

# Currents

A REPORT TO THE COMMUNITY

Annual Report: May 2017 - April 2018



**LAKE**  
REGIONAL<sup>®</sup>  
HEALTH SYSTEM

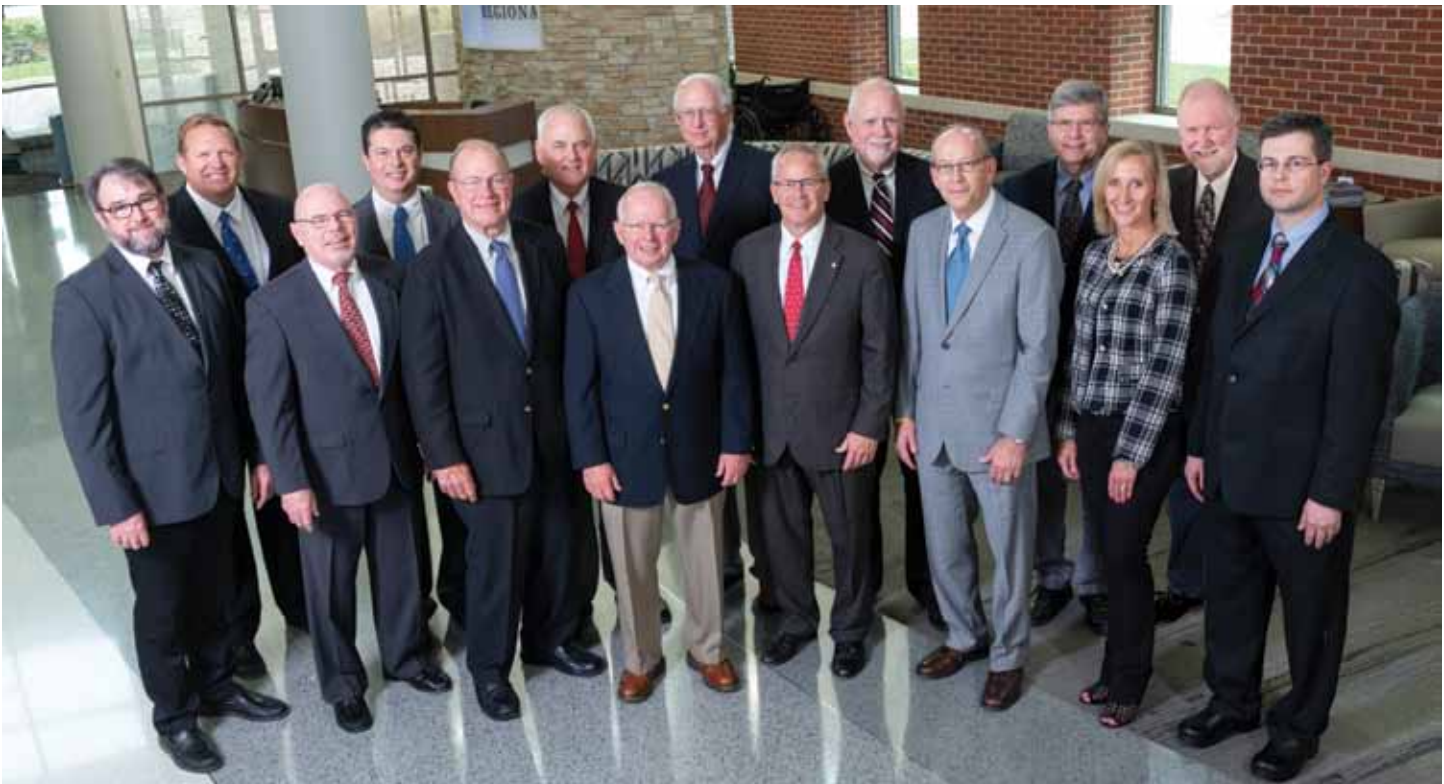


- ▶ **Mission**  
Provide exceptional health care
- ▶ **Vision**  
To be the first choice for health care
- ▶ **Values**  
Integrity  
Patient Centered  
Clinical Excellence  
Commitment to Community
- ▶ **Core Competencies**  
Agility  
Community Focus  
Quality
- ▶ **Seven Standards of Service Excellence**
  1. Make positive first impressions.
  2. Treat others as guests.
  3. Develop service recovery.
  4. Communicate effectively.
  5. Serve others from a team-centered approach.
  6. Project a positive attitude.
  7. Make excellence our goal.



