

# Foundation for Medical Care

## SDFMC Staff Directory

February 2026

<b>Leadership and Operations</b> .....	<b>3</b>
<b>Jay Lewis, MBA</b> .....	<b>3</b>
Jay.Lewis@sdfmc.org   605-336-3505 .....	3
<b>Nancy McDonald, BSN, RN, CPHQ, LTC-CIP</b> .....	<b>3</b>
Nancy.McDonald@sdfmc.org   605-234-4144 .....	3
<b>Stephen Schroeder, MD, CMD, CMQ</b> .....	<b>4</b>
Stephan.Schroeder@sdfmc.org   605-336-3505 .....	4
<b>Stacie Fredenburg, BA, PMP</b> .....	<b>4</b>
Stacie.Fredenburg@sdfmc.org   605-607-4223 .....	4
<b>Stephanie Jacobson</b> .....	<b>5</b>
Stephanie.Jacobson@sdfmc.org   605-336-3505 .....	5
<b>Jess Danko, MS, RRT, AL-CIP, LTC-CIP, CPHQ</b> .....	<b>5</b>
Jess.Danko@sdfmc.org   605-730-2560 .....	5
<b>Katy Burket, RN</b> .....	<b>6</b>
Katy.Burket@sdfmc.org   605-679-6537 .....	6
<b>Bright Start Nurse Home Visitors</b> .....	<b>7</b>
<b>Amber Thede, BSN, RN</b> .....	<b>7</b>
Amber.Thede@sdfmc.org   605-613-0066 .....	7
<b>Carol Phillips, RN, IBCLC</b> .....	<b>7</b>
Carol.Phillips@sdfmc.org   605-501-3480 .....	7
<b>Destiney Storms, LPN</b> .....	<b>8</b>
Destiney.Storms@sdfmc.org   605-906-3750 .....	8
<b>Emily Carlson, BSN, RN</b> .....	<b>8</b>
Emily.Carlson@sdfmc.org   605-501-9385 .....	8
<b>Jane Koehn, RN</b> .....	<b>9</b>
Maryjane.Koehn@sdfmc.org   605-501-9386 .....	9
<b>Mackenzie Olivier, RN</b> .....	<b>9</b>
Mackenzie.Olivier@sdfmc.org   605-518-0435 .....	9
<b>Program Managers</b> .....	<b>10</b>
<b>Holly Arends</b> .....	<b>10</b>
<b>Lorrie Lendvoy, MS</b> .....	<b>11</b>
Lorrie.Lendvoy@sdfmc.org   605-215-1951 .....	11

<b>Mindy Donovan, RDN</b> .....	<b>11</b>
Mindy.Donovan@sdfmc.org   605-730-1910 .....	11
<b>Renee Robbins, BHSc, RRT, RPFT, LTC-CIP</b> .....	<b>12</b>
Renee.Robbins@sdfmc.org   605-484-1297 .....	12
<b>Stephanie Hanson, BSN, RN</b> .....	<b>13</b>
Stephanie.Hanson@sdfmc.org   605-595-2062 .....	13
<b>Tonya Moschell, MSN, RN</b> .....	<b>13</b>
Tonya.Moschell@sdfmc.org   605-215-6274 .....	13
<b>Utilization Review</b> .....	<b>14</b>
<b>Frannie Belde, BASc</b> .....	<b>14</b>
Frannie.Belde@sdfmc.org   605-215-1916.....	14
<b>Beth Grocott, RN</b> .....	<b>14</b>
Beth.Grocott@sdfmc.org   605-215-1514.....	14
<b>Rachel Torrey, CCS</b> .....	<b>15</b>
Rachel.Torrey@sdfmc.org   605-910-4398 .....	15
<b>Holly Vershelde, CPC</b> .....	<b>15</b>
Holly.Vershelde@sdfmc.org   605-610-4591 .....	15
<b>Tiffany Weidner, BA, CAC</b> .....	<b>16</b>
Tiffany.Weidner@sdfmc.org   605-910-4384.....	16
<b>Nicole Wilson, RN, PMH-BC, CCM</b> .....	<b>16</b>
Nicole.Wilson@sdfmc.org   605-607-4224 .....	16

## Leadership and Operations

Jay Lewis, MBA

**Chief Executive Officer**

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Jay Lewis, MBA, has navigated significant changes in the health care and political environment. As the chief executive officer for the South Dakota Foundation for Medical Care (SDFMC) since 2014, he has used his healthcare quality improvement background to produce growth and impact. Jay faced the challenges of government funding and COVID-19 pandemic by exploring additional collaborations and opportunities. He attributes the strength of SDFMC to the shared culture of teamwork and trust to drive change.

