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**ANNUAL REPORT**



Memorial Community  
Hospital & Health System

Blair • Fort Calhoun • Tekamah



# Quality Care



As I write this letter we are nearing the two-year anniversary of first hearing about the reports of COVID-19 in our area. For many of us, this was the first time we heard conversations about masking, source control, social distancing, travel restrictions, border closures, and quarantines. I, along with the rest of the team at MCH, have had to do a lot of activities that weren't on our radar.

However, we have chosen to use this experience to make ourselves a stronger and more resilient health system.

Healthcare workers as a whole have learned a lot. Our MCH team confidently stepped up to the plate and performed in ways that were so much more than anything I could have hoped for or imagined. Throughout 2021, our staff worked to combat COVID-19 by administering nearly 10,000 doses of the vaccination to the residents of our service area. From our employees to our clinicians to our administrative staff, all were willing to redirect their already stretched thin time to operate the mass vaccination clinics. On the busiest days, we administered over 900 doses of the vaccine. In looking back across the recent years for this message, I had shared that 2019 was a year of growth and new service offerings, and 2020 was a year of community building and support through the reality of a worldwide Covid-19 pandemic. So how about 2021?

2021 was the year we grew in our own capabilities as individuals, as healthcare providers, and as a healthcare system. Early in 2021, we started seeing a reduction in the large number of infected individuals. At this point, many of us returned to the activities and social gatherings that we missed for many months. Unfortunately, from July through the end of December, another wave of COVID-19 cases arrived and along with it came a much different challenge. Staffing shortages hit healthcare hard. These were caused by a variety of reasons, most of which were pandemic related. For example, during the pandemic, clinicians were often working longer hours and in different capacities than they were used to, requiring them to spend more time away from their families. Our team members faced extended shifts, often consisting of extended amounts of time wearing uncomfortable personal protective equipment and worrying about being exposed to COVID-19 themselves. While the healthcare community has been aware for years of an impending nursing shortage crisis, the stress and burnout of working in the pandemic environment hastened retirements and sped up the staffing shortage that we were already beginning to face.

Once again, our staff stepped up and helped out wherever assistance was needed to care for our valued patient population. Despite a consistent inability to find placement for our most acute patients in the larger Metro hospitals, and an overall increase in patients, many of whom were quite ill, our staff at MCH focused on excelling in caring for more acute and more overall patients. This resulted in a more teamwork focused and knowledgeable healthcare team.

Our team members are well educated, caring, and capable and they show up for our patients and each other every day. Safe, high-quality care remains our standard and with this promise, I will close this letter with the hope that there will be no need to even mention COVID-19 in my next annual report.

Thank you for your continued support.  
Manny Banner, RN, MHA, FACHE



# 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 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 medical staff.

MCH 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

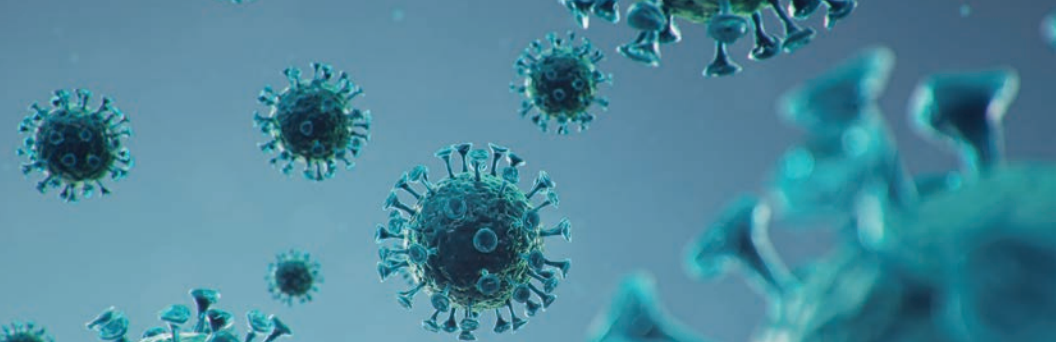


Teamwork

## A Visit from the Second Gentleman of the United States



On March 24, 2021, MCH had a special visitor from the White House, the Second Gentleman of the United States, Douglas Emhoff. Mr. Emhoff is the husband of Vice President, Kamala Harris. On a national tour of rural health facilities, Mr. Emhoff and members of the Secret Service met with CEO, Manny Banner, and various staff members to talk about the pandemic response.



