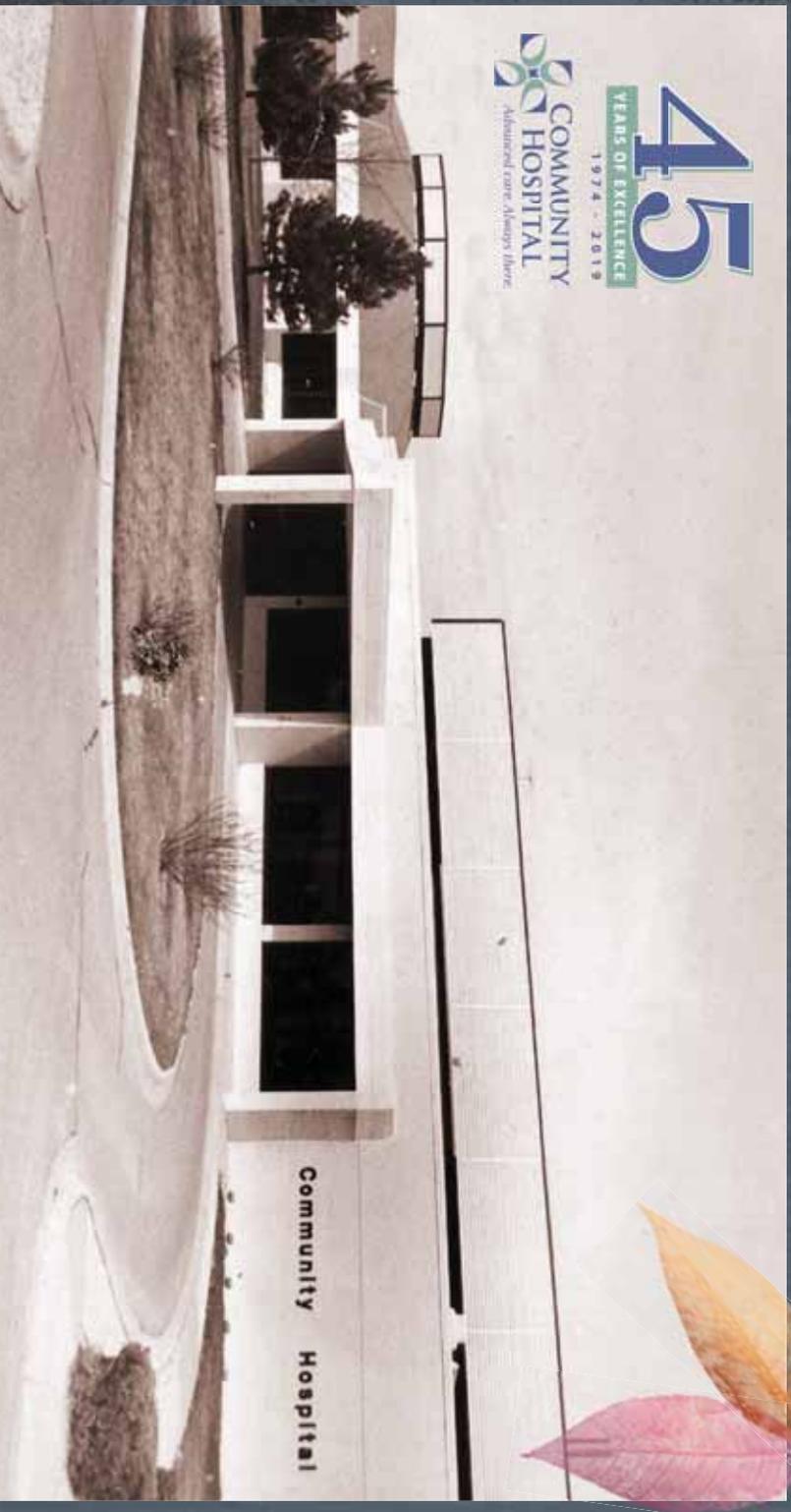




[www.chmccook.org](http://www.chmccook.org)

1301 East H Street · PO Box 1328

McCook, NE 69001-1328





**2020 Calendar ~ 2019 Annual Report**



# Celebrating 45 Years

Community Hospital is celebrating 45 years of offering Regional Health-care Excellence! We opened our doors as a community hospital July 1, 1974 when the 45,000 square foot, \$2.6 million dollar facility was completed. This was the beginning of Community Hospital's ongoing commitment to provide the finest health care possible to the residents of southwest Nebraska and northwest Kansas.

Although our passion for excellence has never changed, many changes have occurred in the 45 years we've offered care.

Then: 135 employees  
Now: 300 employees

Then: 24 RNs, 15 LPNs, 15 aids/ward clerks (1984)  
Now: 77 RNs, 17 LPNs, 2 ward clerks, 3 EMTs

Then: 45,000 square-foot facility  
Soon to be: 175,000 square-foot facility

Then: 56-beds for inpatients due to longer stays  
Now: 25-bed Critical Access Hospital

Then: \$1,024,387 actual hospital expenses  
Now: \$46,969,194 actual hospital expenses (FY2019)

Then: \$2,775,476 total assets  
Now: \$68,042,181 total assets (FY2019)

Then: 0 specialty clinic patient visits  
Now: 7,307 specialty clinic patient visits (FY2019)

First baby born: Kimberly Forch, daughter of Paul and Pat,  
born July 3, 1974  
Now: Nearly 7,500 babies have been born since 1974!

# JANUARY 2020



## More Than and Now Stats

Net Patient Service Revenue:  
1974 = \$1,043,581;  
2019 = \$47,079,063

Gross Patient Accounts Receivable:  
1974 = \$203,800; 2019 = \$10,712,773

Uncollectable Accounts (bad debts):  
1974 = \$17,992; 2019 = \$1,224,138

Charity Care and Patient discounts:  
1974 = \$10,818; 2019 = \$2,196,647

Total Patient Days of Care:  
Inpatient 1974 = 13,049;  
2019 = 2,518

Nursery Days 1974 = 744; 2019 = 253

Swing bed 1974 = 403; 2019 = 907

Average Length of Stay:  
1974 = 6.8 days; 2019 = 3.01 days

Deliveries:  
1974 = 200 babies; 2019 = 143 babies

*“Excellence is never an accident; it is always the result of high intention, sincere effort, intelligent direction, skillful execution, and the vision to see obstacles as opportunities.”* Aristotle



Sunday Monday Tuesday Wednesday Thursday Friday Saturday

December 2019 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>Fiscal Year 2019 in Review</b> • Imaging services performed 830 MRI procedures. Other procedures include 7,327 X-rays, 1,520 ultrasounds, 356 nuclear med studies, 1,528 mammograms, 294 bone densitometry studies and 2,736 CT scans.		Blood Donor Month National Eye Care Month Cervical Health Awareness Month  1	2	3	4
5	6 Childbirth Education Class	7	8 New Year's Day	9	10	11
12	13 Childbirth Education Class	14 Totally Committed Joint Education Class	15	16 Big Kids and Babies Class	17	18
Nurse Anesthetist Week 19	20 Childbirth Education Class Martin Luther King, Jr. Day	21	22 Drug and Alcohol Facts Week	23	24	25
26	27 Childbirth Education Class	28 Totally Committed Joint Education Class	29	30	31	February S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

# Retired Sheriff Grateful for Heart Rehab

Retired Red Willow County Sheriff, Gene Mahon, may have had a challenging spring and summer medically— suffering two heart attacks, but he is finding support and benefit from the services of cardiopulmonary rehabilitation at Community Hospital.

One morning in March 2019, Mahon exercised as normal at the YMCA riding a bicycle for seven miles. That afternoon while doing yard work he felt a strong burning in his chest. He rested for a bit and went back to working. He then felt pain in the left side of his chest going into his shoulder. His wife called the ambulance and he was transported to Community Hospital where he was found to have had a heart attack. He was flown to Kearney Regional where two stents were placed in his coronary arteries.

In the weeks that followed, Mahon noticed the chronic shoulder pain he had been experiencing had disappeared. He believes this was an early symptom of his cardiac trouble.

A week after his release from the hospital, Mahon began cardiopulmonary rehabilitation at Community Hospital. “I didn’t know anything about it,” Mahon said. “I’d done rehab before but not this type.”

Mahon continued in rehab throughout the summer, but was challenged with a second heart attack in August 2019. His wife, Jan, took him to Community Hospital’s emergency department. He was transported to Kearney where he underwent a heart cath. Findings were a small heart attack. He said they could not find a reason for the heart attack as they found his stents were open and he had no blockages.

He waited two weeks and resumed cardiac rehab. He goes three times a week for forty-five minutes to an hour. “It’s going great. The staff is wonderful, very professional. I can’t say enough good about them,” he added.

