

2019 Annual Report



MCH & HEALTH SYSTEM

Quality Care



As I look back at 2019, I see a year of team-building and learning, high performance and new service offerings at MCH&HS. None of the exceptional care that MCH&HS is known for would be possible without our team members. It is their commitment to making a difference in the lives of our patients and their families that is the basis for the great work being done. And it shows every day.

The MCH&HS Board of Directors is actively engaged in reviewing and evaluating the quality and safety of services we provide to our patients and their families. Some of the key performance areas we focus on include medication safety, preventing healthcare associated infections, patient readmissions to acute care, and appropriateness of therapies. I am pleased to say that MCH&HS does very well in these areas and our performance continues to advance. If we find any variance in performance from what we desire, we take extra steps to find the root cause of any problem and implement actions for improvement by utilizing expertise found in our multidisciplinary committees and task forces.

Over the last few years, the world has become aware of the unbelievable effects of an epidemic of opioid use and abuse. The work of our team in strengthening processes and tools to improve practices and reduce the number of new and total opioid prescriptions is a shining example in the fight against opioid abuse. MCH&HS has been a leader in this work for many years, long before the need for a tightly controlled opioid program became apparent throughout the nation. Our ongoing effort to ensure MCH&HS's patients are safe throughout their health care journey is truly meaningful, and I know that other health care organizations are closely watching our example.

Long awaited, our new Cottonwood Clinic in Tekamah opened in May of 2019. This new facility features state of the art equipment and facilities that will fill the medical needs of the Tekamah residents for a long time. In addition to the medical facilities, the clinic also features a conference room that is available for use to the community.

In 2019, we added a comprehensive Orthopedic Surgical Program to our offerings here at MCH&HS. Dr. Steven Kitchen, an Orthopedic Surgeon from Denver, Colorado has joined our team

and is available to patients in our Specialty Clinic for Orthopedic needs. In May 2019, MCH&HS began to offer total joint replacements, beginning with knee replacements. We are moving forward to add hip replacement surgery to our offerings in 2020. The addition of Dr. Tom Saylor, a renowned upper extremity orthopedist, will allow us to also perform shoulder replacement surgery at MCH&HS in the near future. In addition to seeing patients in Blair, Dr. Saylor continues to work with the St. Louis Cardinals and the Professional Golf Association.

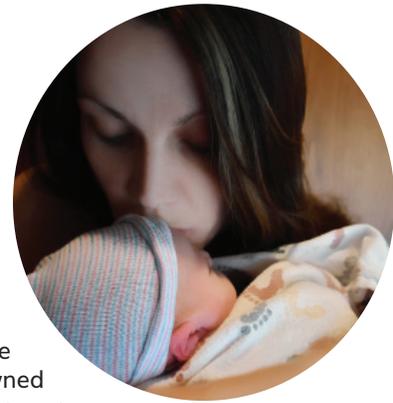
2019 saw our Labor and Delivery department increase births in Blair by 30%. Patients from Blair, Tekamah, Omaha, Mondamin, Missouri Valley, Millard, Craig, Herman, Modale, Lyons, Woodbine, and Arlington chose MCH&HS as the place to bring their new family member into this world. Our experienced physicians and nurses make birthing at MCH&HS a wonderful experience and our facility provides great comfort and a homey feel to our new moms and their families.

Through a mix of growth of different service lines and the addition of services, including the ability to provide oncology and chemotherapy services and management of expenses, MCH&HS found itself in a very strong financial position at the end of 2019. I am looking forward to the continued opportunity to bring needed medical services into our organization and communities in order to meet the needs of our specific population.

For me personally, it is truly an honor and privilege to lead the MCH&HS family. This is a special place comprised of people who are in health care for all the right reasons. None of the exceptional care that MCH&HS is known for would be possible without our team members. It is their commitment to making a difference in the lives of our patients and their families that is the basis for the great work being done.

Thank you for putting your trust in MCH&HS and for your friendship and support.

A handwritten signature in black ink that reads "M. Woy". The signature is fluid and cursive, written in a professional style.



