ANNUAL REPORT

A recap of FY2022
(October 1, 2021–September 30, 2022)
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**OUR MISSION**

We partner to enrich life through health.

**OUR VISION**

We will create an exceptional, innovative, and personal healthcare experience that allows people to excel and our communities to thrive.

**OUR VALUES**

**Excellence**

By giving our best, we seek to offer an unparalleled healthcare experience. We believe excellence in medicine is based on a foundation of evidence-based care, grounded in science, with close attention to quality and safety.

**Person-Centered**

We operate with a "all people are precious" mindset.

**Collaboration**

We are serious about working together, encouraging & supporting the diverse voices needed to connect us more closely with those we serve to improve the health of our patients, our community, and our region.

**Stewardship**

We seek to use all of our resources ethically, responsibly, and efficiently.

**Integrity**

We communicate honestly and we consistently follow through with actions that support our words. We do the right thing, even when no one is watching.

**Respect**

We seek to honor everyone and hold their dignity in high-regard. We honor privacy and take our duty seriously to ethically and responsibly steward sensitive information that has been entrusted to us.

**Innovation**

We’re not okay with status quo; we are constantly reimagining better solutions and new ideas.
CEO MESSAGE

“2022 was a year marked by strengthening the foundation of our pillars of healthcare excellence and preparing to launch our new electronic medical record platform, Epic.”

Looking back on 2022, it was a year marked by strengthening the foundation of our pillars of healthcare excellence (see next page) and preparing to launch our new electronic medical record (EMR) platform, Epic. Epic is the most widely used and comprehensive health record in the country. It is used by more than 250 health care organizations nationwide, including most health care organizations in Minnesota. This massive undertaking and $25 million dollar investment will elevate almost every aspect of service provided by LRH at all locations across the region, including more consistent patient care protocols, consolidated billing, and faster test results reporting. We are excited to offer patients this tool for managing their health and to give our practitioners and care providers a more seamless, intuitive system to support their work.

The Epic EMR will elevate almost every aspect of service provided by LRH.
As LRH continues to grow, consolidating our current differing and separate EMRs into a single premier platform was one of our top priorities for 2022, knowing it will improve quality of care and meet the growing demands of the communities serve.

When we launch in November of 2022, the Epic implementation will have required more than a year of work, with hundreds of employee hours dedicated to testing, transitions, and training. The investment of financial and human capital toward this project is a core part of the organization’s continued commitment to remain a community based independent regional healthcare provider. Along with the healthcare heroes who work 24/7 in our nine communities across the region to provide for your healthcare needs, this year’s work on our foundational pillars and preparing for Epic are central to our mission of partnering to enrich life through health. Thanks for the privilege of partnering with you.

PILLARS OF EXCELLENCE

Big Rocks are designed to achieve the mission, vision, value...

MISSION: We partner to enrich life through health.
VISION: We will create an exceptional, innovative, and personal healthcare experience that allows people to excel and our communities to thrive.

Service  People  Quality & Safety  Finance  Growth  Community

Cultural
An intentional and comprehensive focus on our culture and people that makes LRH a great place to work.

Patient Experience
To recognize, define and act on the crucial interdependency of patient centricity, safety and quality as the 3 primary elements of excellence in patient experience.

Financial Vitality
To pursue a position of financial vitality to allow for execution of other big rocks and ensure sustainability.

Deliberate Growth
Smart, evidenced based growth using data to inform the how and when of growth.

Professional Services
To further alignment between Lake Region Healthcare and Medical Group and the optimization of professional services.

Foundational Project for 2022: Joining the Epic Community for Electronic Medical Record

EXCELLENCE | PERSON-CENTERED | COLLABORATION | STEWARDSHIP | INTEGRITY | RESPECT | INNOVATION

...and success can be measured through alignment with the pillar goals
As a non-profit organization, Lake Region Healthcare relies on the support of our community through the work of our Foundation, while also embracing our role as a good community partner. We participated in and assisted with many community projects and festivals, educational programs, youth sports activities, local government, health programs, and nonprofit organizations. Several thousand dollars were donated to local charitable causes and the hours contributed by LRH volunteers and representatives are virtually countless.

### Contributions to Community Benefit * in FY2022 included:

<table>
<thead>
<tr>
<th>Contribution</th>
<th>Amount</th>
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<tr>
<td>Financial Assistance (Charity Care)</td>
<td>$530,000</td>
</tr>
<tr>
<td>Bad Debt Expense</td>
<td>$2,900,000</td>
</tr>
<tr>
<td>Unreimbursed Medicaid</td>
<td>$8,827,619</td>
</tr>
<tr>
<td>Minnesota Care Tax</td>
<td>$1,322,195</td>
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*From 990 Schedule H

### Patients served at LRH facilities in FY2022 included:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Hospital Admissions</td>
<td>2,084</td>
</tr>
<tr>
<td>Clinic Visits</td>
<td>132,874</td>
</tr>
<tr>
<td>Emergency Rm Visits</td>
<td>13,045</td>
</tr>
<tr>
<td>Surgical Procedures</td>
<td>3,815</td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>315</td>
</tr>
<tr>
<td>Births</td>
<td>265</td>
</tr>
<tr>
<td>Physical/Occ/Speech Therapy Visits</td>
<td>115,027</td>
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Awards & Recognitions

LRH was named a 2022 Top 100 Rural & Community Hospital by The Chartis Center for Rural Health. The top performers named to the list are excelling in managing risk, achieving higher quality, securing better outcomes, increasing patient satisfaction, and operating at a lower cost than their peers.

