



West Holt

Medical Services



Annual Report

2021

July 1 2020-June 30 2021

Board of Directors



Trent Schaaf
Board President



Bryan Rentschler
First Vice President



John Kramer
Second Vice President



Brett Lieswald
Treasurer



Jarrod Hamik
Secretary



Lori Olson



Marsha Thurlow



Tom Dvorak



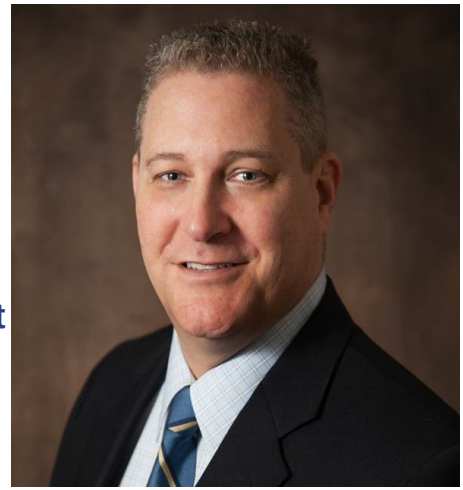
Susan Meyers

Table of Contents

Board of Directors.....	1
Table of Contents.....	2
Letter from the CEO.....	3
Stats at a Glance.....	4
Financial Report.....	5
Quality Update.....	6
Renovation Completed.....	7-8
Dr. Samantha Sholes.....	9
Specialty Clinic Update.....	10
COVID-19 Timeline.....	11-12
Vaccine Clinics.....	13
PAPR Donation.....	14
"We have fun here".....	15
Caring Kind Award.....	16
Staff Milestones.....	17-18

From the CEO

On behalf of the Board of Directors and myself, thank you for taking some time to read about some of West Holt Medical Services (WHMS) highlights during Fiscal Year 2022 (1 July 2021 – 30 June 2022). It may be an overstated cliché, but it is extremely appropriate to say that no one could have predicted the full impact of COVID-19 on our community, country, and the entire world when the pandemic began. What is encouraging, but not at all surprising, was how well WHMS proved that in times of crisis we are resourceful, resilient, and focused on our mission. In addition, our community once again proved its support for WHMS—and for this, we are truly grateful.



While the COVID-19 pandemic will be remembered for its extraordinary challenges, I believe we will look back on this time and proudly reflect upon our selfless actions and teamwork to meet the pandemic head-on and stay true to our values.

I am optimistic that we will eventually reach the “next normal” and am personally excited for WHMS’ future. Undoubtedly, there will be a few bumps that we will encounter along the way, but it is through this journey we will clearly show ourselves and the community just what we at WHMS are truly capable of accomplishing.

We are blessed to live in a place where we truly care about each other—a place that still believes in the golden rule and that perseveres even in the most challenging of times. It is this deep sense of pride and commitment to those who place their trust in our care. Our primary focus is to treat each patient as if they were a family member or close neighbor (which is more often the case than not)—ensuring we deliver exceptional care and provide an outstanding experience for our patients and families.

It is a privilege to be a part of an exceptional team of people who are passionate about providing the very best care for our patients and their families. At WHMS, we pledge to continue to improve the clinical outcomes and overall experience. We will provide quality care every day through an efficient, trusted, responsive and courteous team with a deep sense of caring. Despite the unknown road ahead, WHMS is ready to face next year's challenges with the same professionalism and dedication as the community has come to respect.