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 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:



Community Involvement ●

MCH&HS takes an active role in supporting community events. Every year, our employees participate in activities such as the Bike Rodeo, parades, Washington County Fair, health fairs, holiday activities, school events and other celebrations. It's MCH&HS's way to support and give back to the community.



June Jam

A beautiful summer evening at the Lions Park Train Depot in Blair on June 7th was the perfect setting for June Jam, MCH&HS's annual concert in the park. Heartland Boogie Band entertained a great crowd from 6:00 to 8:00 p.m. while the Kiwanis Club held a BBQ and the Blair Fine Arts Booster Club provided dessert for guests. June Jam is held in conjunction with the Chamber's Gateway to the West celebration.



Christmas Party

The Christmas Party has become an annual event at MCH&HS that everyone looks forward to, including both employees and residents of the community. The celebration was held on December



5th and was a great way to kick off the holiday festivities and a wonderful way to end the year and share holiday cheer with guests. 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 provided by different departments within the hospital. Guests also enjoyed an assortment of holiday goodies, with a hot chocolate bar being a favorite among them.

2019 Rummage Sale

After the historic flooding in 2019, the MCH Auxiliary's annual Rummage Sale was still able to go on as usual at the Washington County Fairgrounds. From September 19 - 22 shoppers packed the barns and spent their hard-earned money. The sale brought in \$58,483.70—the highest total amount in seven years. Earlier that year in March, the Fairgrounds were substantially flooded by the Elkhorn River. A storage container and barn holding all of the tables, racks, hangers and other sale supplies were 3-4 feet underwater for an extensive amount of time. Many of the items were thrown out due to mold and rust; however, some items were salvaged. The Auxiliary worked hard to clean what could be saved. Members from the Rummage Sale Committee and Auxiliary Board met a few different times to power wash and bleach display racks, sawhorses and anything else that could be cleaned. Thereafter, efforts were made to gather other supplies needed, such as hangers, tables, display pieces, and cash boxes. The Auxiliary applied for a grant, which they received, that helped cover the costs of the much-needed supplies. Success wouldn't have been attained if not for the wonderful volunteers that have supported the Auxiliary with their time and talent. The funds raised from the 2019 sale went to the purchase of a new Telemetry Heart-monitoring System for the Med/Surg Inpatient floor.

Our Patients

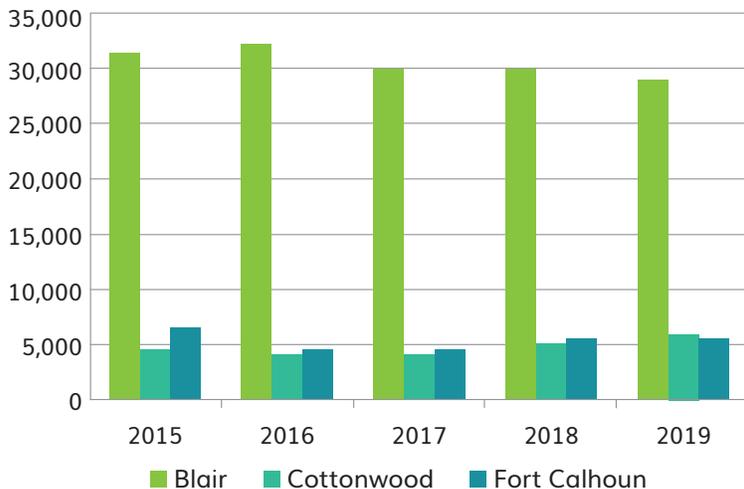
At MCH&HS we encourage our patients and their families to expect the best. Our entire team focuses on creating a positive experience through the expression of our core values: Compassion, Respect, Integrity, Excellence and Teamwork.