LRH was listed among Newsweek magazine’s World’s Best Hospitals 2022. This prestigious award was announced by Newsweek and Statista Inc., in March. The World’s Best Hospitals 2022 recognizes the best medical institutions across 27 countries.

LRH made Becker’s Hospital Review’s 2022 list of the best hospitals for patient experience based on the Hospital Consumer Assessment of Healthcare Providers and Systems scores from CMS.

Growth: New Services & Providers

Brian Brennan, MD
Allergy & Immunology

Katie Bressler, MD
Family Medicine with Obstetrics

Karna Colby, MD
Pathology

Andrea Delzer, PA
Plastic Surgery/Aesthetics

Mark Cooper, MD
Radiation Oncology

Ben Graf, PA
Family Medicine

Beth Helgerson, MD
Obstetrics & Gynecology

Jack Lubka, MD
Internal Medicine/Hospitalist

New Services added in 2022:

- New Linear Accelerator
- PET CT
- Back Care Center - trigger point injections
- Neurology services returned and onsite neuro diagnostic testing resumed
- Platelet Rich Plasma (PRP) services in dermatology, plastic surgery & orthopedics
- Aesthetic Skin Laser for dermatology and plastic surgery
- Elbow Lake Ambulance Garage and Testing Center
News headlines from the LRH News Center in FY2022

**State Sends Emergency Temporary Nurse Staff Support**

Three emergency temporary nurses arrived at Lake Region Healthcare (LRH) in January as part of Governor Walz’s efforts to provide support to Minnesota hospitals experiencing severe capacity constraints and staffing shortages related to the current wave of COVID-19 cases.

**DAISY Award for extraordinary nurses**

Deb Anderson, RN, was the first nurse at LRH to be honored with The DAISY Award® For Extraordinary Nurses. The award is part of the DAISY Foundation’s programs to recognize the super-human efforts nurses perform every day. Nurses can be nominated for this ongoing recognition program.

**Award of Excellence Winners**

Brittany Nelson, LRH Employee Health Coordinator, and Steve Rufer LRH Board of trustee and retired Pemberton Law Firm attorney, were recipient of the LRH Foundation’s Award of Excellence for their outstanding contributions to LRH and the community.

**Healthcare Education Fund Established**

An Employee Education Fund was established in 2022 by generous community donors. LRH employees can apply for funding to help with education that furthers their skills and enhances patient care and/or the ability to accomplish our mission. The first six scholarships were awarded in June.
HIGHLIGHTS

News headlines from the LRH News Center in FY2022

Heroes of Healthcare

Aric Risbrudt, Ambulance Manager, and Barb Moore, Therapy Supervisor, were honored with the first Heroes of Healthcare Award to recognize team members who go above and beyond to deliver on the promise to serve patients and each other with Excellence, Person-Centeredness, Integrity, Collaboration, Stewardship, Innovation and Respect.

Organics Recycling Pilot Project

LRH partnered with the Otter Tail Solid Waste Department to kick off an Organics Recycling Pilot Program in February. Composting food waste and other organic material for the duration of the grant project is expected to divert approximately 200 tons (40,000 lbs.) of organic material from the waste stream.

NP Park becomes Dr. Allen Magnuson Park

The Fergus Falls City Council approved the renaming of N.P. Park to Dr. Allen Magnuson Park in February, honoring the long time LRH pediatrician. The LRH 9th Annual Community Health Challenge and the 13th annual Lake Region Run were held at the Park in June.

Dr. Larry Rapp honored in Elbow Lake

In honor of his retirement, Prairie Ridge Healthcare officially named the circle drive in front of the hospital “Dr. Rapp Road” this summer, commemorating his contributions to the health care system in Elbow Lake and Grant County.
A special note of thanks to our governing board of trustees. These volunteers commit countless hours to our organization. Their talents and time are gifts of service and we are extremely grateful.

BOARD OF TRUSTEES

John Erickson, Chair - Fergus Falls
Carrie Brimhall, Vice Chair/Secretary - Fergus Falls
Laurel Nelson, Treasurer - Fergus Falls
Crystal Adams, Trustee - Wendell
Deb Ferguson, Trustee - Fergus Falls
Jerry Ness, Trustee - Pelican Rapids
Dr. Matthew Mouser, Trustee - Fergus Falls
Chuck MacFarlane, Trustee - Fergus Falls
Dr. Erin Peterson, Trustee - Ashby
Dr. Wade Swenson, Trustee - Fergus Falls
Scott Bauer, Trustee - Barnesville
Jeanne Ennen, Trustee - Donnelly
Justin Anderson, Trustee - Ashby

Thanks also to the community members who serve on our Board of Directors for Prairie Ridge Healthcare and Mill Street Residence and on our Patient & Family Advisory Council.

Thank you for your continued support in our efforts to keep high quality healthcare close to home for the communities we serve.