

LOCAL PEOPLE. TRUE STORIES. REAL ADVICE.

MOMENTUM

WINTER 2026

KEEPING PHARMACIES LOCAL

Volunteer Spotlight:
Community in giving back

Our mission, vision, and
values... your **community**
health needs

Employee Spotlight:
Never too late to
follow your dreams

Letter from Leadership

Every healthcare provider wants to provide you with exceptional care, close to home. Yet, many health systems are banding together to create huge organizations that span across states.

The person answering the phone may be hundreds of miles away from you. The employee sending your bill may not be in your state. This is quickly becoming the norm in healthcare.

We are leading Black River Health down a different path.

By remaining small and independent, we believe we are better positioned to provide care to the people in and surrounding Jackson County. When you walk in our doors or call us, you are getting someone that lives close to home. Someone that wants what is best for you because they want what is best for our community.

We are doing this because we know it is what our neighbors and friends deserve. We invite you to walk this path with us for the future health of our community.

Black River Health is proud to be a small-town team with big-time care.

Sincerely,



Michelle Clark-Forsting, MD
Chief Physician Executive



Carl Selvick, PharmD
Chief Executive Officer



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With feature article photography by Hannah Skilling of Back to the Basics Photography.

Krohn Clinic
610 West Adams Street
Black River Falls, WI 54615
Monday - Friday, 7:45 a.m. to 5 p.m.

Black River Memorial Hospital
711 West Adams Street
Black River Falls, WI 54615
Monday-Friday, 6 a.m. to 5 p.m.
Visiting Hours: Monday-Sunday,
7 a.m. to 11 p.m.

Black River Health Pharmacy
610 West Adams Street
Black River Falls, WI 54615
Monday - Friday, 8:30 a.m. to 5 p.m.
Saturday, 8:30 a.m. to Noon

Upcoming Volunteer Events

Scrubs & More Sale
March 30, 7 a.m. - 3 p.m.
Black River Memorial Hospital
Oak Room

Book Sale
May 1, 7 a.m. - 2 p.m.
Black River Memorial Hospital
Oak Room

Blood Drive
July 10
Black River Memorial Hospital
Oak Room

Nutman Sale
July 22, 8 a.m. - 4 p.m.
July 23, 8 a.m. - 2 p.m.
Black River Memorial Hospital
Oak Room

Blood Drive
September 9
Comfort Inn & Suites
Black River Falls

Scrubs & More Sale
September 21, 7 a.m. - 3 p.m.
Black River Memorial Hospital
Oak Room

Book Sale
October 12, 7 a.m. - 2 p.m.
Black River Memorial Hospital
Oak Room

Holiday Tea
November 19, 10 a.m. - 3 p.m.
Black River Memorial Hospital
Oak Room



Interested in Volunteering?

We work with volunteers to find the position that best fits each person's interests, skills, and schedule. Call Sarah Osegard, Volunteer Coordinator, at **(715) 284-3606** to learn more.

Finding Community in Giving Back

Within the span of five months, Chris Kinley lost her husband, mother, and her husband's legal guardian, Carol Kinley.

Carol held a special place in Chris' life. Chris actually started volunteering at Black River Memorial Hospital after Carol inspired her to join more than 16 years ago.

"This hospital supported me through losing my family. Volunteering is my way of giving back," said Chris. "I was carrying on the family tradition."

In her time as a Black River Health volunteer, Chris has supported blood drives, Brunch with the Easter Bunny, the Gift Shop, babysitting clinics, fall prevention programming, the Holiday Tea, and much more.

Chris also manages the free cards available for family and friends to use when visiting loved ones at Black River Memorial Hospital.

"Getting older, it keeps my mind going. Keeps me mentally and physically alert as I age," Chris said. "Not having a family or anything, this is my family."

Chris has made many memories volunteering at Black River Health. One of her proudest moments was volunteering during the COVID-19 pandemic where she was here almost every day.

"If I was going to get sick, where better to be," Chris said. "We're not just volunteers, we are just like a sorority. When you really count on people, they are there for you."

