

**MCH & HEALTH
SYSTEM**



Memorial Community Hospital & Health System

Blair · Fort Calhoun · Tekamah

Annual Meeting - April 16th, 2019

Welcome/Reflection

“Great things in business are never done by one person. They're done by a team of people.”

- Steve Jobs



Mission/Vision/Values

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.

OUR VALUES

*Compassion • Respect • Integrity • Excellence •
Teamwork*

A Quick Look Forward

The bottom of the slide features a decorative graphic consisting of several overlapping, wavy lines in various shades of blue, creating a sense of movement and depth.

Strategic Plan



Looking back

An overview of our year

A good year for the Organization

Despite many challenges in healthcare, everyone worked hard to ensure our patients continued to receive **high quality care in a safe environment.**

Our staff are fantastic



Quality - Patient Satisfaction

Overall Satisfaction	2017 Top box	2018 Goal	2018 Top box	Trend
Inpatient HCAHPS	75%	76%	68.8%	↓
Emergency Department	73%	73%	75%	↑
Outpatient Diagnostics	82%	83%	86.7%	↑
Outpatient Clinic (C-CAHPS –best provider)	85%	85%	86.1%	↑

Quality - Patient Satisfaction

- * Continue action plans to address scores
- * Upcoming Leadership Development
- * Annual Education for Staff
- * Increasing Employee Engagement




Quality - CMS Survey

Every 3-5 years the Center for Medicare and Medicaid Services conducts a Survey to ensure that the organization is compliant under all rules of participation in those programs.

CMS Surveyed MCH&HS in May of 2018 during a five day visit where only one deficiency was noted that was corrected immediately.

Employee Engagement and Culture

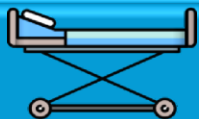
Item	Domain	Distribution	Score	Vs. Overall Results	Vs. Nat'l Healthcare Avg	Responses
		 Unfav Neutral Fav				
I am proud to tell people I work for this organization.	Engagement Indicator	 2% 8% 90%	4.30	+0.13	+0.00	183
I would stay with this organization if offered a similar position elsewhere.	Engagement Indicator	 6% 26% 68%	3.94	+0.02	+0.01	180
I would recommend this organization to family and friends who need care.	Engagement Indicator	 4% 5% 91%	4.26	+0.11	-0.01	183
I would like to be working at this organization three years from now.	Engagement Indicator	 5% 19% 76%	4.11	+0.01	-0.05	177
I would recommend this organization as a good place to work.	Engagement Indicator	 3% 11% 86%	4.20	+0.17	+0.07	183
Overall, I am a satisfied employee.	Engagement Indicator	 3% 14% 84%	4.15	+0.14	+0.12	183

Looking back

By the Numbers

Our year in numbers

We have
17
Medical/Surgical
Rooms



We provided
care for a
population of
approximately
25,000



We provided
12,511
Therapy
Procedures



Welcome To Our
TEAM

We employ
275 staff
including...



12
Physicians



19
Advance
Practice Clinicians



171
Clinical
staff

We delivered
8,738
Specialty
Clinic
Services



We
performed
77,576
Laboratory
Tests



We had
211/175
inpatients/
observation
patients



4,524
patients
attended
the Emergency
department



We provided
13,533
Diagnostic
procedures



We had
33,638
Clinic Visits



39
babies were
born here



Our Operating
Cash is



\$ 16,631,000

We reduced
our debt by



\$1,400,000

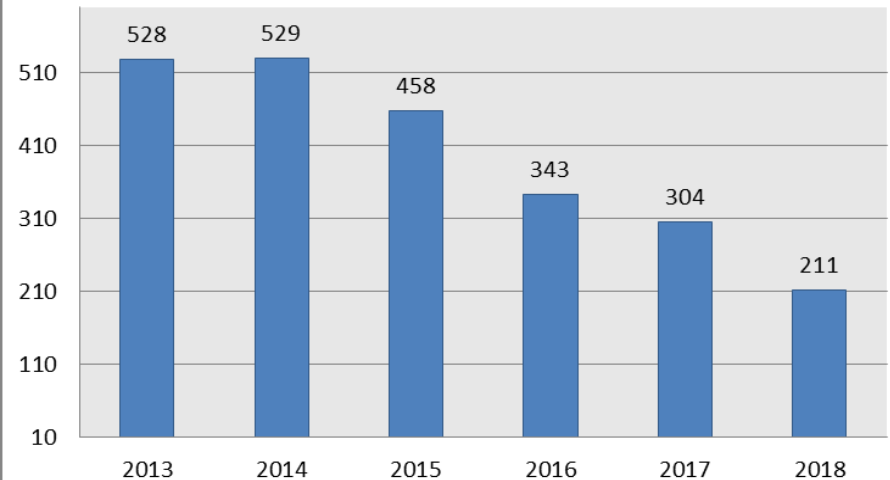
We invested
\$ 2,2M
into our
infrastructure



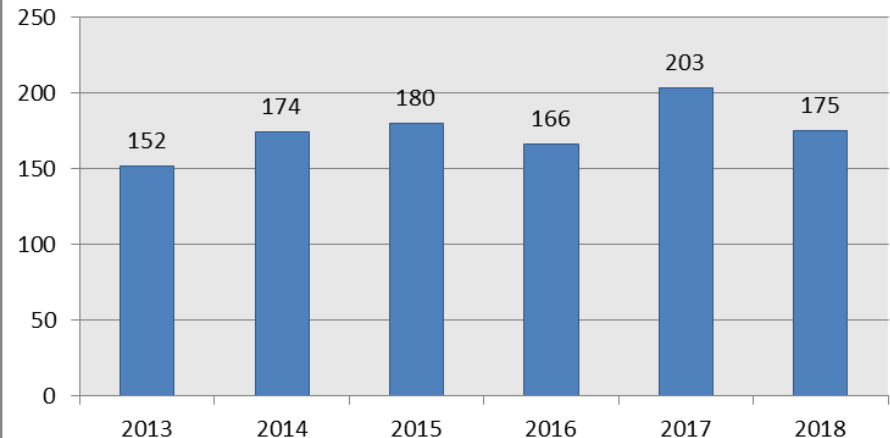
Inpatient Unit

- * 15 General Med/Surg Rooms
 - * Inpatient
 - * Skilled Services
 - * Physical Therapy, Occupational Therapy
- * 2 monitored Rooms

