

# MCH & HEALTH SYSTEM

## 2018 Annual Report



# QUALITY CARE



The Mission of Memorial Community Hospital and Health System is to partner with our community to heal, nurture and promote wellness. MCH&HS has been a proud part of the community for many years. In a healthcare landscape that is riddled with change and challenge, the organization has had to adapt and evolve over the years, but one thing has remained consistent—our commitment to ensuring that our patients receive personalized and high quality care. In

the certification to be a Safe Sleep Champion, which provides evidence-based education to parents of newborns as well as hospital birthing staff.

MCH&HS Sleep Lab also earned Accreditation from the American Academy for Sleep Medicine (AASM). This Accreditation is the gold standard by which the medical community and the public evaluate sleep medicine facilities. Achieving AASM accreditation demonstrates a sleep medicine provider's commitment to high quality, patient-centered care through adherence to these standards.

Preparations are underway to continue to expand healthcare access to the residents of our service area and I am looking forward to another year of accomplishments and challenge.

In summary, it continues to be my sincere honor to serve as the hospital and health system CEO. It is a blessing to work side by side with the some of the most professional staff in health care today—as well as being so generously supported by the Auxiliary and MCH Foundation.

Manuela Wolf, RN, MHA, FACHE

Sincerely,

Manuela Wolf, RN, MHA

this 2018 annual report I am pleased to share some of the milestones that the team at MCH&HS has been able to accomplish in the last year.

In the summer of 2018, construction of the Tekamah Cottonwood Clinic started and this new chapter will truly begin with the grand opening of the facility in May of 2019.

The recruitment of Dr. Paula Thielen to Blair not only added a caring and compassionate primary care physician to our clinics, but also brought valuable talent to our obstetrics and child birthing program. I am very proud of the environment we have created for patient care within this program. The staff and leadership of the OB program were able to achieve Abusive Head Trauma / Shaken Baby Syndrome (AHT/SBS) prevention certification, making MCH&HS the 13th hospital in Nebraska to have completed this certification. This was achieved in addition to

# ABOUT US



Providing high-quality care has long been our hallmark, with respect and understanding for the individual patient, their dignity and his or her unique needs. You will find the staff at Memorial Community Hospital & Health System (MCH&HS) is committed to service excellence: we pledge to provide exceptional customer service to you and your family members. Our goal is to be the very best community hospital in the area. We offer a wide range of services to our community, delivered by competent and caring professionals, working with the providers of the MCH&HS medical staff.

MCH&HS is a not-for-profit corporation, and is recognized by the IRS as a 501(c)3 tax-exempt, charitable organization. Our not-for-profit status means that we do not distribute profits to shareholders or owners. All profits are reinvested in the organization in order to further progress toward our mission.

## ◆ Mission

To partner with our community to heal, nurture and promote wellness.

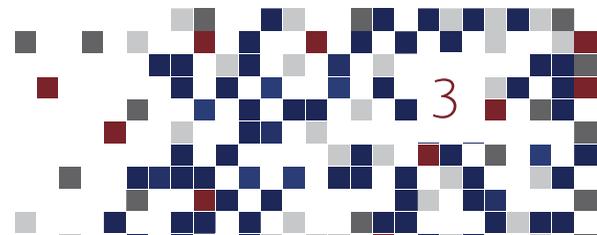
## ◆ Vision

To provide the highest quality of healthcare and to be the first choice in the communities we serve.

