** 701-271-1495  
9:00 am – 5:00 pm

### Homeless Health Services

Engagement Center  
222 4th St N.  
Fargo, ND 58102

701-271-3344

#### MONDAY – FRIDAY

8:00 am – 12:00pm

### South Fargo Clinic

4025 9th Ave. S.  
Fargo, ND 58103

#### MONDAY – FRIDAY

**Clinic:** 701-271-3344  
7:30 am – 5:00 pm

**Pharmacy:** 701-271-1495  
9:00 am – 12:00 pm  
1:00 pm – 5:00 pm

### Valley City

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

701-271-3344 (main office)

Telehealth appointments available

### LaMoure

100 1st Ave NW  
LaMoure, ND 58458

701-271-3344

#### MON, TUES, THURS, FRI

8:30 am – 5pm

### Moorhead Dental

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

701-271-3344

#### MONDAY – FRIDAY

7:00 am – 5:00 pm

### Moorhead School-Based Health Clinic

Moorhead Career Academy  
2800 27th Ave S  
Moorhead, MN 56560

#### MONDAY – FRIDAY

8:30am - 4pm

*The clinic follows the school schedule for days open and closed*



## 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.

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