Inpatient Admissions

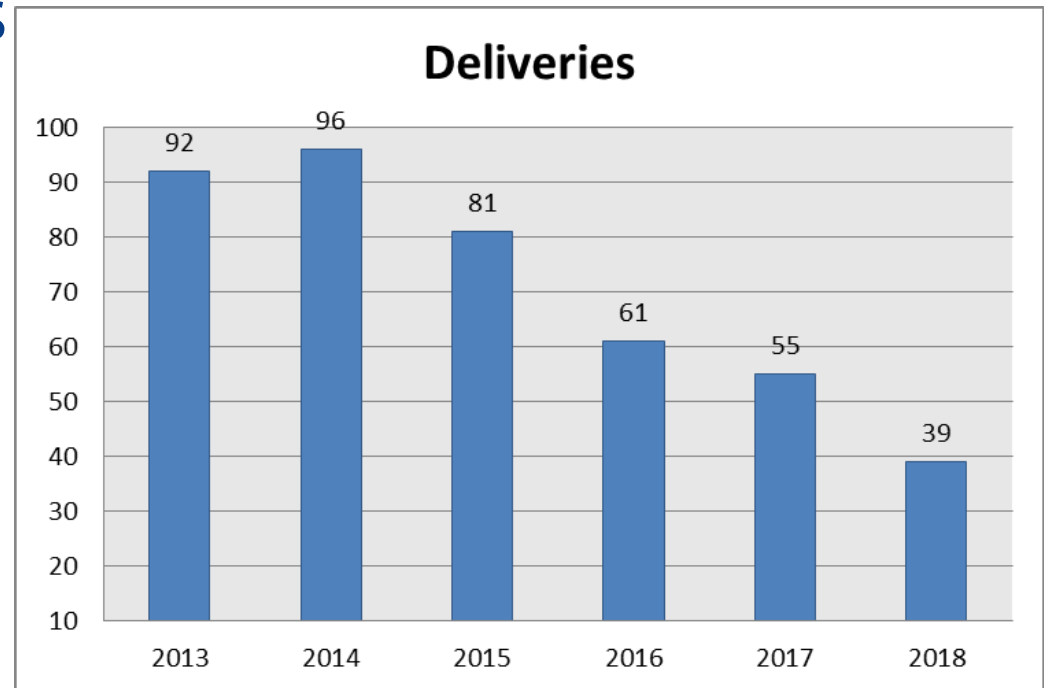


Observation Patients



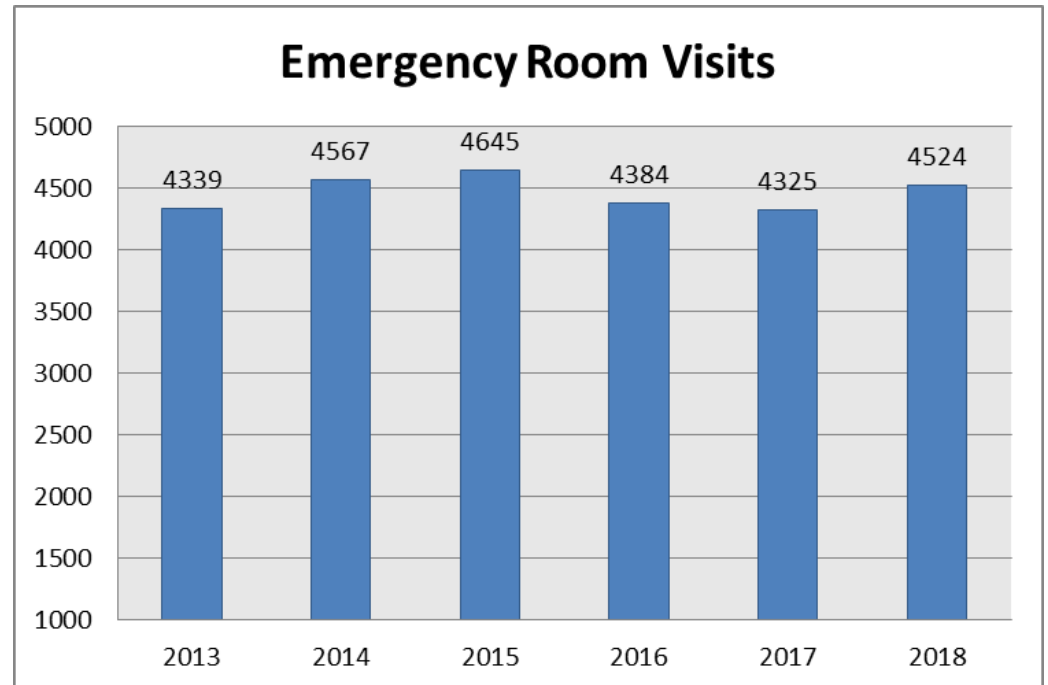
Service Obstetrics

- * 2 Labor and Delivery rooms
- * 2 Postpartum rooms
- * Locked Unit for baby's safety
- * 24/7 coverage for C-sections
- * 3 OB Physicians of which 2 offer OB with C-Section