## ◆ Values

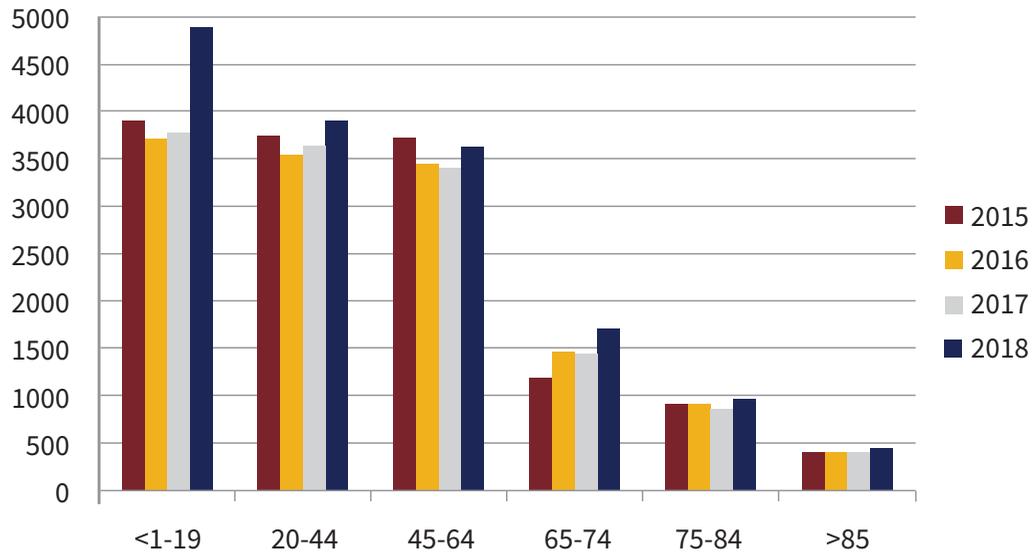
We believe in the pursuit of excellence and are dedicated to:

- ◆ *Compassion*
- ◆ *Respect*
- ◆ *Integrity*
- ◆ *Excellence*
- ◆ *Teamwork*



# PATIENTS

## Rural Health Clinic Patient Demographics Number of Individual Patients

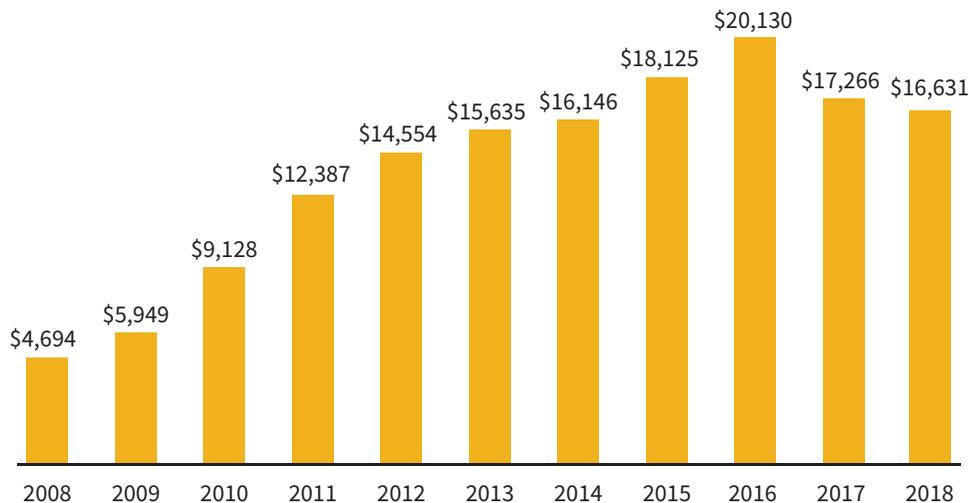


## Payer Mix

Payer	2018
Blue Cross .....	18.7%
Managed Care.....	23.1%
Medicare .....	47.9%
Medicaid .....	6.0%
Self-Pay .....	4.3%
	100%

# FINANCIALS

## Operating Cash (\$000's)



## ◆ 2018 Financial Health

Financial Assistance and Patient-Friendly Billing Standards

The MCH&HS philosophy on financial assistance is that no patient should be denied access to urgent healthcare on the basis of their inability to pay. Patients who are able to pay for their care should pay in a timely manner.

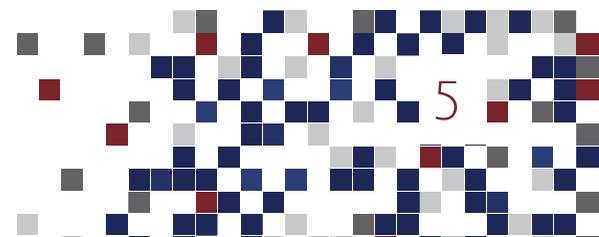
In 2018, we forgave over \$350,000 in charges for services provide under our financial assistance program. We offer financial assistance to patients of limited financial means in the form of interest-free payment arrangements, income-based sliding scale discounts, and catastrophic medical assistance.

