

West Holt

Medical Services



ANNUAL REPORT

2022

JULY 1 2021 - JUNE 20 2022



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ABOUT US



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.

In December 2021 WHMS refreshed the mission, vision, values, and motto of the facility. The change was needed to better exemplify how WHMS will strive to serve our communities.

MISSION

To provide comprehensive healthcare with respect and compassion.

VISION

To be the first choice for trusted healthcare provided by a valued and dedicated team.

VALUES

- Compassion
- Excellence
- Innovation
- Integrity
- Respect
- Stewardship



BOARD OF DIRECTORS



**TRENT
SCHAAF**

Board President



**BRYAN
RENTSCHLER**

First Vice President



**TOM
DVORAK**

Second Vice President



**BRETT
LIESWALD**

Treasurer



**MARSHA
THURLOW**

Secretary



**MICHAEL
PEEK**



**LORI
OLSON**



**SUSAN
MYERS**



FROM THE CEO

When reflecting back on the past year at West Holt Medical Services, there are two things that stand out. The two things that stand out are the same things that hold steady and true year after year.

1. We are blessed with a team that is knowledgeable, compassionate, and extremely dedicated.
2. We are blessed with a community that supports our mission to provide comprehensive healthcare.

The last several years have proven exceptionally challenging in healthcare, and as we review the most recent obstacles that were overcome and the subsequent successes that we had, there is no better time to acknowledge and appreciate the team members that have fought through some very difficult times, while also thanking the communities we serve for always standing by our side.

Our Team has endured responding to a worldwide pandemic. Our Team has shown innovation and resiliency in adopting a major change to our EMR system. Our Team has found new ways to create success, communicate, and care for patients with the obstacles of heavy construction during recent large-scale renovation projects. Our Team has accomplished all of these things while always keeping kindness in their hearts, smiles on their faces, and constant respect and compassion for every patient we serve.

The Community plays a vital role in the success of our Team. The Community supports WHMS by trusting in the care that we provide. By graciously donating time and resources to expand service offerings and improve equipment and facilities. The Community has stood by our side when we have needed your energy, your grace, and your encouragement to keep moving forward despite difficult times.

It is our Team and our Community that make West Holt Medical Services a very special place. We thank you for being a part of building what we have today, and we thank you for continuing to be a part of the future that we will continue to build together.