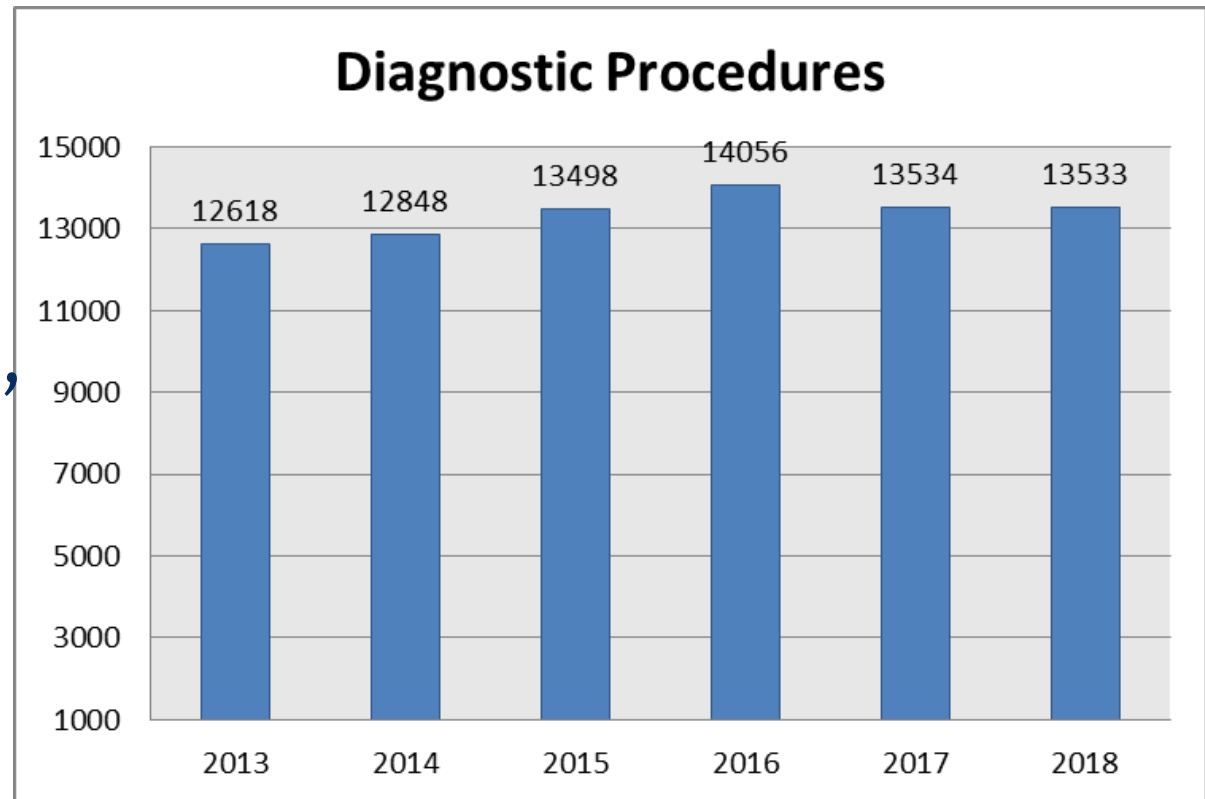
Service Emergency Department

- * 6 ED rooms
- * 2 Trauma rooms
- * 24/7 Provider coverage
- * Decontamination Services
- * Community Education



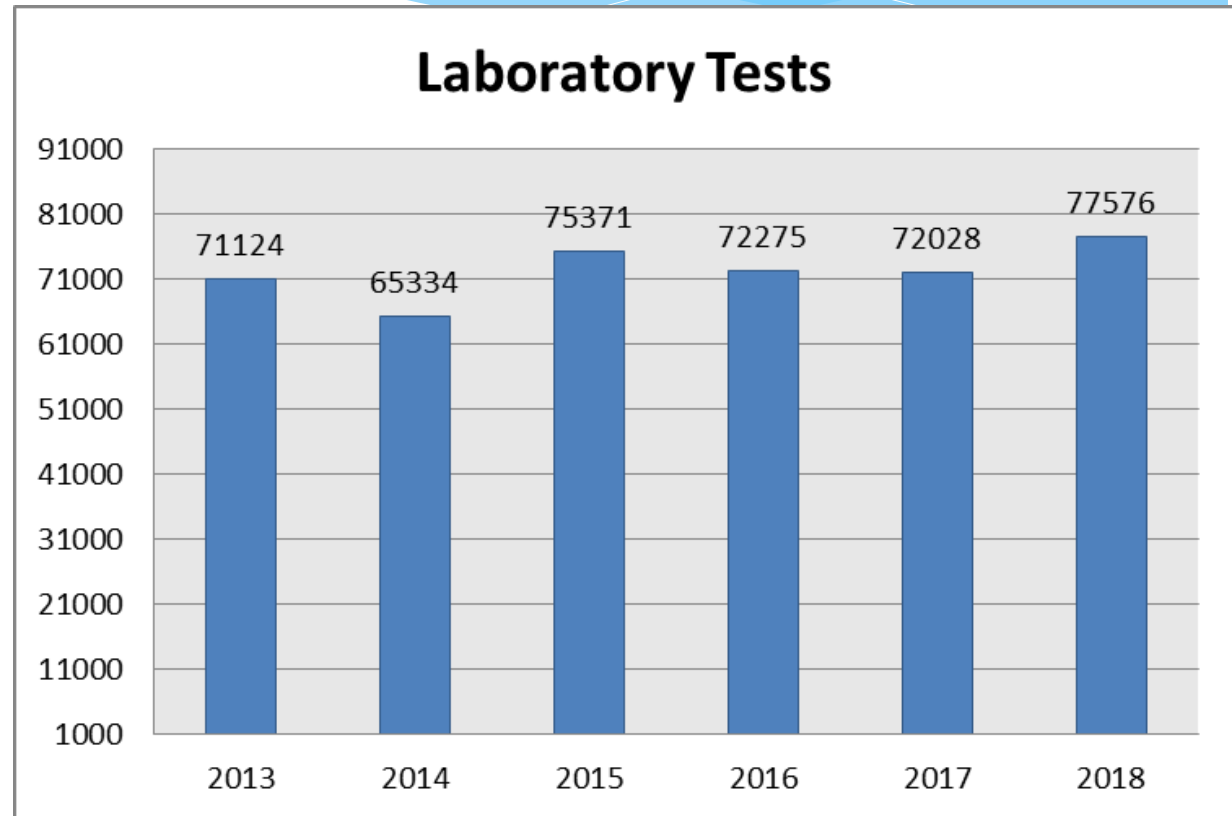
Service Diagnostics

- MRI, CT
- Ultrasound
- EKG
- Mammography
- Mobile Services:
Nuclear Medicine,
PET/CT,
- Stereotactic
Breast Biopsy
- Radiology