What Drives Us

Since Black River Health has become one, we've updated our organization's Mission, Vision, and Values to reflect who we are together.

Our Mission

Outstanding and comprehensive healthcare for you and your family, delivered locally with compassion.

Our Vision

To provide exceptional care close to home, growing alongside our communities with compassion, connection, and a commitment to sustainability.

Our Values

COMPASSION

To take care of our patients and visitors as if they were our own family.

INTEGRITY

We do what's right — even when no one is watching.

COLLABORATION

Together, we are stronger.

INNOVATION & GROWTH

We embrace change to grow and improve.

RESPECT

To recognize the inherent worth and dignity of all people.



Our Community's Priorities

Every three years, Black River Health conducts a community health needs assessment to identify unmet health needs in our community. We use the assessment to create and act on a plan to address these needs. Based on that research, our community health priorities are:

1

Access to Specialty Care

- Expansion of specialty services
- Improving coordination between primary and specialty care providers

2

Healthcare Access & Affordability

- Connecting patients to financial assistance program and insurance options
- County-wide transportation solutions

3

Mental Health & Substance Abuse

- More mental health providers
- Improve crisis management
- Local substance abuse services

4

Other Needs

- Senior care and dementia services
- Housing and homelessness
- Childcare
- Dental and oral health

80%

Stakeholders who reported specialty care as a top need

14%

Jackson County households experiencing severe housing problems

600

Number of people per mental health provider in Jackson County

21%

Percent of seniors age 65+ in Jackson County

You can read the full report online to learn about your community's health and how we collected this data. Scan the QR Code to see the assessment on our website, **blackriverhealth.com**.



KEEPING PHARMACY SERVICES LOCAL



Black River Health began operating Black River Health Pharmacy October 1, 2025. Located in the Krohn Clinic entrance, the pharmacy had operated as Black River Falls Clinic Pharmacy.

“Since 1973, Black River Falls Clinic Pharmacy has been proud to serve our community,” said Barb Hagenbrock, RPh, previous owner and pharmacist of Black River Falls Clinic Pharmacy. “I’m confident that Black River Health will carry on our tradition of excellent customer

service. As one of your hometown pharmacists, I look forward to continuing to care for our patients at Black River Health Pharmacy and ensuring a smooth transition together.”

Black River Health Pharmacy will seamlessly integrate with the healthcare services already offered by Black River Health to continue providing comprehensive, accessible, and patient-centered care for the community.

The Black River Health Pharmacy offers convenient

delivery options including mail delivery, home delivery in Black River Falls, and convenient packing options that are similar to a pill organizer.

Black River Health Pharmacy also participates in the 340B Drug Pricing Program, which is a federal program that requires drug manufacturers to provide medicine at a reduced price to healthcare organizations that serve low-income and vulnerable populations. In 2025, this program allowed Black River

Health to save \$950,000, which was reinvested into the vital services our patients rely on every day.

“As a physician, I know how important it is for patients to have consistent, trustworthy access to their medications,” said Dr. Michelle Clark-Forsting, Chief Physician Executive of Black River Health. “I’m confident that this transition will maintain the high standard of care our community deserves.”

Ways to Get Your Medication



At the Pharmacy



Through the Mail



To Your Door
(in Black River Falls)

Did you know?

You don't need to doctor with Black River Health to use our pharmacy. No matter where you get care, you can fill your prescription close to home.



Monday-Friday
8:30 a.m. to 5 p.m.
Saturday
8:30 a.m. to Noon



(715) 284-4089



610 W Adams Street
Black River Falls, WI 54615

In Other News

D&S Manufacturing Creates New Sign

We were proud to work with D&S Manufacturing of Black River Falls to add a sign of the new Black River Health logo on the wall at Black River Memorial Hospital.



Standing 5-feet wide, the sign was cut by a Bystronic laser out of quarter-inch aluminum. A brushed aluminum finish was created using a surface conditioning tool after cutting. Mounting sockets and studs were machined on a turning

center. The sign was then sent through their offline paint booth for a clear coat seal finish.