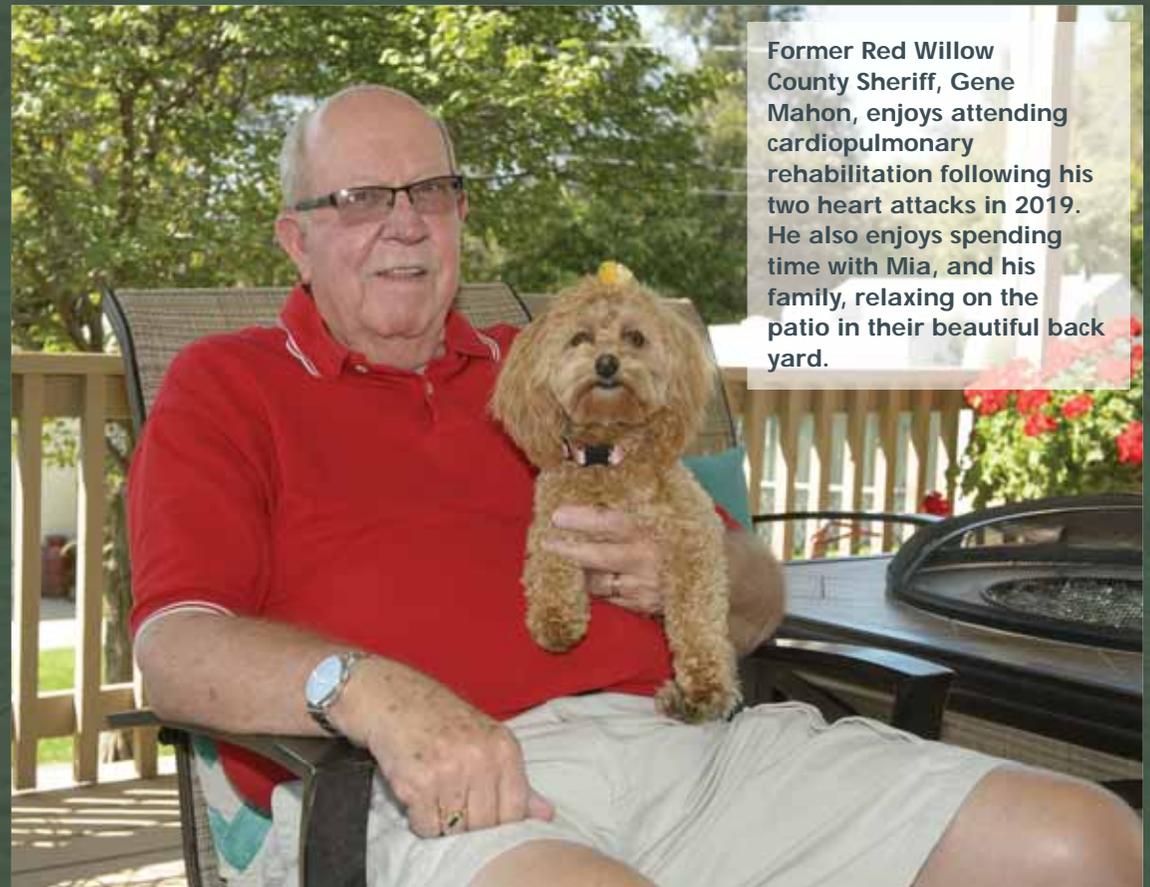
During his time, Mahon has learned about heart disease, diet, exercise, and stress management. “I didn’t think I was eating bad before, but I’ve change some things in my diet. I’ve always exercised. The staff taught me new techniques to exercise better.” When asked about stress, Mahon commented he’s used to stress after forty-seven years in law enforcement. “Once I retired (five years ago) it was a different kind of stress,” he said. “They taught me some new stress management techniques.”

Mahon is currently in Phase 2 of the cardiopulmonary rehabilitation program. Once he finishes with Phase 2, he will

move to Phase 3. Phase 3 is a private pay maintenance program that allows patients to continue attending cardiopulmonary rehabilitation services for a small monthly fee, as long as the patient stays engaged in the program.

“Cardiac rehab is probably the greatest asset they have for heart problems,” he said. He feels more secure as he exercises under close medical supervision. He also feels the accountability. “The girls make sure you are exercising. They keep you motivated and at a rate that’s necessary. After a heart attack, you really don’t know how much exercise you can and should do.”

One last benefit is the social aspect. “I have a lot of fun there and it is a good social thing,” he added.



Former Red Willow County Sheriff, Gene Mahon, enjoys attending cardiopulmonary rehabilitation following his two heart attacks in 2019. He also enjoys spending time with Mia, and his family, relaxing on the patio in their beautiful back yard.

# FEBRUARY 2020



Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
January S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	March S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31		<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>Community HealthCare &amp; Hospice provided 1680 days of care for 83 hospice patients, and 7006 home health visits for 270 home health patients.</li> <li>3,371 patients units of injection/infusion/chemotherapy.</li> </ul>			American Heart Month Cancer Prevention Month <b>1</b>
2	3	4	5	6	7	8
Groundhog Day					Wear Red Day	
Cardiac Rehabilitation Week 9	10	11	12	13	14	15
		Totally Committed Joint Education Class			National Donor Day Valentine's Day	
16	17	18	19	20	21	22
	Presidents' Day					
23	24	25	26	27	28	29
		Totally Committed Joint Education Class	Ash Wednesday			



## Heart Rehab

Gene Mahon attends cardiopulmonary rehabilitation three times a week after suffering two heart attacks in 2019. The rehab department is a place for patients to exercise without fear and continue to improve their health. Trained medical professionals close by create a sense of security and provide monitoring, education and emotional support.

Community Hospital is in the middle of a \$21 million building project which includes a new cardiopulmonary rehabilitation space—twice the size of the current space. The new spacious gym will allow for more equipment. It will include a central nurses station, diagnostic testing room, waiting area, restroom and support offices. New to the department will be a walking track. A patient education room will be added for individual and group education.

*"When your legs are tired, run with your heart."*



# New Entrance for PT, OT, Speech

When the Rehabilitation Center (physical therapy, occupational therapy and speech) was completed in 2007, patients were asked to park and enter at the back (northeast side) of the hospital, walk down a hallway ramp and check in in the rehabilitation reception area.

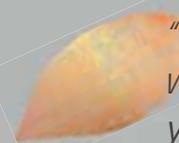
All that will change now that a new entrance has been added to the front of the Rehabilitation Center. Now, patients can park in the front parking lot and enter more directly into the rehab areas.

Walking down long hallways, for the most part, will be gone. The new entrance, with a beautiful stone, glass and brick vestibule to match the hospital architecture, brings the patient to the Rehabilitation Center registration desk and waiting area. Once the patient is checked in, they are just steps away from the OT/PT department, and down the hall from the speech department.



## New Parkinson's Support Group

The speech department started a Parkinson's support group this past year which has been very successful. It generally meets at Community Hospital once a month on a Friday over the lunch hour from noon to 2 p.m. Call Angela Crayton, Speech-Language Pathologist at 308-344-8383 for more information.



*"If you can't fly, then run. If you can't run, then walk. If you can't walk, then crawl, but whatever you do, you have to keep moving forward."*

**Martin Luther King, Jr.**



# “Top Notch” Care Allows Patient to Return Home

For Ona Malleck, 80, Indianola, having excellent home healthcare services, meant she would be able to return home. “The word ‘home’ never ever sounded so good,” she said, adding that she had excellent care in the hospital and nursing home as well. “The places I was at couldn’t have been better, but still, they were not home. I couldn’t wait to get here! It makes you feel like you are a little more in control of your life.”

A stroke and many other health issues kept her in the hospital for five weeks and the nursing home for four weeks. With complications from having heart problems and lung issues, she joked, “I don’t know how many lives I have.”

Ona takes so many pills, her medications fill up four large pill organizers for the month. She said it’s been wonderful having a home health nurse set up the pill organizers with her meds on a regular basis. “(The hospital) changed so many of my meds that I felt uncomfortable because I didn’t recognize the pills anymore,” she said.

Her nurse, Jennifer Wilcox, RN, went above and beyond and made her a color coded medication list that helped even more. That was the perfect, detailed solution for someone who was the Indianola city clerk/treasurer since 1982. “The nurses have been absolutely wonderful. They make you feel comfortable.”

Ona has been using services at Community Hospital since 1958, the same year she moved to Indianola. She worked for the city for 40 years, starting as a meter reader, extra office help, “wherever they needed me,” before eventually becoming the city clerk.

Her home health services include visits from an aide, nurses, physical therapy and occupational therapy. The occupational therapist gave her advice on how to make her shower safer. Of her home health care, she concluded, “It’s been excellent care. Top notch!”



Ona Malleck and her home health nurse, Jennifer Wilcox, RN.