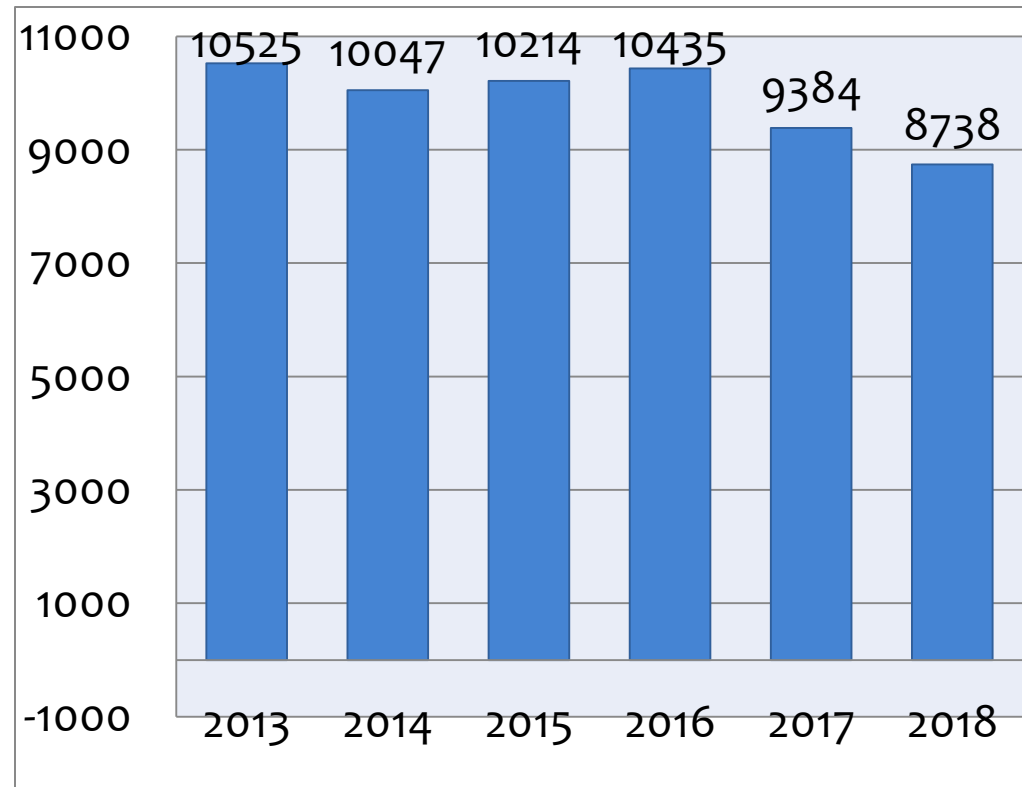
Service Laboratory/Pathology

- Chemistry
- Hematology
- Coagulation
- Blood Bank/
Transfusion
Services
- Pathology



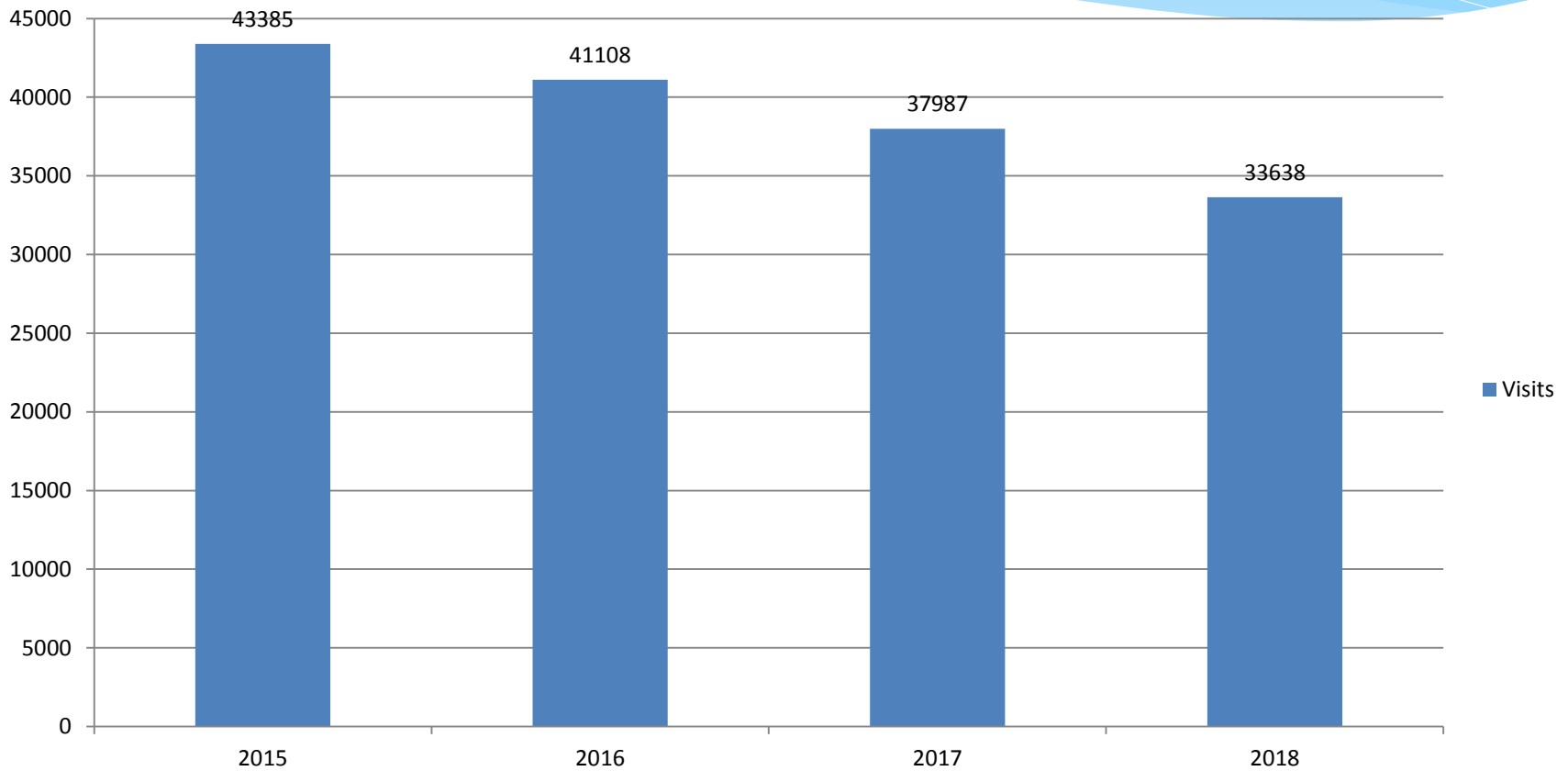
Service Specialty Clinic

- * 23 Specialists, 3 PA's and 1 Nurse Practitioner
- * 13 Specialties represented
- * Over 8,500 patient visits
- * Chemotherapy

