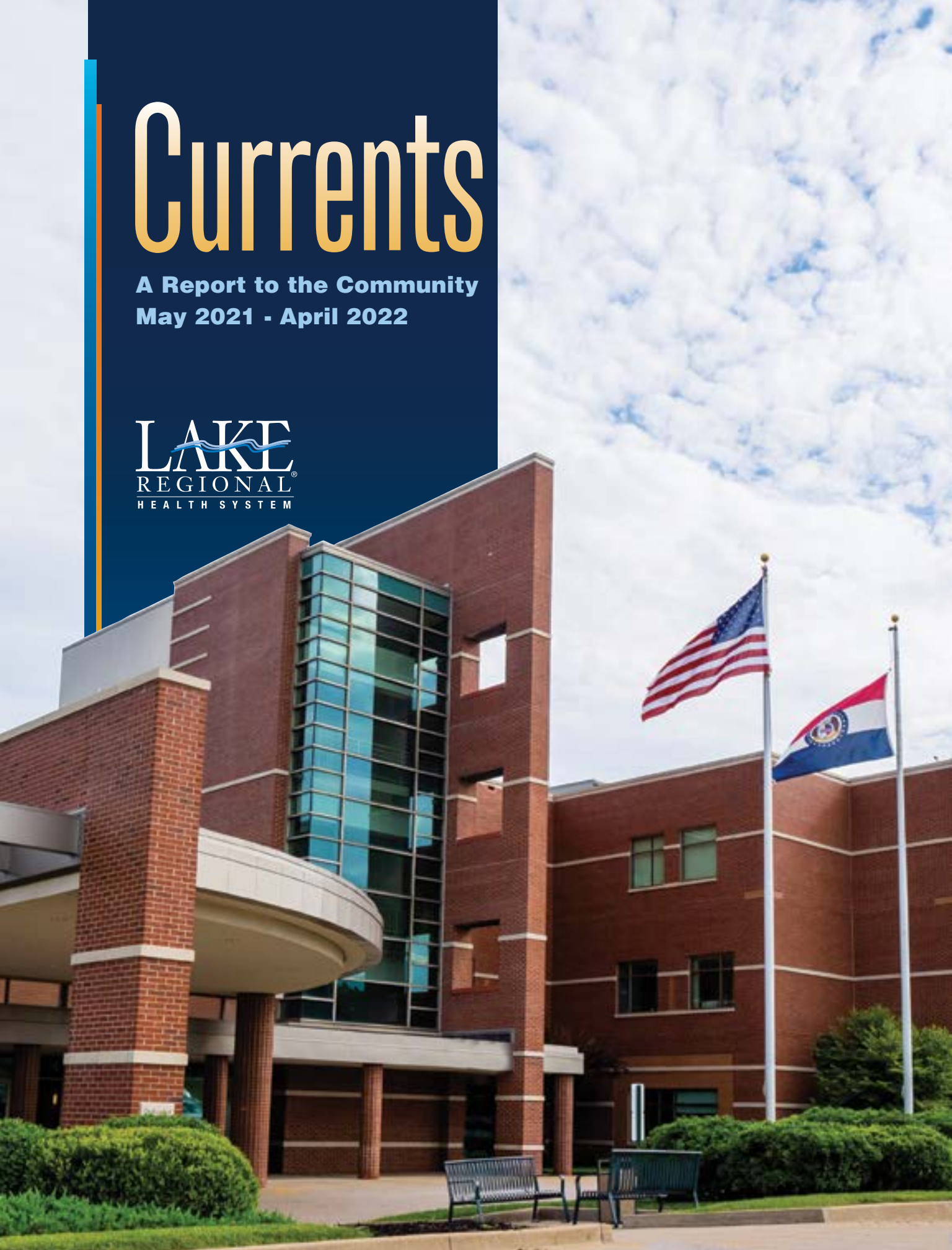


# Currents

**A Report to the Community  
May 2021 - April 2022**

**LAKE**  
REGIONAL  
HEALTH SYSTEM



## 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

### *President*

Karen Faiferlick

### *Vice President*

Jason Hulett

### *Treasurer*

Wayne Compton

### *Secretary*

Dennis Michaelree

### *Assistant Secretary*

Charles McElyea

### *Members*

Greg Anderson

Josh Brickner, D.O.

Kevin G. Byrne, D.O.

John Caine

James Judas Jr.

Alan Mead, M.D.

John Parrish

John Patton, D.O., FACOS

Mark E. Rector

Larry Shields

Corey ten Bensel

## Administration

Kevin McRoberts, FACHE

*Chief Executive Officer*

Jennifer Bethurem

*Vice President of Public Relations and Marketing*

Melissa Hunter, R.N., MSN

*Chief Operating Officer/Chief Nursing Officer*

Patrick Neece

*Chief Information Officer*

Harbaksh Sangha, M.D.

