



West Holt

Medical Services



2020 Annual Review

A Year of Accomplishments.
July 1 2019-June 30 2020

(402) 925-2811 | www.westholtmed.org | 406 W Neely St, Atkinson NE

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Stats at a Glance

468 ER Visits

47,749 Retail Prescriptions Filled

1,365 Specialty Clinic Visits

15,241 In-house Lab Tests

2,454 Diagnostic Imaging Tests



FINANCIAL PERFORMANCE

Total Revenue before Expenses
\$13,211,613

\$8,815,573 Net Patient Service Revenue

\$4,306,957 Other Revenue

\$89,083 Non-Operating Revenue

HIGHLIGHTS

Net Asset Growth- 11.4%

Salaries to net revenue- 56%

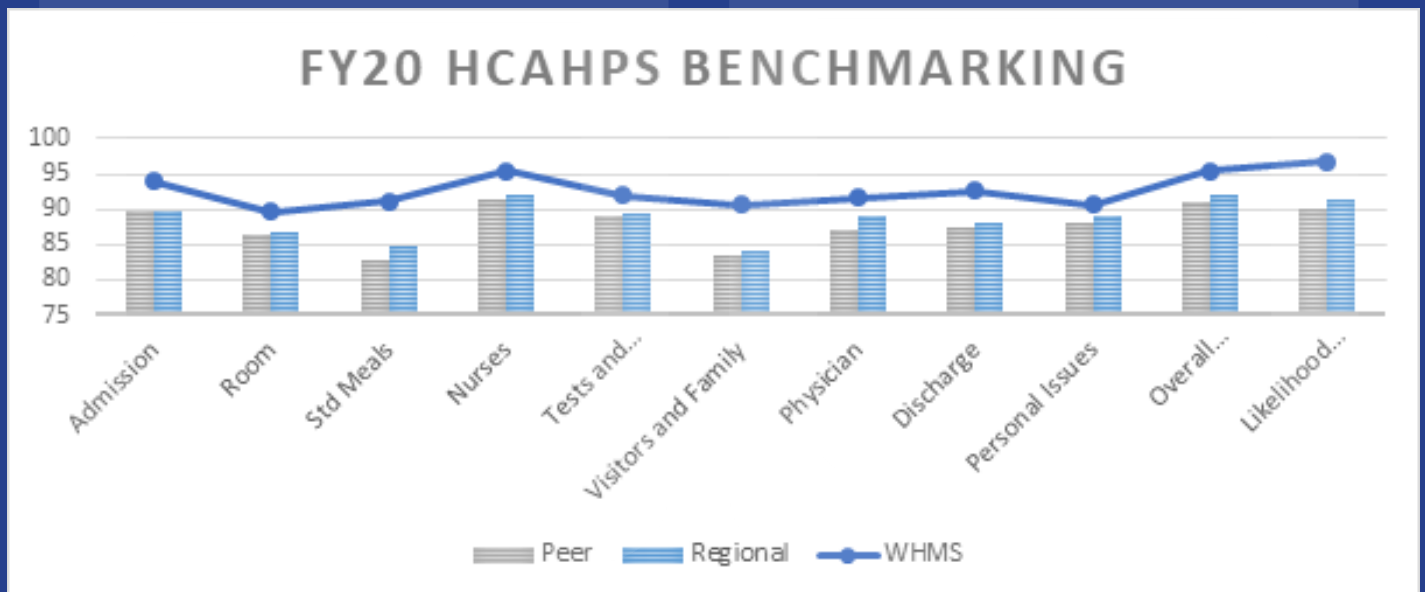
Days Revenue in AR-47

Compared to avg. of 60 in similar sized hospitals in NE.

*FY 2020 Financials are pending final guidance
regarding the COVID CARES Act funding.*

Quality Assurance

The Quality Assurance Plan is facility wide, including West Holt Memorial Hospital, Pharmacy, Therapy, and both the Primary and Specialty Care Clinics. In FY20, the Quality Committee made a concerted effort to identify opportunities for improvement, Five Areas of Focus were identified utilizing the Health Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.



This graph offers benchmarks with hospitals of the similar size, and regional scores indicating the exceptional service provided by WHMS.

NATIONALLY RECOGNIZED CARE



West Holt Medical Services was named one of the Top 20 Critical Access Hospitals (CAHs) for Patient Satisfaction in 2020. The Top 20 Critical Access Hospitals, including WHMS, scored best among 1,300 critical access hospitals in the nation as determined by The Chartis Center for Rural Health for Patient Satisfaction.

The Top 20 Critical Access Hospital “winners” are those hospitals who have achieved success in the overall performance based on a composite rating from eight pillars of strength: inpatient market share, outpatient market share, quality, outcomes, patient perspective, cost, charge and financial efficiency.