Starting at SDFMC as a controller and vice president before taking on the lead position, Jay supported staff in healthcare quality improvement projects, information services, human resources, and accounting. Additional experience includes work as an auditor for Deloitte in Omaha and RSM in Sioux Falls.

He has a Master of Business Administration from the University of South Dakota and is a Certified Public Accountant (CPA). Jay and his wife, Elizabeth, live on an acreage north of Sioux Falls and enjoy spending time with their eight children.

Nancy McDonald, BSN, RN, CPHQ, LTC-CIP

**Vice President**

[Nancy.McDonald@sdfmc.org](mailto:Nancy.McDonald@sdfmc.org) | 605-234-4144

Nancy McDonald, BSN, RN, CPHQ, LTC-CIP, is an accomplished healthcare leader with over 30 years of experience in quality improvement, project management, and patient safety. As Vice President for the South Dakota Foundation for Medical Care (SDFMC), Nancy oversees statewide and federal healthcare quality improvement initiatives, including the American Indian/Alaska Native Healthcare Quality Initiative. Her expertise includes the healthcare continuum. She has led projects and training programs to improve healthcare outcomes, leveraging her skills in data analytics, project management, and stakeholder collaboration.

Nancy directed quality improvement and health information management efforts in a small rural hospital for many years. Her responsibilities included HIPAA compliance, provider credentialing, budget management, and patient satisfaction initiatives.

Nancy was the lead on the 11th Scope of Work Healthcare Associated Infection project and served as project coordinator for the Indian Health Service Special Innovation Project which emphasized redesign of the quality reporting program. Her dedication to improving healthcare quality and outcomes has made her a trusted leader and advisor in the field.

An active member of the South Dakota Association of Healthcare Quality, she has served in multiple roles including president and secretary/treasurer. She has a Bachelor of Science in Nursing from South Dakota State University and is a Certified Professional in Healthcare Quality (CPHQ) and Long-Term Care Infection Prevention and Control Professional (LTC-CIP).

## Stephen Schroeder, MD, CMD, CMQ

### Medical Director

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For over 35 years Dr. Stephan Schroeder was a family practice physician in Miller, South Dakota and retired from active practice in August 2015. He currently serves as the medical director for the South Dakota Foundation for Medical Care.

His experience includes positions as a clinical professor in the Department of Family Practice and Community Health at the University of South Dakota Sanford School of Medicine. He also received certifications by the American Board of Family Medicine, the American Board of Medical Quality, and as a medical director for post-acute and long-term care medicine.

Special interests include quality of care measurement as well as quality improvement programs. He had the opportunity to get involved in statewide programs and taskforces involving a trauma system and the acute care of cardiac disease and stroke. He was a member of the South Dakota Diabetes Coalition and served on national and state-wide quality initiatives and community advisory boards.

## Stacie Fredenburg, BA, PMP

### Director of Operations

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Stacie Fredenburg, BA, PMP, specializes in enhancing primary and preventive health care access in underserved areas. By aligning community and health care stakeholders, she fosters collaboration for positive outcomes.

As director of operations and program director, she ensures compliance, monitors performance, achieves project goals, and advances the SDFMC mission. With decades of experience in community engagement, strategic planning, and project management, Stacie has led important health initiatives across South Dakota:

- Emergency Medical Services Community Sustainability and Infrastructure
- South Dakota Department of Health Strategic Plan
- State Health Improvement Plan
- State Health Assessment

Starting as the communications manager at the Community HealthCare Association of the Dakotas (CHAD), Stacie shared the value of the federally qualified health centers in rural and medically underserved populations. She gained quality improvement expertise at the American Cancer Society working with primary care and tribal clinics on cancer screening and immunization initiatives.

She has completed courses in consultative sales, public health, practice facilitation, and quality improvement. Stacie holds a Bachelor of Arts in Mass Communications from the University of Sioux Falls and is a Project Management Professional (PMP).

## Stephanie Jacobson

### Office Manager

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Healthcare has changed significantly in the 40 years Stephanie Jacobson has worked for the South Dakota Foundation for Medical Care (SDFMC). The majority of her working career has been at SDFMC. She has learned to easily adapt and enjoys the challenges of working with and providing support to all staff members.

Stephanie manages day-to-day office functions in administration, human resources, and accounting while advancing the company goals and objectives. She has a knack for proofreading and enjoys collaborating with co-workers to ensure all documents and correspondence represent SDFMC as professionally as possible. She attends Board of Director meetings and other committee meetings, as appropriate, to record minutes.