# APRIL 2020

**45**  
YEARS OF EXCELLENCE  
1974 - 2019

**COMMUNITY  
HOSPITAL**  
Advanced Care. Always There

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>7,307 patient visits to the Medical Specialists Center.</li> <li>909 patients received surgery at Community Hospital. This included 176 inpatients and 733 outpatients.</li> </ul>			Occupational Therapy Month National Volunteer Month Stress Awareness Month	1	2	3	4
5	6	7	8	9	10	11	
Palm Sunday		Totally Committed Joint Education Class			Good Friday		
12	13	14	15	16	17	18	
Easter			Tax Day	Big Kids and Babies Class			
Volunteer Week 19-25	19	20	21	22	23	24	25
		Totally Committed Joint Education Class		Earth Day		Arbor Day	
26	27	28	29	30	March S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31		May S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31



One of the home health services Ona Malleck appreciates is help organizing her multiple medications.

**Motto to Live by:**  
*"Life should NOT be a journey to the grave with the intention of arriving safely in an attractive and well preserved body, but rather to skid in sideways, body thoroughly used up, totally worn out, and screaming, 'Woo Hoo, what a ride!'"*

Plaque in Ona Malleck's home

# Patient Transporter Service

When you hear “transporter service,” you might wish they could transport you to a vacation island, or be thinking of the Star Trek line, “Scotty, beam me up,” but Community Hospital’s patient transporters have a much more important job to do.

It all started when Community Hospital entrances to the Rehabilitation Center and Medical Specialists Center were closed in February 2019 due to construction projects which won’t be complete until as late as 2021. Patients are now asked to enter the hospital’s main entrance for their appointments



Mandy Dame (right) and Nadia Schoup, offer to transport patients to their appointments with Community Hospital’s new Patient Transport Service located in the hospital lobby. The service was added during the hospital construction project due to the Rehabilitation Center and Medical Specialists Center doors being closed.

for specialist visits and cardiopulmonary rehabilitation sessions. Many of those patients cannot walk long distances, or walk at all. (A new entrance to the Rehabilitation Center, which includes physical therapy, occupational therapy and speech therapy, opened in 2020. For those services, patients can now enter the rehab center directly from the parking lot.)

Due to the long distance to their destination and possible poor mobility issues of the patient, the hospital hired two employees, Nadia Schoup and Mandy Dame, during the construction process to help transport patients to their appointments. The transporters are located at a desk in the front lobby. If a patient feels the distance is too long to walk or they are unsure where they are going, one of the transport employees will escort the patient to their destination. Wheelchairs and motorized scooters are available to aid in the transport if needed.

Earlier in 2019, Community Hospital installed a new parking lot near the front entrance. Several parking stalls in the new and old lots are now marked “Patient Parking—For assistance call 308-344-2650.”

By calling the number, the patient transporters will come to a patient’s car and assist them into the hospital. This has been helpful to patients who travel with their own walker or wheelchair and need help unloading it. It is also valuable and safer to have the assistance during bad weather.

The service has been popular with patients. They enjoy the assistance, appreciate the friendly smiles and the help with wayfinding from Nadia and Mandy. There is so much appreciation, the transporters have received flowers, and another patient gave a donation to the Community Hospital Health Foundation in honor of the two employees.

For questions about the Patient Transporter Service, please call Community Hospital at 308-344-2650.



# Lots of Things to Do

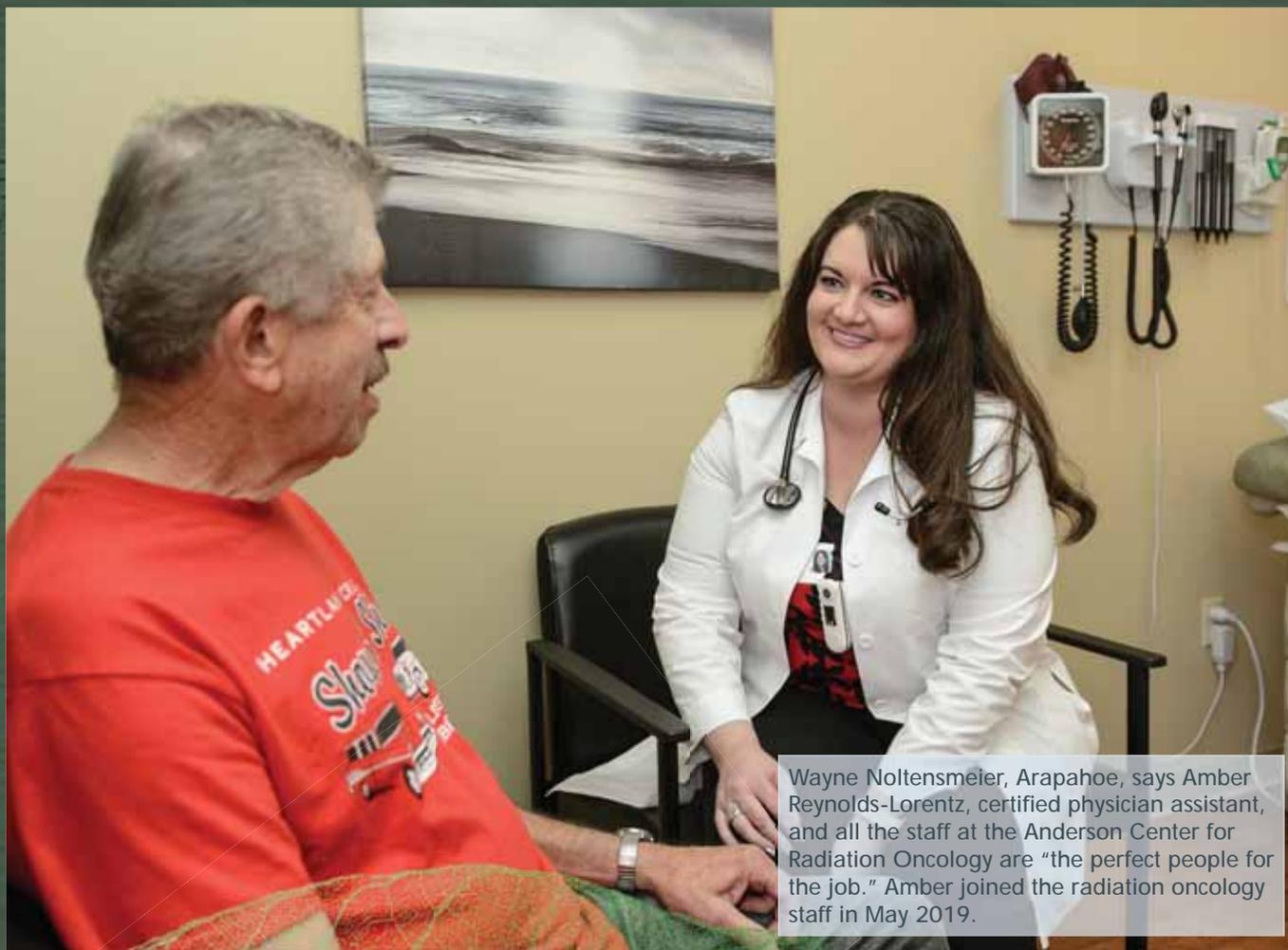
When Wayne Noltensmeier, 76, found out he had stage 1 prostate cancer, he decided to seek treatment rather than have a wait and see attitude. His oldest brother passed away from stage 4 prostate cancer, and another brother has been diagnosed with cancer.

He also is not letting cancer treatment get him down – not even the daily

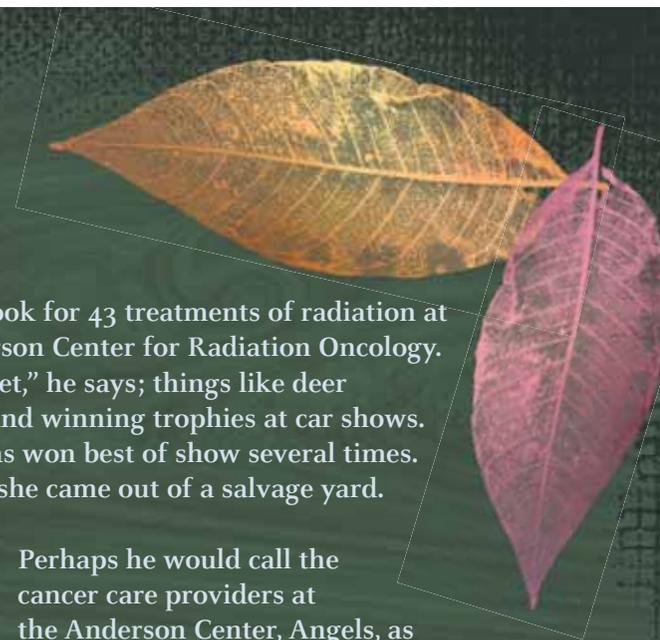
trips from Arapahoe to McCook for 43 treatments of radiation at Community Hospital's Anderson Center for Radiation Oncology. "I have a lot of things to do yet," he says; things like deer hunting, walking to stay fit, and winning trophies at car shows. His restored '62 Impala SS has won best of show several times. He calls her "Angel" because she came out of a salvage yard.