## COVID-19 Update

The year 2021 was a rollercoaster ride in terms of COVID-19. The year started off with rising COVID-19 numbers that at the time, we thought would overwhelm the healthcare system. Unfortunately, what was to come was much worse.

In February 2021 vaccines became available for the 75 and older population and soon after the rest of the general public. MCH hosted our own COVID vaccine clinics every Thursday at Dana College. Our largest vaccine clinic, we administered 917 vaccines and roughly 7,500 vaccines were given before we transitioned these to our rural health clinics. This was a busy time for all healthcare facilities, but it was also a sign of hope. Around the end of April, MCH saw some reprieve from COVID-19. During that time hospitalizations started rapidly declining and testing positivity rates began declining. The masking mandates also ended for most areas of Nebraska and life felt like it was returning to "normal."

Around the middle of August 2021, the Delta variant emerged and hospitalizations began climbing. From that moment until the middle of December 2021, MCH did not see any reprieve or decline in hospitalizations. There was a drop in COVID hospitalizations in December, but that was short lived as another variant struck. This time the variant was Omicron and it was the most transmissible variant that has been detected. Before 2021 ended, there was a sharp increase in positive cases and hospitalizations. It was a trying time for all involved in healthcare with the increase in patients hospitalized and waiting in the Emergency Room. One saving grace was the availability of the Monoclonal Antibodies infusions for those at high risk of severe disease from COVID. These infusions prevented many patients from being hospitalized, adding to the already overwhelmed healthcare system.

## First Babies of 2021

**Meah  
Marie-Lynn  
Robins**



**Alexander  
Elias  
Enns**



MCH welcomed two babies on January 15, 2021. Born just 15 minutes apart, Meah Marie-Lynn Robins and Alexander Elias Enns shared the honor of "1st Baby of the year born at MCH." Meah, who was born first, weighed 7 pounds 12 ounces and measured 20.5 inches. She is the daughter of Genie Burgmeyer and Joshua Robbins. Alexander, son of Janee and Jason Enns, weighed 8 pounds 9 ounces and measured 21 inches. Since both babies were born on the same day, MCH felt it was important to recognize both new arrivals.



# Our Patients

At MCH 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.

## Primary Clinic Visits

Blair .....	22,765
Cottonwood Clinic .....	3,863
Fort Calhoun Clinic .....	3,907

## MCH Specialty Outpatient Visits

Specialty Clinic .....	5,817
Emergency Dept.....	4,394

## Newborn Deliveries .....

## Surgeries

General.....	84
Ophthalmology.....	102
Orthopedic .....	163
ENT .....	9
OB/GYN .....	52

## Rehabilitation

Sleep Study .....	211
Physical Therapy.....	14,869
Occupational Therapy.....	3,489
Speech Therapy .....	186
Cardiac Rehab.....	1,279
Pulmonary Rehab.....	2,060

## Diagnostics

X-ray.....	6,608
Ultrasound .....	1127
MRI .....	762
CT Scan .....	2,694
PET Scan .....	19
Nuclear Medicine.....	30
Dexa.....	436
Mammography .....	1,668
Laboratory .....	70,947
Oscopy .....	310
EKG .....	2,078
Echos.....	352

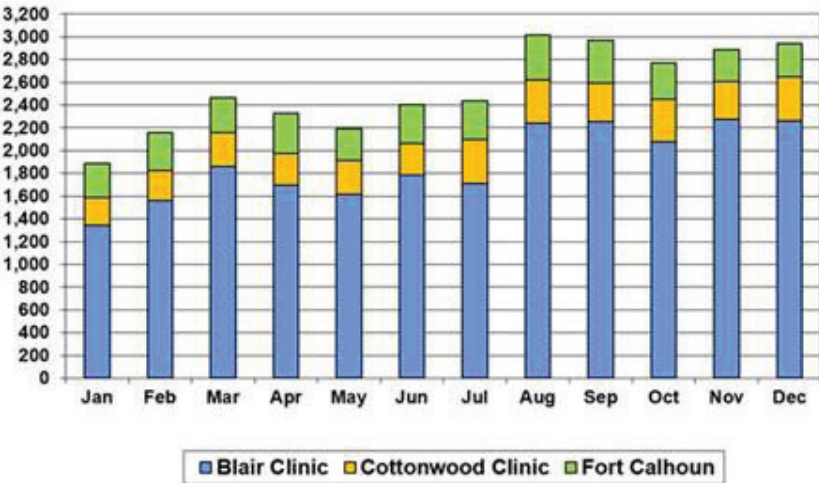
## In-patient Admissions .....