## ◆ Outlook

Despite the continued fiscal pressures to healthcare, MCH&HS remains focused on being good stewards with our resources through controlling our expenses and focusing our financial investments on areas of opportunity. We have set the stage with our strategic priorities and are working to implement several areas of growth. We've invested in healthcare providers, infrastructure and equipment, and with strong strategic focus will use these resources to maintain fiscal success. Reimbursement from payor sources will continue to challenge us as well as all healthcare providers. We remain financially committed to investing in high quality care for our patients and offering the best possible services to our communities.

## ◆ Cash and Long-Term Debt

Our cash position remains strong at over 200 Days of Cash on Hand. In 2018, we committed to further investment in our capital and infrastructure. We have also strengthened our focus on our revenue cycle and have reduced the aging of accounts receivable to the lowest levels that have been seen in many years. Maintaining a strong revenue cycle process is crucial to having a strong cash position. We continue to focus on improving our Balance Sheet through reducing our debt by \$1.4 Million in 2018. Our Balance Sheet stands with \$10.8 million of debt in 2018.



# EVENTS

Involvement in the communities we serve is important to MCH&HS and is evident by the activities the employees participate in every year. Annual events such as the Bike Rodeo, Washington County Fair, Relay for Life and Heritage Days in addition to numerous parades and trunk-or-treats, school carnivals, and library events keep us busy all year long.



## ◆ Christmas Party

A Christmas celebration was a wonderful way to end the year and share holiday cheer with employees and guests from the community. Santa and Mrs. Claus were on hand to listen to children's wishes and hand out a special gift for those who visited. There was plenty to do with games and crafts for the kids, which were led by volunteers from the Blair High School FBLA organization. Guests enjoyed holiday goodies, with a hot chocolate bar being a favorite. MCH&HS looks forward to making the holiday celebration an annual event for the community!

## ◆ 2018 June Jam

MCH&HS hosted the annual June Jam on June 8th; a perfect summer night for a concert in the park. The annual concert was held in conjunction with Blair's annual Gateway to the West celebration. Rustic Gold played from 6-8 pm while the community enjoyed a cookout from the Kiwanis Club and a balloon artist hosted by MCH&HS. Rustic Gold drew a large crowd in the park, playing a nice selection of soft rock and roll. Once again, the weather cooperated and it was a beautiful evening for the concert, and it was a great way for MCH&HS to show its appreciation and support for the community.



## ◆ Community Wide Support at the 61<sup>st</sup> Annual MCH Auxiliary Rummage Sale

Volunteers have been the backbone of the Auxiliary's Rummage Sale for over half a century. Over 300 volunteers helped at the sale this year, working hard to unload racks, shelving, boxes, and merchandise all in preparation of the four day sale. They come from near and far, with some coming regularly from Seattle and Houston. Many of the hospital's front desk and gift shop volunteers spend the week at the sale helping.

Local businesses, such as Washington County Bank, Cargill, and Two Rivers Bank, and the hospital support the Auxiliary by supplying workers all week, and many athletes and students from area schools come to help as well. "This is an incredible event, said Kim Dutton, co-chair of the Rummage Sale. It's like a well-oiled machine with people from all over the community working together to better our hospital."

In addition to volunteer labor, many companies also donate behind the scenes. McKinnis donates dumpsters every year, SE Smith and Sons donate lumber and blocks to use as shelving, many local construction companies come with skid loaders and muscle, farmers bring their semi-trailers and trucks. Many of the local restaurants and grocery stores help feed the volunteers, in addition to the MCH&HS kitchen staff.

Though the event has the Auxiliary's name front and center, it's really a community effort to make the hospital a better place. For over 60 years the Auxiliary has purchased needed items for Memorial Community Hospital and Health System. In the late 1950's and 60's, clocks, a sewing machine, curtains, kitchen equipment, mattresses, and other monetary donations to special units were gifted from Rummage Sale proceeds. In later years when the amount of money jumped substantially, they donated larger pieces of equipment including a mammography machine in 1987, a blood gas machine in 1990, a C-arm in 1994, an OBIX Fetal Monitoring system in 2010, and this year, a mobile ultrasound unit for the Emergency and Surgery Departments.

