

Currents

A Report to the Community
Annual Report: May 2018 - April 2019

LAKE
REGIONAL[®]
HEALTH SYSTEM





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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.



Continuous improvement doesn't just **happen**; it takes hard work, dedication, consistency and start-to-finish **exceptional service**, with every encounter, every patient, every time.

Message from the **CEO**

Lake Regional Health System is a place of intentional excellence. We take pride in our achievements and look for opportunities to celebrate all that the Lake Regional team has accomplished together.

In FY 2019, Lake Regional welcomed 20 new providers, including an oncologist, two orthopedic surgeons, a urologist and an obstetrician-gynecologist. We opened our new Women's and Children's Unit, which includes our new Family Birth Center, and opened the newly renovated Outpatient Services department. We also opened a new primary care clinic and a new Express Care clinic in Lebanon and began offering specialty outreach in Lebanon, as well.

We continued to expand and strengthen our services. Lake Regional earned designation as a Level II STEMI Center, making ours the only hospital between Springfield and Columbia to be a state-designated center for heart attack, stroke and trauma. We added 3-D mammograms and a da Vinci X robotic surgery system, and we began performing spinal surgeries. We also completed a Community Health Needs Assessment and Implementation Plan to identify and then address the top health needs in the lake area, including mental health, substance abuse and an inability to pay for medical care.

Meanwhile, we received several recognitions for the quality of our care, including national recognition for stroke care; five-star ratings from the Centers for Medicare & Medicaid Services for Home Health and Skilled Nursing; and a Center of Excellence award for the Wound Healing Center.

At Lake Regional Health System, improving lives is at the center of all we do. On behalf of Lake Regional's board of directors, physicians, employees and volunteers, I am pleased to present the FY 2019 "Currents: A Report to the Community."

Sincerely,

Dane W. Henry, FACHE
Chief Executive Officer

Fiscal Year 2019 Accomplishments

Lake Regional achieved significant milestones in caring for our community during fiscal year 2019.

Women's & Children's unit, including all-new Family Birth Center, opens – May 2018

Newly renovated Outpatient Services department opens – May 2018

Heart program achieves Level II STEMI designation – May 2018

Stroke program earns Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite recognition – June 2018

Lake Regional Clinic - Lebanon opens – September 2018

Orthopedics offers less-exposure spinal surgeries – October 2018

Surgery acquires da Vinci robotic surgery system – October 2018

Wound Healing Center earns Center of Excellence honors – March 2019



Highlights

Heart Care

During a heart attack, time is critical. At Lake Regional, patients with certain acute heart attacks known as STEMIs receive treatment an average of 40 minutes faster than the national guideline — this makes Lake Regional faster than nine out of 10 hospitals nationwide. Such quick care increases patients' chances for survival and helps minimize damage to the heart, leading to more thorough recoveries.

In May 2018, Lake Regional was among the first hospitals to become a Level II STEMI Center. The State of Missouri gives this designation to hospitals that have staff and resources ready to treat heart attacks 24 hours a day, seven days a week. Lake Regional was already a Level II Stroke Center and Level III Trauma Center. Now, we are the only hospital between Springfield and Columbia to be a state-designated center for all three

emergencies. Lake Regional received heart attack patient transfers from other facilities in FY 2019 and rarely needs to transfer a heart attack patient to another facility — just once in all of FY 2019. Lake Regional cares for heart attack patients from a wide area, from Rolla to Sedalia.

Lake Regional also provides nonemergency heart care, including scheduled heart surgeries. Altogether, in FY 2019, there were 1,156 heart procedures performed at Lake Regional, including 185 vascular procedures and 157 pacemaker surgeries.

Surgical Services

In October 2018, Lake Regional installed the da Vinci X robotic surgery system. This new technology helps surgeons perform minimally invasive procedures with greater precision. Lake Regional surgeons have used the da Vinci for prostate cancer, kidney cancer, hernia repair,

colon resection, spleen removal, gall bladder removal and urinary tract conditions. Potential benefits include quicker recoveries, less pain and minimal scarring.

Also in October 2018, patients began receiving less exposure spinal surgeries at Lake Regional Hospital. These procedures include single-level lumbar microdiscectomies and laminectomies and single-level anterior cervical discectomies and fusion.

Now in Lebanon

Lake Regional Clinic – Lebanon and Lake Regional Express Care – Lebanon opened in September 2018.