## LAKE REGIONAL HEALTH SYSTEM BOARD OF DIRECTORS

<i>President</i>	James Judas Jr.	<i>Members</i>	Greg Anderson	Alan Mead, M.D.
<i>Vice President</i>	Corey ten Bensel		Grant Barnum, D.O., FACOI	Dennis Michaelree
<i>Treasurer</i>	Wayne Compton		Kevin G. Byrne, D.O.	John Parrish
<i>Secretary</i>	Robert G. Schwendinger		John Caine	John Patton, D.O., FACS
<i>Assistant Secretary</i>	Charles McElyea		Karen Faiferlick	Larry Shields



# ▶ Message from the CEO

## MEDICAL STAFF OFFICERS

John Patton, D.O., FACS  
*Chief of Staff*

Joshua Brickner, D.O.  
*Secretary/Treasurer*

## ADMINISTRATION

Dane W. Henry, FACHE  
*Chief Executive Officer*

Michael Burcham  
*Vice President of Physician Practices*

David Halsell  
*Senior Vice President of Financial Services/  
Chief Financial Officer*

Kevin McRoberts  
*Senior Vice President of Operations*

Melissa Hunter, R.N., MSN  
*Senior Vice President of Clinical Services/  
Chief Nursing Officer*

Patrick O'Neil, D.O.  
*Senior Vice President of Medical Affairs*

Scott Poest  
*Chief Information Officer*

Thomas P. Williams  
*Vice President of Employee  
and Community Development*





In 1978, when Lake of the Ozarks General Hospital opened, few imagined it would become what Lake Regional Health System is today — an expansive health system serving residents and visitors throughout mid-Missouri.

Community members worked together from the start, and their sense of determination to care for this community has endured among the board of directors, medical staff and employees. That has led to the formation of top quality trauma services, heart care, cancer treatment, stroke care and so much more.

In my experience, it's rare to find a hospital so uniquely capable for its size and location. What's been accomplished here in just 40 years is inspiring and is only the beginning. With new enthusiasm, our current leadership team will build on the solid foundation of our predecessors to achieve a whole new level of growth, quality care and safety in the years to come.

I'm proud to say Lake Regional's commitment to creating a healthier community remains unchanged. And on behalf of Lake Regional's board of directors, physicians, employees and volunteers, I am pleased to present the FY 2018 "Currents: A Report to the Community."

Sincerely,

A handwritten signature in black ink, appearing to read 'Dane W. Henry', written over a horizontal line.

**Dane W. Henry, FACHE**  
*Chief Executive Officer*

## **FISCAL YEAR 2018 ACCOMPLISHMENTS**

*Lake Regional achieved significant milestones in caring for our community during fiscal year 2018.*

- ▶ **Stroke program earns Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: Stroke<sup>SM</sup> Honor Roll Elite recognition** – May 2017
- ▶ **Lake Regional Occupational Medicine – Lebanon opens** – June 2017
- ▶ **Lake Regional Diagnostic and Surgery Center opens** – July 2017
- ▶ **Health System earns Most Wired recognition** – July 2017
- ▶ **Cancer Center earns three-year accreditation with commendation from the American College of Surgeons' Commission on Cancer** – August 2017
- ▶ **Lake Regional Clinic – Eldon expansion opens** – September 2017
- ▶ **Lake Regional Orthopedics – Camdenton opens** – December 2017
- ▶ **Cardiopulmonary Rehab earns American Association of Cardiovascular and Pulmonary Rehabilitation certification** – January 2018
- ▶ **Wound Healing Center earns Center of Distinction honors** – April 2018

# Highlights

## TIME-CRITICAL CARE

Heart attack. Stroke. Trauma. The State of Missouri has identified hospitals that are well-equipped to treat these time-critical diagnoses based on nationally recognized guidelines. Lake Regional was among the first hospitals to become a Level II STEMI Center for heart attack care in spring 2018, making it the only hospital between Columbia and Springfield that is a state-designated center for all three TCDs.

Our triple designation matters to residents and visitors throughout the mid-Missouri region. Because we have committed significant resources to meeting these stringent guidelines, EMS providers know they can trust Lake Regional to provide top-quality care for patients, instead of having to drive 50 to 80 miles to the next center. That saves time, and saving time saves lives.

Learn more about lifesaving care at [www.lakeregional.com/TCD](http://www.lakeregional.com/TCD).

## ELDON EXPANSION

A whole new level of care opened in Eldon in September 2017. Lake Regional's \$3.1 million expansion project included a two-story, 20,000-square-foot addition. Within the new space, Lake Regional Clinic – Eldon offers primary care, expanded access to such specialists as full-time women's health providers, and convenient pharmacy services. Learn more at [www.lakeregional.com/EldonClinic](http://www.lakeregional.com/EldonClinic).