Perhaps he would call the cancer care providers at the Anderson Center, Angels, as well. The Vietnam Navy veteran has only good things to say about the personnel. "They are the perfect people for the job," he said, referring to not only the receptionist, Tiffany, who is the first to greet him with a smile, but to the full-time certified physician assistant, Amber Reynolds-Lorentz who oversees his care, the radiation technologists, Sara Rybacki and Emily Yager, who provide radiation treatments, Erin Schmidt, radiation dosimetrist and Todd Hlavaty, radiation oncologist.

Wayne likes the assurance he gets from Amber's care. "She's been real good, and makes me feel real good," he added.



Wayne Noltensmeier, Arapahoe, says Amber Reynolds-Lorentz, certified physician assistant, and all the staff at the Anderson Center for Radiation Oncology are "the perfect people for the job." Amber joined the radiation oncology staff in May 2019.





# Twenty Years of Patient Care

Teresa Hodgson, certified physician assistant, has enjoyed providing twenty years of patient care at Trenton Medical Clinic; so much so, that she has seen her patients grow up and have babies of their own.

It was also twenty years ago when Megan Lewis, now 30, of Trenton began seeing Teresa in the clinic. The simple math tells us Megan was ten years old and in elementary school. Megan was born in Atwood, but raised in Trenton.

Teresa has seen many patients throughout the years, but now she has the privilege of seeing Megan and Tom Lewis' two young sons, Holt, two, and

Huxton, three months. They bring the boys to Trenton Medical Clinic to do well baby checks and for other medical issues that might come up.

Teresa says she not only provides care for Tom and Megan and their children, but over the years has cared for four generations of the family on both sides! "That's what's so awesome about being here for 20 years," she said. "You get to know families and how they are connected. It really is an honor and a privilege that these families and this community have trusted us with their healthcare needs," she added.

Hodgson joined the Trenton clinic medical staff in the spring of 1999. She sees patients full-time at the clinic. Richard Klug, M.D., family medicine physician from McCook Clinic, see patients one half day a month.

The clinic also offers routine healthcare services for the entire family including preventative healthcare and education, laboratory and X-ray services, outpatient services, allergy shots and minor procedures. It includes a waiting room, four exam rooms, a treatment room, laboratory, X-ray room, and a private provider office and receptionist-office area. Clinic hours are 8:30 a.m. to 12:30 p.m. and 1:00 to 4:30 p.m. on Monday, Wednesday, Thursday, and Friday. Appointments may be made by calling 308-334-5155.

Trenton Medical Clinic opened in 1995 following the construction of a new 70 by 96-foot medical center/library/community building constructed by the Trenton Community Development Commission (TCDC) officials. Initially, McCook Clinic, PC managed and provided the medical care of physicians and physician assistants. Community Hospital took over the management and began providing a full-time physician assistant at the Trenton Medical Clinic in 1999 due to McCook Clinic growth and increased patient loads in McCook. Community Hospital expanded and updated the clinic in 2009 using former library space.



Teresa Hodgson, Physician Assistant, has enjoyed caring for generations of families during her twenty years at Trenton Medical Clinic, such as four generations on both sides of the Lewis family (pictured). Not only has she taken care of Megan Lewis since she was a little girl, her husband, Tom Lewis, their two boys, Holt, two and Huxton, three months, but also their great grandparents, grandparents and parents.

# JULY 2020



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>Fiscal Year 2019 in Review.</b> <ul style="list-style-type: none"> <li>• 2,213 occupational therapy treatments.</li> <li>• Laboratory provided 60,578 procedures.</li> <li>• 1,859 EKG's were performed.</li> <li>• 143 babies were born.</li> </ul>	Juvenile Arthritis Awareness Month Eye Injury Prevention Month Fireworks Safety Month	1	2	3	4
5	6 Childbirth Education Class	7	8	9	10	11 Independence Day
12	13 Childbirth Education Class	14 Totally Committed Joint Education Class	15	16 Big Kids and Babies Class	17	18
19	20 Childbirth Education Class	21	22	23	24	25
26 Cancer Awareness Night at Red Willow County Rodeo	27 Childbirth Education Class	28 Totally Committed Joint Education Class	29	30	31	August S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

## Celebration

To celebrate her 20<sup>th</sup> anniversary working at Trenton Medical Clinic, Teresa, was honored by Trenton Community Development Commission (TCDC) officials with an open house in October 2019. From left, Joyce Record, Bob Brown, Hodgson, Don Keller and Tom Baker. TCDC member Kari Peter was not able to attend. "Based on how the clinic has grown, it is evident Trenton and the surrounding area have appreciated Teresa as a provider for the past 20 years," said Diana Gross, Community Hospital Outpatient Clinic Manager. "Community Hospital is very fortunate to have such a dedicated and caring person available to continue providing great medical care on into the future," she added.

*"A good physician treats the disease, the great physician treats the patient who has the disease."*

**Unknown**

# Advanced Pain Management



Community Hospital welcomes certified registered nurse anesthetist, Gabe Scheer, to our medical staff. Gabe helps patients manage pain through advanced injection therapy. This includes using fluoroscopy to pinpoint the accuracy of injections to provide relief from:

- Chronic hip and back pain,
- Sacroiliac (low back) joint pain
- Sciatic pain
- Degenerative joint disease

Gabe is board-certified in anesthesia and served patients in Iowa before relocating to McCook. Gabe grew up in rural Nebraska. After choosing a different career path as a utility lineman for several years, he decided to follow in his mother's footsteps to become a nurse and CRNA. He received his Bachelor of Science in nursing degree from the University of Nebraska Medical College and his Master of Science in nursing degree from Bryan College of Health Sciences School of Nurse Anesthesia.

*"By relieving chronic pain, we can improve our patients' quality of life."*

Gabe Scheer, CRNA

# AUGUST 2020

**45**  
YEARS OF EXCELLENCE  
1974 - 2019

**COMMUNITY HOSPITAL**  
Advanced Care. Always There



Sunday Monday Tuesday Wednesday Thursday Friday Saturday

July		September		Fiscal Year 2019 in Review		Immunization Awareness Month 1											
S	M	T	W	T	F	S	S	M	T	W	T	F	S				
	1	2	3	4			1	2	3	4	5						
5	6	7	8	9	10	11	6	7	8	9	10	11	12				
12	13	14	15	16	17	18	13	14	15	16	17	18	19				
19	20	21	22	23	24	25	20	21	22	23	24	25	26				
26	27	28	29	30	31		27	28	29	30							
2		3		4			5		6		7		8				
9		10		11			12		13		14		15				
16		17		18			19		20		21		22				
23		24		25			26		27		28		29				
30		31															

Gabe Scheer, joins a team of two other nurse anesthetists who provide anesthesia services at Community Hospital. From left, Ross Beavers, Evan Geilenkirchen and Gabe.

*\*Pain relief is not guaranteed. Patients must first be evaluated and referred by their primary physician, a neurologist or orthopedic back specialist.*



# Wound Care Services

The body is amazing. Most often, when we get a cut or wound, it heals itself in a miraculous sort of way. But sometimes it doesn't; and that is when wound care services are needed.

Imagine you have diabetes and a sore on your foot doesn't heal. Perhaps you have a wound on your lower leg due to poor blood flow, also known as venous insufficiency. Maybe you need support after having a life-saving ostomy surgery. There can be any number of reasons for wound care services.

As the wound care coordinator at Community Hospital, Bree Frazier, RN, BSN, WCC, is certified in wound care and oversees wound care services. There are many ways Community Hospital and members of the medical staff provide services to patients who need high-quality, evidence-based wound care, including:

- Brand new patient beds arrived in September 2019 with state-of-the-art mattresses designed to relieve and prevent pressure injuries (skin break down).

- Seat cushions. Patients at risk for developing a pressure injury are given a specially designed seat cushion at no additional charge. This cushion is sent home to continue to reduce the risk of developing a pressure sore.
- KISS photo system used to increase consistency in wound documentation.
- Wound care interdisciplinary team. This 16-member team is made up of the patient education nurse, infection control nurse, registered dietitian, surgery nurses, chemotherapy nurses, home health nurses and others.
- Nursing training. Community Hospital nurses receive both annual and ongoing wound and ostomy education.
- Annual conference. Community Hospital sends a team of nurses and providers to the Wound Care Education Institute national wound care conference every year.
- Community Hospital Health Foundation purchased an ABI machine, which screens for peripheral artery disease, which can lead to arterial ulcers.