-Jeremy Bauer, CEO



STATS AT A GLANCE



541
ER VISITS



45,513
RETAIL PHARMACY
PRESCRIPTIONS FILLED



2,125
SPECIALTY CLINIC
VISITS



23,318
IN-HOUSE LAB
TESTS



3,145
DIAGNOSTIC
IMAGING TESTS



FINANCES

Total Revenue

\$15.3 Million

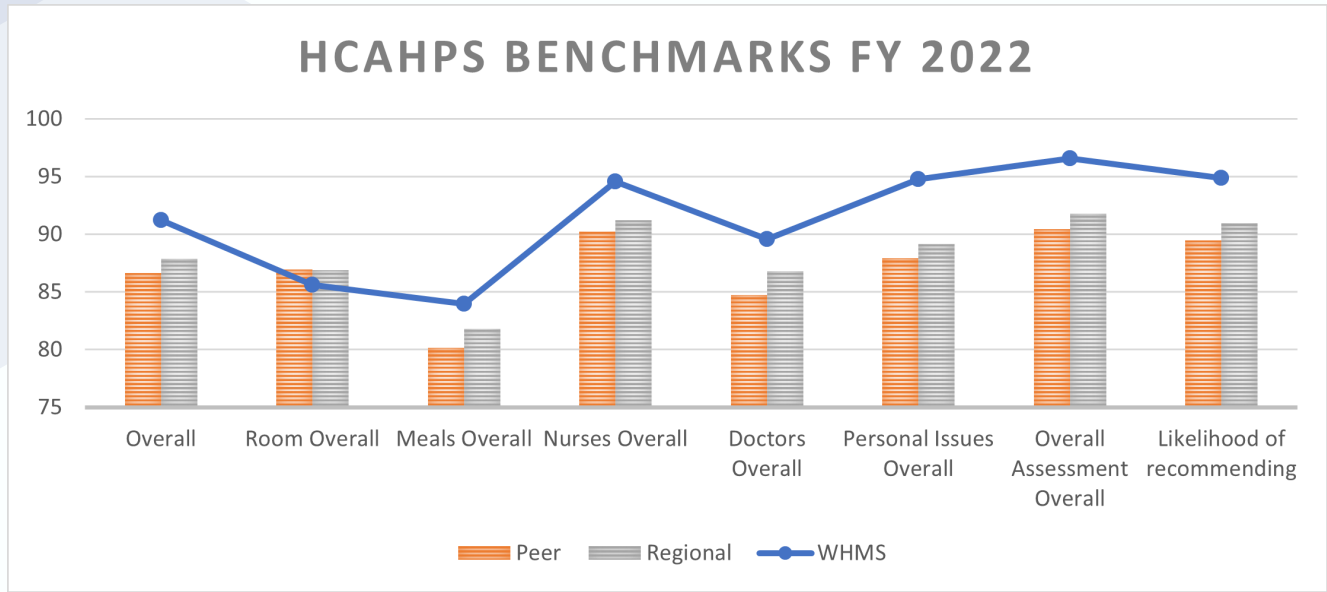
Highlights

- Lab ran **6,042 more tests** in FY'22 than FY'21
- Specialty Clinic visits **grew 20.9%**
- Nursing saw **33.9% more patients** in ER & Treatment Rooms



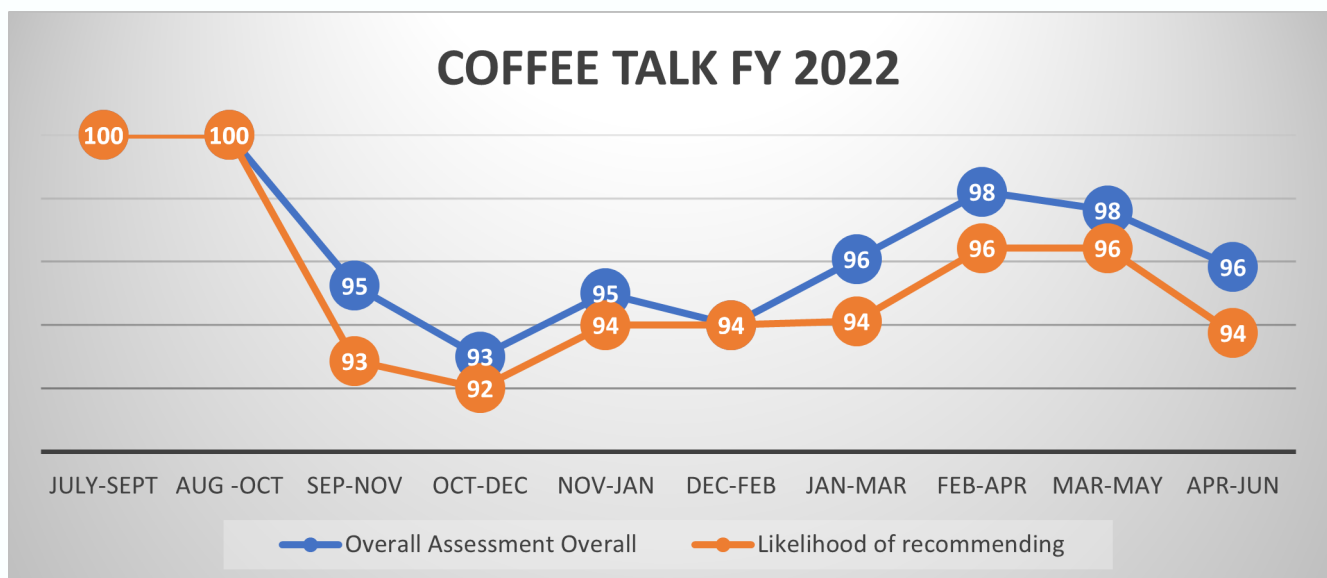
QUALITY

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

During FY22, an emphasis was put on the patient's overall perspective on the likelihood to recommend our facility. Below is a chart that is titled "Coffee Talk" as this is what the patient is most likely to discuss over a cup of coffee. The goal is greater than 90%, however the more positive the comments can be, the better.



NEW ADDITIONS

Staffing



Dena Burkinshaw – HBO-Administrative Asst



Vanessa Gottier – Pharmacist



Heidi Hostert – Clinical IT Analyst



Abigail Kaup – PT-Administrative Asst



Amanda Kaup – RN



Rachel Lambert – CNA



Tami Jo Marcellus – RN



Emily Morrow- Marketing/Foundation Director



Megan Nachtman – HIM



Paige Oligmueller – CNA



Jayden Reiman – Med Asst



Stefanie Sladek – PT Assistant



Kenady Stanton - RN



NEW ADDITIONS

Allergy Clinic



The allergy clinic was started one year ago in January and **19 patients have been accrued** since then.