## OUTPATIENT RENOVATION

Lake Regional Outpatient Services is a busy department, with more than 26,500 visits annually. During FY 2018, the area underwent a \$2.7 million remodel. The result: improved patient comfort, privacy and safety. Plus, the new floor plan makes it easier for the care team to work together while keeping a close watch on all patients.

Lake Regional Outpatient Services includes a wide range of services, such as surgeries, colonoscopies, cardiac catheterization, pacemaker insertions, blood transfusions, rheumatology infusions and much more. To learn more, visit [www.lakeregional.com/outpatient](http://www.lakeregional.com/outpatient).





### **WOMEN'S & CHILDREN'S UNIT**

During fiscal year 2018, Lake Regional invested \$4.5 million to build an all-new Women's and Children's Unit, including a new Family Birth Center, on the hospital's third floor.

The Women's and Children's Unit includes a state-of-the-art obstetrical surgical suite, a post-anesthesia care unit and private overnight rooms. The new unit also welcomes

pediatric patients needing overnight care, meeting a longstanding need for the lake area. Learn more at [www.lakeregional.com/womenandchildren](http://www.lakeregional.com/womenandchildren).

**Lake Regional Family Birth Center suite**





Education Coordinator  
Elizabeth Evans, R.N.





# Contributions to the Community

As a nonprofit corporation, Lake Regional Health System is committed to benefiting the community we serve. This chart highlights some of Lake Regional's contributions to the community in fiscal year 2018.

<b>Uncompensated Care - Charity (at cost)</b> charity care for individuals who qualified	\$ 3,212,640
<b>Uncompensated Care - Bad Debt (at cost)</b> the uncollectible amount patients were personally responsible for after all third-party payers paid	7,466,892
<b>Unpaid costs of Medicare</b> the difference between what it cost to provide medical services and the reimbursement Lake Regional received from Medicare	4,992,110
<b>Free Medical Services</b> services include health screenings and education, support groups, nutrition education and medical forums	454,480
<b>Health Professions Education</b> scholarships awarded to individuals pursuing health care careers	34,805
<b>Financial Contributions</b> community organizations supported by LRHS in FY 2018, such as the Camden County Health Department, Citizens Against Domestic Violence and Kids' Harbor	273,840
<b>Taxes</b> Social Security and Medicare payroll taxes, unemployment taxes and real estate taxes paid by LRHS	4,970,599
<b>TOTAL</b>	<b>\$ 21,405,366</b>



**Chelsea Candee, R.N.**  
Intensive Care Unit

# Statistical Information

LAKE REGIONAL HEALTH SYSTEM FISCAL YEAR 2018

	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014
Full-time equivalent employees* (consolidated)	1,130	1,083	1,034	1,015	1,047
Patient days (all services)	21,043	20,120	19,895	20,782	21,997
Acute care patient discharges	4,771	4,616	4,555	4,515	4,578
Observation discharges	1,721	2,045	2,167	2,429	2,730
Skilled Nursing Facility discharges	374	414	367	363	378
Babies delivered	625	593	591	528	562
Emergency Department visits	36,549	37,653	36,421	34,925	33,869
Express Care visits	23,987	21,290	18,474	18,058	12,725
Outpatient visits	310,973	299,864	277,767	269,582	277,932
Surgical visits	4,492	4,852	4,428	4,354	4,738
Endoscopy visits	3,992	3,768	3,779	3,736	3,697
Cardiopulmonary Rehabilitation visits	42,835	47,099	45,611	44,545	43,400
Cardiac and vascular catheterization visits	1,789	1,720	1,722	1,894	1,643
CT scans (consolidated)	18,840	17,312	16,320	14,909	13,745
MRI scans (consolidated)	5,400	5,896	5,672	5,126	4,943
Mammograms (consolidated)	5,332	4,938	5,223	4,918	5,015
Laboratory procedures	447,259	400,438	355,374	334,959	322,859
Clinic visits	210,254	203,838	194,046	182,024	175,710
Home Health visits	6,207	5,633	3,944	3,575	3,227
Radiation Oncology visits	6,805	6,894	5,597	5,616	5,500
Medical Oncology visits	6,161	5,958	5,828	5,801	5,828

\* Full-time equivalent employees are computed by dividing the total hours by 2,080.