Thank you D&S Manufacturing for the amazing sign!

Space Upgrades Improve Chemotherapy Services, New Waiting Room



Black River Health upgraded its pharmacy capabilities inside Black River Memorial Hospital in 2025. The new space allows the pharmacy within the hospital to mix chemotherapy and other infusion drugs for the

Infusion Center, while also providing medications to patients staying at the hospital.

The construction project also renovated the waiting rooms by the patient rooms at Black River Memorial Hospital. The new space now features a special meditation area and new restrooms. This project was made possible by gracious donations from Black River Falls Area Foundation.

Black River Health recognized as top performer

Black River Health was recognized by the Wisconsin Hospital Association (WHA) for achieving Checkpoint Top Performer status in key quality and patient safety categories during the 2024–2025 period.

Checkpoint Top Performer

status is awarded to health care organizations that demonstrate outstanding performance in quality metrics tracked by the WHA’s Checkpoint public reporting initiative, which promotes transparency and continuous improvement across Wisconsin hospitals.

Behavioral Health

Promoting a sound mind

Cardiovascular Testing, Imaging, and Laboratory

For help diagnosing a health condition

Care at Home Line of Services | Services we offer in the home

Diagnostic & Screening Endoscopy Services

Colonoscopies and upper endoscopies for screening, diagnostic, and therapeutic purposes

Ear, Nose, & Throat

Diagnosing and treating these areas

Emergency Care

Available for illnesses or injuries that require emergent care

Family Medicine

Primary care for all ages

General Surgery

Providing safe, quality, and personalized care

Home & Respiratory Equipment

Convenient option for durable medical equipment

Hospital Care

For medical or surgical needs, including intensive care

Infusion Center

Offering chemotherapy, IV antibiotics, blood transfusions, and injections

Labor & Delivery | Care for both mom and baby

Occupational Health

Health care for job-related injuries and illness

Ophthalmology

Eye surgeries for cataracts and glaucoma

Orthopedics

Joint replacements and arthroscopy to remove pain

Pain Medicine

Techniques to increase your comfort

Pharmacy

Providing you access to the medications you need

Physical Medicine & Rehabilitation

Physical, occupational, and speech therapy

Podiatry

Diagnose and treat foot and ankle pain

Pulmonary Rehabilitation

Improving lung function

Same-Day Clinic

Available for illnesses or injuries that are NOT emergent

Sleep Center

Helping you get better sleep

Sports Medicine

Treating health concerns for athletes

Urology

Diagnose and treat urinary tract conditions

Women's Health

Women's health screenings and support for menopause

Wound Care Center

Treatment for complex wounds



For Baby and Me

Join a great group of moms for helpful discussions, tips, and tricks on pregnancy and motherhood with the Mommy Meet Up.

This opportunity to socialize your infants and toddlers is in the Lunda Center Hub from 5:30-6:30 p.m. March 24, April 14, and May 19. The event is open to the public with no membership required.



For the Heart

Ensuring blood is getting to your heart is important. Our cardiovascular testing team is able to perform walking stress tests and ECHOCardiograms to help diagnose your heart concerns.

During a walking stress test, a doctor will monitor your heart function as you exercise on a treadmill. An ECHOCardiogram is a painless test that uses an ultrasound to image the structures of your heart, such as the muscles and valves.

At Black River Health, these cardiovascular tests are performed and interpreted by a doctor, and you will get results the same day.



For the Wallet

Black River Health believes everyone should have access to quality health care. That is why no one will be denied access to services due to inability to pay.

Our financial assistance program helps low-income, uninsured, or under-insured patients who need help paying for all or part of their medical care. Our financial advocates can assist you with our financial assistance program and setting up a payment plan.

To contact a Patient Financial Advocate, call (715) 284-3686.

Welcoming a baby is a special journey. These Family Medicine doctors can be with you every step of the way. They offer prenatal care, labor, delivery, and postpartum care for both mom and baby. Plus, with our process, the doctor you choose is the doctor most likely to be there for your delivery.