## Observation Patients.....

## Payer Mix

Payer.....	2021
BlueCross.....	17%
Mgd Care.....	23%
Medicaid .....	8%
Medicare .....	50%
Self-pay .....	2%
Total:	100%

## 2021 Rural Health Clinic Visits by Clinic





A group of approximately 15 healthcare workers, including nurses and doctors, are posed in a group photo. They are all wearing face masks and some have lanyards with ID badges. The background is white and filled with a word cloud of positive attributes in various shades of blue and green. The words include 'Compassionate', 'Dedicated', 'Respectful', 'Faithful', 'We Are', 'Nurturing', 'Proud', 'Kind', 'Unified', 'Hopeful', 'Compassion', and 'We'. The words are arranged in a way that they appear to be floating around the group, with some words being larger and more prominent than others.



## The Gradual Return of Surgery

Canceling elective surgeries during periods of high Covid cases was one of many directed health measures put in place by the state in 2021. Intended as a bed-rationing measure, hospitals managed patient care and beds were kept open for those sick enough to need one. As Covid variants came and went, MCH followed the state led health directives to play their part. When Covid cases and hospitalizations declined, MCH's Surgery Department scaled up with new and rescheduled surgeries. It wasn't without issues, including having to cancel surgeries on those that had recently recovered from Covid because of potential complications and having many surgeries canceled due to patients being nervous or concerned about catching Covid.

While surgeries at MCH were down in 2021 because of the pandemic, the overall growth at the end of the year was trending up. New physicians are offering more types of surgery than ever before and MCH is excited about the opportunity to offer these to the community. Surgeons at MCH include Dr. Gregg Drabek, General Surgery, Dr. Steven Kitchen and Dr. Thomas Saylor, Orthopedic Surgery, and Dr. Jerry Inbarasu, Pain Management. Surgeries they provide include everything from gall bladder removal, appendectomies, breast biopsies and mastectomies, colonoscopies, skin grafting, hernia repairs, c-sections, ENT and pain injections, to hip, knee, shoulder and ankle replacements.

The surgical team has years of combined experience and in addition to the surgeons, also includes six certified registered nurse anesthetists, four full time registered nurses, two full time surgical techs and a surgery manager who is also a registered nurse. One unique thing about MCH's surgical department is that all staff are cross trained so a patient will see the same staff members doing pre-op, inter-op and post-op. By having this arrangement, it distinguishes MCH from the larger metro hospitals and makes the patient experience that much more personal.



MCH hosted its 5th annual Baby Expo on October 30th. The Expo, which has grown every year since it began, showcased the beautiful birthing suites and allowed guests the opportunity to meet and visit with MCH's delivering physicians and Labor and Delivery staff.

The Expo was held from 9:00 a.m. to 12:00 p.m. and guests were required to sign up for a time to tour the Labor & Delivery department. Tours were given by the doctors and lasted about 20 minutes. This was the second year MCH held the Expo by appointment in its attempt to keep guests safe and healthy during ongoing COVID concerns. While at the Expo, guests could sign up for prizes and everyone who came for a tour received a Sharper Image Sleep Therapy White Noise Machine.

The Expo also provided guests with all kinds of goodies from vendors as well as MCH. MCH will plan another Baby Expo in the spring, expanding the event to twice a year.



Pictured above: Liz Dutton with Baby Expo prize.

## Therapies at MCH

For Ryan McCabe, PT and his team, the last five or six months of 2021 was a blur. McCabe, a Physical Therapist and Therapy Services Manager at MCH, said his department worked hard to keep up with caring for those whose surgeries had been put on hold due to COVID. All of the surgical procedures that would normally occur throughout a typical year, were condensed into the last five or six months of 2021.

