



2022

ANNUAL REPORT



Memorial Community
Hospital & Health System
Blair • Fort Calhoun • Tekamah

Dear Valued Patients

THANK YOU

FOR CHOOSING MEMORIAL COMMUNITY HOSPITAL AND HEALTH SYSTEM AS YOUR HEALTHCARE PROVIDER.

As we reflect on the past year, we are proud to report that Memorial Community Hospital and Health System (MCH) has continued to provide exceptional care and service to the communities that we serve. Our commitment to patient safety, high-quality care, and the increase in accessibility of health care services has remained unwavering.

In 2022, we continued to make significant strides in further enhancing patient safety measures throughout our facility. We implemented new protocols and technologies to ensure that our patients receive the safest care possible. Additionally, we expanded our services to include new specialties, ensuring that our patients have access to a wide range of healthcare options.

We recognize that our success would not be possible without the support of our community. As a not-for-profit healthcare organization, we are committed to giving back to the communities we serve. In 2022, we continued to support local initiatives and organizations, and we look forward to continuing this important work in the years ahead.

As part of our ongoing efforts to improve our facilities, we have replaced carpeting with easy-to-clean hard flooring and completed new paint projects throughout much of the facility. While this is an ongoing project, we believe these improvements will help to create a more comfortable and welcoming environment for our patients.

Looking ahead, we remain committed to providing exceptional care and service to our patients. We will continue to prioritize patient safety, implement evidence-based practices to improve the quality of care and give back to our community.

We are grateful for the trust that our patients and their families have placed in us, and we remain committed to providing the highest level of care possible. Thank you for choosing MCH as your healthcare provider.

Sincerely,
Manny Banner, RN, MHA, FACHE



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

Community Involvement

MCH takes pride in supporting the communities it serves and makes it a priority to take an active role in community events held by local organizations.



Bundles of Joy

57 BABIES WERE DELIVERED AT MCH IN 2022



MCH promoted its Labor and Delivery services extensively throughout the year. Efforts included a digital and social media marketing campaign, hosting of two Baby Expos, and offering quarterly Childbirth Education classes.

The annual Baby Expos were held in April and October for expectant moms. The Expos included a tour with MCH's

team of delivering physicians and offered food, refreshments, raffle items, a nice giveaway, and a bag full of information and freebies for the soon-to-be moms. The events gave the new moms-to-be and their significant others an opportunity to see the Labor and Delivery suites and talk to the physicians personally to ask any questions they had. Guests also had an opportunity to meet the Labor and Delivery nurses. A total of 10 tours during the Spring Expo were given and 19 during the Fall Expo.

Join Us for a Tour!

While the Baby Expo is becoming a regular event, tours of our Labor and Delivery suites can be arranged at any time by calling 402-426-1153.

1st Baby of the New Year



Delanie Harper was welcomed as the first baby of the year born at MCH! She was born on January 1, weighing 7 pounds 1 ounce and measuring 20.25 inches. Delanie is the daughter of Deanna and Drew Palmer. Shown with the Palmer family is delivering physician Dr. Amanda Duxbury.

Annual Tree of Life Campaign

MCH'S ANNUAL TREE OF LIFE CAMPAIGN WAS A HUGE SUCCESS IN 2022, RAISING JUST OVER

\$22,400!



This is the most money the campaign has ever raised. The Tree of Life campaign is unique in that it gives others an opportunity to sponsor the tree in honor of a close friend or relative, or someone special that is gone but not forgotten. The large holiday tree was decorated and displayed in the main lobby of the hospital with a sign nearby acknowledging those who donated and those being remembered.

Money raised through the 2022 campaign was designated for Prime TC Transport Chairs. Every aspect of these transport chairs is designed to help create a welcoming and safe environment that speaks volumes to caregivers, patients and their family members.

The Rummage Sale Returns

In 2022, the MCH Auxiliary Board continued the tradition of their mid-September Rummage Sale in one location. This year, the big sale was brought back to Blair after more than two decades at the Washington County Fairgrounds. Due to a reduction in donations, fewer volunteers, and rental costs, a new location was found that made hosting the sale easier than ever.

In December, the Auxiliary Board donated \$53,461 to MCH. The total funds were a combination from the Auxiliary Closet Thrift Store and proceeds from the Rummage Sale. Funds donated were used to purchase new heart monitors for our patients on the inpatient floor and in the emergency room. This is just another example of how your hard-earned dollars stay in our community.