This group was selected from The Chartis Center for Rural Health’s 2020 Top 100 CAH list. Those hospitals that have been recognized as Top 20 Critical Access Hospital “best practice recipients” have achieved success in one of two key areas of performance:

- **Quality index:** A rating of hospital performance based on the percentile rank across the indicators of Hospital Compare Process of Care measures.
- **Patient perspective index:** A rating of hospital performance aggregated and ranked across 10 domains of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Quality Improvement and Infection Prevention Coordinator, Talya Shutt, RN was instrumental in leading the team through a robust Quality Improvement Plan to reach the Top 20 Critical Access Hospital achievement.

“Each individual at West Holt Medical Services contributed to this achievement. Patient satisfaction relies on teamwork, communication, shared decision making, empathy, compassion and the human connection,” Shutt shared.

“Here at West Holt Medical Services, we strive to make each patient experience personal, to relate to each patient as a person, and not just a medical condition or room number. I am very proud and appreciative of each member of our team,” added Shutt.

NEW SPECIALTY CLINIC OPENS

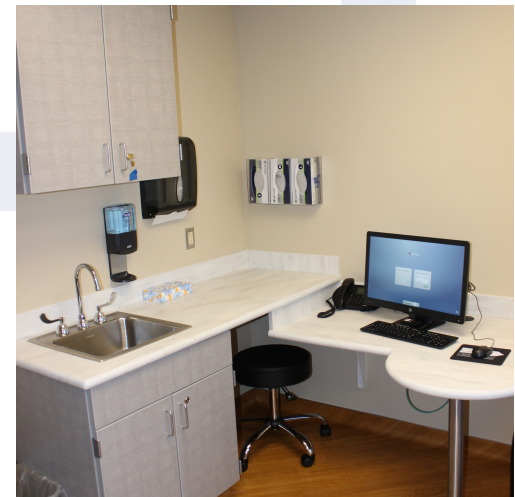
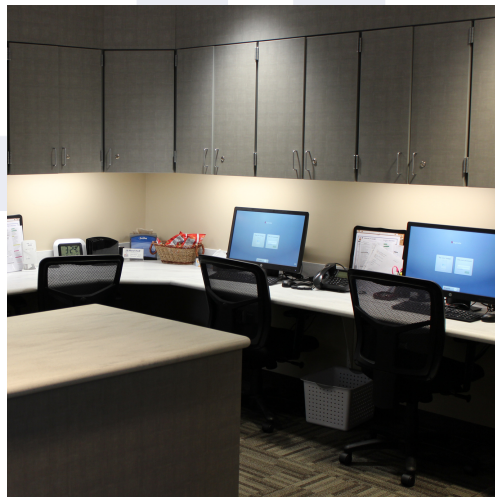


Phase 2A of its \$4.6 million renovation and expansion project was completed which includes a new specialty clinic and central bath/whirlpool room. When patients come to West Holt Medical Services to see a specialist, the walk to the specialty clinic is a lot shorter as it has been conveniently relocated to the front of the campus.

Construction on the specialty clinic began in June 2019, which included demolition of the old administration wing near the front entrance to make room for five new patient exam rooms, a stress testing room and office for visiting specialists and staff. The central bath/whirlpool room in the nursing department was also relocated and given a facelift in order to make room for the new surgical suite addition on the west side of the hospital.

The new specialty clinic space has given West Holt Medical Services the ability to continue expanding its services, recruit healthcare professionals to the area, and meet the healthcare needs of the patients we serve.

Current specialty clinics include: Cardiology, Diabetes Education, Dietician, Endoscopy, Foot and Ankle, General Surgery, NUCCA Chiropractic, Behavioral Health, Ear, Nose and Throat, Nerve Pain Services. West Holt Medical Services plans to add other needed services in 2020 as part of its commitment to bring specialists to Atkinson, so patients don't have to travel long distances to receive care.