*Chief Medical Officer*

Tom Williams

*Vice President of Human Resources*

Henry Zeisel, CPA, FACHE

*Executive Vice President/Chief Financial Officer*

## Medical Staff Officers

*Chief of Staff*

Josh Brickner, D.O.

*Vice Chief of Staff*

Jeff Jones, D.O.

*Secretary/Treasurer*

Andrew Revelle, D.O.



## Message from the CEO

My top priority as CEO is ensuring that all of us at Lake Regional always put the patient at the center of every decision.

As Lake Regional Health System continues to grow and expand, we always ask, “Will changing this service or purchasing this technology result in better patient care and better patient experiences?”

This patient focus has guided the progress captured in this annual report. One big step we took in fiscal year 2022 was breaking ground on a new Lebanon campus. This expansion, which serves Laclede and Pulaski counties, doubles the population we serve from 90,000 people to 180,000 people. We’re excited to be caring for more of our neighbors, and we’re grateful that this expansion also makes it possible for us to bring in more specialists, strengthening care for all of our patients.

Lake Regional welcomed 25 new providers in FY 2022, including specialists in cardiovascular-thoracic surgery, obstetrics and gynecology and orthopedics. This improved access is crucial to building a healthy community.

Many of us know people who have vacationed and retired in our community, but when they began having health concerns, they returned to a metro area. At Lake Regional, we’re determined to give them a better option. What you read in this report and see at Lake Regional today, we have built to meet our community’s needs. We want people to call our community home.

On behalf of Lake Regional’s board of directors, physicians, employees and volunteers, I am pleased to present the FY 2022 “Currents: A Report to the Community.”

Sincerely,

A handwritten signature in black ink that reads "Kevin McRoberts". The signature is written in a cursive, slightly stylized font.

**Kevin McRoberts, FACHE**  
Chief Executive Officer

# Fiscal Year 2022 Accomplishments



## A New Hub for Health Care

Lebanon celebrated the groundbreaking for its new Lake Regional campus on June 24, 2021. The 12.5-acre site, located at 755 Cowan Drive, will include a two-story, 30,000-square-foot facility, opening in early 2023.

Services at the new location will include primary care and pediatrics; an Express Care walk-in clinic; Occupational Medicine; imaging services; and expanded specialty care, including heart care and orthopedics. The patient-centered design includes ample parking and accessible entrances.

“We give a special thanks to Bill and Janet C. Williams, who helped make this new facility possible,” said Trish Creach, executive director of Philanthropy. “A portion of the 12.5-acre tract was donated by the Williams Family Trust.”

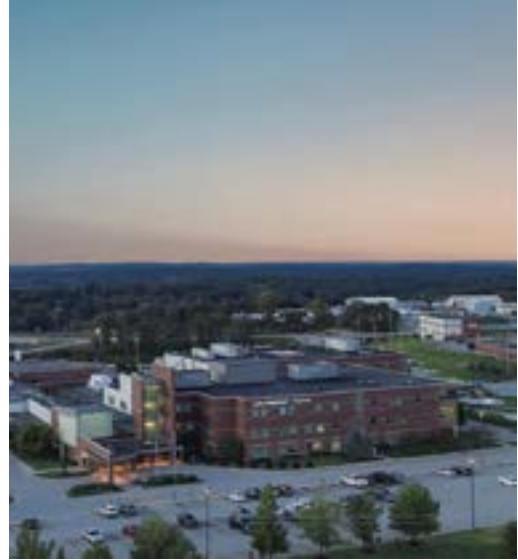
Pictured are Lake Regional Lebanon providers Laura Seaman, FNP-C; Jeffrey Fears, M.D.; Laura Thompson, FNP-C; Neil Schwartzman, M.D.; Ryan Rogers, MPAS, PA-C; and Dan Johnson, MSN, APRN-BC.

Lake Regional achieved significant milestones in caring for our community during fiscal year 2022.