\$53,461
DONATED TO MCH



Chronic Care Management

MOST OFTEN WE CONSULT A DOCTOR ONLY WHEN WE FEEL SICK. HOWEVER, KEEPING IN TOUCH WITH YOUR HEALTHCARE PROVIDER IS IMPORTANT IN MAINTAINING

A HEALTHIER LIFE.

MCH advocates the importance of regular visits through annual visits, Medicare wellness visits, and chronic care management, with the overall goal being to keep you healthy, independent, and at home for as long as possible.

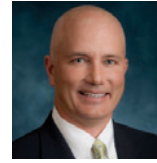
A patient's annual visit with their doctor is required in order to renew prescriptions and discuss health concerns. This visit includes a physical exam where vital signs, blood tests and lab work, and a urinalysis are taken. A brief review of health history, preventative screening and immunizations is also included.

The Medicare wellness visit is a yearly visit that is completed with our Population Health Nurse and is 100% covered by Medicare. This visit includes an in-depth history, checking of vitals, review of medications, review of safety routines and risks at home, and screening for problems with mood and memory. During this visit, a personalized prevention plan is created and vaccinations are reviewed to make sure they are up-to-date.

Chronic care management includes a comprehensive care plan that lists your health problems and goals, other providers, medications, community services you have and need, and other information about your health. It also explains the care you need and how your care will be coordinated. Once enrolled, a patient will work with clinic team members on a regular basis, in between regularly scheduled physician visits, to create a personalized care plan. In order to receive chronic care management, your health care provider will ask you to sign a consent for this service. When enrolled in this program, a healthcare professional is available 24/7. There is no enrollment fee and the copay is minimal. To be eligible for this program you must have two or more chronic conditions and have Medicare Part B. Some of the most common chronic conditions include, but are not limited to, diabetes, chronic kidney disease, heart disease, hypertension, arthritis, COPD, obesity, and depression.

During 2022, MCH's Population Health Nurses completed 782 annual wellness visits which included Welcome to Medicare visits, an 18% increase from 2021. The Chronic Care Management program showed an increase in patients of 28% from 2021.

New Providers Join MCH



Dr. Daniel Ocel
Orthopedics



Dr. Ed Szuszcwicz
Orthopedics



Dr. Kathryn Wildy
Rheumatology



Dr. Alanna Janssen
Family Medicine



Dr. Evans
Pain Management



Dr. Piperis
Pain Management



Amber Miller,
APRN, FNP-C
Family Practice



Nicole Privitera,
APRN
In-House Hospitalist

Welcome Dr. Kathryn Wildy

MCH introduced a new specialty area — Rheumatology — to its list of services at the Specialty Clinic and welcomed Dr. Kathryn Wildy in August. Rheumatology offers specialized training in inflammatory (rheumatic) disease. It's common to think of rheumatologists when it comes to arthritis, but they treat many other conditions, including tendon issues, muscle injuries and rare, inherited disorders. This specialty deals with musculoskeletal conditions, as well as autoimmune and inflammatory conditions in people of all ages. Many of these conditions may run in families. Rheumatologists diagnose, treat and manage a broad range of conditions, including:



- Inflammatory (rheumatic) disorders that affect muscles, joints and bones.
- Connective tissue diseases that affect supporting structures like your ligaments and tendons, and may involve the skin and other organs.
- Autoimmune diseases that happen when your immune system attacks healthy tissue.

Practicing in this field for more than 20 years, Dr. Wildy brings a wealth of knowledge to the Specialty Clinic and was most recently affiliated with OrthoNebraska Rheumatology. Her educational background includes an Electrical Engineering degree from the University of Nebraska before going on to a graduate program at the University of Washington, where she received a medical degree. Dr. Wildy also completed an Internal Medicine Residency at the University of Rochester Medical Center and a Rheumatology Fellowship at the University of Pittsburgh Division of Rheumatology and Clinical Immunology. Following the fellowship, Dr. Wildy remained at the University of Pittsburgh on faculty where she was highly involved in osteoarthritis research.

AWARDS & RECOGNITION

The Daisy Award



FOR EXTRAORDINARY NURSES
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

THE DAISY FOUNDATION

An acronym for Diseases Attacking the Immune SYstem, The DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family.

NOMINATION REQUIREMENTS

A DAISY Award nominee must be an RN or LPN employed by MCH. The nominee must display compassion and clinical expertise, as well as the highest standard of care.