The department saw growth of 30% from 2020, and though not all was attributed to Orthopedic care, a large amount was. A total of 18,544 patients were seen, primarily orthopedic patients who were treated by orthopedic specialists and surgeons Dr. Steven Kitchen and Dr. Thomas Saylor, and those who were referred by family practice physicians for general therapy care. The increase in patients lead to the addition of an Occupational Therapist at the end of 2021, enhancing the staff to five physical therapists and two occupational therapists. An additional physical therapist would be added early in 2022.

"I'm proud of my team and of their effort, particularly during the last half of 2021," said McCabe. "It took a lot of teamwork to meet the challenges we were faced with in 2021, and we did it."

Aside from physical therapy and occupational therapy that relate to orthopedic care, the Therapy Services department also provides many other types of care that many don't associate with Therapy Services. They also offer services relating to geriatric care, women's health, sports medicine, balance, lymphedema, wound care, speech therapy, and neurotherapies.

## Welcome Dr. Amanda Duxbury

Dr. Amanda Duxbury joined MCH as a Family Medicine Physician in mid-September. Dr. Duxbury has a passion for women's health and specializes in Obstetrics, and has completed a Fellowship in Advanced OB.

Dr. Duxbury obtained her Bachelor of Science degree in Genetics, Cell Biology and Development from the University of Minnesota and her Doctor of Medicine from the University of South Dakota, Sanford School of Medicine. She attended St. Joseph Family Medicine Residency Program in Denver, specializing in Family Medicine, followed by a Primary Care Maternity Care Fellowship as part of the St. Joseph Family Medicine program.

Dr. Duxbury's hobbies include spending time on her parent's farm, gardening, attending sporting events, and enjoying free time with her husband and daughter.



## MCH's Annual Tree of Life Campaign Set a New Record!

Over \$21,500 was raised for the 2021 Tree of Life Campaign, topping last year's record of \$19,000. Money raised went toward the purchase of new exam tables for the Specialty Clinic.

The Tree of Life campaign gives people the opportunity to make a donation in honor or memory of a loved one or friend, someone who is still with us or one who may be gone but not forgotten. The names of those honored were placed on a large sign placed in the main lobby of the hospital for others to see. Each year, the 12' tree is placed in the lobby for guests, visitors and employees to admire and enjoy during the holiday season.



## MCH Staff Awards

As every year comes to a close, MCH recognizes employees who have made an extraordinary impact on the organization. These individuals have gone above and beyond what is expected of them on a daily basis, and have made the work environment a better one. In 2021, the following employees were recognized for their efforts:

**Dr. Paula Thielen-Kocharov** –  
Provider of the Year,  
Blair Clinic  
and Tekamah  
Cottonwood Clinic



**Kim Ruengert, MHA, BSMT** –  
Manager of the Year,  
Lab Services

**Donas Charbonneau, RN** –  
Employee of the Year,  
Blair Clinic



# 2021 Financial Health

## Financial Assistance and Patient-Friendly Billing Standards

The MCH 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.

MCH offers 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. We continue to partner with MD Save to provide a range of services at a discounted amount. In 2021, we forgave approximately \$540,000 in charges for services provided under our financial assistance program.

