


ANNUAL REPORT

 406 W Neely St, Atkinson NE

 402-925-2811

WEST HOLT MEMORIAL HOSPITAL

JULY 2022-
JUNE 2023

 **West Holt**
Medical Services



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President**



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**Board of
Directors**



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ABOUT WHMS

West Holt Medical Services is a 15-bed critical access hospital and rural health clinic offering 24-hour access to inpatient and emergency services. With approximately 100 employees on staff, West Holt Medical Services provides comprehensive community-based healthcare to a population of more than 10,000 area residents in North Central Nebraska. Our on-campus retail pharmacy, on-site diagnostic testing and outpatient services make it possible for patients to receive quality healthcare close to home.

Senior Leadership



Jeremy Bauer, CEO



Taylor McCormick, CFO



**Jolene Lordemann,
Primary Clinic Director**



**Kristi Thornburg,
HR Director**



**Jen Poessnecker,
Director of OP Services/OR**



**Tana O'Neill,
Director of Inpatient Services
& Hospital Nursing**

A message from Jeremy Bauer, WHMS CEO

West Holt Medical Services has spent the past several years in construction, in a pandemic, and largely in transition. In FY2023 however, we had the opportunity to start closing the chapter on many of these projects. We are now looking forward to new projects, new initiatives, and new ways to expand healthcare services in the local communities. With our knowledgeable and ambitious staff, we are excited to use tools like the Mobile Medical Clinic, our updated Specialty Clinic, Surgery Suite, Lab, and several additional investments in equipment to expand and enhance services to provide the best local care that is possible. In the past year, we have seen great innovation leading to new service lines. Our Diagnostic Imaging Team offers Ultrasounds, Mammography, and Echos while still seeing patients for CT, Dexa, MRI, and Digital X-Ray. We service our local Military Veterans with our participation in the Care in the Community program and also through helping with Service Connection by way of Disability Questionnaires. Our updated Pulmonary Function Machine is allowing us to offer top level Respiratory testing. West Holt Pharmacy is constantly pushing forward to meet the needs of patients by providing multiple easy ways to refill prescriptions. All while our Specialty Clinic brings medical expertise in everything from Allergy, OB/GYN, Podiatry, and Pain Management to Endocrinology, Pulmonology, Cardiology, and Peripheral Nerve Surgery. Not only is it special to see the care we can bring to our local residents, but the level of quality care that we are providing has patients seeking us out from across Nebraska, and as far as Alaska, Massachusetts, Ohio, and Wyoming (just to name a few). Our reach is a testament to the talented Nurses and Providers we have on staff. Many rural communities are seeing their local hospitals struggle, but we are very blessed that West Holt Medical Services is growing.

***Thank you to our Team and the
support of our Community for making
all of these initiatives possible.***



West Holt

Medical Services

**YOUR HEALTH,
OUR MISSION**

West Holt
Medical Services

EMERGENCY ←



Our Services

- Primary Care Clinic
- Cardiology
- Chronic Migraine Botox
- Podiatry
- General Surgery
- Ear, Nose, Throat & Nerve Pain
- Endocrinology
- Endoscopy
- Diabetes Education
- Behavioral Health/Counseling
- Therapy Services
- Nuclear Medicine
- Respiratory
- Retail Pharmacy
- Laboratory
- Swing Bed Care
- Emergency & Trauma
- Radiology
- OB/GYN
- Pulmonology
- Pain Management
- Orthopedics
- Psychiatric Telehealth
- Allergy Testing & Treatment
- Cardiac Rehab