- Knowledge sharing. Bree shares evidence-based wound care information and education with area nursing homes.

Other providers at Community Hospital provide wound care. They include:

- Dave Carfield, physical therapist, certified in wound care
- Walter Eskildsen, McCook general surgeon, performs wound debridement and ostomy surgeries
- Community Hospital home health and hospice staff
- Robert Hinze, DPM, McCook podiatrist, provides preventative and active treatment of foot ulcers
- Richard Markiewicz, M.D., visiting cardiologist, treats vascular and venous leg ulcers
- Cindy West, physical therapist, treats lymphedema



A few members of Community Hospital's 16-member interdisciplinary wound care team include Kristi Huff, RN, BSN, Surgery Supervisor; Kayley Schwing, RN, Med/Surg; Carla Bundy, RN, Surgery; Bree Frazier, RN, BSN, WCC, Wound Care Coordinator; Pat Rice, Registered Dietitian; and Paulette Burkhardt, RN, Patient Education Nurse.

# SEPTEMBER 2020



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>• 192 sleep studies were performed in Community Hospital's sleep center.</li> <li>• The Respiratory Therapy department completed 7,582 procedures for inpatients and outpatients.</li> </ul>		Cholesterol Education Month Pain Awareness Month Ovarian Cancer Awareness Month	1	2	3	4	5
6	7 Labor Day	8 Totally Committed Joint Education Class	9	10	11 Patriot Day	12	
13 Grandparent's Day	14 Childbirth Education Class	15 Community Hospital Scholarship Application Deadline	16	17	18	19	
20	21 Childbirth Education Class	22 Totally Committed Joint Education Class Autumn Begins	23	24	25	26	
27 Childbirth Education Class	28	29	30	August S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31		October S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	



## Wound Care

Dave Carfield, physical therapist has been treating an ankle wound on Roy Remington, Culbertson for several months. Roy has venous insufficiency, which means he has poor blood flow in his legs, which can lead to open sores. He was referred to Dave by his primary care physician.

*"Wound care is caring for the whole patient, not just the hole in the patient."*

**Bree Frazier, RN, BSN, WCC,  
Community Hospital Wound  
Care Coordinator**



# Buckle Up Your Children Safely



Don't take a chance with your most precious cargo! Community Hospital and Safe Kids remind you to Buckle Up! This year, Community Hospital car seat checks were increased from three times a year at the McCook fire station to six times a year. The free car seat checks are held at the station at 505 West C Street on the second Wednesday, every other month, from 10 am to 4 pm. To reserve a time, call 308-344-8525.

Your child's safety seat will be checked by one of Community Hospital's certified car seat technicians. Plus, they will hand out parent kits with valuable information on keeping your children safe. With each individual and car seat the technicians are checking to see the child fits in the child restraint properly,

the child restraint fits appropriately in the vehicle, and that it isn't expired or recalled. The technicians also educate the caregiver on correct fitting technique along with how to troubleshoot certain scenarios.

Keep in mind that nearly three out of four seats are installed incorrectly. At Community Hospital, we want to give your child the greatest chance during an event where the unthinkable happens. We want you to have confidence that your seat is installed correctly, and your child is traveling as safe as possible. "Our goal is to ensure that the parents, or the person transporting the child, understands the installation process, and that every child leaves safer than he or she arrived," said Tera Boyd, one of Community Hospital's car seat technicians.



Neleigh is getting her car seat fitted and adjusted by certified car seat technicians, Tera Boyd (right) and Jessica Johnson.

At Community Hospital's car seat events the technicians fit children ranging in ages from infants to pre-teens. Whether you are bringing home a precious bundle for the first time, or you are looking to transition your child in a booster seat into a seat belt alone, the certified technicians are able to help you make the safest decision, no matter their age.

#### Other items to note:

- Appointments are encouraged, but not required. We can check multiple children in one vehicle, but plan for 30 minutes per child restraint.
- The weather won't affect the events. We can pull vehicles into the garage and shut the doors to keep out bad weather.
- The technicians will no longer be fitting and checking car seats at Community Hospital. If you are expecting a child, please bring your child's car seat to the fire station prior to your delivery for a fitting.
- Nebraska state law:
  - As of Jan 1, 2019 – All children up to age eight must ride correctly secured in a federally-approved child safety seat.
  - Children must ride rear-facing up to age two or until they reach the upper weight or height limit allowed by the car seat's manufacturer.

*The free checks at the fire station are on the second Wednesday of July, September, November, January, March and May.*

# OCTOBER 2020



## Car Seat Technicians

Community Hospital's car seat technicians received week-long training to become certified. They include: Jessica Johnson, Teri Barnard and Tera Boyd. Not pictured are Kelsey Esch and Billy Jones.

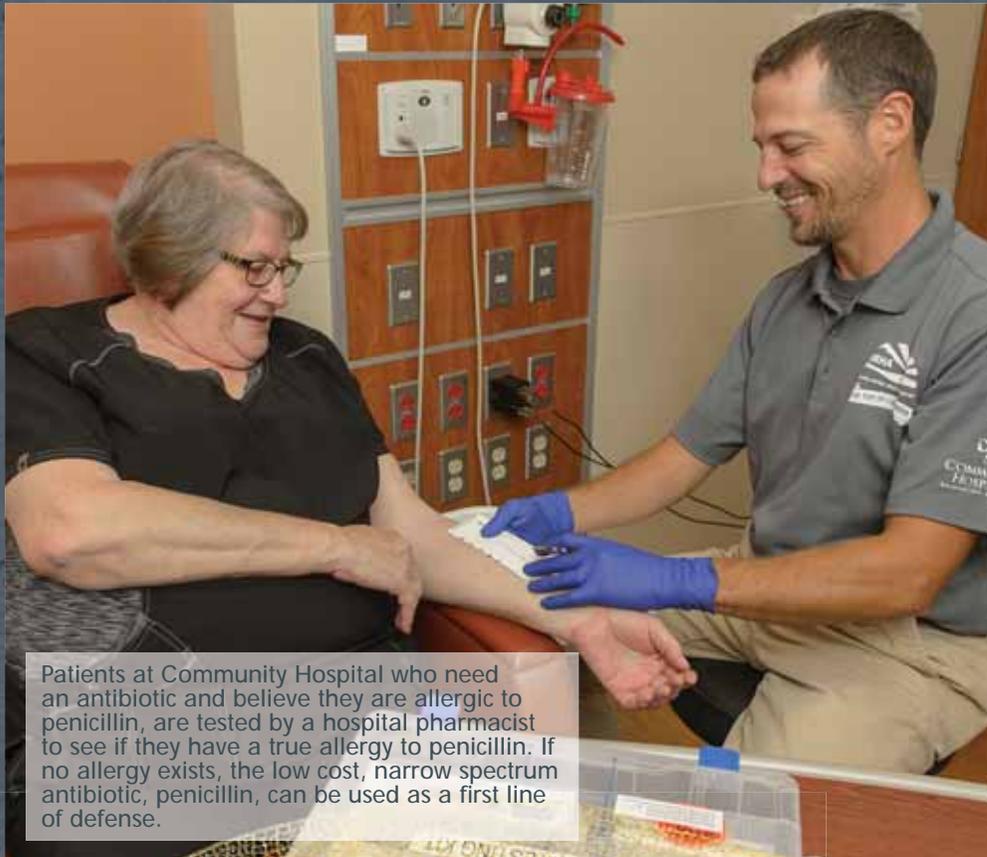
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	November S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>Community Hospital treated 848 inpatients and 30,457 outpatients.</li> <li>Admissions for swing beds were 156.</li> </ul>	Physical Therapy Month Breast Cancer Awareness Month Patient-Centered Care Awareness Month	1	2	3
4	5	Physician Assistants Week 6-12  Totally Committed Joint Education Class	6	7	8	9
11	12	Childbirth Education Class  Columbus Day	13	14	15	16
18	19	Big Kids and Babies Class  Mammography Day	20	21	22	24
25	26	Totally Committed Joint Education Class	27	28	29	30
Respiratory Care Week 25-31	25	26	27	28	29	30
						31 Halloween

*"There can be no keener revelation of a society's soul than the way in which it treats its children."*  
Nelson Mandela

# Antimicrobial Stewardship: Why is it Important?

Before the opioid epidemic stole the spotlight, antibiotic resistance was considered to be the most urgent threat to the public's health. Antibiotics save lives and are critical tools for treating a number of common and more serious infections, like those that can lead to sepsis. However, at least 30% of the antibiotics in U.S. outpatient settings are prescribed unnecessarily. Any time antibiotics are used, they can cause side effects and lead to antibiotic resistance, one of the most urgent threats to the public's health.

