2020 presented both challenge and opportunity like no other. While the COVID-19 pandemic garnered most of the year’s attention, there were other notable accomplishments worth highlighting too. Above all, we reflect on 2020 with gratitude. Thank you to our team for their above & beyond efforts and commitment to our patients. To our community, thank you from the bottom of our hearts for your words of encouragement, gifts of support and continued trust in Lake Region Healthcare, Prairie Ridge Healthcare and Mill Street Residence to care for you and your loved ones.

2020 presented both challenge and opportunity like no other. While the COVID-19 pandemic garnered most of the years’ attention, there were other notable accomplishments worth highlighting too. Above all, we reflect on 2020 with gratitude. Thank you to our team for their above & beyond efforts and commitment to our patients. To our community, thank you from the bottom of our hearts for your words of encouragement, gifts of support and continued trust in Lake Region Healthcare, Prairie Ridge Healthcare and Mill Street Residence to care for you and your loved ones.

**OUR MISSION**
To help improve the health of people in our region.

**OUR VISION**
To be Minnesota’s preeminent regional health care partner.

**OUR VALUES**
Person-Centered    Excellence    Compassion    Stewardship
Respect           Integrity       Innovation

**2020 BY THE NUMBERS**

<table>
<thead>
<tr>
<th>Service</th>
<th>People</th>
<th>Quality &amp; Safety</th>
<th>Finance</th>
<th>Growth</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic Visits</td>
<td>116,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Visits</td>
<td>10,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital Admissions</td>
<td>1,800</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Babies Born</td>
<td>249</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancer Treatments</td>
<td>4711</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**New Services**
- 3 (Neurology, Spine, Surgery & Dermatology)

**New Providers**
- 11 (Lee, Huber, Reiter, Boesel, Conzemius, Broadway, Lacey, Villagomez, Rozgand)

**Notable 2020 Highlights**
- Dr. Julianne Gutzmer was appointed to the MN State Trauma Advisory Council (STAC) as the Rural General Surgeon representative.
- Investments were made in new beds, chairs and pumps for our inpatient service areas and a new CT Scanner was also purchased to improve patient care.
- Lake Region Healthcare was named a 2020 Top 100 Rural & Community Hospital by The Chartis Center for Rural Health.
- Incident Command was stood up to respond to COVID-19 Pandemic, keeping staff and community safe through the volatile unknowns and closures of clinics & elective surgeries.
- Excel Plastics and Shortex Products Partnered to Produce Critical Personal Protective Supplies for our COVID-19 Response.
- Over 6,400 COVID tests were conducted and swabbing tents & structures were erected to provide space for the testing.
- The Lake Region Run was postponed to October with scaled back registration caps, yet still raised $6,000 for the Cancer center.
- The LRH Foundation Gala was postponed to November and held in an innovative online format raising over $40,000 for mental health care services.
- Markus Bischof of Fergus Falls was the lucky winner of a houseboat trip on Crane Lake in our “Move More, Explore More” community wellness challenge.
- Senior Leadership stabilized with the appointments from interim to permanent for roles including CEO (Kent Mattson), CFO (Camie Patterson) and CNO (Roberta Young).
- Prairie Ridge was named one of the Top 20 Critical Access Hospitals (CAHs) for patient satisfaction in the country by The Chartis Center for Rural Health for Patient Satisfaction.
- LRH was awarded its fourth consecutive ‘A’ rating from The Leapfrog Group in their hospital safety grade ratings for consumers and purchasers.
- “Growing Together” virtual meet-ups helped moms-to-be navigate their pregnancy journey together with others during the pandemic.
- Two long-time LRH team members, Lynn Lundquist, RN and Dr. Bruce Money were honored with the LRH Foundation Award of Excellence at the Night to Shine Gala.
- This year’s Medical Professions $5,000 Scholarships were awarded to Brianna Rasmusson and Nicole Burrows. The Foundation awards these scholarships to benefit an undergraduate or graduate student who is currently enrolled in and pursuing a medical career at an accredited institution of learning.

**Largest Fundraisers**
- Stalker Lake Golf Event
- Night to Shine Gala
- Jordan Remendall Memorial Scholarship Fund
- Employee Compassion Fundraising
- "Love Your Melon" Beanies

**Foundation Highlights**
- $252k RAISED BY DONORS
- $10k SCHOLARSHIPS AWARDED
- $104k PATIENT-CARE PURCHASES SUPPORTED

**Notable 2020 Highlights**
- This year’s Medical Professions $5,000 Scholarships were awarded to Brianna Rasmusson and Nicole Burrows. The Foundation awards these scholarships to benefit an undergraduate or graduate student who is currently enrolled in and pursuing a medical career at an accredited institution of learning.

Please visit our website [www.LRHC.org](http://www.LRHC.org) for more information.