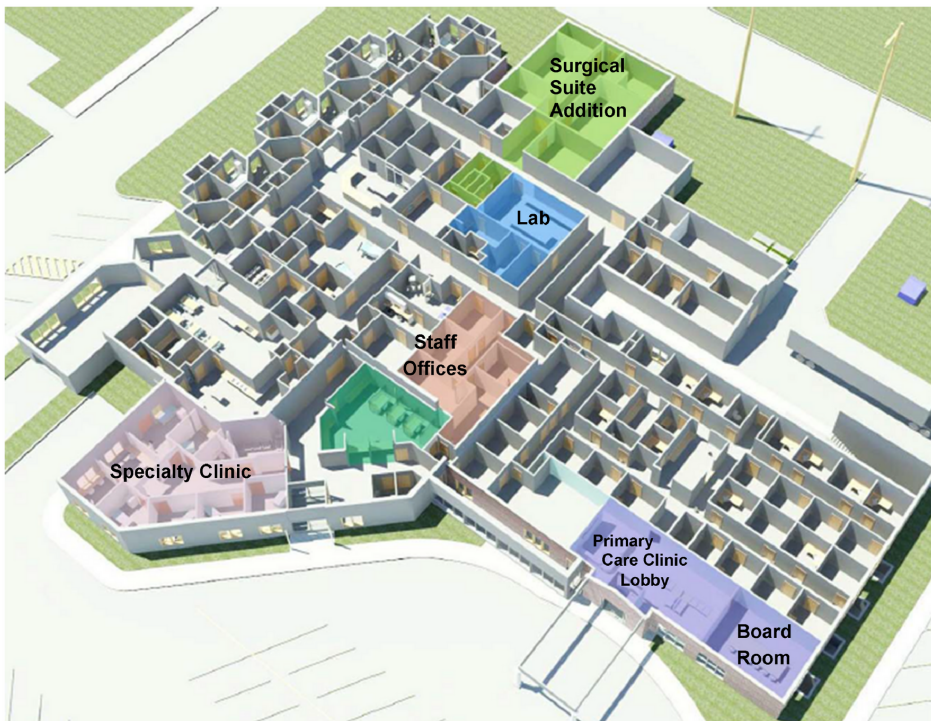




New Services Added

- OB/GYN
- Pulmonology
- Pain Management

Upon completion of the specialty clinic, work began on phase 2b of the remodel, construction of the new state of the art surgery suite at West Holt Memorial Hospital. Slated to be up and running by mid-October 2020, once the new surgery suite is completed phase 2c will be underway, which consists of remodeling the previous surgery suite into a new laboratory.



Renovation Progress

- Phase 1-complete
- Phase 2
 - 2a-Specialty Clinic
 - 2b- Surgery Suite
 - 2c- Lab
 - 2d- Administration

Phase 2 target completion - June 2021

DR. COVER JOINS CLINIC

In March of 2020, West Holt Medical Services welcomed Dr. Blake Cover, M.D. to their Primary Care Clinic team. Along with with serving as the Supervising Physician and Clinic Medical Director, provides family medicine including newborn care, well child visits, adolescent care, chronic disease management, women's and men's health and emergency care.

Dr. Cover holds a Bachelor of Science degree in Business Administration from the University of Nebraska, Kearney. He earned his medical degree in family medicine from the University of Nebraska Medical Center (UNMC) in 2019 through their accelerated rural track residency program.

Dr. Cover is board certified in Family Medicine and is a member of the American Medical Association, Nebraska Medical Association, Nebraska Family Physicians Association, American Academy of Family Physicians and Catholic Medical Association. Dr. Cover is currently a family medicine physician at Merrick Medical Center in Central City, NE. His schedule will allow him to serve WHMS every other Wednesday.

"I love what I do and thoroughly enjoy practicing medicine. My approach to each patient consists in actively listening, making each person feel heard and important. My goal is to treat each patient as if they were a family member," shared Dr. Cover.



FIRST IN REGION TO ADD SMARTCURVE TECHNOLOGY

WHMS went live with 3D Mammography in July, 2019, becoming the first in the region to offer the SmartCurve™ breast stabilization system with their Genius 3D Mammogram exam. The closest facilities with the SmartCurve system are in York and Lincoln, Nebraska.

The SmartCurve system features a proprietary curved surface that mirrors the shape of a woman’s breast to reduce pinching and allow better distribution of force over the entire breast. It is clinically proven to deliver a more comfortable mammogram without compromising image quality, workflow or dose.

This latest innovation is part of WHMS’ ongoing commitment to superior breast cancer detection. It has the potential to increase screening volume and compliance for the countless women who have reported avoiding regular mammograms due in large part to the fear of discomfort associated with breast compression.

This high-tech diagnostic system detects more invasive cancers, reduces call backs, and is FDA approved as superior to conventional 2D mammography for all women, including those with dense breasts.



Pictured (l-r): WHMS Mammography Technicians Kristi Tielke, RT(R) and Jodi Schroeder, RT(R) (M) with 3D Mammography with SmartCurve™ breast stabilization system.

“With this new technology, we are not only able to provide a more comfortable mammogram, but can do so while maintaining clinical accuracy, which is key. Mammograms play such a critical role in the early detection of breast cancer and we’re hopeful that with the addition of the SmartCurve system, we’ll be able to lessen the pain and anxiety associated with mammograms and, as a result, increase screening compliance.”