Brian D. Martin,
Fellow, American College of Healthcare Executives

Stats at a Glance

441 ER Visits

45,660 Retail Prescriptions Filled

1,758 Specialty Clinic Visits

17,276 In-house Lab Tests

2,941 Diagnostic Imaging Tests



Finances

Total Revenue before Expenses
\$17,801,593

\$10,610,516 Net Patient Service Revenue

\$6,126,768 Other Revenue

\$1,064,309 Non-Operating Revenue

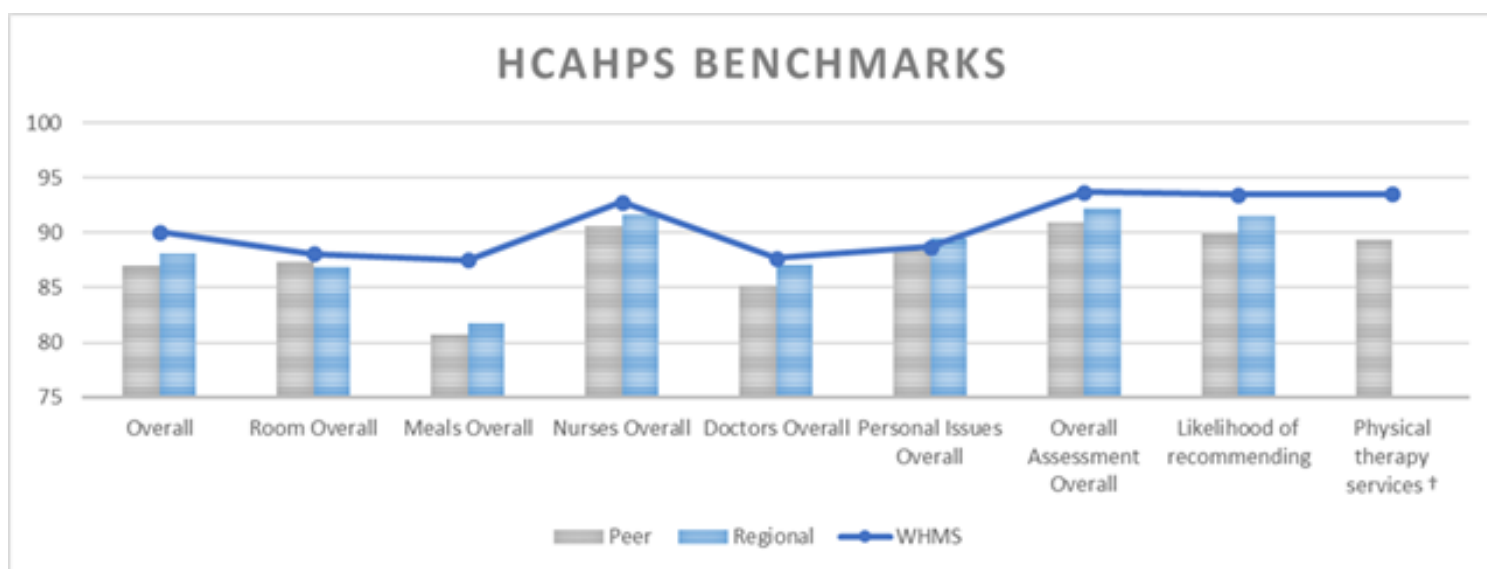
HIGHLIGHTS

Invested an additional \$1.3
Million in salaries, wages, and
benefits for our employees

Decreased Patient Service
Revenue by 20%

Quality You Can Count On

The Quality Assurance Plan is an organization wide plan inclusive of all entities of West Holt Medical Services, West Holt Memorial Hospital, Pharmacy, Therapy, and both the Primary and Specialty Care Clinics.

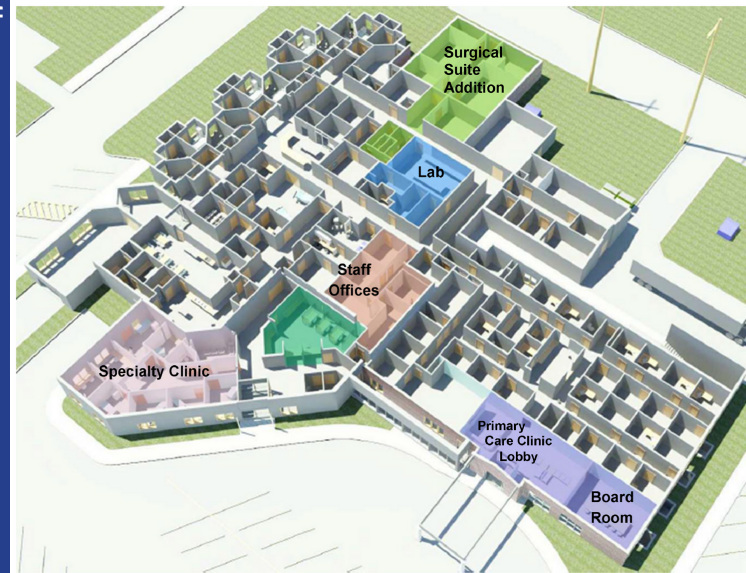


Our goal at WHMS is to provide our patients with high-quality safe care. Patient satisfaction is measured utilizing the Health Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS). We strive to remain within the 90th percentile on all areas of the patient satisfaction survey. The HCAHPS report is reviewed with Team Leaders, the Medical Staff, and the Board of Directors.