Antibiotic resistance happens when bacteria develop the ability to defeat the drugs designed to kill them. Each year in the United States, at least two million people become infected with bacteria that are resistant to antibiotics and at least 23,000 people die as a direct result. Many more die from complications from antibiotic-resistant infections. By 2050, the Wellcome Trust predicts resistant infections will be the number one cause of death globally, with an estimated 10 million attributable deaths per year.



Patients at Community Hospital who need an antibiotic and believe they are allergic to penicillin, are tested by a hospital pharmacist to see if they have a true allergy to penicillin. If no allergy exists, the low cost, narrow spectrum antibiotic, penicillin, can be used as a first line of defense.

Improving the way healthcare professionals prescribe antibiotics, and the way we take antibiotics, helps keep us healthy now, helps fight antibiotic resistance, and ensures that these lifesaving drugs will be available for future generations. That is antimicrobial stewardship in a nutshell.

At Community Hospital, we are doing many things to be good stewards of antibiotics:

- Some of this involves developing evidence-based order sets to guide prescribing for certain infections (e.g. pneumonia, urinary tract infections, skin infections, etc.).
- We track resistance rates and antimicrobial usage patterns and share this information with the providers along with other educational material to help decrease the inappropriate and possibly unnecessary use of antibiotics.
- The pharmacy department monitors culture results and collaborates with providers to make sure we have appropriate antibiotic coverage.
- This often includes recommendations to de-escalate (move from broad spectrum to antibiotics targeted to the specific bug).
- Pharmacy also must provide the dosing recommendations for certain antibiotics to make sure an effective dose is provided, but adverse effects are minimized.
- We restrict the use of some antibiotics to require an infectious disease consult, etc. before allowing them to be prescribed.
- Sometimes infections could be treated with good old penicillin, but often our efforts to do so are hampered, as "penicillin allergy" is a very commonly listed allergy. More often than not, though, those who say they are penicillin allergic are, in fact, not. We test patients to see if they have a true allergy and, if not, use a low cost, narrow spectrum antibiotic choice instead of using antibiotics that need to be preserved for more resistant infections and may have more side effects (Note: to date we have tested six patients who believed they had an allergy to penicillin, and all of them had a negative result for a penicillin allergy).
- We also recommend using antibiotics by mouth instead of the IV route if they will work as effectively.



# NOVEMBER 2020



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Home Care & Hospice Month Alzheimer's Disease Awareness Month Diabetes Month 1 Daylight Saving Time Ends	2	3 Totally Committed Joint Education Class Election Day	4	5	6	7
8	9 Childbirth Education Class	10	11 Veterans Day	12	13	14
15	16 Childbirth Education Class	17 Totally Committed Joint Education Class	18	19 Great American Smokeout	20	21
22	23 Childbirth Education Class	24	25	26 Thanksgiving	27	28
29	30 Childbirth Education Class	<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>• 1,252 procedures for Phase II cardiac rehab patients, 402 procedures for Phase III cardiac rehab patients, as well as 287 stress tests.</li> <li>• Community Hospital admitted 241 patients for radiation oncology. This represents 1,687 radiation oncology treatments.</li> </ul>			October S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	December S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

## Antimicrobial Stewardship Team

An antimicrobial stewardship team at Community Hospital meets regularly and works to make sure we are implementing all of the core elements of an effective antimicrobial stewardship program as defined by the Centers for Disease Control and Prevention.

*Good health and good sense are two of life's greatest blessings.*  
Publilius Syrus

# Community Hospital Backbone Organization for Baldrige Communities of Excellence Program

When Community Hospital leaders made the decision to join the Communities of Excellence 2026 program in 2018, they were also making the decision to serve as a backbone organization for McCook.

Communities of Excellence 2026 is the “community side” of the Baldrige Performance Excellence program, a journey that Community Hospital has been on since 2009. The program was originally developed for businesses in the United States.

This framework, and the Malcolm Baldrige National Quality Award, is available

to apply for and follow for organizations in six different categories: manufacturing, service, small business, healthcare, education and nonprofit. Two former healthcare CEOs that led their organizations to win Baldrige awards came together in retirement to create COE2026 so that some day there could be a new category added: community.

The hospital’s role as a backbone organization for COE2026 is to gather community leaders, residents, and customers to analyze the community based on four pillars: family, health, education, and financial stability. This analysis will ideally lead to the development of necessary changes and programs to improve the community of McCook and help it thrive.

COE2026 was developed to “assist and support communities as they implement the Community Performance Excellence Framework to enable communities and their residents to achieve better health outcomes, higher education attainment, and economic vitality,” according to Tricia Wagner, Community Hospital’s Outreach Coordinator and McCook core group member.

The founders of COE2026 saw a need for a community excellence program because they believed an excellent community could function similarly to an excellent business. COE2026 has begun the congressional steps to becoming a category for the Malcolm Baldrige National Quality Award, so a community that follows the framework may someday win the award.

“The framework used by COE2026, and now McCook, is a strategic plan to understanding the community of McCook now, where we as a community want to see ourselves in the future, and how we can get there,” Wagner said.

Other members of the McCook COE2026 core group are Troy Bruntz, Karen Kliment Thompson and Brad Hays, all Community Hospital employees; Andy Long, McCook Economic

*Continued below*



Members of the McCook Communities of Excellence 2026 core group are Tricia Wagner, Troy Bruntz, Karen Kliment Thompson and Brad Hays, all Community Hospital employees; Andy Long, McCook Economic Development Corporation; and Ben Dutton, University of Nebraska Extension office.

# DECEMBER 2020



Sunday      Monday      Tuesday      Wednesday      Thursday      Friday      Saturday

<b>Fiscal Year 2019 in Review</b> <ul style="list-style-type: none"> <li>Community Hospital has 1,006 members enrolled in the Sterling Connection, a senior program for participants aged 50 years and over.</li> <li>Community Hospital employees donated 298 pints of blood to the American Red Cross.</li> </ul>		Safe Toys & Celebrations Month  1	2	3	4	5
Hand Washing Awareness Week 6-12  6	Older Driver Safety Awareness Week 7-11  7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	November S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	January 2021 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Continued from above

Development Corporation; and Ben Dutton, University of Nebraska Extension office, who have laid the foundation of the program. The group has already presented informational sessions with community leaders and invited community residents to participate in focus group sessions.

Community Hospital recently completed a community health needs assessment and plans to complete needs assessments on the other pillars of the community: education, economic vitality and family using the same process. All four needs assessments will be used to prioritize and take actions to achieve a “Community of Excellence” through the Baldrige program.

For more information on the Communities of Excellence 2026 program, please contact Tricia Wagner at (308) 344-8550 or Karen Kliment Thompson at (308) 344-8580.

*“America faces great challenges as we approach the year 2026 – the 250th anniversary of the nation’s founding. We believe the greatest of these challenges—in educational attainment, job creation, and health status—are most effectively confronted at the community level.”*