In addition to managing the office operations, Stephanie supports the SDFMC contract with the South Dakota Department of Social Services by working with appropriate staff to execute diagnosis-related group (DRG) notices, to assist in processing Medicaid appeal notices, and to manage medical records received in-house.

## Jess Danko, MS, RRT, AL-CIP, LTC-CIP, CPHQ

### Program Director

[Jess.Danko@sdfmc.org](mailto:Jess.Danko@sdfmc.org) | 605-730-2560

Jess Danko, MS, RRT, AL-CIP, LTC-CIP, CPHQ is a dedicated and results-driven professional with extensive experience in quality improvement, infection prevention and control, program management, respiratory therapy, and healthcare administration. Throughout her career, she has had the privilege of contributing to various healthcare organizations and settings, where she has developed a deep understanding of the importance of providing safe, effective, and compassionate care through best practices and quality improvement initiatives.

Her passion for this career path was fueled by a commitment to improving patient outcomes and ensuring the safety of both patients and healthcare staff. She recognizes the critical role that quality improvement and infection prevention play in enhancing the overall healthcare experience. Deeply interested in driving systemic changes that would lead to tangible improvements in care delivery, efficiency, and patient safety, Jess has contributed at local and national levels to education, authorship, and assistance in a variety of settings.

Experience in respiratory therapy allowed Jess to see firsthand how critical it is to provide high-quality, timely interventions for patients. Through transitioning into roles focused on healthcare administration and program management, Jess honed her ability to lead interdisciplinary teams, implement evidence-based practices, and ensure compliance with regulatory standards. She possesses strong expertise in staff oversight, using leadership skills to foster a culture of continuous learning and collaboration.

Choosing this career path was a natural progression to make a meaningful impact. Identifying opportunities for improvement, developing, and implementing strategies that drive change, and leading teams to deliver exceptional work is a passion for Jess. The intersection of clinical expertise, program management, and leadership continues to inspire her work to contribute to

the advancement of public health, healthcare systems and the well-being of the patients and people being served.

Jess' ultimate goal is to continue evolving as a leader, leveraging skills to promote safety, optimize quality, and contribute to the advancement of best practices that lead to better public health and patient outcomes and enhanced organizational performance. As a program director, Jess works on multiple projects and provides oversight, guidance, and content expertise. Her work ensures quality healthcare delivery and patient safety through infection prevention and control best practices, quality improvement initiatives for tribal populations and promotes public health educational initiatives such as rape prevention areas of focus.

Jess' early experience in healthcare started by earning her respiratory care credentials through Dakota State University. Jess holds a Bachelor of Science in Interdisciplinary Studies focused on allied health and science and a Master of Healthcare Administration with a focus on long-term care and hospitals.

## Katy Burket, RN

### Program Director

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Coming from a family with many in healthcare, Katy always knew she wanted to join in the tradition. As a nurse from a small town, she worked in a critical access hospital and cared for people from the beginning of life to the end. Along the way, she gained experience and understood giving patients the best quality of care in every area of specialty was of utmost importance.

As the program director, Katy uses her passion for quality health care to ensure all stakeholders have the tools, resources, and support to implement change in each unique setting. She oversees and engages in a collection of projects and service lines. Her highest priority at SDFMC is to achieve project goals, create impact, and improve quality of life for all South Dakotans.

Using her background in quality improvement and project management, Katy is guiding the South Dakota Department of Health (SD DOH) Office of Child and Family Services in structuring a robust program where true quality improvement culture thrives. Katy aids in creating, implementing, and maintaining sustainable improvement efforts aligning with the SD DOH strategic plan, mission, vision, and values.

Katy recognizes the importance and value of access to quality healthcare and has a diverse background in care management and direct care. She served as an executive director for a fast-growing chronic care company, which broadened her perspective on the true meaning of providing comprehensive healthcare. Serving the most vulnerable populations heightened her sense of responsibility for each patient. Her previous experience at a rural critical access hospital and as a nurse consultant for Medicaid for the Department of Social Services provided a strong foundation of health care skills and expertise.

Katy received her nursing degree at Dakota Wesleyan University, Mitchell, SD. Holding many certifications in healthcare, she continues to engage in a wide variety of courses to advance her knowledge in quality improvement and project management.

## Bright Start Nurse Home Visitors

### Amber Thede, BSN, RN

Nurse Home Visitor

[Amber.Thede@sdfmc.org](mailto:Amber.Thede@sdfmc.org) | 605-613-0066

Amber Thede, BSN, RN is enthusiastic about providing personalized care, serving, and empowering others in rural South Dakota. Amber genuinely enjoys partnering with new mothers to support and empower them with their goals. She values building trusting relationships and educating families. As a home visiting nurse with the Bright Start Program, Amber is an active listener, supporter, and educator during the pregnancy and parenting journey.