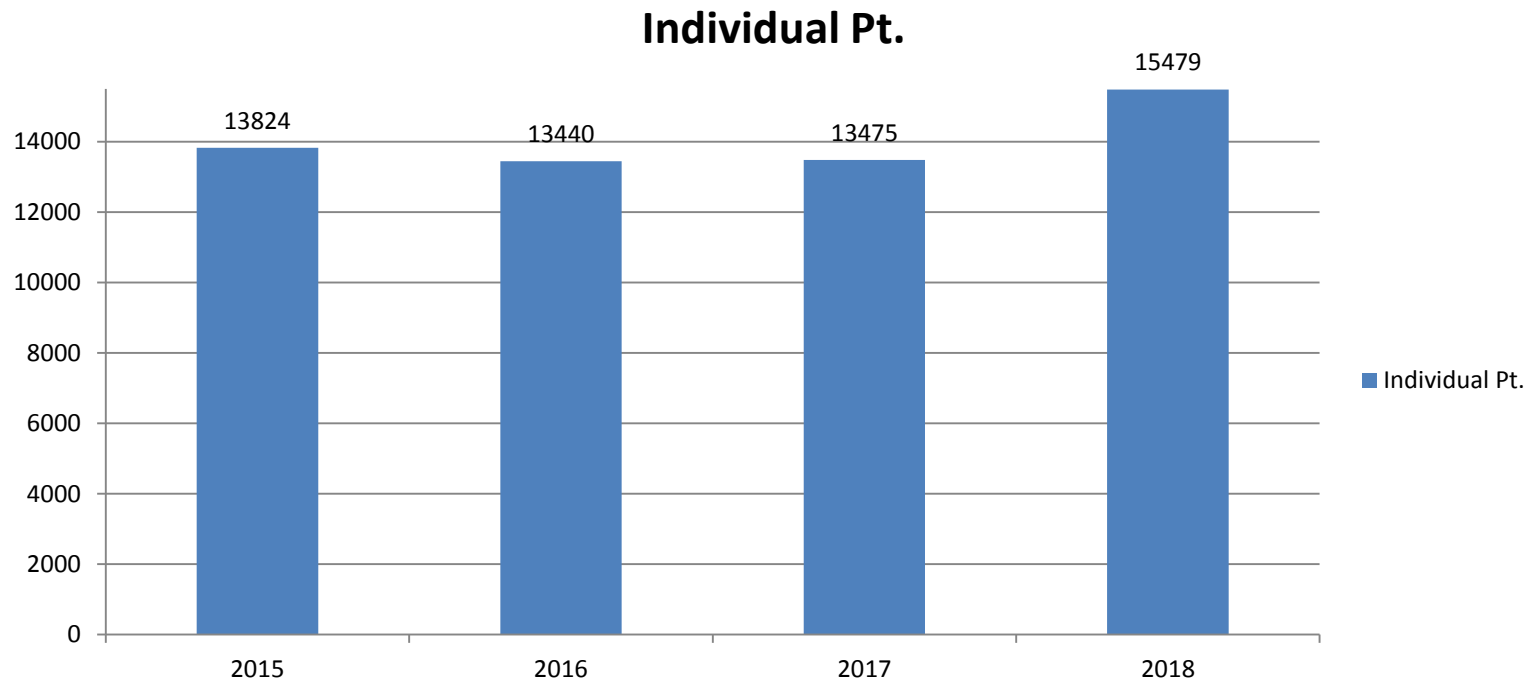


Rural Health Clinics Number of Visits

Clinic Visits



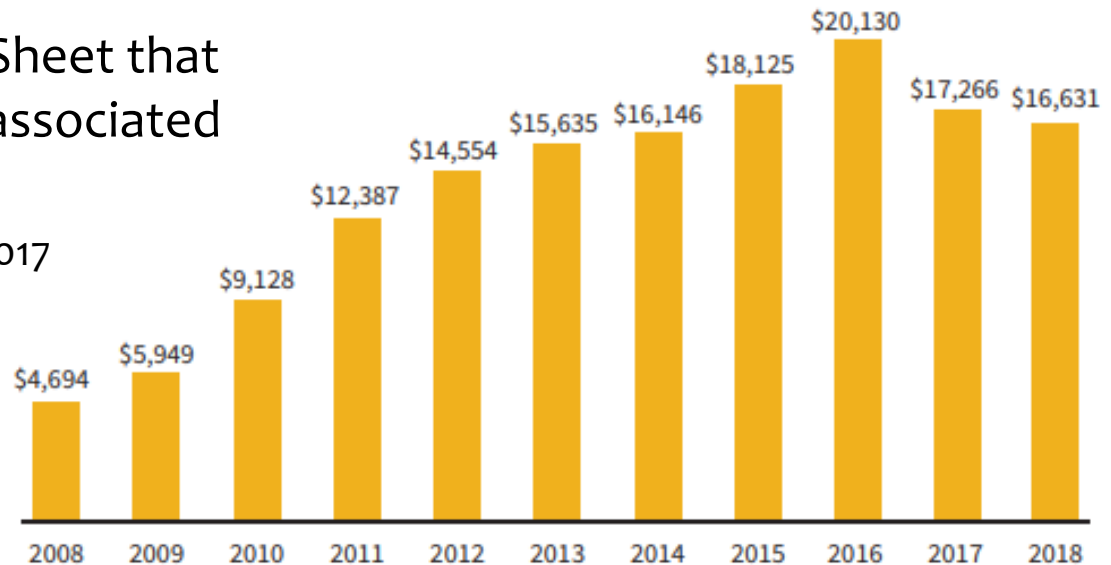
Rural Health Clinics Number of Individual Patients



