

Currents

A REPORT TO THE COMMUNITY
Annual Report: May 2022 - April 2023



Lake Regional Lebanon Campus



Members of the Lake Regional Health System Board of Directors celebrated the Lebanon Campus during an open house on April 20, 2023. Pictured: (front row) **Mark Rector**, **Jim Judas**, **Larry Shields**, **Dennis Michaelree** and **Wayne Compton** (back row) **Corey ten Bensel**, **Alan Mead, M.D.**, **John Parrish** and **Charles McElyea**



Mission

Provide exceptional health care

Vision

To be the first choice for health care

Values

Commit to each other.
Encourage excellence.
Care more than expected.

LAKE REGIONAL HEALTH SYSTEM BOARD OF DIRECTORS

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John Patton, D.O., FACOS

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Larry Shields

Corey ten Bensel

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*Executive Vice President/
Chief Financial Officer*

Message from the CEO



What does it mean to advance local health care?

Advancing local health care means innovating to enhance existing services. At Lake Regional, in fiscal year 2023, we achieved several national certifications and honors affirming our commitment to continuously improving our care. We are proud of these accomplishments because they demonstrate our commitment to providing the best care possible to our community.

Advancing local health care also means adding providers and services. In FY23, we welcomed 21 providers in specialties ranging from general surgery to cancer care. Also, in October 2022, Lake Regional Pulmonologist Joe Sohal, M.D., became one of the first Missouri physicians to provide Zephyr® Valves, a clinically proven breakthrough technology that helps people with COPD breathe more easily. We work to give our patients access to the best providers and treatments.

We're also advancing local health care through expanding our reach. In April 2023, the last month of FY23, we

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We are proud of these accomplishments because they demonstrate our commitment to providing the best care possible to our community.

”

celebrated our Lake Regional Lebanon Campus Open House. When we expanded into Laclede and Pulaski counties, we doubled the population we serve from 90,000 people to 180,000 people. We're grateful for the warm welcome we have received in Lebanon and look forward to continuing to grow to reach more of our neighbors.

We have made these advancements because we have a strong team that commits to each other, encourages excellence and cares more than expected. In September 2022, Lake Regional earned a place on the Forbes 2022 list of America's Best-in-State Employers. We were thrilled to receive this recognition from Forbes because this honor is based on team member feedback. As CEO, I am honored to lead a team of people who care deeply for others. And I'm encouraged to see more and more community members coming forth to support that mission.

This spring, we announced the launch of Lake Regional Health Foundation, a nonprofit established to advance our mission to provide exceptional local nonprofit health care. I invite you to learn

more about this foundation on page 12 and at lakeregional.com/Foundation. Learn how you can share our goal of caring for one another by making a tax-deductible gift to Lake Regional.

Whether you come to us as a patient, employee, volunteer or supporter — or all of the above — we look forward to our next connection with you.

On behalf of Lake Regional's board of directors, physicians, employees and volunteers, I am pleased to present the FY23 "Currents: A Report to the Community."

Sincerely,



Kevin McRoberts, FACHE

Chief Executive Officer

FISCAL YEAR 2023 ACCOMPLISHMENTS

Lake Regional achieved significant milestones in caring for our community during fiscal year 2023.

- Lake Regional Laboratory earns The Joint Commission's Gold Seal of Approval
- Lake Regional achieves Forbes list of Best-in-State Employers 2022
- Wound Healing Center earns Center of Distinction honor
- Stroke program earns Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite recognition
- Lake Regional earns The Joint Commission's Gold Seal of Approval® and the American Stroke Association's Heart-Check mark for Primary Stroke Center Certification
- Lake Regional pulmonologist adds Zephyr® Valves to COPD treatments
- Lake Regional Cardiopulmonary Rehabilitation renews national certification
- Lake Regional Cancer Center launches a clinical research program
- Lake Regional HERO Club surpasses \$200,000 raised for Commitment to Caring
- Lake Regional Health System establishes Lake Regional Health Foundation and announces first eight board members
- Lake Regional Lebanon Campus holds Open House

Highlights



LEBANON CAMPUS OPENS

Lake Regional Lebanon Campus at 755 Cowan Drive was completed in April 2023.

“With this facility, we’re making it clear: We’re committed to Lebanon, and we’re investing in the health care needs of this community,” said Kevin McRoberts, FACHE, Lake Regional CEO.

Lebanon’s new 33,500-square-foot home for health care provides greater convenience along with access to excellent care from a trusted health care team.

“Many of the Lake Regional Lebanon Campus team members have deep roots in this community,” said Rachel Bailey, Lebanon Campus director. “We are excited to be here improving the lives of our friends, family and neighbors, and we look forward to continuing to grow in Lebanon.”

Visit lakeregional.com/Lebanon to meet our providers and to view a complete list of services.