Amber has 17 years of nursing experience in a variety of clinical roles at a critical access hospital, long term care, clinic, and home health. Amber has always enjoyed educating patients and team members. She has taught CNA and Medication Aide classes. In 2011 she became the Network Program Project Director for a rural HIT grant and provided EMR training to providers and healthcare staff in South Central SD while implementing an electronic health record.

Amber received her Bachelor of Science in Nursing from South Dakota State University in Brookings, South Dakota and is certified in Basic Life Support (BLS). She also has a certificate in Introduction to Health IT – HIT Technology Workforce Training from Dakota State University.

### Carol Phillips, RN, IBCLC

Nurse Home Visitor

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Carol's passion for mothers and infants is evident given her decades of working in maternal and childcare in a hospital inpatient setting. Her attributes have been profound for the patients she has cared for in the Prenatal, Labor and Delivery, Postpartum, Newborn Nursery, and Pediatrics departments. For sixteen years, she served as a Childbirth Educator and in 2012 became certified as an IBCLC Lactation Consultant. After obtaining her IBCLC certification, she spearheaded a lactation program at her place of employment which provided inpatient and outpatient services.

This experience has set a firm foundation for her current work at SDFMC as a Bright Start Nurse Home Visitor where she utilizes her skills in case management of mothers and infants. Her expertise in empowering, encouraging, and educating mothers and infants provides valuable assistance and improves outcomes.

Carol graduated from the University of South Dakota with a degree in nursing. Her certifications include International Board-Certified Lactation Consultant (IBCLC), Advanced Cardiovascular Life Support (ACLS), Basic Life Support (BLS), Neonatal Resuscitation Program (NRP), Trauma Nursing Core Course (TNCC), Mental Health First Aid, DANCE training, Cultural Consciousness, and FAN training.

## Destiney Storms, LPN

Program Coordinator

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Destiney Storms, LPN, knew that she wanted to have a career in healthcare. She is passionate about her career in nursing and chose this path because she wanted to help others and that she would have various opportunities with a nursing career.

As the Central Bright Start Team Support Staff, Destiney works closely with the North and the South Central team leads to support the entire Central Bright Start Team. She disburses materials to the nurses that are needed to perform their home visits or marketing to area partners. Destiney also supports the Central team with their marketing efforts to referral partners in the areas that we serve. Additionally, she works hand-in-hand with her team leads to efficiently intake referrals, ensuring that they are promptly assigned to the appropriate nurse home visitor for timely follow-up.

The Bright Start program partners first-time qualifying pregnant mothers in South Dakota with a Home Visiting nurse to assist with gaining knowledge and access to resources needed during pregnancy and into motherhood. The nurse can continue to meet with their clients until their babies turn two. The Bright Start program's goals are to help access other pregnancy assistance programs, monitor maternal and child health, and strive for economic self-sufficiency for the families they are serving.

Family Practice clinic nursing has made up a huge portion of Destiney's nursing background. This experience has provided Destiney with experience in various areas of healthcare. Areas pertaining to her role on the Bright Start team include prenatal, well-childcare, and immunizations as she has been the vaccine coordinator previously. She has also worked in the hospital on Medical-Surgical and assisted coworkers with labor and delivery and postpartum care when she could.

Destiney obtained her LPN degree at Southeast Technical College in Sioux Falls, SD.

## Emily Carlson, BSN, RN

Nurse Home Visitor

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Since Emily Carlson, BSN, RN, set out to be a nurse her goal has always been to make a difference in the lives of those she encounters. She is excited to make a difference in the lives of at-risk mothers, infants, and children of her community as part of South Dakota Foundation for Medical Care's (SDFMC) Bright Start Program team. By providing hands-on education, support, and compassion, Emily helps facilitate successful pregnancies and provide flourishing environments for infants and toddlers.

Prior to joining SDFMC, Emily was an emergency room nurse and house supervisor. She has a decade of experience and expertise in caring for all patient populations in addition to working and collaborating with a variety of community and medical professionals. Her ability to take on challenging tasks and recognize the importance of education, support, and compassion will be instrumental in achieving successful outcomes in the Bright Start Program.

Emily graduated from Dakota Wesleyan University with a Bachelor of Science in Nursing. She has a vast collection of certifications which includes Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), Neonatal Resuscitation Program (NRP), and Trauma Nursing Core Course (TNCC), among others.