**COE2026 Founders**

# Medical Staff



Corinne Phillips-Ward, M.D.  
Family Medicine  
Physician



Walter Eskildsen, M.D.  
General Surgeon



Lorinda Reece, M.D.  
Family Medicine  
Physician



Kristin Fulkerson, M.D.  
Family Medicine  
Physician



Craig Bartruff, M.D.  
Emergency Department  
Physician



Richard Klug, M.D.  
Family Medicine  
Physician



Jason Blomstedt, D.O.  
Family Medicine  
Physician



Matthew Neilsen, M.D.  
Family Medicine  
Physician



John West, M.D.  
Family Medicine  
Physician

# Physician Assistants & Nurse Practitioners



Mareesa Hasenauer, NP-C  
Nurse Practitioner



Naomi Olson, NP-C  
Nurse Practitioner



Teresa Hodgson, PA-C  
Physician Assistant



David Powell, PA-C  
Physician Assistant



Chuck Krysl, PA-C  
Physician Assistant



Alyssa Bauer, NP-C  
Nurse Practitioner



Amber Reynolds-Lorentz, PA-C  
Physician Assistant



Alysia Sheets, PA-C  
Physician Assistant



Mary Haller, PA-C  
Physician Assistant



Ashley Vontz, NP-C  
Nurse Practitioner

# Summary of Major Accomplishments – FY 2019

## People:

- Community Hospital welcomed certified physician assistant, Amber Reynolds-Lorentz, in August to the medical staff. She oversees patient care at the Anderson Center for Radiation Oncology.
- Molly Herzberg, formally Community Hospital's Director of Surgical Services, was named VP Patient Care Services/CNO in April 2019.
- Mariah Pierson, who has been an occupational therapist assistant at Community Hospital for many years, completed her schooling to become an occupational therapist.
- Evan Geilenkirchen, Certified Registered Nurse Anesthetist, received the 2019 Caring Kind award.
- Ashley Vontz was chosen as one of the Nebraska Action Coalition's 40 Under 40 honorees.
- The hospital offered its 14th annual Career Discovery Days to area high school students.
- Newly elected to the 2019 Community Hospital Board of Directors were Dave Powell, PA-C and Rick Haney. Re-elected was Lena Koebel. Bruce McDowell was appointed and Beth Siegfried was reappointed to the 2019 Community Hospital Health Foundation Board of Directors in January.
- Community Hospital employees donated \$1,200 for Tree of Love Christmas presents to two families representing seven children, in addition to helping a CH family with their children's Christmas and medical emergency funds.
- More than 95% of Community Hospital employees participated in the annual employee perception survey. Hospital employees are highly engaged with a percentile ranking of 97.3; compared to the 264 hospitals in Professional Research Consultants, Inc.'s data base.
- Hospital employees participated in an internal communications survey where 217 employees, or 72% participated. The survey is presented to employees every two years.
- Administration hosted a second annual picnic on the front lawn for Community Hospital employees and their families in July.
- Community Hospital was recognized as a Premier Blood Partner with the American Red Cross due to an increase in the employee units collected in 2018 (an increase of 34 units). The hospital ended the year with a total of 305 units collected.
- Community Hospital employees provided relief to other Nebraska hospital employees who were impacted by spring floods by donating money raised during a Jeans Day to the Nebraska Hospital Association Foundation for flood relief. Earlier in the year, employees donated supplies and money for flood cleanup in Eastern Nebraska.

## Service:

- In FY2019, Community Hospital celebrated 45 years of providing services to McCook and the surrounding area.
- Eat Smart – Get Fit program, which began October 2016, offers classes one to two times a year. The program helps decrease a person's risk of developing type 2 diabetes.
- A Parkinson's monthly support group began in late 2018. Other support groups include: Quit Tobacco Now, Grief Support and Cancer Support.
- Community Hospital provided floats in the Heritage Days Parade and the Christmas Light Parade, and Community Hospital employees volunteered time to set up the Cattleman's Ball prior to the June 7-9 event. Other staff provided colon cancer education in the Health and Wellness tent during the event.
- Community Hospital continues to be a corporate sponsor of the race series, Republican River Fitness Series, formed to promote wellness and get people active. The hospital also sponsors specific races from the Series: Wellness Run, Freedom Run, Old Settlers Adventure Race and Turkey Trot.
- A two-day wellness fair was held for the public in McCook in April 2019.
- Breast Cancer awareness activities for employees and the public included Pink Out Your Business, Wear It Pink Denim Day, Bison Football Pink Out Game, Bake a Difference Bake Sale, and Decorate a (Pink) Pumpkin Contest.
- Community Hospital Health Foundation collected nearly \$3,124 for cancer services through cancer awareness activities during the Red Willow County fair and rodeo.
- The Community Hospital Pro-Am at Heritage Hills (formally John Mullen Pro-Am) netted \$20,000 for equipment needed in the Cardiopulmonary Rehabilitation building project.
- Community Hospital Facebook page likes has exceeded 3,200.
- In May 2019, Community Hospital received nine awards for Top Performer, 5-Star and 4-Star for Patient Experience and Employee Engagement by national healthcare research leader Professional Research Consultants, Inc. (PRC).

## Quality:

- One of Community Hospital's strategic objectives is to *Advance our Journey to Excellence through further adoption of the Baldrige Criteria*. Community Hospital submitted a Baldrige Award application in May 2019. Although the hospital was not chosen for an examiner site visit, the

- hospital will receive feedback on the report that will help the hospital to continue on the journey.
- Community Hospital was awarded Most Valuable PAC Player, along with York General Health Care Services, by the Nebraska Hospital Association PAC Steering Committee.
- Administrative Council and clinical nursing leaders began weekly leadership rounding on inpatients as a commitment to improve the patient experience.
- 54.55% of Community Hospital nurses have completed a Bachelor of Science in Nursing degree. The Institute of Medicine established the goal that 80% of RNs would complete their BSN by the year 2020.
- The Community Hospital Health Foundation, through the Genevieve Armstrong Campbell Memorial Fund, hosted Dr. Trevor Van Schooneveld, MD, FACP from the University of Nebraska Medical Center in March 2019 for an antimicrobial stewardship educational event targeted to area Physicians, Physician Assistants, Nurse Practitioners and Pharmacists. Dr. Van Schooneveld discussed the topic of "Skin and Soft Tissue Infection Treatment and the Role of Antimicrobial Stewardship." Thirty-two providers/health care professionals and guests attended.
- Environmental Services has 14 staff certified as Healthcare Environmental Services Technicians. Five staff completed the course for Surgical Cleaning Technician with four certified.
- The Chartis Center of Rural Health and the National Organization of State Offices of Rural Health for overall excellence in two categories: Quality and Outcomes; reflecting top quartile performance among all rural hospitals in the nation.
- Community Hospital departments hold weekly or monthly Service Excellence Huddles to discuss service excellence initiatives, best practices, things that have gone well and opportunities for improvement.
- The laboratory completed a deficiency-free CLIA inspection in December 2018.
- Community Hospital staff received Service Excellence webinar training on HCAHPS called, "Communication about Medications."
- The Imaging Department passed the FDA mammography inspection in February 2019 with zero adverse observations.
- Rural health clinics Curtis Medical Center and Trenton Medical Clinic, each had zero-deficiency surveys by the State of Nebraska in May 2019.
- DNV accreditation process passed a three-year survey and ISO certification.
- Community Hospital was recognized by the CDC, earning *Full Recognition* status for the hospital's diabetes prevention program, Eat Smart – Get Fit.
- Community Hospital's flu vaccine participation is 100%.
- Automated blood banking implemented.
- Ligature and Suicide precautions were updated and all ED and Inpatients are screened using the CSSRS tool to evaluate risk.
- Readmission team focusing on CHF in collaborative effort with McCook Clinic and area nursing homes.
- Continue to roll out visual management boards to all departments.
- Wound care rollout ABI (Arterial Brachial Index) to nursing staff.
- Sharon Conroy passed recertification for Infection Control from Board of Infection Prevention and Epidemiology. This is a five-year certification.
- Julie Wilhelmson has been named to the Malcolm Baldrige National Quality Award Board of Examiners for 2019.
- Karen Fahrenbruch RN, CHPCN successfully passed her recertification test to be a certified hospice and palliative care nurse. She also fulfilled all continued educational requirements to be able to retest.

## Finance:

- Continued a financial strategy for Decatur Health Systems that should allow them to sustain operations for years to come.
- New maintenance building was built on the west side of campus. Current maintenance shed will be torn down to allow for more parking around the new cardiac rehab space.
- The building construction project is under way. Completed the new parking lot in front, the McCook Clinic remodeling, the materials management remodel this fiscal year.
- Including the construction project areas placed into service, Community Hospital acquired \$2.7 million of new buildings, equipment and technology.
- Added an additional Patient Financial counselor as part of a larger project to improve pre-admissions and collections prior to or at the time of service.
- Launched a new statement design with a new vendor. In process of changing patient portal vendors.
- Added pricing to our website to meet the current price transparency requirements.

# Community Hospital Board of Directors



**Todd Thiesen**  
Chair



**Julie Gillespie**  
Vice-Chair



**Lena Koebel**  
Secretary



**Curt Swanhorst**  
Treasurer



**Robert Hinz, DPM**



**Warren Jones, DDS**



**Jana Kmoch, RP**



**Garrett Rippen**



**Kristin Stagemeyer**

# Community Hospital Health Foundation Board of Directors



**Nate Schneider**  
Chair



**Don Moore**  
Vice-Chair



**Kelcy Ruggles**  
Secretary



**Beth Siegfried**  
Treasurer



**Troy Bruntz**  
President & CEO



**Warren Jones, DDS**



**Kim Schilling**



**Kristin Stagemeyer**



**Todd Thiesen**



# Community Hospital Health Foundation Annual Report 2019

Jessica Bortner  
Executive Director  
Community Hospital Health Foundation

Community Hospital Health Foundation had a successful year ending June 30, 2019 with assets totaling \$4,223,256 (FY 2018 \$3,694,527). During the fiscal year, the Health

Foundation Board of Directors approved distribution of nearly \$143,000 in grants supporting Community Hospital's mission of Regional Healthcare Excellence.

In the fall of 2018, Community Hospital broke ground on a \$21.2 million dollar building project. The Health Foundation Board of Directors approved a two-year \$500,000 capital campaign for the expansion of the cardiopulmonary rehabilitation department. The capital campaign was affectionately named the Heart to Heart Campaign. Learn more by viewing the Heart to Heart Campaign video at [www.chmccook.org/foundation](http://www.chmccook.org/foundation). Thanks to our generous community, we exceeded this year's goal of raising \$350,000 and as of November 2019 we exceeded the \$500,000 goal! Donations supporting the hospital's capital building project are still being accepted.