"I have noticed a significant improvement in my allergy symptoms this past season. I seldom required an allergy medication to manage my symptoms. I am very pleased with the results of the allergy drops so far."

"I currently am using the drops every morning and have had great results. I have noticed that I'm not having to take my prescription (Singular) or over the counter allergy meds. I would highly recommend this program to those people who are suffering with allergies year round. I'm a believer in this!!"

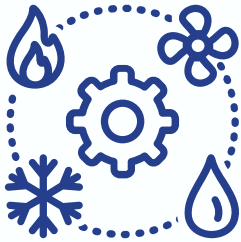
"I started my Allergy clinic in early 2021. We have been doing well and providing relief to people with environmental and food allergies."

-Amy Rentschler, PA-C



NEW ADDITIONS

Facility



WHMS completed its replacement of the HVAC System in the Facility



Painted the headers in all 15 patient rooms to the new color scheme.



LED lighting conversion completed in the Hospital, and Retail Pharmacy.



Installed telehealth equipment in the Specialty Clinic and Primary Clinic Departments.



Installed new flooring in purchasing and IT offices.



NEW ADDITIONS

Radiology Equipment

- Philips Epiq Elite Ultrasound: better image quality, capabilities to do echo
- Trophon2 Disinfection: (ultrasound transducer disinfectant) quicker and higher level of disinfection between exams
- Siemens Somatom go UP CT: quicker scanning, 500 lbs weight limit, more CTA exams offered
- Hologic Horizon DEXA: similar platform to machine prior



NEW ADDITIONS

Specialty Clinic



Dr. Aguila started performing Ultrasound Guided Trigger Finger Release procedures. We were one of the first facilities in the nation to use this technology for this particular procedure!

Added an extra Pulmonology day to our monthly schedule which has allowed one of the physicians (Dr. Nepal and Dr. Khalil) to serve patients once a month in addition to Kecia Christensen APRN.



New Cardiologist Dr. Urja started and replaced Dr. Welsh's clinics due to pending retirement.

Added Orthopedic clinic to the current schedule. Able to see patients in the clinic and perform procedures in surgery.



NEW ADDITIONS



New Digital Billboard

Hwy 20 and Pearl Street



New EMR "Thrive"

AVAYA

New Avaya Phone & Paging System

Your Health, Our Mission



Jon Gotschall, PA-C
April Dexter, APRN
Dr. Samantha Sholes
Amy Rentschler, PA-C

Call today for an appointment!

West Holt
Medical Services
402-925-2811

Join our dedicated team! Opportunities at www.westholtmed.org

Billboard Between O'Neill & Atkinson

*Currently out of commission due to weather damage.



ACCOMPLISHMENTS

DHHS Survey



Early in May 2022, the Department of Health and Human Services (DHHS) completed a routine inspection of West Holt Medical Services.



We **successfully completed** the process to renew our critical access hospital license for all of our services!



Even though it has been **five years since a survey was last conducted here**, we did an incredible job of showing that we operate within CMS standards and just how much we care for our patients, and the level of respect we have for each other at WHMS.



We **met all 17 categories** in our inspection report.



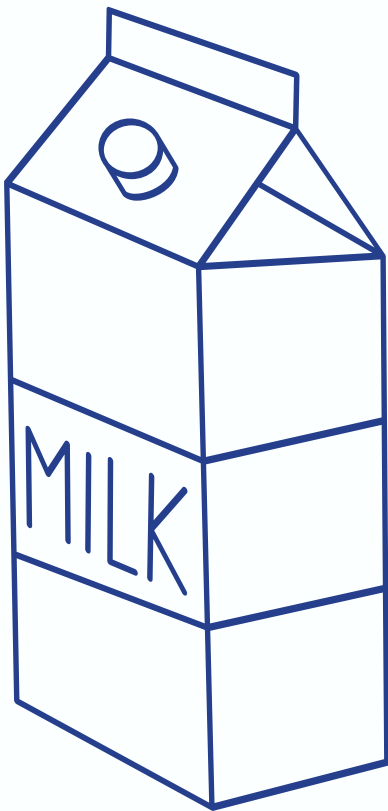
The surveyors said numerous times **how “solid” of an organization we have**. They were referring both to our physical environment as well as the high-caliber team at WHMS.