## Jane Koehn, RN

Nurse Home Visitor

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Jane made the decision to become a nurse after receiving extraordinary care during the birth of her own children. The nurses who cared for her inspired her passion for maternal child healthcare. Jane is excited about educating patients and helping them build their confidence as new parents.

Working for the Bright Start program is important to Jane because it embraces the potential to change the lives of at-risk pregnant moms and their children. She witnesses both short- and long-term health outcomes as she educates, promotes wellness, and ensures healthcare access for her clients. The utilization of evidence-based care, motivation, and compassion allows for an impact and ensures the foundation for long-term relationships with Jane and her clients.

Bright Start supports expectant, first-time moms by connecting them with a free personal nurse to walk alongside them every step of their pregnancy. Bright Start nurses help them access essential services like prenatal care and learn about child development. From the start of their pregnancy, until their child turns two, the Bright Start nurse guides program participants in setting personal goals while encouraging them along the way.

Before joining SDFMC, Jane worked in a hospital setting in maternal child health for 25+ years. In addition to working labor and delivery, postpartum, and newborn nursery, she routinely provided education to her colleagues and administered postpartum classes to new parents. Her vast experience also includes working on a med/surg floor and a nursing home, teaching BLS, assisting with paternity affidavits, and legal entry of birth certificate data. She made an influential impact during her time serving on a policy and procedure committee.

Jane graduated from the University of South Dakota with a degree in nursing. Her credentials include Basic Life Support (BLS) and Notary Public.

## Mackenzie Olivier, RN

Nurse Home Visitor

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Mackenzie Olivier, RN, is a compassionate and dedicated nurse with diverse experience in maternal health, pediatrics, medical-surgical care, and labor and delivery. She is skilled in-patient assessment, education, and care coordination, with a strong focus on supporting women, children, and families. Her passion for providing patient-centered, evidence-based care is reflected in the strong therapeutic relationships she builds and her commitment to promoting positive health outcomes.

As a Bright Start nurse home visitor, Mackenzie specializes in caring for pregnant individuals, infants, and families. She provides assessments, prenatal and postpartum support, and child development education. Her role also allows her to connect families with community resources. She is dedicated to building trusting relationships and delivering patient-centered care that promotes healthy pregnancy outcomes and early childhood development.

Mackenzie has an extensive background in obstetric and pediatric care. As a licensed practical nurse, she worked on the medical-surgical floor at Huron Regional Medical Center (HRMC) while also floating to the nursery and postpartum unit.

After becoming a registered nurse, she accepted a position in the labor and delivery department at HRMC, where she helped mothers bring their babies safely into the world. Mackenzie later transitioned to clinic care, providing services in obstetrics, family medicine, and pediatrics.

She also has experience as an adjunct instructor in the Medical Assistant program at Southeast Technical College.

Mackenzie received a Build Dakota Scholarship and earned her licensed practical nurse credential. She then continued her education with support from a Double Edge Scholarship through HRMC and Build Dakota, earning her Associate of Science in Nursing from Southeast Technical College. She also holds certifications in Basic Life Support (BLS) and the Neonatal Resuscitation Program (NRP).

## Program Managers

Holly Arends

**Program Manager**

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Holly Arends is a healthcare leader and quality improvement executive with more than two decades of experience driving organizational and statewide transformation initiatives. She specializes in contract compliance, regulatory operationalization, organizational change management, and systems implementation.

In her role as a program manager for SDFMC, Holly assists agencies and divisions of state government to initiate, execute, and sustain quality improvement projects. Holly utilizes trusted quality improvement models and techniques to assess change readiness, guide organizations through quality improvement processes, and how to ensure the improvements made are hardwired into the organization. Holly enjoys assisting people through change processes and alleviating the fears around change.

Holly has led complex, multi-million-dollar health information technology and public health projects across numerous states. Holly partners with healthcare organizations and state agencies to strengthen strategy, data analytics, risk management, and quality programs. Known for her ability to translate complex federal requirements into practical action, Holly is passionate about building collaborative teams, improving healthcare systems, advancing data-driven transformation, and elevating rural and frontier healthcare.

Holly has an Associate of Applied Science in Health Information Technology from Baker College. She has achieved numerous licensures and certifications, including Registered Health Information Technician (RHIT), Certified Professional in Healthcare Quality (CPHQ), Certified

MIPS Quality Professional, Certified HIPAA Security Professional (CHSP), Certified Healthcare Technology Specialist – Practitioner Consultant (CHTS-CP), and Graduate of the State of South Dakota Leadership Program.

## Lorrie Lendvoy, MS

### Program Manager/Women's Health Epidemiologist

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Lorrie Lendvoy, MS, specializes in delivering impactful data analyses to support healthcare improvement. By enabling stakeholders to make informed, data-driven decisions, she helps drive meaningful advancements in healthcare outcomes.