The total projected amount of money raised by the Auxiliary tops \$1.4 million dollars. It would be hard pressed to find someone in our community that hasn't at one time or another been touched by the MCH Auxiliary. Through the use of donated equipment at the Hospital, shopping or donating to the Auxiliary Closet Thrift Store, or experiencing the Rummage Sale many have felt the effect of the Auxiliary. Next time you see a volunteer for the Auxiliary, tell them thank you. They are the behind-the-scene gems that have put in decades of work to make this a better place!

## ◆ 2019 Upcoming Events

### June Jam

Friday, June 7, 2019

6 to 8 p.m.

Lions Park Train Depot

Blair, NE

Heartland Boogie Band

### MCH Auxiliary Rummage Sale

September 19-22

Washington County Fairgrounds

Arlington, NE

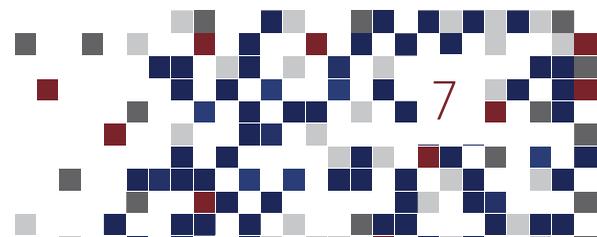
### Tree of Life Campaign

November 2019-January 2020

### Holiday Party

December 2019

Date TBD



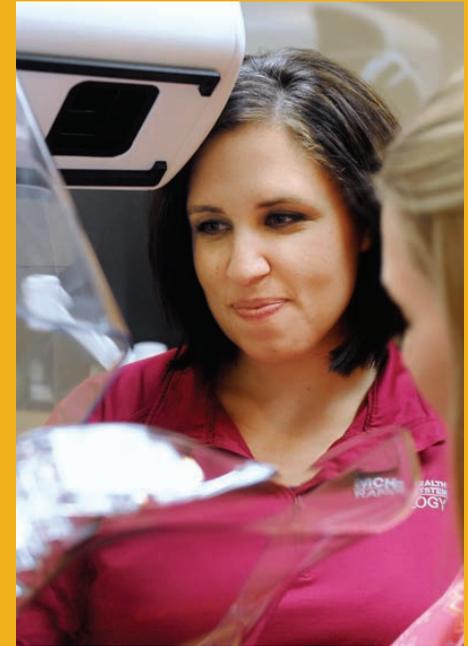
## ◆ Better Mammography Became a Reality in 2018

In the early fall of 2017, a campaign began to raise funds for a 3D mammography machine. Clearer images, fewer false callbacks, and earlier detection of breast cancer became possible at MCH&HS. After half a year of planning, saving, and raising funds, MCH&HS purchased their 3D mammography machine.

The machine arrived in late May, and once it was here, the diagnostics team began training. The team of specialists began to see patients in mid-June, offering the latest technology to women concerning breast health and early detection.

Although the machine required training for radiologists and staff, the procedure was much the same for patients. Though patients still experience compression with the new machine, it does have more ergonomic paddles which make it more comfortable for patients. Above all, it gives more accurate pictures and results and fewer unnecessary call backs.

3D mammography enables radiologists to get a more complete picture of breasts. This reduces the number of women who have to go in for repeat testing and helps detect areas of concern sooner. As is the case with most cancers, early detection is key. MCH&HS was happy to bring this advanced technology to its patients and offer the same level of care as Omaha hospitals.



## ◆ 2<sup>nd</sup> Annual Baby Expo



Twenty four vendors, physicians and staff members, and guests filled the conference center at MCH&HS for the second annual Baby Expo in late September. The event provided an excellent opportunity for expectant or new mothers to tour the Labor and Delivery Suites and meet the delivering physicians and pediatrician on staff at MCH&HS. Staff at MCH&HS welcomed the opportunity to show attendees the beautiful facility and accommodations there are right here in Blair. There were drawings for prizes, many giveaways that were geared toward new moms and babies, and plenty of refreshments. The Baby Expo is an event that MCH&HS plans to sponsor every year.