Hospitalist Joshua Brickner, D.O., with donors Peggy and Willis Hansen

LARGEST SINGLE GIFT

In February 2023, a \$1 million donation — the largest single gift in Lake Regional’s history — was given by dedicated Lake Regional supporters Willis and Peggy Hansen. This gift will advance Lake Regional’s mission to provide exceptional health care.

Together with generous donors like the Hansens, we seek to transform health care for the region through community giving. In fiscal year 2023, donations to Lake Regional Health System totaled \$1,464,232. These contributions play a vital role in the organization’s future to improve lives and advance health care right here in our own community.

Highlighted on page 12 are the philanthropic activities and gifts made during FY 2023. For a complete listing, please visit lakeregional.com/healthfoundation.



FORBES BEST-IN-STATE EMPLOYERS 2022

Lake Regional Health System has earned placement on the Forbes list of Best-in-State Employers 2022. This prestigious award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider.

Lake Regional ranked 52 out of 75 Missouri businesses to make the list. Nationwide, only 1,382 businesses earned this honor.



Katie Helton, MSN, APRN, FNP-C
Lake Regional Obstetrics and Gynecology

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 2023.

Uncompensated Care - Charity (at cost) charity care for individuals who qualified	\$ 2,436,138
Loss from Treating Medicare Patients	6,301,287
Uncompensated Care - Bad Debt (at cost) the uncollectible amount patients were personally responsible for after all third-party payers paid	8,624,848
Free Medical Services services include health screenings and education, support groups, nutrition education and medical forums	124,894
Health Professions Education scholarships awarded to individuals pursuing health care careers	51,219
Financial Contributions community organizations supported by LRHS in FY 2023, such as the Camden County Health Department, Citizens Against Domestic Violence and Kids' Harbor	200,665
Taxes Social Security and Medicare payroll taxes, unemployment taxes and real estate taxes paid by LRHS	15,081,011
TOTAL	\$ 32,820,062



**John Patton, D.O., FACOS; Justin Shatto, M.D.;
and Jacob Quick, M.D., FACS**
Lake Regional General Surgery

Consolidated Information

REVENUE AND EXPENSES (FIVE YEARS OF DATA)

	FY 2023	FY 2022	FY 2021	FY 2020	FY 2019
Gross Revenue:					
Inpatients	\$199,893,560	\$204,139,097	\$179,648,452	\$159,465,236	\$161,451,449
Outpatients	643,163,074	577,065,114	515,830,515	458,629,934	449,589,098
We did not receive payment:					
Uncompensated Care - Charity (at charges)	(33,037,787)	(29,990,270)	(28,131,001)	(36,718,456)	(27,768,394)
Uncompensated Care - Bad Debt (at charges)	(32,612,111)	(24,895,052)	(23,089,673)	(14,222,134)	(21,934,964)
From third parties (Medicare, Medicaid, insurance companies)	(513,159,158)	(479,294,095)	(409,431,909)	(374,686,199)	(357,150,299)
In addition, we received:					
From pharmacy and other revenue	6,792,753	5,141,611	2,943,548	3,077,674	2,385,973
From CARES Act funding and FEMA funding	875,000	7,143,055	10,812,523	3,983,675	-
From gifts and investment income	2,646,331	463,626	15,126,211	71,117	6,740,311
Total Funds Available:	\$274,561,662	\$259,773,086	\$263,708,666	\$199,600,847	\$213,313,174
We applied funds to:					
Salaries and wages	113,664,106	102,678,619	93,421,202	88,847,775	82,875,504
Employee benefits	22,363,299	21,712,415	19,074,606	19,356,386	16,639,552
Supplies, drugs and other expenses	130,260,299	117,978,787	111,345,759	97,432,330	90,695,591
Debt principal and capital investment, current and future*	8,273,958	17,403,265	39,867,099	-	23,102,527
Total Funds Applied:	\$274,561,662	\$259,773,086	\$263,708,666	\$205,636,491	\$213,313,174

*In fiscal year 2020, the health system used cash reserves to fund debt service, capital investment and its operating deficit (the difference between funds available and funds applied), a significant portion of which was a result of the COVID-19 pandemic.



Cherie Sommer, FNP-BC
Lake Regional Occupational Medicine

Statistical Information

LAKE REGIONAL HEALTH SYSTEM (FIVE YEARS OF DATA)