These clinics share a building with Lake Regional Occupational Medicine – Lebanon, which opened in 2017. In addition, Lake Regional orthopedic surgeons and a cardiologist also provide outreach there.

Lake Regional is the only hospital between Columbia and Springfield that is a **state-designated center** for heart attack, stroke and trauma care.



Contributions to the **Community**

As a nonprofit organization, Lake Regional Health System is committed to benefitting the community we serve. This chart highlights some of Lake Regional's contributions to the community in fiscal year 2019.

Uncompensated Care - Charity (at cost) charity care for individuals who qualified	\$ 8,091,236
Uncompensated Care - Bad Debt (at cost) the uncollectible amount patients were personally responsible for after all third-party payers paid	6,391,474
Unpaid costs of Medicare the difference between what it cost to provide medical services and the reimbursement Lake Regional received from Medicare	207,288
Free Medical Services services include health screenings and education, support groups, nutrition education and health talks	470,924
Health Professions Education scholarships awarded to individuals pursuing health care careers	92,205
Financial Contributions community organizations supported by LRHS in FY 2019, such as Citizens Against Domestic Violence and Kids' Harbor	269,432
Taxes Federal Reimbursement Allowance provider tax, Social Security and Medicare payroll taxes, unemployment taxes and real estate taxes paid by LRHS	12,782,165
TOTAL	\$ 28,304,724

◀ Tarah Christensen, R.N., and Karen Ray, R.N., Emergency Department



Statistical Information

LAKE REGIONAL HEALTH SYSTEM FISCAL YEAR 2019 (five years of data)

	2019	2018	2017	2016	2015
Full-time equivalent employees* (consolidated)	1,143	1,130	1,083	1,034	1,015
Patient days (all services)	19,080	21,043	20,120	19,895	20,782
Acute care patient discharges	4,705	4,771	4,616	4,555	4,515
Observation discharges	2,075	1,721	2,045	2,167	2,429
Skilled Nursing Facility discharges	356	374	414	367	363
Babies delivered	599	625	593	591	528
Emergency Department visits	34,271	36,549	37,653	36,421	34,925
Express Care visits	26,939	23,987	21,290	18,474	18,058
Outpatient visits	331,647	310,973	299,864	277,767	269,582
Surgical visits	4,509	4,492	4,852	4,428	4,354
Endoscopy visits	4,383	3,992	3,768	3,779	3,736
Cardiopulmonary Rehabilitation visits	43,212	42,835	47,099	45,611	44,545
Cardiac and vascular catheterization visits	1,676	1,789	1,720	1,722	1,894
CT scans (consolidated)	20,115	18,840	17,312	16,320	14,909
MRI scans (consolidated)	5,849	5,400	5,896	5,672	5,126
Mammograms (consolidated)	5,510	5,332	4,938	5,223	4,918
Laboratory procedures	479,037	447,259	400,438	355,374	334,959
Clinic visits	212,556	194,268	203,838	194,046	182,024
Home Health visits	7,771	6,207	5,633	3,944	3,575
Radiation oncology visits	6,846	6,805	6,894	5,597	5,616
Medical oncology visits	6,800	6,161	5,958	5,828	5,801

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

◀ Dale Lockhart, M.D., Lake Ozark clinic



Consolidated Information

REVENUE AND EXPENSES (five years of data)

	FY 2019	FY 2018	FY 2017	FY 2016	FY 2015
Gross Revenue:					
Inpatients	\$161,451,449	\$169,881,694	\$167,223,852	\$155,986,129	\$158,350,740
Outpatients	449,589,098	400,258,792	397,192,928	369,585,979	364,926,154
We did not receive payment:					
Uncompensated Care - Charity (at charges)	(27,768,394)	(10,965,387)	(12,648,532)	(12,933,082)	(9,429,258)
Uncompensated Care - Bad Debt (at charges)	(21,934,964)	(25,486,008)	(19,794,725)	(18,337,183)	(20,758,725)
From third parties (Medicare, Medicaid, insurance companies)	(357,150,299)	(350,953,541)	(344,480,006)	(321,977,903)	(321,105,274)
In addition, we received:					
From cafeteria, purchase discounts and other sources	2,385,973	2,037,950	2,432,680	2,934,475	3,524,842
From gifts and interest income on temporary investments	6,740,311	6,239,663	3,747,706	4,106,969	5,640,740
Total Funds Available:	\$213,313,174	\$191,013,163	\$193,673,903	\$179,365,384	\$181,149,219
We applied funds to:					
Salaries and wages	82,875,504	78,145,691	72,484,734	68,945,669	65,610,283
Employee benefits	16,639,552	15,279,045	16,628,629	14,901,279	14,954,781
Supplies, utilities and other expenses	88,548,911	85,116,934	82,751,986	75,664,824	74,542,875
Mortgage principal, interest, equipment and future services	25,249,207	12,471,493	21,808,554	19,853,612	26,041,280
Total Funds Applied:	\$213,313,174	\$191,013,163	\$193,673,903	\$179,365,384	\$181,149,219