- ▶ Broke ground for new Lebanon campus
- ▶ Lake Regional Home Health expanded to Laclede, Pulaski counties
- ▶ Missouri Hospital Association awarded Lake Regional the Alliance for Innovation on Maternal Health Star
- ▶ Lake Regional Skilled Nursing Facility upheld its five-star overall rating from the CMS
- ▶ Lake Regional Hospice earned Award of Distinction
- ▶ Wound Healing Center earned Center of Distinction honor
- ▶ Stroke program earned Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: Stroke<sup>SM</sup> Honor Roll Elite recognition
- ▶ HERO Club surpassed \$100,000 raised for Commitment to Caring

# Contributions to the Community

As a nonprofit corporation, 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 2022.



|  |                     |
|--|---------------------|
| <b>Uncompensated Care - Charity (at cost)</b><br>charity care for individuals who qualified  | \$ 8,208,294        |
| <b>Uncompensated Care - Bad Debt (at cost)</b><br>the uncollectible amount patients were personally responsible for after all third-party payers paid  | 6,813,740           |
| <b>Free Medical Services</b><br>services include health screenings and education, support groups, nutrition education and medical forums   | 230,367             |
| <b>Health Professions Education</b><br>scholarships awarded to individuals pursuing health care careers  | 15,514              |
| <b>Financial Contributions</b><br>community organizations supported by LRHS in FY 2022, such as such as the Camden County Health Department, Citizens Against Domestic Violence and Kids' Harbor | 239,658             |
| <b>Taxes</b><br>Social Security and Medicare payroll taxes, unemployment taxes and real estate taxes paid by LRHS  | 15,530,990          |
| <b>TOTAL</b>   | <b>\$31,038,563</b> |

# Consolidated Information

Revenue and expenses (five years of data)

|  | FY 2022              | FY 2021              | FY 2020              | FY 2019              | FY 2018              |
|--|----------------------|----------------------|----------------------|----------------------|----------------------|
| <b>Gross Revenue:</b>  |                      |                      |                      |                      |                      |
| Inpatients   | \$204,139,097        | \$179,648,452        | \$159,465,236        | \$161,451,449        | \$169,881,694        |
| Outpatients  | 577,065,114          | 515,830,515          | 458,629,934          | 449,589,098          | 400,258,792          |
| <b>We did not receive payment:</b>                           |                      |                      |                      |                      |                      |
| Uncompensated Care - Charity (at charges)                    | (29,990,270)         | (28,131,001)         | (36,718,456)         | (27,768,394)         | (10,965,387)         |
| Uncompensated Care - Bad Debt (at charges)                   | (24,895,052)         | (23,089,673)         | (14,222,134)         | (21,934,964)         | (25,486,008)         |
| From third parties (Medicare, Medicaid, insurance companies) | (473,036,349)        | (409,431,909)        | (374,686,199)        | (357,150,299)        | (350,953,541)        |
| <b>In addition, we received:</b>                             |                      |                      |                      |                      |                      |
| From cafeteria, purchase discounts and other sources         | 5,322,615            | 2,943,548            | 3,077,674            | 2,385,973            | 2,037,950            |
| From CARES Act funding                                       | 7,143,055            | 10,812,523           | 3,983,675            |                      |                      |
| From gifts and interest income on temporary investments      | 462,435              | 15,126,211           | 71,117               | 6,740,311            | 6,239,663            |
| <b>Total Funds Available:</b>                                | <b>\$266,210,645</b> | <b>\$263,708,666</b> | <b>\$199,600,847</b> | <b>\$213,313,174</b> | <b>\$191,013,163</b> |
| <b>We applied funds to:</b>                                  |                      |                      |                      |                      |                      |
| Salaries and wages   | 104,692,185          | 93,421,202           | 88,847,775           | 82,875,504           | 78,145,691           |
| Employee benefits  | 22,262,060           | 19,074,606           | 19,356,386           | 16,639,552           | 15,279,045           |
| Supplies, interest and other expenses                        | 113,659,556          | 111,345,759          | 97,432,330           | 90,695,591           | 87,034,304           |
| Debt service, capital investment, current and future*        | 25,596,844           | 39,867,099           | -                    | 23,102,527           | 10,554,123           |
| <b>Total Funds Applied:</b>                                  | <b>\$266,210,645</b> | <b>\$263,708,666</b> | <b>\$205,636,491</b> | <b>\$213,313,174</b> | <b>\$191,013,163</b> |

\*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.

# Statistical Information

Lake Regional Health System (five years of data)