	FY 2023	FY 2022	FY 2021	FY 2020	FY 2019
Full-time equivalent employees* (consolidated)	1,230	1,219	1,155	1,241	1,143
Patient days (all services)	21,006	22,973	20,150	18,149	19,080
Acute care patient discharges	5,150	5,106	4,692	4,629	4,705
Observation discharges	1,975	1,875	1,945	2,230	2,075
Skilled Nursing Facility discharges	213	262	259	270	356
Babies delivered	652	586	579	657	599
Emergency Department visits	38,985	36,021	30,906	33,432	34,271
Express Care visits	43,330	55,379	38,302	29,712	26,939
Outpatient visits	337,712	355,210	306,448	313,086	331,647
Surgical visits	6,011	5,291	5,271	4,352	4,509
Endoscopy visits	6,810	5,418	4,745	4,496	4,383
Cardiopulmonary Rehabilitation visits	23,665	22,369	12,285	35,039	43,212
Cardiac and vascular catheterization visits	1,739	1,755	1,626	1,316	1,676
CT scans (consolidated)	28,136	25,299	23,227	21,190	20,155
MRI scans (consolidated)	7,240	6,302	6,033	5,583	5,849
Mammograms (consolidated)	6,886	5,724	5,386	5,153	5,510
Laboratory procedures	623,456	590,429	578,387	506,110	479,037
Clinic visits	257,455	239,237	221,904	214,217	212,556
Home Health visits	14,553	13,953	13,397	9,023	7,771
Radiation Oncology visits	7,147	8,196	6,573	7,087	6,846
Medical Oncology visits	11,134	10,631	7,777	7,028	6,800

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

Health Foundation

LAKE REGIONAL HEALTH FOUNDATION LAUNCH

In FY23, the Lake Regional Health Foundation was launched with a mission to support Lake Regional Health System in making meaningful advancements in health care for our communities through a sustainable philanthropic strategy.

Previously, Lake Regional Fund Development was a department of the hospital that focused on fundraising for specific equipment needs. The new foundation is a separate entity that supports Lake Regional's mission to care for everyone in our community.

Through Lake Regional Health Foundation, community members now can share our goal of caring for one another.



Henry Zeisel, CPA, FACHE; Randy G. Brown, M.D., FACS; and Robin Graf at HK's

HK'S HOSPITAL BENEFIT GOLF TOURNAMENT

In its 43rd year, the 2022 HK's Hospital Benefit Golf Tournament supported the Commitment to Caring initiative for heart and cancer care technology by raising \$171,032 during the two-day event.

HEALTH CARE EMPLOYEES REACHING OUT

The HERO Club, a Lake Regional employee giving program, has raised over \$200,000 for Commitment to Caring and to support advancement of local health care and the employee assistance program. In FY23 the HERO Club assisted 24 employees.



Rick Herald, Chaplain, Lake Regional Hospice

MEMORIAL BUTTERFLY RELEASE

In August 2022, Lake Regional held the first ever Memorial Butterfly Release to honor the memory of loved ones with the release of 200 butterflies and a short remembrance program.

MENTAL HEALTH FIRST AID

The Mental Health First Aid educational series was advanced through a generous gift made in memory of Dr. Rusty Spieler.

LAKE REGIONAL HEALTH FOUNDATION BOARD OF DIRECTORS

Chair

Jim Judas

Members

- Darrel Bishop
- Ashley Brown, Ed.D.
- Randy G. Brown, M.D., FACS
- Todd Cooper, M.D.
- Trenny Garrett
- Diane Schierding
- Mark Schoeneman

EX-OFFICIO MEMBERS

Secretary

Trish Creach
Executive Director
Lake Regional Health Foundation

Treasurer

Henry Zeisel, CPA, FACHE
Executive Vice President
and Chief Financial Officer
Lake Regional Health System



YOUR GIFT MATTERS

Scan the code to make your tax-deductible donation online now.

Volunteer Contributions



Rita Ernest and Jeanne Harshman
Lake Regional Hospital Auxiliary



SUPPORTING OUR MISSION

During fiscal year 2023, Lake Regional Hospital Auxiliary raised \$45,000 and donated it to Commitment to Caring to further the mission of Lake Regional.

Altogether, 61 Auxilians volunteered over 12,000 hours in FY23. Volunteers staffed the Gift Shop, offering gifts and snacks to volunteers 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 raised in FY 2023
\$45,000

Total hours volunteered
12,000

LAKE REGIONAL HOSPITAL AUXILIARY BOARD MEMBERS

Susan Barfield	Jeanne Harshman	Jan Selaadis
Jayne Brown	Gary Hecktor	Alyce Vitor
Georgia Cantwell	Mary Ann Hodgson	
Rita Ernest	Linda Landrum	

JOIN OUR VOLUNTEERS

Want to make new friends, develop new skills and help people?

You can do all that and more as a Lake Regional Hospital Auxiliary volunteer. Choose from a variety of roles to fit your talents and interests, from helping patients check in to staffing gift shops. Volunteers usually serve in four-hour shifts, and there is flexibility to make volunteering work with your schedule.

Learn more at lakeregional.com/volunteer.

Dedicated Service



In June 2023, John Parrish retired from the Lake Regional Health System Board of Directors after more than 45 years of service.

Parrish began serving on the board in December 1977, a month before the hospital's doors opened. During his service, what began as a small community hospital with only a few physicians and employees grew into a regional health system with more than 100 providers and more than 1,500 employees.

Parrish served three terms as president of the board, one term as vice president and two terms as assistant secretary, as well as on many committees. His experience and leadership have been critical to Lake Regional's success, and we thank him for more than 45 years of service.



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