Getting feedback on surveys is a key part of how we ensure we are providing an exceptional patient experience, and we are constantly looking for ways to make giving that feedback easier on our patients. In the coming year, we plan to streamline not only the surveys themselves but the entire process surrounding them.

WHMS Completes

In 2018, WHMS kicked off a multi-year renovation project that would include a new conference room, specialty clinic, surgery suite, lab, and administrative wing. The WHMS Foundation raised and contributed over \$500,000 to the project, which was also funded with a loan through the USDA. The conference room was the first portion of the renovation completed, and was followed by the previous administrative wing being turned into the new specialty clinic. Once the new specialty clinic was completed, the old specialty area could be included in the creation of the new surgery suite, which includes a minor procedure room, a designated recovery area, and a major procedure room nearly double the size of the previous one at WHMS. That previous surgery unit was renovated into the new lab, including a separate phlebotomy room which proved patients greater privacy. The final phase of the project was transitioning the previous lab into administrative to house the CNO, CFO, and CEO so they could be near and accessible to everyone. This final phase was completed in June of 2021. Because COVID prevented traditional open houses to show off the facilities, WHMS held an "End of Construction Party in July with inflatable games, a grill out, and tours of the facility.



\$3.9 Mil Renovation



Dr. Samantha Sholes Joins West Holt Medical Clinic

In August of 2020, Dr. Samantha Sholes joined West Holt Medical Services as a member of both the hospital and clinic staff.

Sholes is a 2009 graduate of Elkhorn High School. She earned her Bachelor of Science degree in Biological Sciences with High Distinction from the University of Nebraska-Lincoln in 2013, and her medical degree with honors from the University of Nebraska Medical Center (UNMC) in 2017.

Dr. Sholes has trained in both family and internal medicine at the UNMC's Primary Care Residency Program and is board certified in family medicine. Her clinical interests include healthcare maintenance, chronic disease management, and hospital medicine. She enjoys reading, cooking, long walks, and spending time with her family. Dr. Sholes' husband Michael is an attorney and is originally from O'Neill, Nebraska. He is a 2009 graduate of Ainsworth High School and still has family in the area.



Specialty Clinic Roster Grows

The new specialty clinic area that opened in April of 2020 gave the opportunity for WHMS to make some new specialties available right here in Atkinson!



Dr. Robert Prince Pain Management

Dr. Prince started with WHMS in the spring of 2020. He specializes in using interventional pain procedures to treat back pain, neck pain, sciatica, Complex Regional Pain Syndrome (CRPS), Failed Back Surgery Syndrome (FBSS), and Fibromyalgia.

Dr. Jordan Ochs Orthopedics

Dr. Ochs of Fatih Regional Physician Services took over orthopedic services at the WHMS Specialty Clinic as of September 20th. Dr. Ochs received his medical degree from the University of Nebraska Medical Center. As an orthopedic surgeon, he specializes in the prevention, diagnosis, and treatment of injuries and disorders of the bones, joints, ligaments, tendons, and muscles.