2022 HONOREES INCLUDE:



Kay Maguire (Med/Surg RN)
received a DAISY award in May 2022



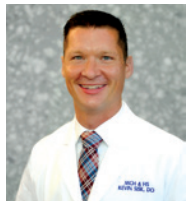
Jenny Williams (Med/Surg RN)
received a DAISY award in December 2022

Caring Kind Award

For many years, the Nebraska Hospital Association (NHA) has been honored to bestow awards to Nebraska healthcare employees that have risen to the top by providing service excellence and dedication to their profession. The 2022 Caring Kind Award recipient was Sally Marshall, Patient Access Representative. Sally was recognized at the annual NHA conference which was held at the Embassy Suites in La Vista.



2022 Recognition Awards



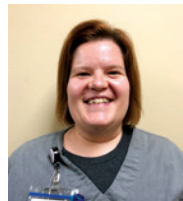
PROVIDER OF THE YEAR
Dr. Kevin Sisk



MANAGER OF THE YEAR
Jennifer Wohlers, RN



EMPLOYEES OF THE YEAR
Holly Brainard & Keri McAdam



MCH DELIVERS JOY

Swing-bed Care Update

Swing-bed care is a service provided by MCH that allows a patient to transition from acute care to Skilled Nursing Facility (SNF) care without leaving the hospital. Swing-bed services are designed to allow patients to get the continued care they need while recovering from an illness, injury, or surgery in one facility. It is not meant to be a permanent care solution and many factors determine the amount of time that can be spent on-location in a swing-bed. In general, most stays last for a few days up to a few weeks, based on progress and insurance.

In 2021, a strategic goal was set to increase swing-bed admissions. MCH met this goal and steadily increased swing-bed patients by 145%. With the increased admissions, other benefits emerged both for patients and staff. The hospital now has a consistent census, hired more clinical staff to take care of patients, purchased new equipment to handle the increased needs including recliners, commodes, trapeze-adaptive equipment, among other things. Amy Zimmer, VP of Patient Care Services said, "While the ability was always there, Covid really changed our work/patient flow process. By taking patients from Omaha who are not as ill, we were able to free up space at the larger hospitals for those that needed more intensive care." One patient benefit MCH saw right away was not sending the younger patients to a nursing home. They were able to stay and utilize physical therapy/occupational therapy (PT/OT) at MCH while recovering. With consistent, high-level care at a hospital, it also allowed MCH to catch potential issues that may not have been discovered in another setting. Other benefits included increasing our PT/OT staffing levels to meet the need, a lower nursing/patient care ratio and perhaps most important, MCH was able to keep our community members close to home making recovery easier for the patient and family alike.

Medical Careers Club

34 students from Blair High School's Medical Careers Club visited the Surgery Department, the first of a series of tours and activities planned at MCH during the year. The students donned scrubs and toured the department with the surgery employees. They talked about pre-op, surgery, scopes, post-op and many other surgery related topics. MCH is happy to partner with local groups and support its mission to partner with the community to heal, nurture and promote wellness.



MCH NEW FACES

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	23,967
Cottonwood Clinic	3,846
Fort Calhoun Clinic	3,974

NURSE VISITS

Blair	4,372
Cottonwood Clinic	1,125
Fort Calhoun Clinic	659

MCH SPECIALTY OUTPATIENT VISITS

Specialty Clinics	9,634
Emergency Dept.....	4,609

NEWBORN DELIVERIES

57

SURGERIES

General	68
Ophthalmology	98
Orthopedic	153
ENT.....	6
OB/GYN.....	58

REHABILITATION

Sleep Study.....	214
Physical Therapy	15,856
Occupational Therapy	5,391
Speech Therapy	242
Cardiac Rehab	1,093
Pulmonary Rehab.....	1,533

DIAGNOSTICS

X-ray.....	6,403
Ultrasound	1,135
MRI	754
CT Scan.....	2,979
PET Scan	19
Nuclear Medicine.....	31
Dexa	428
Mammography	1,669
Laboratory	78,103
Oscopy.....	393
EKG	2,225
Echos.....	440

IN-PATIENT ADMISSIONS

395

OBSERVATION PATIENTS.....

320

PAYER MIX

Blue Cross	17.1%
Medicaid	10.1%
Medicare	52.5%
Managed Care	18.7%
Self Pay	1.6%

10,000 Vaccines

MCH's very own Keala Roy, RN, received the 10,000th COVID-19 vaccine given at MCH. Keala, who received a booster, is shown with Penny Kment, RN, at the Blair Clinic. Keala Roy served as the main coordinator of MCH's COVID-19 response and the vaccination clinics. Keala also was responsible for giving the first vaccination at MCH to Dr. Paula Thielen-Kocharov back in December 22, 2020.