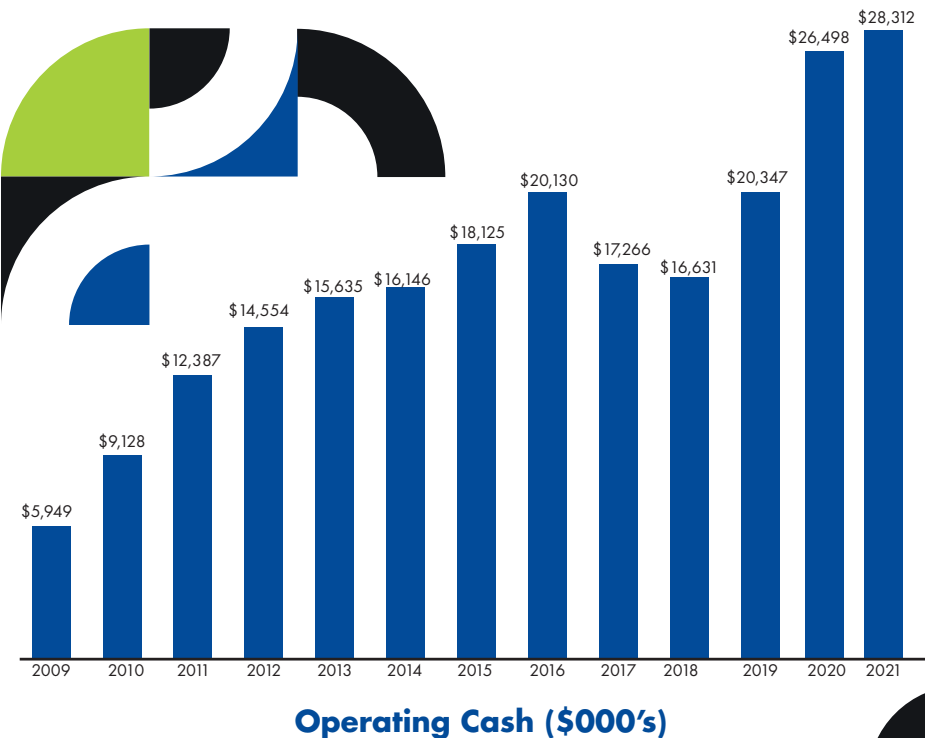
## Cash and Long-Term Debt

MCH cash position remains strong at 279 Days of Cash on Hand. In 2021, we invested about \$3.4M in capital equipment and infrastructure. We continue to focus on revenue cycle and have worked to maintain accounts receivable at industry benchmark levels. MCH recognizes that maintaining a strong and fair revenue cycle process is crucial to having a strong cash position, and our Balance Sheet through reducing our debt by \$1.1 Million in 2021. MCH's Balance Sheet stands with \$7.7 million of debt as of the end of 2021.

## Outlook

Despite the ongoing pandemic status, MCH remains intent on being good stewards with our resources through being thoughtful with our expenses and focusing our financial investments on the health needs of our communities. MCH has been strategic with our use of Provider Relief Funds to keep patients and staff safe during the pandemic and to keep facilities available for our community.

MCH continue to be thoughtful in our investments into healthcare providers and relationships, keeping in mind what has been identified as health needs for our community per our Community Health Needs Assessment. We maintain awareness of industry trends and direction and understand the importance of being mindful of payor reimbursement challenges. MCH is financially committed to investing in high quality care for our patients, offering the best possible services to our communities and maintaining a safe and productive work environment for our treasured staff.



## 2021 MCH Board of Directors

Kyle Acre – Chair  
Dr. Gregg Drabek – Vice Chair  
Neil Smith – Secretary  
Sarah Chatt – Treasurer  
Robin Conyers  
Dr. Sandra Baumberger  
Lori Nahnsen

## 2021 MCH Foundation Board

Emily Petersen – Chair  
Tawnya Roberts – Vice Chair  
Dr. Sandra Baumberger, Med Staff Representative  
Dr. Jill Reel, Treasurer\*  
Kyle Acre, Hospital Board Representative, Treasurer  
Sarah Chatt-Hospital Board Member\*  
Dan Hunt  
Leslie Watts, Auxiliary Representative  
David Genoways\*  
Dan Veskrna\*  
Alicia Koziol  
Annette Clark  
Jennifer Newby, Ex-Officio Member  
Manny Banner, Ex-Officio Member  
Molly Dahlgren, Foundation Director, Ex-Officio Member  
\*Term ended during 2021

## 2021 Auxiliary Board Members

Leslie Watts, President	Robin Miller*
Pat Rogers, Vice President	Merri Misfeldt
Mackenzie Anderson, Secretary	Liz Dutton
Vicki Janssen, Treasurer	Nicole Kratochvil
Cindy Beyerink*	Barb Triplett*
Dinah Davison McElroy	Betty Rhoades
Angie Hodson	Jan Quist
Mary Kempcke	

\*Term ended in April 2021



### MCH

810 N. 22nd Street, Blair, NE 68008  
402.426.2182

### MCH Specialty Clinic

810 N. 22nd Street, Blair, NE 68008  
402.426.1239

### Blair Clinic & Walk-In Clinic

812 N. 22nd Street, Blair, NE 68008  
402.426.4611



### Cottonwood Clinic

3519 Highway 32  
Tekamah, NE 68061  
402.374.1585



### Fort Calhoun Clinic

4929 CR P43  
Fort Calhoun, NE 68023  
402.468.4655