Our options include:

- One-on-one nursing care
- Doula & support team welcome
- Aromatherapy
- IV pain medication, nitrous oxide, and epidurals
- C-sections
- Childbirth and breastfeeding education classes in person and online
- Breastfeeding support
- And More



ABIGAIL MILLER, MD

Originally from Oregon, IL, Dr. Miller's plan since third grade has been to practice medicine in a small rural community. She completed medical school at the University of Illinois College of Medicine, and her residency in Waukesha, WI. She enjoys baking sweet treats, being involved in church, and doing outdoors activities such as horseback riding.



JESSE SUSA, MD

Dr. Susa completed medical school at the University of Minnesota Twin Cities and his residency in Duluth, MN, where he received training in caring for families of all ages and backgrounds. Dr. Susa and his wife, Emily, enjoy spending their time outdoors with their dogs, local music, and being involved in community sports.



KAITLYN CUNNINGHAM, MD

Dr. Cunningham grew up in Ashland, WI, before attending medical school at the Caribbean Medical University and completing her residency in Des Moines, IA. In her free time, she enjoys spending time with her family and her dog, the outdoors, music, and traveling. She is also fluent in Spanish and looks forward to seeing Spanish-speaking patients.



KEVIN ANDERSON, MD

Originally from Colorado, Dr. Anderson received his medical degree at Saint Louis University in St. Louis, MO, and completed his residency at North Colorado Family Medicine. Prior to joining Krohn Clinic, he was a flight surgeon for the United States Air Force. When time permits, he enjoys motor sports and outdoor activities.



STEPHANIE BANTELL, MD

Originally from Waterloo, WI, it has been her plan to become a doctor since she was 16. She received her medical degree from Ross University School of Medicine, Miramar, FL, then completed her residency in Janesville, WI. Dr. Bantell and her husband, Adam, live in Black River Falls with their two boys. Dr. Bantell enjoys community theater, gardening, cooking, and sewing.

It's never too late to follow your dreams

How one woman went from mom to nurse



Tiffanie Zillmer had a dream coming out of high school to become a nurse, but she put it all on hold to be a stay-at-home mom.

Nearly 20 years later, Tiffanie forgot about all of her dreams and

aspirations. Until one day, she found herself caring for a loved one with serious health challenges. That experience relit the fire she had coming out of high school to become a nurse. She realized it was her turn.

“My kids were teenagers. They were driving, working, and could basically fend for themselves. And now, it was my turn to do what I wanted to do and be what I wanted to become. I had to put my foot down and say, this is my turn. I had to do what was best for myself,” Tiffanie said.

So, she applied to work at Black River Health in environmental services cleaning patient rooms. As a Black River Health employee, she could take advantage of the educational assistance program. This program helps Black River Health employees pay for further education in a career they can use at Black River Health.



Tiffanie was able to go back to school and get her health unit coordinator and certified nursing assistant certification. She then set her sights on her ultimate goal of becoming a nurse.

mind and never truly give up on it, it is possible to achieve anything and everything,” Tiffanie said. “It’s going to take determination to put your mind back to it, even though it feels like it is never going to happen...just go all in.”

“ No matter how long it takes or what it takes, dreams can be achieved. ”

“Everyone at Black River Health worked with my schedule to make sure I could go to clinicals or classes. They worked with me to make sure it was versatile,” Tiffanie said.

Six years after starting at Black River Health, Tiffanie was able to pass her state nursing license boards (NCLEX) in January 2026.

“No matter how long it takes or what it takes, dreams can be achieved. As long as you keep that in the back of your

Tiffanie was almost 40 when she started her journey and had “babies” teaching her how to be a nurse. As she starts out on a new journey as a nurse at Black River Health, Tiffanie hopes the life lessons she has learned along the way help her to become the best nurse she can be.

“I want to be the nurse that when a patient leaves, I’ve done something that makes them remember that somebody cared,” Tiffanie said.

Tiffanie's Journey

2019
Starts in environmental services cleaning rooms

2021
Completes health unit coordinator certification

2022
Completes certified nursing assistant certification

2026
Completes nursing certification