Payer Mix

Payer	2019
BlueCross.....	15.9%
Mgd Care.....	26.3%
Medicaid.....	6.0%
Medicare.....	48.5%
Self-pay.....	3.3%
Total: 100%	

Individual Patients - All Clinics



Primary Clinic Visits

Blair	28,475
Cottonwood Clinic.....	5,400
Ft. Calhoun Clinic.....	5,245
Nursing Home Visits.....	1,067

MCH Specialty Outpatient Visits

Specialty Clinic.....	8,889
Emergency Dept.....	4,382

Newborn Deliveries

52

Surgeries

General.....	265
Ophthalmology	91
Orthopedic.....	86
ENT.....	29
Family Practice.....	1
Podiatry.....	2
OB/GYN.....	32

Diagnostics

X-ray.....	7,248
Ultrasound	1,439
MRI.....	723
CT Scan.....	2,205
PET Scan.....	13
Nuclear Medicine.....	33
Dexa.....	383
Mammography	1,571
Laboratory.....	83,787
Oscopy.....	400
EKG.....	1,795
Echos.....	241
Stress Echos.....	221

Rehabilitation

Respiratory Therapy.....	5,135
Sleep Study.....	224
Physical Therapy.....	4,887
Occupational Therapy	689
Speech Therapy	118
Cardiac Rehab	1,428
Pulmonary Rehab.....	267
Pulmonary Function Test	238
Respiratory Therapeutic.....	379

In-patient Admissions

244

Observation Patients.....

190



Accountable Care Organization

During the first quarter of 2019, MCH&HS became recognized as an Accountable Care Organization (ACO). ACOs are groups of doctors, hospitals and other healthcare providers, who come together voluntarily to give coordinated high quality care to the Medicare patients they serve.



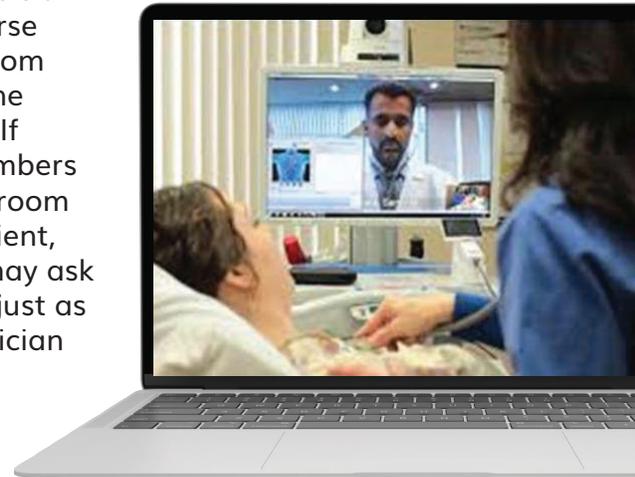
Kathy

Kathy Sonderup, BSN, assumed the role of Health Population Nurse as part of MCH&HS's ACO. Within this role and her responsibilities, it was Kathy's goal to reach out to Medicare patients to remind them of their annual wellness visit that is most often paid for by Medicare. In her efforts as Health Population Nurse, Kathy emphasizes preventive care and visits with them to review their health history, preventive services that are available to them, and checks patients' blood pressure and weight. In addition, Kathy provides screening to detect depression, risk of falling, as well as other potential problems. In her role, Kathy also makes recommendations for additional wellness services and healthy lifestyle changes. Being a part of an ACO and the initiatives MCH&HS has taken have proven to have a positive impact on patient care and to patients' overall health.

Telehospitalist Program

During September 2019, MCH&HS introduced the Telehospitalist program to assist the current medical care team in providing the highest level of care that is close to home. Telehospitalists specialize in caring for hospitalized patients and are responsible and dedicated to providing medical care while patients are in the hospital via a secure telemedicine network.

Telehospitalists work closely with primary care physicians, nurses, therapists, and care managers to coordinate care centered on the patient's needs, offering an additional level of care. The telehospitalist does not replace the care received by a primary care physician, but instead enhances it by being available to a patient 24 hours per day, every day. Often, when patients are admitted to the hospital at night, they are not evaluated by a physician until the morning. The telehospitalist service ensures timely access to a physician at admission and throughout the night when needed. A patient visit is accomplished through a telehealth cart with a computer monitor and camera, rolled into the patient room. The connection will allow for real time communication between the doctor, patient and nurse. Patients are able to see and talk to the physician while a nurse is in the room to assist the physician. If family members are in the room with a patient, they too may ask questions just as if the physician was in the room with you.