As a consultant epidemiologist for South Dakota Maternal & Child Health Data, Lorrie leads maternal health surveillance and analysis to inform policy, guide programs, and advance equitable, data-driven interventions. She supports the Maternal Mortality Review Committee, manages complex datasets, develops surveillance systems, and translates findings into actionable insights for stakeholders.

Her recent projects include analyzing maternal mortality patterns to identify disparate groups and key drivers of mortality within the state, engaging in training and best practice exchange at the Centers for Disease Control and Prevention's (CDC) Maternal Mortality Review Information Application (MMRIA) User Meeting, and assisting in the rollout and evaluation of the *Canopie* pilot intervention, which provides digital mental health support for new and expectant mothers.

Earlier in her career, Lorrie played a key role in improving care for Medicare beneficiaries through in-depth analyses of Medicare and Medicaid claims data, MDS nursing home records, and home health reports. She also spent several years focused on Medicare fraud detection, applying her expertise to equip those who protect program integrity and inform national strategies.

Lorrie graduated from Minot State University with a Bachelor of Arts in Mathematics and Computer Science and later earned a Master of Science in Applied Statistics from North Dakota State University.

## Mindy Donovan, RDN

### Dietician Consultant

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Mindy Donovan, RDN, is an advocate for overall wellbeing and whole-person health approaches. Her 25 years of experience in rural healthcare have provided valuable insights on the needs of underserved communities, including food access concerns and navigating changes to lifestyle and behaviors.

As the consultant dietitian for the SD Adult Nutrition program, Mindy helps sites meet standard nutrition requirements by performing the following functions.

- Review site menus and recipes and provide recommendations for meeting state and federal guidelines
- Create and provide nutrition and wellness education to site consumers
- Offer nutrition education and counseling to consumers identified as high nutritional risk
- Track and report progress for SD Adult Nutrition Program high-risk consumers and site menus

Previous positions strengthened Mindy's ability to support individuals in managing chronic health conditions and improving quality of life and health outcomes. During her time at Sanford Chamberlain she worked in multiple settings, including inpatient, outpatient, dialysis and long term care. She has also worked as a consultant for training centers, a Head Start program, Indian Health Service (HIS) clinic, and long term care facilities.

Mindy graduated from North Dakota State University with a Bachelor of Science in Food and Nutrition. She maintains credentials as a Registered Dietitian Nutritionist and is licensed in South Dakota and Oregon. She has completed a Certificate of Training in Childhood Obesity and 3x4 Foundations in Nutrigenomics.

## Renee Robbins, BHSc, RRT, RPFT, LTC-CIP

Program Manager

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Renee Robbins, BHSc, RRT, RPFT, LTC-CIP chose a career in healthcare because of her passion for helping others and her desire to make a meaningful impact on people's lives. Working with individuals facing chronic conditions and navigating complex health challenges deepened her commitment to improving healthcare beyond direct patient care.

As a Program Manager at the South Dakota Foundation for Medical Care (SDFMC), Renee combines her clinical background with her commitment to public health education by empowering healthcare professionals and community members to improve care delivery and health outcomes across South Dakota.

Renee coordinates and leads Dementia Dialogues®, a nationally recognized training program that enhances the knowledge and skills of caregivers, healthcare providers, and community members in supporting individuals with Alzheimer's disease and related dementias (ADRD).

Renee has a diverse and extensive background in healthcare, with a particular focus on respiratory therapy, pulmonary education, infection prevention, and community health. She began her career at Monument Health and advanced her expertise as a branch manager at Northwest Respiratory Services. During the pandemic, Renee strengthened her understanding of healthcare in long-term care and critical settings providing care at the Sioux Falls Veterans Administration.

Renee holds a Bachelor of Health Science from the University of South Dakota (USD) and a degree from Dakota State University (DSU). She is a Registered Respiratory Therapist (RRT) and a Registered Pulmonary Function Technologist (RPFT). She is also certified as a COPD educator, a Long-Term Care Infection Prevention and Control Professional (LTC-CIP), and a Dementia Dialogues® instructor.

## Stephanie Hanson, BSN, RN

Program Manager

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Stephanie Hanson, BSN, RN chose a career at the South Dakota Foundation for Medical Care to make a lasting difference in communities across the state. Driven by a passion to improve prevented measures, helping others, building strong relationships, and helping to save lives. Stephanie wants to ensure that South Dakota's communities have the resources and support needed for a healthier, safer future.

Stephanie is currently leading two key initiatives to improve emergency response and EMS sustainability in South Dakota, focusing on collaborating and building trusted relationships in communities statewide.