## ◆ Tekamah Clinic - Continuing Growth

Construction of the much anticipated new Cottonwood Clinic in Tekamah began in late August. The project was kicked off with a ground breaking ceremony, and a reception for employees and the community followed at The Chatterbox in Tekamah. The 6,030 square foot facility will have six patient rooms, a sick and well area in the lobby for patients, a screening room, a procedure room, and a community/conference room. There will be ample parking at the facility which is conveniently located on Highway 32 just west of town. MCH&HS plans to open the clinic in May 2019 and is anxious for the community to have a top notch health care facility in Tekamah. Dr. Charles "Tuck" Smith, Dr. Paula Thielen, Becky Guzinski, PA-C, and Jill Connealy, PA-C practice at the clinic.





Angie Schrad, RN  
Manager of the Year



Derek Nelson, MD  
Provider of the Year



Shelby Alexander, RRT  
Employee of the Year

## ◆ Employees of the year 2018

Recognition Night at MCH&HS is a highlight of the year. Each year a banquet and awards ceremony is held to honor employees who have displayed extraordinary leadership and skills in their respective areas at MCH&HS. Awards for Provider, Manager, and Employee of the year are given. In 2018, the following employees were recognized:

Provider of the Year – Derek Nelson, MD (Emergency Department)

Manager of the Year – Angie Schrad, RN (Clinics)

Employee of the Year – Shelby Alexander, RRT (Cardiopulmonary)



## ◆ Tree of Life

The annual Tree of Life campaign began in late November 2018 and wrapped up in early 2019. The campaign, raising nearly \$15,000, earned enough to purchase six new recliners for the Med Surg department. The new recliners will enhance the patient experience by providing comfort, promote a safe environment for patients and staff, and aid in the mobility of our patients. The recliners offer safety features that ensure patients are aligned properly and assist in patient transfers from bed to chair. This year's tree was decorated in red, white and silver, and was placed in the hospital lobby for everyone to admire. Recognition tags adorned the front windows of the lobby, honoring loved ones who are still with us and those who are no longer here. The Tree of Life campaign continues to be a strong tradition and was supported generously once again by the communities we serve.



## ◆ New Equipment for State-of-the-Art Operating Room

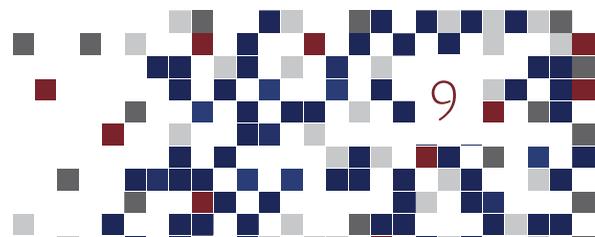
The operating room at MCH&HS received a makeover in 2018 with the arrival of some sophisticated new items, including new orthopedic, general, ophthalmic, ENT, and anesthesia equipment.

For orthopedic and general surgeries new arthroscopes, laproscopes, video, camera, and towers in high definition, as well as a System 8 for power, were added, which provided more clear and crisp pictures during surgery.

A new eye microscope with high definition and better functionality has made cataract and other eye surgeries better and more efficient, and ear, nose, and throat procedures were improved by new fiber optic laryngoscope.

The new Neptune for suction was a great addition, offering a closed suction device that aids in procedures and minimizes patient and staff exposure to fluids or smoke. The monitor and anesthesia machine upgrades have aided in patient safety by reporting information directly into electronic medial records for real time charting.

All of these purchases have added safety, reliability, improved outcomes for patients, and more efficient operations for staff. MCH&HS is pleased to be able to continue to provide quality care with equipment that is top of the line.



# OUR PATIENTS



At Memorial Community Hospital & Health System we encourage our patients and their families to expect the best. Our entire team focuses on creating a positive experience through the expression of our core values:

*Compassion • Respect • Integrity • Excellence • Teamwork*

In 2018 we continued to meet the needs of our patients in the community we serve.