Finance and Stewardship

Stewardship

- Over \$16.6 million in operating cash
 - cash position decreased by about \$0.6 million in 2018
 - Reason for decrease mainly due to new construction of clinic in Tekamah
- Continue to improve Balance Sheet that includes \$10.8 million of debt associated with building project
 - a reduction of \$1.4 Million from 2017



Payer Mix

Payer	2018
Blue Cross	18.7%
Managed Care	23.1%
Medicare	47.9%
Medicaid	6.0%
Self-pay	4.3%
	100.0%

Stewardship Tax-Exempt Status

Memorial Community Hospital (MCH) is recognized by the IRS as a charitable, not-for-profit, tax-exempt organization

- MCH is a self-sustaining organization, sponsored by two organizations: MCH & Health System and CHI Health Immanuel Medical Center
- Governed by a 7 member Board of Directors:
 - 4 community members, including Medical Staff President
 - 3 members appointed by CHI Health
- **All profits are re-invested by CHI into MCH&HS**

Stewardship/Tax Exempt Status Community Benefits Provided

Charity Care

Free or discounted services provided based on need

In 2018, we forgave about \$350,000 in charges for services provided under our financial assistance program

MCH&HS' philosophy on financial assistance

- no patient should be denied access to emergency health care on the basis of their inability to pay
- patients who are able to pay their portion of their bill, coinsurance, deductible or co-pay, should pay in a timely manner and in some cases, at time of service

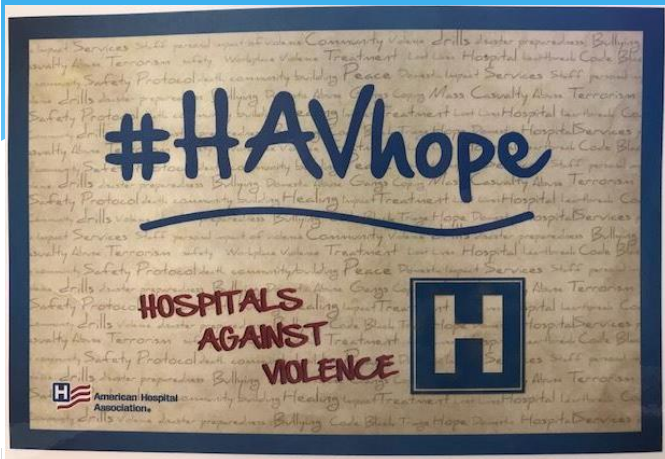
Stewardship/Tax Exempt Status Community Benefits Provided

Other Community Benefits

Activities that promote Health and Healing as a response of identified community needs.

Lunch and Learns	Blood Pressure Checks	Chatt Center Talks
Medication Safety Events	Nutritional Outreach	TB Testing and Flu Shots to EMS
Community Education (Lunch and Learns, speakers)	Choose Health Here (with NE Extension and 3RPHD)	Student Tours and Shadowing
School Health Fair & “A Healthier You” in Schools	Relay for Life First Aid Station	Newborn Expo
Library Community Day	HS Career Day	Senior Exercise Group
Tai Chi	Stop the Bleed Training	Bike Rodeo

Community Benefit Activities



THE EFFECTS OF HEARING LOSS

Free Lunch and Learn

Please join us as Dr. Eva Hecht, Au.D., CCC-A of Fremont Audiology and Hearing Clinic of Blair presents on hearing loss.

January 11th at Noon

Memorial Community Hospital
and Health System

Bagby/Gentry Room

RSVP to Laura Willey - 402-426-1494

TOO MUCH SALT IN YOUR SYSTEM?

Please join Kim Kurtz, PA-C and Jordan Stilmock, Dietician, as they discuss a low salt diet and the beneficial effects of water.

DECEMBER 20, 2018
BAGBY/GENTRY
CONFERENCE ROOMS
NOON



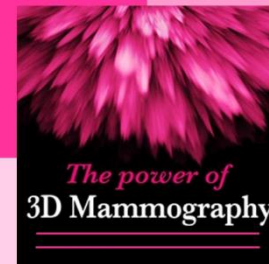
RSVP to
Laura Willey
402-426-1494
lwilley@mchs.org

MCH&HEALTH SYSTEM

LDCT 101:
How Low-Dose CT Scans For Lung Cancer Screenings Work

FREE LUNCH AND LEARN

Lunch & Learn



Please join us for a free lunch and learn to hear Dr. Hruza, Radiologist, speak about breast cancer and 3D Mammography.

MCH&HEALTH SYSTEM

10-8-18

Noon

Bagby/Gentry Conference Rooms

RSVP: Laura Willey 402.426.1494

Confused about Medicare?



Join us for a FREE Lunch and Learn

Community Benefit Activities



STROKE AWARENESS

FREE LUNCH AND LEARN

PRESENTED BY KIMBERLY KURTZ, PA
JOIN US TO LEARN WHAT STROKE IS, TYPES, AND
SIGNS AND SYMPTOMS OF STROKE.

5.29.18
NOON

BAGBY/GENTRY CONFERENCE ROOM



PLEASE RSVP TO MOLLY
402-426-1464

MCH & HEALTH SYSTEM

Join us for a **FREE** **Lunch & Learn**

Wednesday, February 28
12:30-1:30 p.m.

"Bagby Conference Room"



"Heart Health"
Presented by:
Dr. Alisha Scott, MD

Heart disease is the leading cause of death for both men and women. Get heart healthy tips regarding your diet, maintaining your blood pressure, exercise and quitting smoking.