Dr. Enas Al Zagahl & Dr. Kaitlin Brau Endocrinology

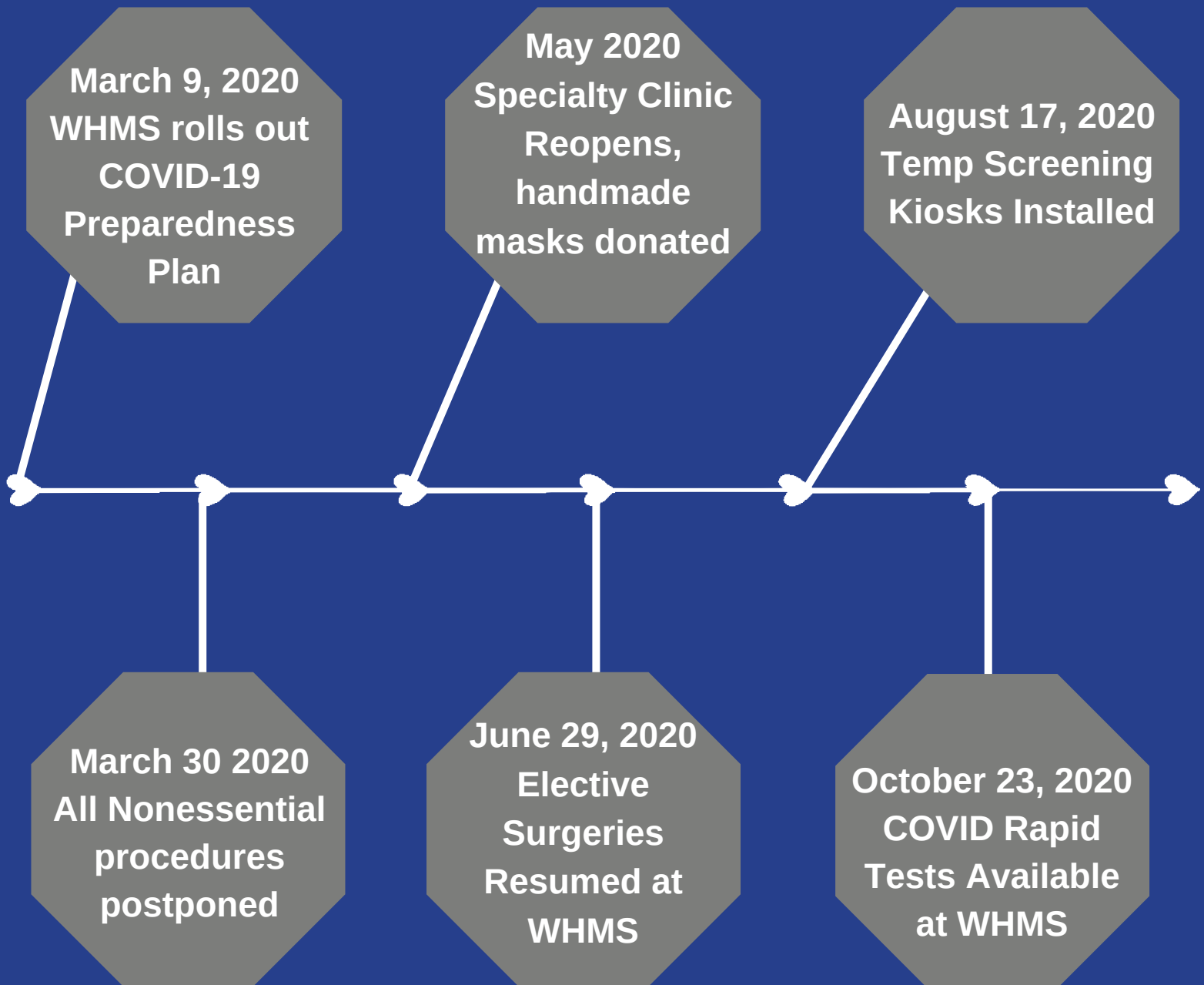
Dr. Kaitlin G. Brau and Dr. Enas Al Zaghal specialize in diagnosing and treating disorders of the endocrine system (the glands and organs that make hormones) in adults, including Adrenal disorders, Diabetes, Osteoporosis, Thyroid and Parathyroid disorders, and pituitary disorders.



To schedule an appointment with any
of the Specialists at West Holt,
Call 402-925-2811