As the lead for the Cardiac Ready Community (CRC) program, Stephanie is helping communities enhance CPR training, AED access, and cardiac health awareness to achieve official CRC designation. Additionally, Stephanie is spearheading the EMS System Sustainability Project, collaborating with community members to support and sustain vital EMS services across the state.

Stephanie has over 30 years of experience as a registered nurse in a critical intensive care unit, labor and delivery unit, and outpatient anesthesia pain center. Most recently Stephanie's experience as a Program Manager and Quality Improvement Advisor has played a key role in enhancing healthcare programs and driving quality initiatives to improve patient outcomes.

Stephanie received her Bachelor of Science in Nursing from South Dakota State University in Brookings, South Dakota, and is certified in Basic Life Support (BLS).

## Tonya Moschell, MSN, RN

Program Manager

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Tonya Moschell, MSN, RN, has focused much of her nursing career providing care for and educating clients on a variety of healthcare conditions including diabetes and dementia. She channels her passion for healthcare education into the preparation of future nurses in underserved communities.

As a certified Dementia Dialogues® instructor for SDFMC, Tonya provides valuable education to people who encounter dementia in their homes and communities. She brings knowledge and resources to help caregivers and community members support their friends and relatives who are dealing with this challenging illness.

Tonya's journey as a nurse has visited several geographical and practice areas. Her career started in Florida with DaVita Dialysis before moving to a Progressive Care Unit (PCU) at Advent Health System. When she returned to South Dakota, she provided nursing care at the Sanford Chamberlain Medical Center, later transitioning to the role of director of nursing for the Sanford Chamberlain Care Center. She has served Monument Health in educational and case management roles. In addition, she provides nursing education at Texas Christian University.

Tonya is presently studying Indigenous Public Health at the University of North Dakota in Grand Forks. She obtained her Master of Science in Nursing Education from the University of West Florida and a Bachelor of Science in Nursing from Bethune-Cookman University. She also holds Basic Life Support (BLS) certification.

## Utilization Review

### Frannie Belde, BAsC

Review Program Assistant

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Frannie Belde, BAsC, is dedicated to supporting behavioral health initiatives and improving access to care for South Dakotans. With a background in psychology and patient-facing healthcare roles, she values clear communication, compassion, and collaborative problem-solving.

As a review program assistant on SDFMC's Medicaid team, Frannie supports the substance use disorder (SUD) and psychiatric residential treatment facility (PRTF) projects. She helps ensure timely, accurate review of treatment referrals and provides clear communication across partners to support high-quality services for clients.

Frannie has experience in healthcare and research, including patient registration at Aspirus St. Luke's Hospital and data-focused work in the psychology department of University of Minnesota Duluth. She brings strong organizational skills, attention to detail, and a people-centered approach informed by her work in fast-paced clinical and client-focused environments. She values learning from others and collaborating to improve client outcomes.

She earned her Bachelor of Applied Science in psychology from the University of Minnesota Duluth. Her studies included coursework in abnormal psychology, including substance use and psychiatric disorders. She also assisted in research focused on positive psychological interventions among children and adolescents, further strengthening her understanding of behavioral health and evidence-based practice.

### Beth Grocott, RN

Review Program Manager

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Beth Grocott expected to focus on hands-on care when she became a registered nurse. As her desire to provide high-quality patient care expanded, she embraced the need to dig deeper into the full scope of regulations, resources, and services. As a program manager for the South Dakota Foundation for Medical Care (SDFMC), Beth uses her attention to detail, organizational skills, and efficiency to advance population health and quality improvement efforts in South Dakota.

Prior to joining SDFMC, Beth served as a nurse consultant for the South Dakota Department of Social Services. She has over a decade of experience as a registered nurse including implementing and streamlining care management as part of a health care team.

She attended South Dakota State University and graduated from the University of South Dakota with an Associate of Science in Nursing.

## Rachel Torrey, CCS

Review Program Assistant

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Rachel Torrey, CCS, found an interest in investigating the processes of medical coding and billing. Although medical billing can be complex, Rachel finds it fascinating how everything integrates. She has assisted patients in understanding their insurance plans and addressing billing inquiries. Ensuring accurate billing for the care received by patients is a rewarding aspect for her.

As a program review assistant, Rachel supports the Medicaid team with substance abuse and retrospective coding and continues to learn new specialties in medical coding and billing. This role has expanded her knowledge of the medical field.

Rachel is responsible for ensuring accurate billing and coding statewide to accurately reflect the medical care provided. She has experience in radiation oncology and physical therapy billing, both clinically and administratively.