Kylee Borg
Radiology Team Leader

14% Growth in
Mammography Service

NAVIGATING A GLOBAL PANDEMIC

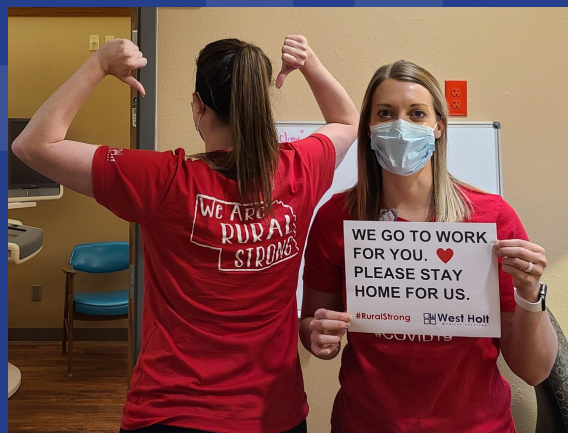
When the first case of COVID-19 reached Nebraska, West Holt Medical Services initiated its Incident Command structure on 3/12/2020 to begin its emergency preparedness plan for the pandemic.

All elective procedures were halted for the Month of April. Supply Chain issues created a challenge in stocking supplies and items to fight COVID-19. Alternative sources were found by purchasing to help meet the needs of WHMS, though a premium was often paid to ensure access and delivery.

Administrative personnel temporarily worked from home to minimize spread until safety measures and policies were fully formed and initiated. Volunteers were not allowed into the facility at the onset of the pandemic and that remained in effect indefinitely to ensure the safety of everyone involved.

Elective Procedures and well visits picked back up through the month of May. Both patients and providers were eager to see services resume. Nearly all staff were able to working onsite again, something that was made possible by the acquisition of hands free temperature kiosks that streamlined the process of temping in for both staff and patients.

Though the pandemic remains ongoing, WHMS has and will continue to meet all challenges head on to protect the health and safety of both the community and their employees.



COVID-19

COOK HONORED WITH CARING KIND AWARD

The Nebraska Hospital Association (NHA) recognized more than 60 hospital employees October 18, 2019, for their excellence in service by bestowing them with the organization's prestigious "The Caring Kind" award.

Nikki Cook of West Holt Memorial Hospital was among those honored at The Caring Kind Awards Luncheon held at Embassy Suites Omaha-La Vista Hotel & Conference Center in La Vista.

For 40 years, The Caring Kind award has been given to Nebraska's most caring and compassionate hospital employees. More than 2,400 caring, skilled and dedicated healthcare professionals have received this award since its inception in 1979.

Each year, hospitals from across the state each select one employee from their facility to be recognized for the award. The award honors outstanding health care employees who have demonstrated compassion for patients, cooperation with co-workers and dedication to excellence in their job responsibilities.

Cook has worked in the Social Services Department at West Holt Memorial Hospital since 2014. She was nominated for the award by three of her co-workers who shared these kind words.

"Nikki is one of the most kind-hearted people I have ever met. She takes time to talk to staff and patients alike to check on their well-being. When we are busy, Nikki is one of the first people who will ask 'what can I do to help', which I appreciate so much! She is always there to support us all. You rock Nikki," shared Jessica Raymer.

"Nikki is the most upbeat and positive person I know which reflects the exceptional care and resources she provides for our patients. Most of the work she does is very behind the scenes and therefore people do not realize the countless hours she spends on ensuring patients have the appropriate resources inside and outside the healthcare system. She has had a lot of challenges placed in front of her, but you always see her smiling and laughing no matter what. She is our go-to person for Medicare/Medicaid questions as well as discharge planning resources, as she has a ton of knowledge with these topics. Nikki is always the first person to put others needs before her own. Her inner strength is admirable! Nikki is a team member who always goes above and beyond her duties in pursuing excellence," shared Jessica Thomassen.

"Nikki is such a caring and compassionate person. She is always willing to lend a helping hand whether it is answering the phone, making phone calls, or making special deliveries for our staff. The patients like Nikki as she is easy to talk to and lets patients know what resources are available to them. She goes out of her way to help patients get what they need. She has even driven to O'Neill to get an item that a patient has needed before. She can always make you smile with her pleasant attitude and good-natured jokes," shared Shauna Slaymaker.



Nebraska Hospital Association President presents The Caring Kind Award to Nikki Cook at the awards luncheon in La Vista, NE.



Looking for a way to thank and support front line healthcare workers, Niobrara Valley Vineyard (Nenzel, NE), Miletta Vista Winery (St. Paul, NE), and Brush Creek Brewery (Atkinson, NE) teamed up to donate cases of wine and gift certificates to employees at West Holt Medical Services as part of the Wine for the Line program. Wine for the Line is a statewide initiative by wineries in Nebraska to provide relief and say thank you to front line workers during the COVID-19 pandemic.



Staff Milestones



Janette Rowan



Dorothy Carr
20 years



Misty Carey



Melinda Osborne



Amy Kinkennon
10 years



Chris Torpy



Amy Wolf



Nikki Cook



Shauna Slaymaker



Bri Hoffman



Candy Keogh

5 years

West Holt

Medical Services