**Dayna Baldrige,**  
Patient Access Services

# Consolidated Information

## REVENUE AND EXPENSES

	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014
<b>Gross Revenue:</b>					
Inpatients	\$169,881,694	\$167,223,852	\$155,986,129	\$158,350,740	\$158,034,094
Outpatients	400,258,792	397,192,928	369,585,979	364,926,154	341,778,654
<b>We did not receive payment:</b>					
Uncompensated Care - Charity (at charges)	(10,965,387)	(12,648,532)	(12,933,082)	(9,429,258)	(12,681,237)
Uncompensated Care - Bad Debt (at charges)	(25,486,008)	(19,794,725)	(18,337,183)	(20,758,725)	(18,113,679)
From third parties (Medicare, Medicaid, insurance companies)	(350,953,541)	(344,480,006)	(321,977,903)	(321,105,274)	(303,094,412)
<b>In addition, we received:</b>					
From cafeteria, purchase discounts and other sources	2,037,950	2,432,680	2,934,475	3,524,842	4,676,218
From gifts and interest income on temporary investments	6,239,663	3,747,706	4,106,969	5,640,740	4,805,008
<b>Total Funds Available:</b>	<b>\$191,013,163</b>	<b>\$193,673,903</b>	<b>\$179,365,384</b>	<b>\$181,149,219</b>	<b>\$175,404,646</b>
<b>We applied funds to:</b>					
Salaries and wages	78,145,691	72,484,734	68,945,669	65,610,283	67,099,058
Employee benefits	15,279,045	16,628,629	14,901,279	14,954,781	15,899,815
Supplies, utilities and other expenses	85,116,934	82,751,986	75,664,824	74,542,875	73,073,441
Mortgage principal, interest, equipment and future services	12,471,493	21,808,554	19,853,612	26,041,280	19,332,332
<b>Total Funds Applied:</b>	<b>\$191,013,163</b>	<b>\$193,673,903</b>	<b>\$179,365,384</b>	<b>\$181,149,219</b>	<b>\$175,404,646</b>



### **Mission**

Lake Regional Health System Fund Development Committee will serve as ambassadors in the community to inform and educate the public on the needs of the hospital, programs for giving and the many benefits that Lake Regional Health System provides for the continued health of lake-area residents and visitors.

### **Vision**

To support the future hospital needs and foster community health through donations and permanent endowment growth.

### **Purpose**

To facilitate fundraising activities that support Lake Regional Health System and administer programs recognizing and thanking generous donors as commissioned by the Lake Regional Health System Board of Directors.



# Fund Development

Contributions to Lake Regional Health System support our mission to provide exceptional health care. Donations totaling \$403,997 during fiscal year 2018 will help ensure the future of our hospital by providing a supply of revenue when needs increase. Thank you to our many generous donors. Following are just some of the ways you are making a difference at Lake Regional Health System.

- Proceeds of \$125,000 from the 39th Annual HK's Hospital Benefit Golf Tournament helped remodel Lake Regional Outpatient Services, which includes ambulatory surgery.
- The purchase of memorial and commemorative bricks, totaling \$4,360, enhanced the Courtyard, a place where visitors, patients and employees go for quiet reflection near the Emergency Department.
- The Lake Area Christmas for Kids donated \$3,000 to help purchase equipment for children receiving treatment in the Emergency Department and inpatient areas.
- During October, area businesses raised money for Lake Regional Cancer Center's HOPE program. More than \$21,800 was raised by Bad Donkey Tattoo, Baxter's Lakeside Grille, Bella Donna Salon, Camdenton R-III Girls Varsity Volleyball team, Haunted Castle Bed & Breakfast, Newcomers/Longtimers, Heart of the Ozarks Professional Business Women of Missouri, Panera Bread, School of the Osage, Shawnee Bluff Winery, Shorty Pants, Spa Shiki, Totes for TaTas and others.
- Lake Regional's 10th annual Fun Run Walk, held May 6, 2017, raised \$4,300 to purchase equipment for Cardiopulmonary Rehabilitation.

*Look for additional information in the Lake Regional Fund Development Lifeline newsletter.*



## Fund Development Committee Members

John Blair	Darren Krehbiel
Rob Frazee	Dennis Michaelree
Gary Hamner	Joe Roeger
Chris Hermann	William Washburn

(opposite page, top) **Outpatient Services Department team members**

(opposite page, bottom) **Peter Brown Jr., Kevin Marose, Cairo Santos, Jason Hulett**

(this page, top) **Marcy Maxwell, R.N., and Jen Jeffries**



**Bob Fox,**  
Hospital Auxiliary





# Volunteer Contributions

(MAY 2017 THROUGH APRIL 2018)

During fiscal year 2018, Lake Regional Hospital Auxiliary raised \$83,000 to help remodel Lake Regional Outpatient Services, which includes ambulatory surgery.