MDsave Partnership

With an ever-increasing number of Americans paying out of pocket for healthcare, MCH&HS partnered with MDsave to help patients get the medical care they need, when they need it. By partnering with the online healthcare marketplace, MCH&HS is providing a new way for patients to buy their medical services up front at discounted prices that are bundled together with related fees, which means there are no surprise bills. MDsave is dedicated to making health care accessible to everyone by empowering patients to make informed decisions about their care. The MDsave online marketplace is built on the principles of affordability and transparency, giving patients the ability to shop and compare pre-negotiated, bundled prices for their services and then immediately act on that information.



You can see MCH&HS's online procedure offerings at mksave.com/mch, or visit [Mksave.com](https://mksave.com) to learn more about the company.

New Tekamah Cottonwood Clinic

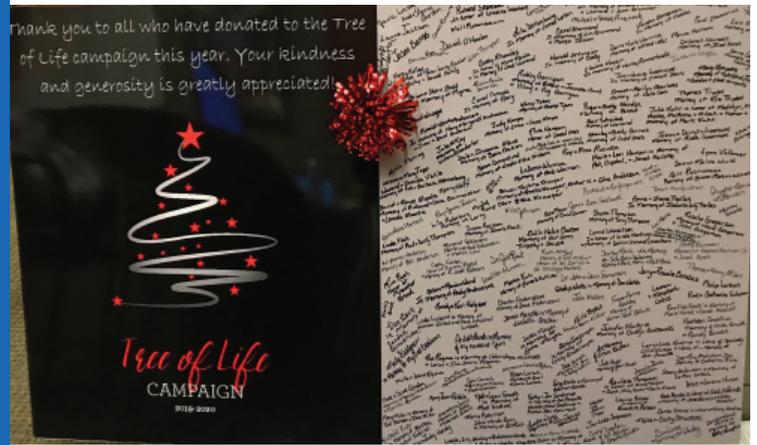
After months of anticipation, the new Cottonwood Clinic in Tekamah opened its doors to patients in May. An open house was held prior to the opening which gave residents of Burt County an opportunity to tour the clinic and visit with clinic employees and medical staff. The more than 6,000 square foot facility has six patient rooms, a sick and well area in the lobby for patients who are waiting, a procedure room, and a community conference room. Providers on staff at the clinic are Dr. Charles Smith, Dr. Paula Thielen, Becky Guzinski, PA-C, and Jill Connealy, PA-C.





Annual Baby Expo Grows in Attendance

The 3rd annual Baby Expo provided an excellent opportunity for expecting parents to tour the Labor and Delivery department and meet physicians at MCH&HS. A host of vendors participated, all offering goodies for their guests that were appropriate and useful for new babies and parents. Delivering physicians Dr. Sandra Baumberger, Dr. Alisha Scott, and Dr. Paula Thielen spent time visiting with new parents, as did Dr. Jill Reel, MCH&HS's pediatrician. Guests enjoyed tours of Labor and Delivery which offers beautiful and spacious suites for new moms and babies. There were drawings for prizes, food and drinks, and many giveaways. This year's guest and vendor attendance surpassed last year's Expo and the event has grown every year. MCH&HS is happy to host this annual event and to showcase its beautiful facility and Labor and Delivery suites.



Tree of Life

The goal of the 2019 Tree of Life campaign was to raise money for new recliners for the Chemotherapy Room at MCH&HS. The estimated cost of each chair is approximately \$2,500. The recliners are heated and come with additional features that offer optimal comfort to our cancer patients as they undergo treatment. This year's Tree of Life campaign raised over \$17,000 through generous donations that were made in honor of or memory of someone special in your lives. Every day, MCH&HS strives to make a difference in the lives of those we serve, and through the annual Tree of Life campaign, we continue to make an impact. The tree was decorated in red, white and silver and a large board with donor names was displayed in the main lobby of the hospital, creating a beautiful atmosphere for the holidays.