◀ Erin Rudner, R.N., and Ashley Mikles, R.N., MedSurg

Fund Development

Contributions to Lake Regional Health System support our mission to provide exceptional health care. Donations totaling \$497,312 during fiscal year 2019 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 \$124,000 from the 40th Annual HK's Hospital Benefit Golf Tournament helped support Lake Regional Cardiac Services.
 - The purchase of memorial and commemorative bricks, totaling \$2,700, enhanced the Courtyard, a place for quiet reflection for visitors and employees near the Emergency Department.
 - The Lake Area Christmas for Kids donated \$2,500 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 \$22,751 was raised by Baxter's Lakeside Grille, Bella Donna Salon, Camdenton R-III Girls Varsity Volleyball team, Co-Mo Electric Cooperative, Haunted Castle Bed & Breakfast, Hy-Vee, Lake Media, Mid-County Fire Protection District, Shawnee Bluff Winery, Totes for TaTas and others.
- Lake Regional's 11th annual Fun Run Walk, held May 5, 2018, raised \$6,500 to purchase equipment for Cardiopulmonary Rehabilitation.

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



(pictured this page, top to bottom)

Lake Regional employees served lunch during the 40th Annual HK's Hospital Benefit Golf Tournament. Pictured: Monica Whitter, Anita Marlay, Vickie Barickman, Jennifer Newman, Brianne Long and Robyn Adams



Proceeds from the HK's tournament benefited Lake Regional Cardiac Services. Pictured at the check presentation: Kathy Hoemeyer, Angie Barns, Peter Brown Sr., Susan Brown, Terri Hall, Mary Ellen Coy, Robert Hyatt, M.D., and Tom Williams.

Geno Lubus, Rob Cotter, Al Rongey and Todd Gregg were among the 170 golfers who participated in the HK's tournament.

Donors **support** exceptional health care.

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.





Volunteer Contributions

MAY 2018 THROUGH APRIL 2019

Total volunteer hours: 41,708

Total active volunteers: 143

During fiscal year 2019, Lake Regional Hospital Auxiliary raised \$78,000 to help remodel the Lake Regional Outpatient Services, which includes ambulatory surgery.

Altogether, 143 Auxilians volunteered 41,708 hours. Volunteers staffed The Shoppes, offering gifts, coffee and snacks to visitors and employees. They also served in visitor information areas and other roles throughout the

hospital and with Lake Regional Hospice.

The Auxiliary also administers the Ethel Rayburn Nursing Scholarship program, which began in 1979. During this fiscal year, the Auxiliary awarded \$7,500 in scholarships to deserving employees pursuing nursing careers. Many Lake Regional employees have benefited from this scholarship program.

Lake Regional Hospital Auxiliary Board Members

Joe Barfield
 Susan Barfield
 Jayne Brown
 Betty Coleman
 Donna Dwiggin
 Sherri Dye
 Rita Ernest
 Nancy Groves
 Jeanne Harshman

Mary Ann Hodgson
 Linda Landrum
 Ray Landrum
 Pat Miller
 Bill Ricker
 Bea Roggy
 Dorothy Scrocco
 Carolyn Solomon
 Alyce Vitor

◀ Judy Henley and Barb Galina, Hospital Auxiliary

Lake Regional Clinics by Location

For a complete list of
Lake Regional Health System
medical staff, visit
lakeregional.com/physicians.

Lake Regional Hospital

Lake Regional Cancer Center
Lake Regional Cardiovascular-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, Pharmacy, Rehab Therapy,
Cardiopulmonary Rehab, Obstetrics and Gynecology

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 – Osage Beach

Primary Care, Express Care, Pharmacy

Lake Regional Imaging Center

Lake Regional Arthritis and Rheumatism
Lake Regional Neurology
Lake Regional Orthopedics
Lake Regional Foot and Ankle Surgery

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 Nephrology
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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