## ◆ Primary Care Clinic Visits

- Blair Clinic ..... 29,577
- Cottonwood Clinic ..... 5,001
- Fort Calhoun Clinic ..... 5,313

## ◆ MCH Outpatient Visits

- Specialty Clinic..... 8,738
- Emergency Department ..... 4,524

## ◆ Newborn Deliveries .....39

## ◆ Surgeries

- General ..... 336
- Ophthalmology ..... 92
- Orthopedic ..... 63
- ENT ..... 77
- Urology ..... 0
- Family Practice..... 3
- Podiatry ..... 1
- OB/GYN..... 30

## ◆ Diagnostic

- X-ray ..... 7,456
- Ultrasound..... 1,187
- MRI ..... 666
- CT Scan ..... 1,810
- PET Scan..... 22
- Nuclear Medicine ..... 35
- Dexa ..... 285
- Laboratory..... 77,576
- Oscopy ..... 338
- EKG ..... 1,583
- Stress Echos ..... 362

## ◆ Rehabilitation

- Respiratory Therapy ..... 2,063
- Sleep Study ..... 90
- Physical Therapy..... 3,590
- Occupational Therapy ..... 531
- Speech Therapy ..... 66
- Cardiac Rehab ..... 960
- Pulmonary Rehab ..... 818
- Pulmonary Function Test ..... 211

## ◆ In-Patient Admissions..... 211

## ◆ Observation Patients ..... 75

# BOARD OF DIRECTORS

## ◆ MCH Auxiliary

Cindy Beyerink - President  
Mikki Mullally - Vice President  
Leslie Watts - Treasurer  
Mackenzie Anderson - Secretary  
Angie Hodson  
Vicki Janssen  
Mary Kempcke  
Robin Miller  
Merri Misfeldt  
Pat Rogers  
Pam Santos  
Barb Triplett  
Laura Willey – Hospital Liaison

## ◆ MCH Foundation

Emily Petersen – Chair  
Mindy Rump – Vice Chair  
Jason Fowler – Treasurer  
Dr. Jill Reel – Med Staff Representative  
Sarah Chatt – Hospital Board Representative  
Kim Dutton - Auxiliary Representative  
Amy Hansen  
Dr. Amber Beckenhauer  
Dan Hunt  
Randy Jensen  
David Genoways  
Susan Rupp  
Lisa Tierney  
Manny Wolf – Ex Officio Member  
Tim Schnack – Ex Officio Member  
Shannon Fox – Ex Officio Member  
Molly Dahlgren – Foundation Director,  
Ex Officio Member

## ◆ MCH Board of Directors

Sarah Chatt – Chair  
Dr. Thomas Ruma - Vice Chair  
Neil Smith – Secretary  
Kyle Acre – Treasurer  
Dr. Sandra Baumberger  
Ann Schumacher  
Teresa Hawlik

## NEW DOCTORS



### Dr. Paula Thielen

MCH&HS welcomes Dr. Paula Thielen at MCH&HS's Blair and Cottonwood Clinic. She is a family practice physician who will also deliver babies and do

C-sections. Dr. Thielen received her medical degree from the University of Nebraska Medical Center College of Medicine and completed her residency at UNMC in Family Medicine. She is Board certified in Family Medicine with a strong interest in and focus on women's health and maternity care.



### Dr. Steven Kitchen

Memorial Community Hospital and Health System was happy to welcome Dr. Steven Kitchen as a member of its team. Dr. Kitchen will provide full orthopedic

services, including comprehensive surgical orthopedic procedures.

Dr. Kitchen holds a BA degree from Harvard University, earned his Medical degree from the University of Cincinnati School of Medicine in Cincinnati, OH, and completed a fellowship in Sports Medicine at Ohio State. He specializes in sports medicine and arthroscopy, trauma and fracture management for all ages and general orthopedics.

## ◆ MCH&HS

810 N. 22nd Street  
Blair, NE 68008  
402.426.2182

## ◆ MCH&HS Specialty Clinic

810 N. 22nd Street  
Blair, NE 68008  
402.426.1239

## ◆ Blair Clinic

812 N. 22nd Street  
Blair, NE 68008  
402.426.4611

## ◆ Cottonwood Clinic

120 S. 9th Street  
Tekamah, NE 68061  
402.374.1585

## ◆ Ft. Calhoun Clinic

4929 CR P43  
Ft. Calhoun, NE 68023  
402.468.4655