|  | FY 2022 | FY 2021 | FY 2020 | FY 2019 | FY 2018 |
|--|---------|---------|---------|---------|---------|
| Full-time equivalent employees* (consolidated) | 1,219   | 1,155   | 1,241   | 1,143   | 1,130   |
| Patient days (all services)                    | 22,937  | 20,150  | 18,149  | 19,080  | 21,043  |
| Acute care patient discharges                  | 5,106   | 4,692   | 4,629   | 4,705   | 4,771   |
| Observation discharges                         | 1,870   | 1,945   | 2,230   | 2,075   | 1,721   |
| Skilled Nursing Facility discharges            | 262     | 259     | 270     | 356     | 374     |
| Babies delivered                               | 586     | 579     | 657     | 599     | 625     |
| Emergency Department visits                    | 36,022  | 30,906  | 33,432  | 34,271  | 36,549  |
| Express Care clinic visits                     | 53,314  | 38,302  | 29,712  | 26,939  | 23,987  |
| Outpatient visits                              | 355,210 | 306,448 | 313,086 | 331,647 | 310,973 |
| Surgical visits                                | 5,291   | 5,271   | 4,352   | 4,509   | 4,492   |
| Endoscopy visits                               | 5,418   | 4,745   | 4,496   | 4,383   | 3,992   |
| Cardiopulmonary Rehabilitation visits          | 22,369  | 12,285  | 35,039  | 43,212  | 42,835  |
| Cardiac and vascular catheterization visits    | 1,755   | 1,626   | 1,316   | 1,676   | 1,789   |
| CT scans (consolidated)                        | 25,299  | 23,227  | 21,190  | 20,115  | 18,840  |
| MRI scans (consolidated)                       | 6,302   | 6,033   | 5,583   | 5,849   | 5,400   |
| Mammograms (consolidated)                      | 5,724   | 5,386   | 5,153   | 5,510   | 5,332   |
| Laboratory procedures                          | 590,429 | 578,387 | 506,110 | 479,037 | 447,259 |
| Clinic visits                                  | 241,302 | 221,904 | 214,217 | 212,556 | 194,268 |
| Home Health visits                             | 13,953  | 13,397  | 9,023   | 7,771   | 6,207   |
| Radiation Oncology visits                      | 8,196   | 6,573   | 7,087   | 6,846   | 6,805   |
| Medical Oncology visits                        | 10,631  | 7,777   | 7,028   | 6,800   | 6,161   |

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

# Volunteer Contributions



Lake Regional extends a special thank you to our Lake Regional Hospital Auxiliary and Volunteers. Although their members could not be on site most of the year because of the pandemic, they continued to support our employees and contributed more than 5,000 hours of service during fiscal year 2022. And the Auxiliary's Ethel Rayburn Nursing Scholarship program awarded \$5,000 in scholarships to deserving employees pursuing nursing careers.

In December 2021, the Auxiliary donated \$200,167 to Lake Regional's Commitment to Caring initiative, representing funds raised during 2020-21.

## Lake Regional Hospital Auxiliary Board Members

Susan Barfield  
Jane Brown  
Georgia Cantwell  
Betty Coleman  
Sherri Dye  
Rita Ernest  
Barbara Gallina  
Jeanne Harshman  
Gary Hecktor

Judy Henley  
Mary Ann Hodgson  
Linda Landrum  
Ray Landrum  
Bill Ricker  
Jan Seladis  
Carolyn Solomon  
Alyce Vitor



# Philanthropy

As a nonprofit, Lake Regional Health System connects with the community we serve through philanthropy.

Together with generous donors, we seek to transform health care for the region through community giving. In fiscal year 2022, donations to Lake Regional Health System totaled \$462,435. These contributions will play a vital role in the organization's future through capital improvements and service enhancements.

Highlighted below are some of the donations received during FY 2022. For a complete listing, please visit [lakeregional.com/Philanthropy](https://lakeregional.com/Philanthropy).

- ▶ In its 42nd year, the 2021 HK's Hospital Benefit Golf Tournament supported the Commitment to Caring initiative to advance heart and cancer care by raising \$92,036.
- ▶ Camdenton School District students and staff rallied together through various events to collectively contribute \$2,675.53 to Lake Regional Health System.
- ▶ The Mental Health First Aid educational series was advanced through a generous gift made in memory of Dr. Rusty Spieler.



(above) CEO Kevin McRoberts, FACHE, joined Susan and Peter Brown in rededicating the Robert B. Koplar Memorial Garden, near the hospital's main lobby. The Browns donated \$35,500 to renew the garden, named in memory of Susan's brother, and to install a sculpture, "Birds in Flight," by Joey Los.



(left) In September 2021, members of the HERO Club (Health System Employees Reaching Out) gathered to celebrate a significant milestone – surpassing \$100,000 in donations to Lake Regional's Commitment to Caring initiative. Through HERO Club giving, employees demonstrate they are proud of the exceptional work of Lake Regional and that they are invested in the health system's future. In addition, the HERO Club helped 36 hospital employees through the Employee Assistance Fund.

## Dedicated Service

In June 2021, **Robert Schwendinger** retired from the Lake Regional Health System Board of Directors. Schwendinger served on the board since June 1976, before the hospital's foundation was even poured. During his board 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. Schwendinger served as secretary of the board from 1976 to 2019, as well as on numerous committees. His experience and leadership have been critical to Lake Regional's success, and we thank him for his 45 years of service.





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