Foundation fundraising events included the 31<sup>st</sup> Annual Community Hospital ProAm at Heritage Hills, a "No Show" Hospice Affair/Appeal, McCook Big Give, and an Annual Appeal. Similar fundraising is planned for this year with one addition. A Concert for Healthcare returns!

The Community Hospital Health Foundation's success wouldn't be possible without the community's support, our dedicated volunteers and event sponsors. With your continued support, we can meet today's healthcare challenges and plan for the future of Community Hospital.

Thank you



## Community Hospital Health Foundation Grants

### Equipment Purchases - \$33,523

- Multi-venous IV training arm
- Stop the Bleed control kits
- 3 Accuvein finders for ED, nursing, & surgery
- Head and neck immobilization device for radiation oncology

- Nursery infant warmer
- Blood bank refrigerator
- Electronic scales

### Hospice Care - \$62,030

- Direct support of operations
- Indigent care
- Education materials for patients/families

- Hospice conference
- Grief support group
- Training programs - internal and external

### Patient Education - \$12,052

- Pregnancy and childcare books
- Healthcare documentation, Antibiotic Stewardship, Human trafficking, & Service excellence

- A Time to Heal-cancer support group sessions

### Other Programs - \$34,608

- Scholarships
- Lodging Assistance
- Medication Assistance
- Diabetic Education
- Medical Nutrition Consultation
- Emergency Assistance

**Total Grants in Fiscal Year 2018-2019 equal \$142,216**



Troy Bruntz  
President & CEO  
Community Hospital

# Letter from the President & CEO



If you have been around the hospital campus this past year you are well aware we are deep into construction of our additions to the Medical Specialists Center and Cardiopulmonary Rehabilitation Center. Additionally, we have added a new entrance to our physical, occupational, and speech therapy departments. This is a two and a half year project that will eventually renovate our kitchen, laboratory department and parts of our pharmacy as well. With specialist clinic visits and cardiopulmonary rehabilitation services continuing to grow this past year the timing could not be better. We expect both of these additions to be complete sometime next year but may not become fully operational until the end of calendar year 2020 or beginning of 2021.

Overall, hospital services grew almost 9% from 2018 to 2019 providing evidence our focus on growing access to quality services in southwest Nebraska and northern Kansas is working. We believe access to quality specialists and quality specialist services should not require hour after hour of travel if that service can be provided locally with the same or better level of quality than those providing it hours away.

This growth led to better than expected financial results. In 2018 we rebounded financially from a very poor fiscal year 2017. This year, fiscal year 2019, we did even better getting us back to the levels we experienced for so many years prior to 2017. We know however that to maintain our financial performance and stability we must continue our focus on quality and cost control to generate the value our community deserves and expects.

We continue to collaborate with other healthcare providers and entities around McCook, southwest Nebraska, and northern Kansas to develop processes that extend well outside the walls of the hospital. Specifically, we have been working to reduce readmissions with a focus on patients with heart failure and are preparing to add a behavioral health service line to assist other behavioral health providers in the community and the primary care physicians. We believe that in order to truly manage the health of the population we service we must partner and collaborate with all sectors of our community. In doing so, we can advance our quality and reduce the overall cost of care for our community.

This past year we became the anchor institution for the Baldrige Communities of Excellence program which has brought together community leaders from schools, government, banks, health departments, economic development, and so many more. This is a long-term journey which will define what excellence looks like for our community through the eyes of the citizens in the community, what we measure to know when we have achieved it, and what to do to close the gaps between where we are now and where we need to be to achieve it. With health being one of four pillars in this pursuit along with economic vitality, education, and family, we are very excited about the potential of this initiative.

Our staff has continued to work hard at finding ways to improve our processes by increasing quality and reducing cost in so many ways. We believe we must continuously find ways to increase the value of our services in order to maintain and grow the trust and loyalty of our community. Again this year we achieved national recognition for our employee engagement and satisfaction which is essential to making great improvements and advancements year after year.

This fall we will be adding more access to ENT services in our specialist clinic. Over the next year we will continue to focus on recruitment of providers to our community for family practice, behavioral health, orthopedics and more. The construction project will continue and require much of our time and focus, but it will not distract us from our mission of Regional Healthcare Excellence nor the many things we must accomplish to achieve that mission.

Troy Bruntz  
President & CEO  
Community Hospital





Sean Wolfe  
Chief Financial Officer

# Community Hospital Financial Report

## Fiscal Year Ended June 30, 2019

As you have read through the pages of this calendar you have seen how much Community Hospital has grown and progressed over the 45 years since the hospital's founding. Medical miracles continue to advance, building upon each other and the collective knowledge of our progress. Many promising advancements seem on the brink of revolutionizing healthcare well into the 21st century, including customized immunotherapies, CRIS-PR genetic editing technology, and so much more.

The modern healthcare system is the most ambitious thing man has ever attempted in its scope and complexity. For your 13 organ systems, we now have 60,000 different diagnoses, produce 6,000 different drugs, have 4,000 medical and surgical techniques and procedures, plus an uncounted number of ways to prevent those conditions. We're trying to fine-tune best practices, utilize the most effective treatments, and deploy that capability town by town to every person alive regardless of their ability to pay.

Services themselves have not only increased over the years, but also they have shifted from nearly all services done on an inpatient basis 45 years ago to nearly 80% of our services done on an outpatient basis today. Patients and their families want to receive care and return home as soon as possible, and the time you need to spend in the hospital continues to decrease year after year.

Like the medical services hospitals provide, the business of healthcare has gotten extremely complex over the past 45 years as well. This complexity is greatest in the billing and reimbursement system. As I looked through some of the old financial reports to find comparable stats from 45 years ago, I am in awe of this explosion of complexity. Unfortunately, unlike the advancement of the medical services, I cannot see how the financial complexity adds much value to our patients. This complexity increases cost by requiring hospitals, providers and insurers to employ more and more business staff and purchase very sophisticated software to authorize the service to be performed and to adjudicate these convoluted contracts and payment schemes. At the end of day we all pay more and more for this increasing bureaucratic burden. Additionally, this complexity makes efforts to have a more patient friendly billing process and increase price transparency and decrease in surprise billings extremely difficult.

### 2019 Results:

Community Hospital's 2019 fiscal year showed additional financial improvement from the tough years we had in 2017 and 2018. Overall patient volumes improved, with commercially insured patient volumes being a key component of that turn around. Commercially insured patients drive the Hospital's financial results,

with Medicare and Medicaid both paying less than the cost of providing services to their patients. Demographic shifting of more individuals onto Medicare will continue to put financial pressure on facilities like Community Hospital that care for a significant Medicare aged population.

Despite these challenges, Community Hospital continues to maintain a financially strong facility that can withstand this turbulence and will continue to offer the healthcare services our region needs. To help meet our mission, our financial assistance program continues to provide assistance in the form of free or discounted care to individuals in our community meeting the financial assistance guidelines. We were able to provide \$1.8 million of free services and over \$390 thousand of discounted care this past year.

The Hospital continues to reinvest in its facility, equipment, technology and people. The addition and remodeling project currently underway will add approximately 16,300 square feet of new space and remodel 19,700 square feet of existing space. This will address challenges throughout the facility, including greatly enhancing our cardiac rehabilitation and visiting specialist areas.

Sean Wolfe  
Chief Financial Officer  
Community Hospital

### Community Hospital Comparative Statement of Operations

Fiscal Years Ended June 30, 2019, 2018, and 2017

	<u>2019</u>	<u>2018</u>	<u>2017</u>
Gross Patient Service Revenue	\$73,511,355	\$65,673,881	\$61,815,698
Deductions For Bad Debt	(1,224,138)	(1,369,263)	(1,118,118)
Deductions From Service Revenue (Charity Care, Medicare, Medicaid and Other Insurance Contractual Adjustments)	<u>(25,208,154)</u>	<u>(20,485,041)</u>	<u>(18,910,355)</u>
Net Patient Service Revenue	\$47,079,063	\$43,819,577	\$41,787,225
Other Operating Revenue	<u>1,687,271</u>	<u>1,595,426</u>	<u>1,255,525</u>
Total Revenue	\$48,766,334	\$45,415,003	\$43,042,750
Operating Expenses	<u>46,969,194</u>	<u>44,815,707</u>	<u>44,410,460</u>
Operating Income	\$ 1,797,140	\$ 599,296	\$(1,367,710)
Nonoperating Revenue	980,991	625,572	387,643
Increase in Net Assets	<b><u>\$ 2,778,131</u></b>	<b><u>\$ 1,224,868</u></b>	<b><u>\$ (980,067)</u></b>