Altogether, 243 Auxilians volunteered 52,067 hours. Volunteers staffed The Shoppes, offering gifts, coffee and snacks to visitors and employees, as well as visitor information areas and other areas of service.

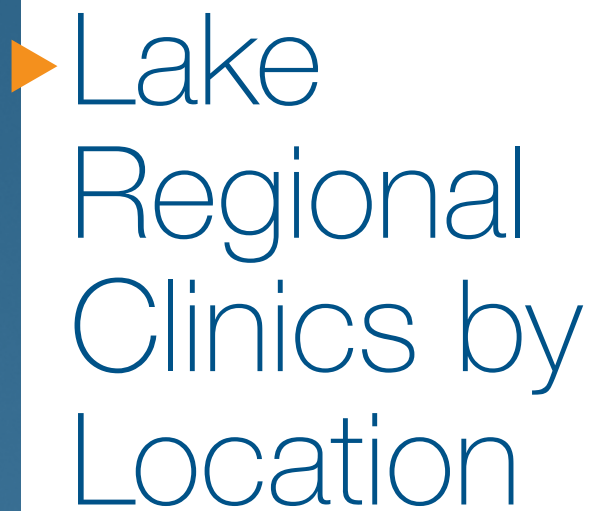
The Auxiliary also administers the Ethel Rayburn Nursing Scholarship program, which began in 1979. During this fiscal year, the Auxiliary awarded \$10,000 in scholarships to deserving employees pursuing nursing careers. Many Lake Regional employees have benefited from this scholarship program.

**Total volunteer hours:**  
▶ **52,067**

**Total active volunteers:**  
▶ **243**

## Lake Regional Hospital Auxiliary Board Members

Pat Andersen	Rita Ernest	Pat Miller
Joe Barfield	Nancy Groves	Bill Ricker
Susan Barfield	Jeanne Harshman	Bea Roggy
Jayne Brown	Mary Ann Hodgson	Dorothy Scrocco
Betty Coleman	Linda Landrum	Carolyn Solomon
Donna Dwiggins	Ray Landrum	Alyce Vitor
Sherri Dye		

A large graphic on the left side of the page. It features a blue vertical bar on the far left. To its right, a blue arrow points to the word "Lake". Below "Lake", the words "Regional Clinics by Location" are stacked vertically in a large, blue, sans-serif font. The background of the graphic shows a blurred image of a modern brick building.

# Lake Regional Clinics by Location

For a complete list of Lake Regional Health System medical staff, visit [www.lakeregional.com/physicians](http://www.lakeregional.com/physicians).

#### **Lake Regional Hospital**

Lake Regional Cancer Center  
Lake Regional Cardio-Thoracic Surgery  
Lake Regional Endocrinology  
Lake Regional Heart and Vascular  
Lake Regional Nephrology  
Lake Regional Sleep Medicine  
Lake Regional Wound Healing Center

#### **Lake Regional Clinic – Camdenton**

Primary Care, Pharmacy, Rehab Therapy, Cardiopulmonary Rehab

#### **Lake Regional Clinic – Eldon**

Primary Care, Express Care, OB-GYN, Pharmacy, Rehab Therapy, Cardiopulmonary Rehab

#### **Lake Regional Clinic – Iberia**

Primary Care

#### **Lake Regional Clinic – Lake Ozark**

Primary Care, Pharmacy, Rehab Therapy, Cardiopulmonary Rehab

#### **Lake Regional Clinic – Laurie**

Primary Care, Express Care, Pharmacy, Rehab Therapy, Cardiopulmonary Rehab

#### **Lake Regional Clinic – Lebanon**

Primary Care, Express Care, Occupational Medicine

#### **Lake Regional Clinic – Macks Creek**

Primary Care

#### **Lake Regional Clinic – Osage Beach**

Primary Care, Express Care, Pharmacy

#### **Lake Regional Imaging Center**

Lake Regional Arthritis and Rheumatism  
Lake Regional Neurology  
Lake Regional Orthopedics  
Lake Regional Podiatry

#### **Lake Regional Medical Suites**

Lake Regional ENT & Audiology  
Lake Regional Gastroenterology  
Lake Regional Urology

#### **Michael E. Henze Medical Office Building**

Lake Regional General Surgery  
Lake Regional Obstetrics and Gynecology  
Lake Regional Occupational Medicine  
Lake Regional Pulmonology

#### **State Road KK – Osage Beach**

Lake Regional Cardiovascular Institute





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