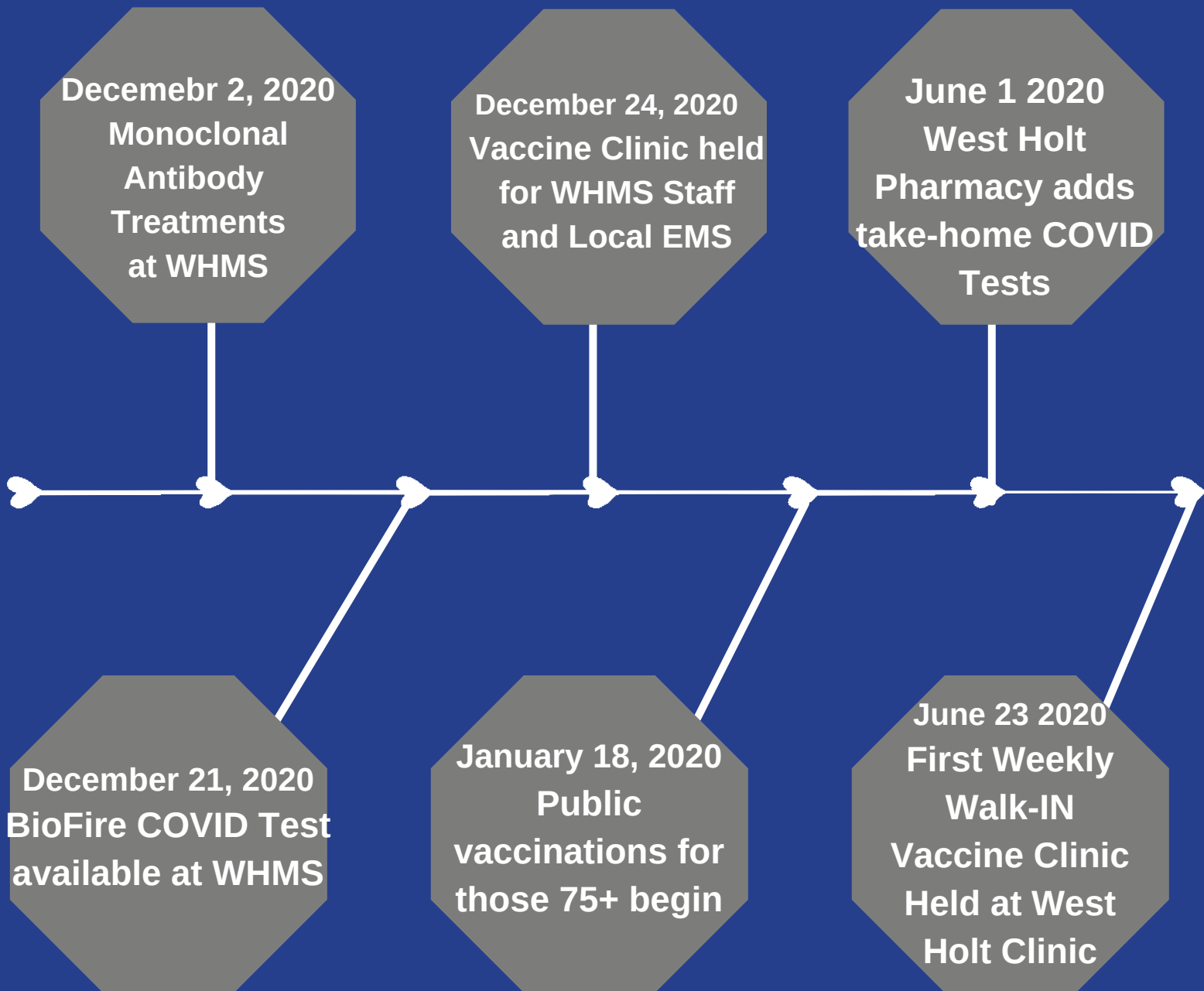


WHMS COVID



WHMS remains committed to serving our patients in the safest, most effective manner no matter the situation.

TIMELINE



Interested in receiving a COVID Vaccination?
West Holt Medical Clinic has Walk-In Vaccine
Clinics every Friday.



In December, the first shipments of COVID-19 Vaccine arrived in Atkinson. WHMS was able to provide vaccines to staff and EMS workers right away

COVID Vaccine comes to WHMS

As the state progressed through the phases, our local higher-risk population was able to receive their vaccines as well.



As vaccine becomes readily available, WHMS has been proud to provide protection to our community.



WHMS donates PAPRS to EMS



WHMS able to donate
Powered Air Purifying
Respirators (PAPRs) to
Stuart and Atkinson EMS

The PAPRs
helped the local
EMS to provide
the life saving
measures while
limiting their
exposure to
COVID-19 when
symptoms were
present.



We like to have fun here...



Kevin McNichols

WHMS 2020 Caring Kind Award Winner



With the Nebraska Hospital Association luncheon canceled, WHMS held their own with all our Caring Kind nominees and nominators. Kevin received six nominations for this award from fellow coworkers, Michelle Doyle, Jen Poessnecker, Nikki Cook, Candy Keogh, Jessica Raymer, and Jessica Thomassen. Congratulations Kevin. It is an honor to have you on our team!

30 years of service



Chris Batenhorst

10 Years of Service



Kathy Hytrek



Kitty Kloppenborg



Nick Konrad



Karen Painter

THANK

5 Years of Service



Kim Stenka



Angie Schaaf



Jessie Raymer



Karen Myers



Kandi Mlady



Becky Frerichs



Chrystal Curtis



Emily Burk



Steve Carlsen



Loretta Daniels



April Dexter

YOU!

Your Health



Our Mission