For more information or to register for this **FREE** event, please call Molly at: 402-426-1464

For more classes and information for a healthier lifestyle go to: www.mchhs.org

MCH & HEALTH SYSTEM

810 N. 22nd St., Blair, NE • www.mchhs.org

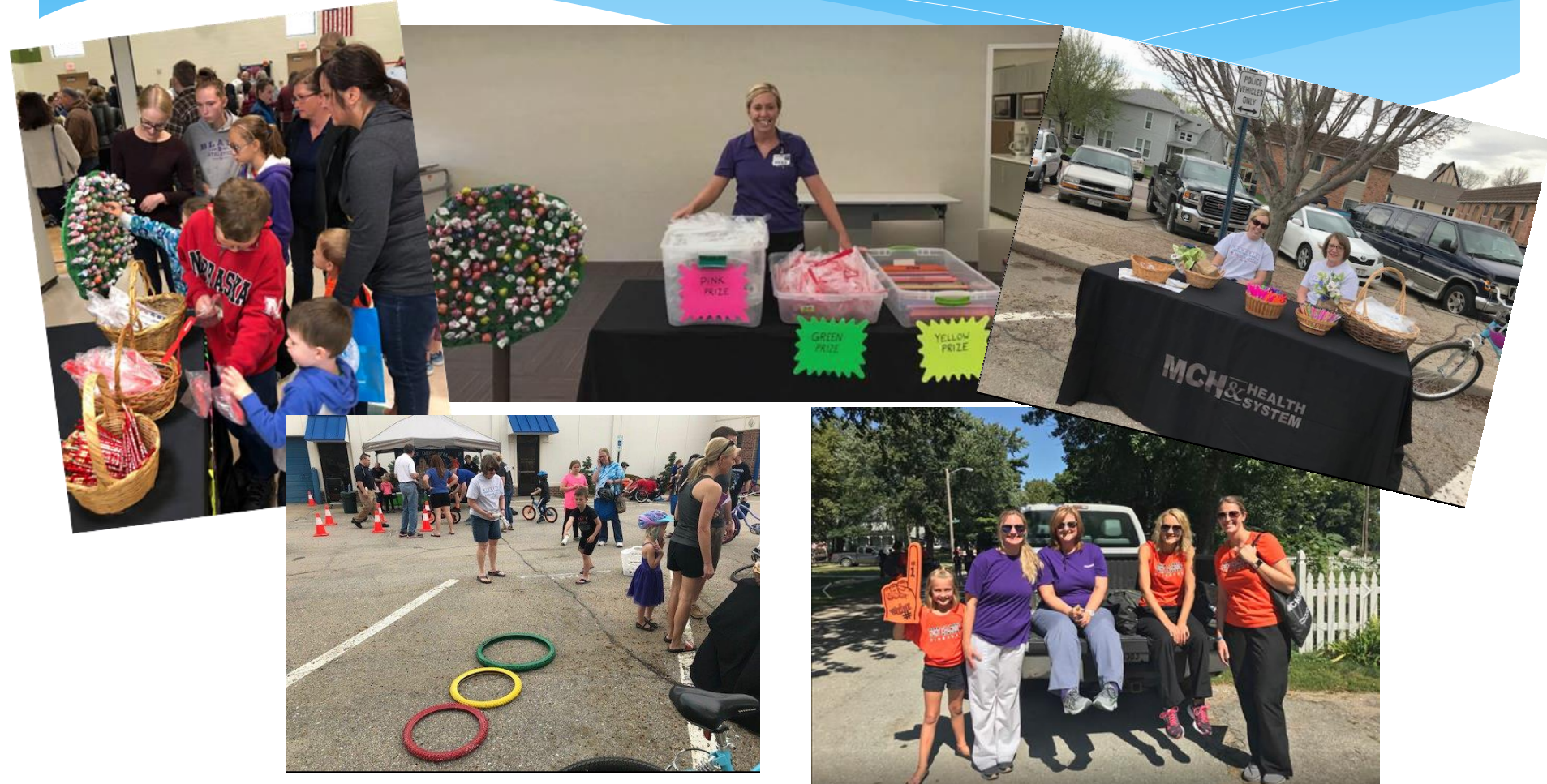
American Heart Association® 

Learn and Live™

**SIGN-UP TODAY for Heartsaver
First Aid, CPR & AED Classes!**

MCH&HS will be holding AHA Heartsaver First Aid, CPR

Community Benefit Activities



People

Physician Recruitment

Dr. Paula Thielen started in September 2018
Family Practice with OB and C-Section

MCH&HS is currently actively interviewing
several physician candidates for 2020

Fully staffed for current patient panel



Physician Recruitment

Dr. Stephen Kitchen

Harvard - BA

University of Cincinnati – Medical School

Columbus Ohio - Residency in Orthopedic Surgery and
Fellowship in Sports Medicine



Started OP Clinics January 2019 – 1 day 3 times per month
Started a comprehensive orthopedic program – performs
orthopedic surgeries here in Blair

MCH&HS Senior Leadership Team – New Members



Manuela Wolf, President, CEO

Chris Jepsen, VP Patient Care Services



Jen Newby, OD Finance



Accomplishments

Accomplishments

**MCH & HEALTH
SYSTEM**

OUR MAMMOGRAMS ARE 3D!

EARLY DETECTION SAVES LIVES

**MCH&HS 3D Mammography provides
better, earlier breast cancer detection.**



**A 6 month fund-
raising effort by the
MCH Foundation
made this purchase
possible**



Accomplishments

MCH&HEALTH SYSTEM
COTTONWOOD CLINIC



08.30.18
GROUND BREAKING RECEPTION
TEKAMAH COTTONWOOD CLINIC



PLEASE JOIN US

MCH&HS invites you to the Ground Breaking Reception for the Tekamah Cottonwood Clinic.

Thursday, Aug. 30, 2018
4:00 p.m. – 7:00 p.m.