In May 2018, Rachel graduated with an Associate of Applied Science in Medical Billing and Coding from Southeast Technical College in Sioux Falls, South Dakota, and obtained her Certified Coding Specialist (CCS) credential from the American Health Information Management Association (AHIMA).

## Holly Vershelde, CPC

Review Program Coder

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The South Dakota Foundation for Medical Care has benefited from Holly Vershelde's strong team attitude and aptitude for learning for over 20 years. As the coding specialist, her job duties include analyzing coding determinations and processed billing claim charges, assisting with the process of all Medicaid appeal notices as well as executing and reporting Medicare severity diagnosis-related groups (MS-DRG) notices while maintaining proper medical records management.

A certified coder with experience supporting case review for a quality improvement organization (QIO), Holly is proficient in international classification of disease (ICD) clinical modification (CM) code sets including ICD 9-CM, ICD-10-CM and ICD-10- procedure coding system (PCS) as well as MS-DRG validation with South Dakota Medicaid. She manages day-to-day responsibilities unique to other cooperative projects and has experience in all general office and administrative functions.

She earned an associate degree in executive secretarial studies in 1990 and later added an associate degree in office technology and her Certified Professional Coder (CPC) credential in 2007. She is a member of the American Academy of Professional Coders – Sioux Falls, South Dakota, Local Chapter.

## Tiffany Weidner, BA, CAC

Review Program Manager

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Tiffany Weidner, BA, CAC, has always been interested in the brain and how addiction affects the whole person and their surroundings. As a member of the SDFMC Medicaid case review team, she focuses on high intensity referrals for adults, pregnant and parenting women, intensive methamphetamine treatment, and adolescent substance use psychiatric residential treatment.

Tiffany uses her experience to review substance use disorder referrals for individuals meeting criteria for funding assistance. Following evidence-based guidelines, combined with clinical experience, she works closely with both the referring agencies and treatment facilities to ensure clients receive support and resources at the most appropriate level of care.

Tiffany has been a certified addiction counselor for over 15 years and has experience working with adolescents, young adults, and adults. She has experience working in a community agency providing direct care as well as administrative experience.

Tiffany wanted to expand her career and accepted a position with the Division of Behavioral Health traveling to accredited agencies across the state conducting reviews. She has experience researching and implementing programs and was an integral part of inputting and providing accurate data to track program outcomes.

Her level of program implementation included supporting juveniles involved with or at risk of being involved with the justice system, individuals receiving mental health and substance use services. She also researched peer support services and intensive case management programs and communicated with other states on how to implement this program.

Tiffany graduated from Dakota Wesleyan University with a Bachelor of Arts in Human Services and Psychology, with an emphasis in addiction studies. She is also a Certified Mental Health First Aid Instructor.

## Nicole Wilson, RN, PMH-BC, CCM

Review Manager

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Nicole Wilson, RN, PMH-BC, CCM is fascinated with the biology of the brain and the disorders resulting from the impact of biological, psychological, and social factors. This interest, along with her desire to make a tangible difference in people's lives, led Nicole to pursue a nursing career in the field of mental health.

As a program manager for the South Dakota Foundation for Medical Care, Nicole can focus on her passion in a meaningful and rewarding role, providing support and resources to vulnerable

individuals facing significant challenges due to the complex nature of mental health disorders and chemical dependency.

With more than a decade of mental health nursing experience, Nicole is able to use her experience to ensure South Dakota residents receive appropriate care based on individual needs. Nicole evaluates chemical dependency treatment referrals for individuals meeting criteria for funding assistance. Following evidence-based guidelines, combined with clinical experience, she works closely with both the referring agencies and substance use treatment facilities to ensure clients receive support and resources at the most appropriate level of care. In addition, Nicole collaborates with hospital staff to provide preauthorization and concurrent reviews for inpatient psychiatric hospitalizations, evaluating medical necessity of the hospitalization as well as ensuring clients receive effective care with appropriate discharge planning to promote optimal outcomes.

Prior to joining the SDFMC team, Nicole worked in a variety of mental health settings, including inpatient at Avera Behavioral Health Center, outpatient at University Psychiatry & Associates, and psychiatric telehealth at eCARE. She gained perspective from the insurance side while doing mental health and chemical dependency case management and utilization review at Health Management Partners and CVS. The diverse background of experience across various facets of care has provided her with a broad perspective. Nicole believes in the mind-body connection and in a holistic, patient-centered approach to the treatment of mental health and substance use disorders.

Nicole received her nursing degree from the University of South Dakota. She is a board-certified psychiatric mental health nurse and a Certified Case Manager (CCM).