ACCOMPLISHMENTS

Nutritional Services

In efforts to control waste Nutritional Services ended a project this year in going back over 3 years tracking of expired milk inventory and was able to cut expenses for expired milk by \$659.00



Ways this was done over time:

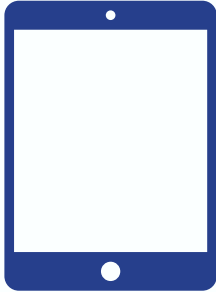
- Changing where we get our milk from, for a cheaper price of .10 cent less for each carton
- Being able to order in smaller quantities
- Dropping the skim milk (that was least asked for) and just going with 2% milk

Expired Milk Tracking Project									
July - Nov.		Dec.	Jan.	Feb.	March	April	May	June	Year to DateTotal
2020	\$297.00	\$99.60	\$40.04	\$61.84	\$80.96	\$26.88	\$33.44	\$59.40	\$698.80
2021	\$89.32	\$31.02	\$18.48	\$15.51	\$26.70	\$24.53	\$25.93	\$11.75	\$243.24
2022	\$31.68	\$0.00	\$0.00	\$0.66	\$0.00	\$0.00	\$3.96	\$3.50	\$39.80



ACCOMPLISHMENTS

Human Resources



Implementation/Conversion to a New Payroll module (3R) which includes Timeclock Facial Recognition.



Moved HR office from Retail Pharmacy building to Hospital, which allows HR to be available to our Employees with any questions/concerns.



Participated in a wage market survey and made some market rate adjustments.

"I've been in the HR role for 1 year and it has been a challenging year with the CMS Covid mandate year but so rewarding. The Staff at WHMS is to be commended for their dedication and passion to provide the best patient care to the community."

-Kristi Thornburg, HR Director



CARING KIND AWARD 2021



Stephanie McGrew

Occupational Therapist

"I would like to nominate Stephanie McGrew, OT, for the Caring Kind Award. I feel that she has provided exceptional care and services to our rural environment for years, yet continued to add to that during this past year. Stephanie realized that a much needed service of Cardiac Rehab could be added to our facility when we were blessed with a rural provider joining our hospital. We previously had the service but it had to be terminated when providers left our area and we were no longer able to have needed on site medical supervision. Stephanie had never worked in this capacity or in nursing. She had to take Advanced Cardiac Life Support-ACLS training for the first time and reformat required forms and re-organize or update the program. She took on each new role with such grace and kindness to each patient and coworkers. She asked questions when needed and obtained new monitoring equipment, which also required more training. She learned to do glucose checks for the first time before and after exercise. She obtained a new crash cart and checks it regularly and yes, she was even introduced to the emergency process when a patient is having chest pain while exercising. Stephanie is so deserving of this award for our rural hospital and she is also our new foundation member."

-Nomination by Paula Hunke-Davis, RRT



STAFF MILESTONES

5 YEARS OF SERVICE



**KATHERINE
DAUGHERTY**



**CALLIE
KORINKO**



**ALISON
FLANNERY**



**SIERRA
WENTWORTH**



STAFF MILESTONES

10 YEARS OF SERVICE



**BROOKE
RIHA**



**STEPHANI
MCGREW**



**RILEY
RUNYAN**



**KARRIE
NEPTUNE**



**EMMA
VOGT**



**MELISSA
RENTSCHLER**



STAFF MILESTONES

15 YEARS OF SERVICE



**ANDREA
KERKMAN**



**REE
LAETSCH**



**KEVIN
MURPHY**



**TALYA
SHUTT**



**JENNIFER
POESSNECKER**



STAFF MILESTONES

20 YEARS OF SERVICE



**CONNIE
SMITH**



**MARDE
PAXTON**



**TRACY
LUDWIG**



STAFF MILESTONES

SPECIAL HIGHLIGHT

Employees who have been at
WHMS for more than 20 years!



**CHRISTINE
WELSH**

21 Years



**CHRIS
BATENHORST**

32 Years



**CINDY
KUBIK**

48 Years



**PEGGY
TEJRAL**

44 Years



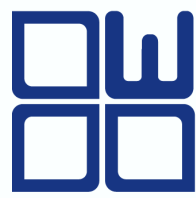
**LISA
FIX**

38 Years



WE APPRECIATE YOU!

20



West Holt

Medical Services

YOUR HEALTH, OUR MISSION



Main Line

(402) 925-2811

Retail Pharmacy

(402) 925-2651



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www.westholtmed.org

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