BEST OF THE BEST

2022 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.

We offer financial assistance to patients of limited financial means in the form of income-based sliding scale discounts, interest-free payment arrangements, and catastrophic medical assistance. We continue to partner with MD Save to provide a range of services at a discounted amount. In 2022, we forgave approximately \$510,000 in charges for services provided under our financial assistance program.

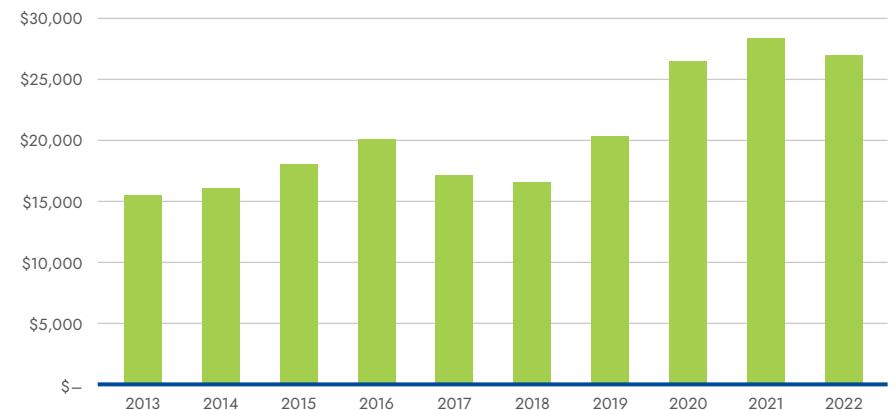
CASH AND LONG-TERM DEBT

Our cash position remains strong at 235 Days of Cash on Hand. In 2022, we invested \$1.4M in capital equipment and infrastructure. We continue to focus on revenue cycle and have worked to maintain accounts receivable at industry benchmark levels. We recognize that maintaining a strong and fair revenue cycle process is crucial to having a strong cash position. We improved our Balance Sheet through reducing our debt by \$1.1 million in 2022. Our Balance Sheet stands with \$6.6 million of debt as of the end of 2022.

OUTLOOK

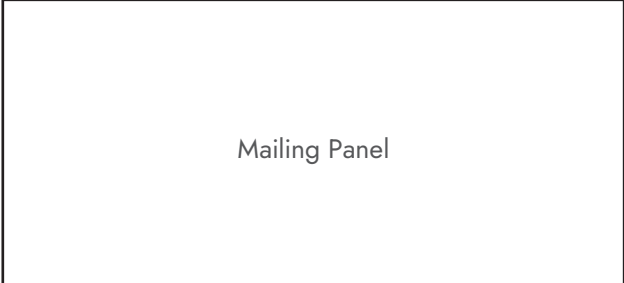
With the ongoing increase in the cost of labor and supplies, we recognize that we must keep focus on making sound strategic decisions with our operations. Keeping a stable and productive workforce remains top of mind in fully utilizing our facilities and equipment to serve our communities. We continue to see strong community support and utilization of our facilities. We remain committed to investing in high-quality providers, staff, facilities and equipment to offer the best possible healthcare services to our communities. In doing this work, we are keeping information obtained through our Community Health Needs Assessment as a priority for resources. We are focused on maintaining awareness of industry trends and direction and understand the importance of being mindful of payor reimbursement challenges.

OPERATING CASH (\$000)



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



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Jim Sandvold, Vice Chair
Annette Clark, Treasurer
Dr. Sandra Baumberger,
Med Staff Representative
Kyle Acre,
Hospital Board Representative
Jonna Branz

Pat Rogers, MCH Auxiliary Representative
Carl Falk
Alicia Koziol
Jennifer Newby, Ex-Officio Member
Manny Banner, Ex-Officio Member
Molly Dahlgren, Foundation Director,
Ex-Officio Member

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Betty Rhoades
Angie Rosenbaum



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MCH SPECIALTY CLINIC
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BLAIR CLINIC & WALK-IN CLINIC
812 N. 22nd Street, Blair, NE 68008
402.426.4611



COTTONWOOD CLINIC
3519 Highway 32, Tekamah, NE 68061
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FORT CALHOUN CLINIC
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