www.westholtmed.org/services

Meeting our communities' needs

609 ER
VISITS

OVER
29K
TOTAL
LAB
TESTS

NEARLY 11K
PHYSICAL
THERAPY
UNITS

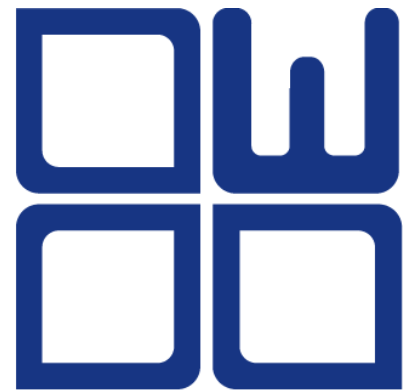
2K+
SPECIALTY
CLINIC
VISITS

970
RESPIRATORY
THERAPY
UNITS

911 EKG'S

NEARLY
49K RETAIL
PHARMACY
SCRIPTS

OVER
2,200 IV
UNITS

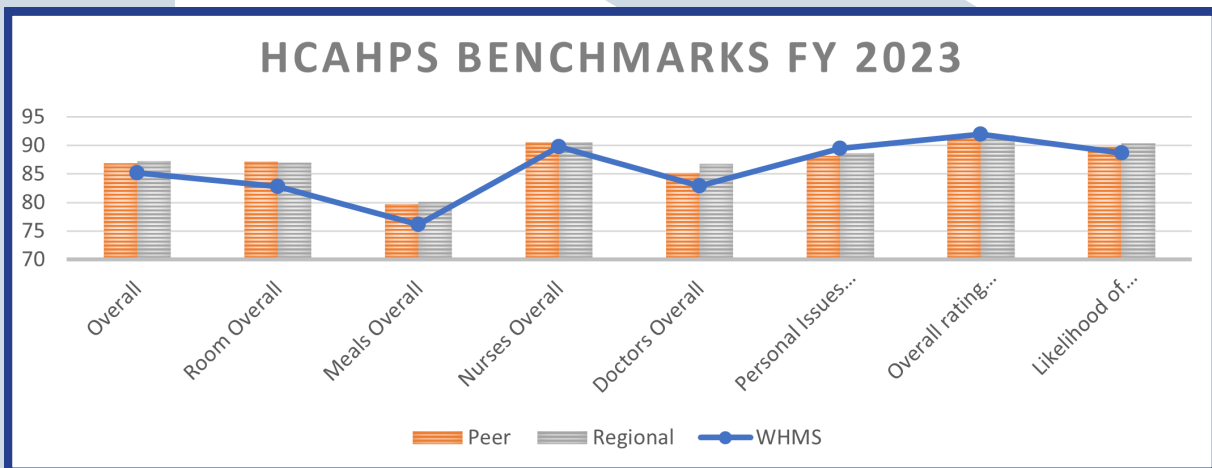


With Growth

\$16.9m in revenue

- 15% INCREASE IN ADMITTED PATIENTS
- 27% INCREASE IN INPATIENT DAYS
- 565 MORE IMAGING TESTS DONE IN FY2023
- 72% INCREASE IN SWING BED DAYS

& With Quality



Providing patients the highest level of care, is an organization wide goal. Patient satisfaction is measured utilizing the Health Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS). WHMS's goal is to have greater than 90% patient satisfaction. This HCAHPS report is posted throughout the facility, reviewed at the monthly Board of Directors meeting and the Medical Staff meeting on a bi-monthly basis.

New Staff

Miya Carey

Amber Fritz

Maria Mora Gallardo

Laura Mora Gallardo

Tana O'Neill

Candace Salers

Katherine Hipke

Daniel Cosaert

Nicole Jellico

Maria Gallardo Saavedra

Addison Karo

Ericca Morton

Kimberly Tielke

Betsy Raymer

Austin Hamm

Abigail Mathis

Laura Hickok

MaKayla Menke

Madysen Kramer

Elizabeth Torres

Jolene Lordemann

Elizabeth Kumm

Kortnie Eckstrom

Morgan Hrbek

Susanna Opsal

Taylor McCormick

Joseph Opsal

Hally Wilkins

80%+ Retention rate for

new staff hired in FY23.

Improvements in FY2023



Implemented Dragon Dictation software for our providers



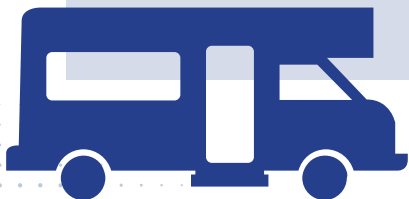
Implemented echo in November of '22 for local availability



Opened up daily 8am and 8:30am appointments for patients by shifting to a physician-led hospital rounding structure



Maintained core hospital nursing staff of five fulltime nurses averaging 19 years of service



Completed Grant Process for Mobile Medical Clinic

CARING KIND

AWARD 2022



Jessica Douglas

Jessica Douglas is an exceptional employee that has been devoted to West Holt Medical Services for several years. She has worked as part of the Environmental Services team and recently has taken over the duties of being the Team Leader for the department. She always carries a positive attitude and is friendly to everyone she comes in contact with whether it is staff, patients, family members. She has strong work ethics and is always willing to help out wherever. When you look at the West Holt Medical Services Values (Compassion, Excellence, Innovation, Integrity, Respect, Stewardship) she exemplifies the definition of each. Even in the darkest days when short staffed she digs in with a smile and gets the job done. She leads with great examples of positive work ethics for her team as well as other employees of the facility. Jessica is an employee you can definitely count on and would want to be part of your team. She is very deserving of the Kind & Caring award.

Nominated by Misty Carey

Pillow case donation to West Holt ER



This spring, RF Gokie Variety, WHMS Volunteers, and the WHMS foundation teamed up to build a collection of pillow cases to give to children who come into the WHMS Emergency Room. Donations purchased the pillowcase kits which were then made by the hospital volunteer team. All in all, 42 pillow cases were made!

(L-R Sharie Flannery-RF Gokie Variety, Bev Hitchcock, Clarana Witherwax, Maxine Brink- WHMS V Team, Austin Hamm- WHMS Foundation)



Shelly Doyle



Kristi Thornburg



Jodi Cleary



Tamara Dobias



Kevin McNichols



Sierra Wentworth

5 Years of Service



Emma Vogt



Mitzi Rentschler



Jessica Douglas

10 Years of Service



Susan Olberding



Ree Laetsch

15 Years of Service



West Holt

Medical Services

Main Line

(402) 925-2811

Retail Pharmacy

(402) 925-2651

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Atkinson, NE 68713

www.westholtmed.org

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*Your Health,
Our Mission*