Employees of the Year 2019

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 2019, the following employees were recognized:

Provider of the Year: Dr. Maurice Birdwell, Emergency Department

Leader of the Year: Patty Smith, Pharmacy Lead

Employee of the Year: Dustin Bell, Maintenance Engineer



Dr. Maurice Birdwell (center)
with Chris Jepsen and Manny Wolf



Patty Smith (center) with Chris Jepsen
and Manny Wolf



Dustin Bell with Manny Wolf

New MCH&HS Providers



Gregg Drabek, M.D.
General Surgery



Francisco Machuca, M.D.
Emergency Medicine



Michael Suing, CRNA
Anesthesia



Steven Kitchen, M.D.
Orthopedic Surgery



Thomas Saylor, M.D.
Orthopedic Surgery

Financials

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.

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. In 2019, we forgave approximately \$300,000 in charges for services provided under our financial assistance program.

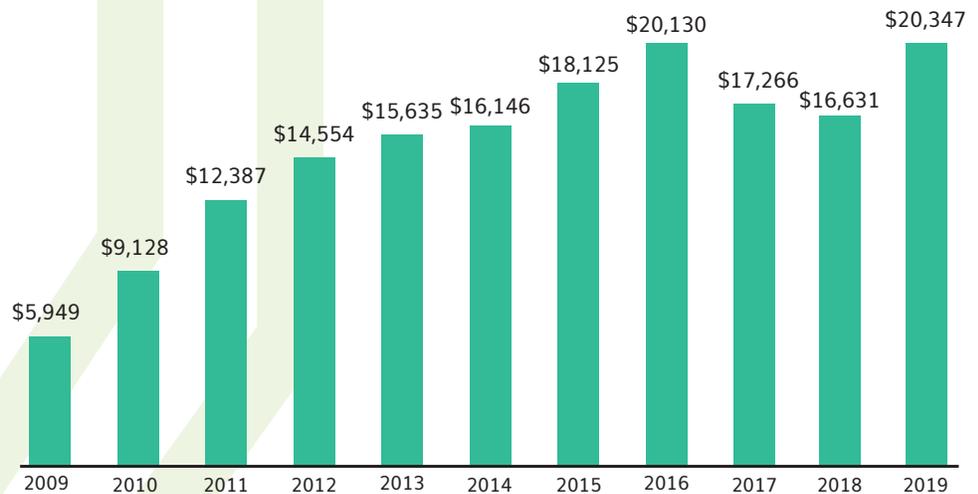
Outlook

Despite the ever-changing landscape of healthcare and continued fiscal pressures, MCH&HS remains intent on being good stewards with our resources through controlling our expenses and focusing our financial investments on areas of opportunity for our facility and the health needs of our communities. We've been strategic in our investments into healthcare providers and relationships, infrastructure and equipment to position ourselves to be able to continue to invest in growth opportunities and maintaining what we already have. As is the case with all healthcare providers, reimbursement from payor sources will continue to be challenging. We will 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 225 Days of Cash on Hand. In 2019, we once again committed to further investment in our capital and infrastructure. We also have continued to focus on our revenue cycle and have worked to maintain accounts receivable at industry benchmark levels. We recognize that maintaining a strong revenue cycle process is crucial to having a strong cash position. We continue to improve our Balance Sheet through reducing our debt by \$1 Million in 2019. Our Balance Sheet stands with \$9.9 million of debt in 2019.

Operating Cash (\$000's)



MCH & HEALTH SYSTEM

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

3519 Highway 32
Tekamah, NE 68061
402.374.1585

Ft. Calhoun Clinic

4929 CR P43
Ft. Calhoun, NE 68023
402.468.4655

2019 MCH Auxiliary Board

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

2019 MCH Board of Directors

Sarah Chatt - Chair
Rose Leavitt, PhD, RN, NE-BC - Vice Chair
Kyle Acre - Treasurer
Neil Smith – Secretary
Dr. Sandra Baumberger
Dr. Gregg Drabek
Marilyn Rhoten

2019 MCH Foundation

Emily Petersen – Chair
Mindy Rump – Vice Chair
Dr. Jill Reel – Treasurer/Med Staff Representative
Sarah Chatt – Hospital Board Representative
Cindy Beyerink – Auxiliary Representative
Dan Hunt
David Genoways
Susan Rupp
Manny Wolf – Ex Officio Member
Jennifer Newby – Ex Officio Member
Molly Dahlgren – Foundation Director, Ex Officio Member