Chatterbox Brews
203 South 13th Street
Tekamah, NE



**New Cottonwood
Clinic, Tekamah, NE**

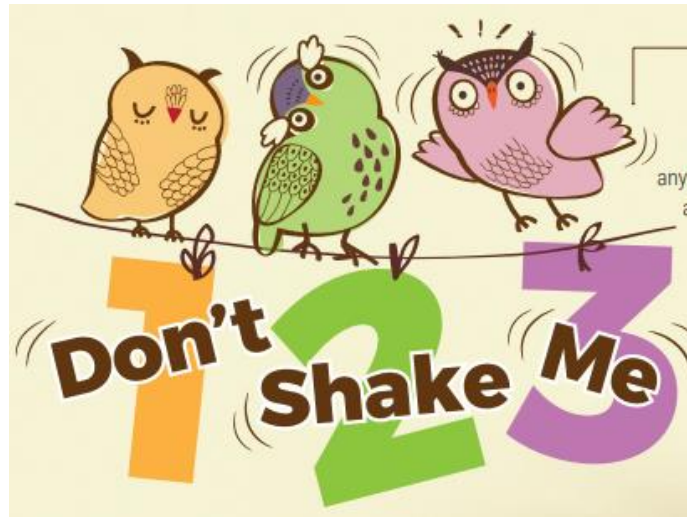
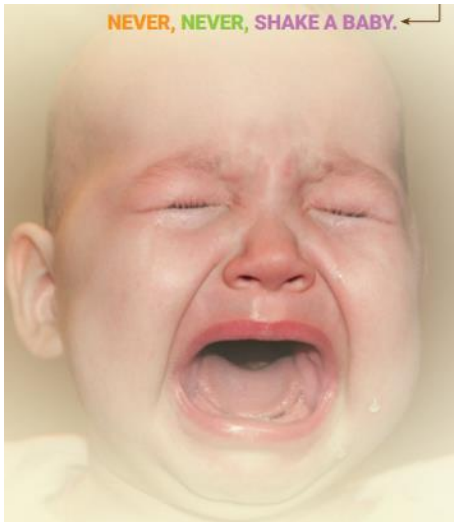
**Join us for our
open house**

May, 14th at 5 PM

Accomplishments



Abusive Head Trauma / Shaken Baby Syndrome (AHT/SBS) Prevention Hospital, making MCH&HS the 13th hospital in Nebraska that has completed the steps involved for certification!



Accomplishments



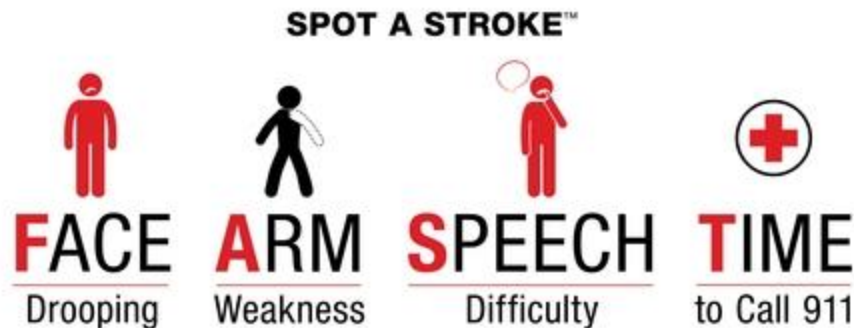
Safe Sleep Certificate was achieved by our Labor and Delivery Department in August of 2018

This helps us educate new families to help prevent Sudden Unexpected Infant Death (SUID)



Accomplishments

Stroke Center -Helmsley grant funds to support stroke care -
\$21K over a 3 year time frame,
Central registry and Quality , Community Education



Patient Related Financial FAQ

Insurance and Payment Issues

- Denials after the fact (ER Visits deemed unnecessary by Insurance)
- Insurance dictates treatment (ex. Dr. orders MRI, Insurance insists on X-ray and Physical Therapy first)
- Testing done, results negative, Patient upset
- More and more procedures and tests require pre-authorization
- Inpatient stays are rarely authorized by insurance

MCH&HS Billing Practices



-If Patient has Insurance:

- Co-pay collected at time of service
- First bill to Pt. sent after Insurance has processed
- If insurance does not process within 60 days, Patient is billed
- Minimum three monthly statements to guarantor
- Then at least one documented attempted call
- Final attempt bill sent from MCH&HS
- If no response to letter or call, the account is sent to collections

MCH&HS Billing Practices



If Patient has **NO** Insurance or high deductible:

- Co-pay collected at time of service
- Copay amounts (Clinic visit \$50, Outpatient lab or x-ray \$50, MRI or CT \$250, Surgical procedure \$500, Others as determined)
- Payment Plans available: \$100 - \$300 6 months, \$301 to \$1000 12 months, over \$1000 18 months (no interest)
- If payments not made as agreed upon, without further arrangement, one final attempt bill will be sent before sent to collections
- Referral made to Washington County Bank Loan Program

MCH&HS Billing Practices Financial Assistance



A Financial Assistance Plan is offered to patients

- Complete an Application to demonstrate financial need
- MCH provides discounts ranging from 20- 100% for patients who are at or below the 40th percentile of household income for Washington County
- Patients qualifying for 100% assistance must make a \$10 co-pay
- Financial assistance may be applied to accounts with dates of service occurring in the prior 12 months

In 2018 \$350,000 forgiven based on Financial need

Health Insurance Individual Plans



KNOW your own Insurance plan's rules

Health Insurance is a contract between the **policyholder** and the **Insurance Carrier**

Know your doctor and/or your prescription drugs may not be covered-check before purchasing a plan – or before utilizing a service

Be aware of the Summary of Benefits and Coverage form

“Narrow Network Plans” may be cheaper but may restrict you to one specific provider

The lowest premium plan may not be the cheapest overall

MCH&HS Auxiliary and Foundation

Auxiliary

The MCH Auxiliary has more than 200 active volunteers.

Their history of involvement and support of the hospital goes back to the 1950s, when the community was raising funds to build the hospital.

Foundation

The MCH Foundation, a not-for-profit organization, was established in 2000 for the purpose of furthering the work of Memorial Community Hospital & Health System.

The mission of MCH Foundation is to secure and serve as a steward of charitable gifts and bequests that further the mission of Memorial Community Hospital.

MCH Auxiliary and Foundation

In 2018, the generous support of the Auxiliary and the MCH Foundation allowed MCH&HS to bring improved woman's health to Blair by purchasing of a 3D mammography machine. 3D Mammography went into operation in May 2018.

The MCH Auxiliary rummage sale raised \$51,821.41 in 2018. New patient recliners will be purchased with some of the funds provided.

Both Volunteer Organizations continue to raise funds to support MCH&HS.



2019 Annual Meeting

Thank you for your continued
support of
MCH & Health System

Questions?