

2017



Report to the Community



CEO Snippet

Andrew J. Daniels, MHA, FACHE



“We accomplished so much more than what we originally set out to do in 2017, thanks to the hard work of our dedicated MRH team. Highlights in 2017 include **bringing medical care out into the community**, enhancing care by **adding services**, and creating plans for more **convenient and effective access** to care.”

Executive Leadership Team

Andrew J. Daniels, MHA, FACHE
Chief Executive Officer

Denise Arola
Vice President of Finance/Chief Financial Officer

Bryan Curtis
Vice President of Information Technology

Scott Ellis, DO, MBA, FACOG
Chief Medical Officer

Amy Peck, RN, MSN
Vice President of Nursing/Chief Nursing Officer

Jennifer Riley
Vice President of Operations

Beka Warren, RN, BSN
Vice President of Quality

Memorial Regional Health AT A GLANCE



DID YOU KNOW?

MRH helps staff **advance their careers**

by providing an education benefit that **helps pay for higher learning opportunities.**

380

Team Members

31

Employed Physicians and Medical Providers

105

Nurses, CNAs and MAs

244

Support Staff

15

Volunteers

Board of Directors

Todd Jourgensen, Chair
Cathrine Blevins, Chair Elect
Alman Nicodemus, Secretary/Treasurer
Terry Carwile
Kelly Hepworth
Forrest Luke
Don Myers

My first birthing experience was so good at MRH that I wouldn't have a baby anywhere else.

—Holly Epp, Women's Health patient

MISSION

To improve the quality of life for the communities we serve through patient-centered care and service excellence.

VISION

Memorial Regional Health will be the FIRST CHOICE for patients, physicians and employees.

VALUES

C.H.O.I.C.E. - Compassion, Humility, Ownership, Integrity, Commitment, Excellence

People

Our employees are our most valuable asset



In 2017, we added providers to support the demand of several service lines, including adding a second, fellowship-trained orthopaedic surgeon and orthopaedic physician assistant—Dr. John LeBlanc and Evan Fleming, PA-C. We also expanded our Women’s Health team by adding a certified nurse-midwife to provide even more choices for patients—Liz Kilmer-Sterling, RN, MSN, CNM. In addition, we opened a second family medicine practice with well-known physician Dr. Larry Kipe. To support his practice, we added Bridget Barnhart, PA-C. Lastly, we wanted to expand hours and providers to better serve patients in our Walk-in Clinic (now Rapid Care), so we added Jennifer Schmitt, PA-C and Kelsie Bond, PA-C.



Larry Kipe, MD



**Bridget Barnhart,
PA-C**



Kelsie Bond, PA-C



**Jennifer Schmitt,
PA-C**



**Liz Kilmer-Sterling,
RN, MSN, CNM**



John LeBlanc, MD



**Evan Fleming,
PA-C**

Between the care I’ve received from Dr. Larry Kipe, Bridget Barnhart and the Coumadin Clinic, everything has come together. It made all the difference in my health.

– Sandra Kruczek,
Specialty Clinic patient

It’s been good working with Dr. LeBlanc. We felt confident the surgery would be successful.

– Tara Hartung, *parent of Orthopaedics patient*

Quality

Delivering safe, quality care to our patients



Added Patient Experience Manager

Memorial Regional Health is continually taking steps to improve your patient care experience. To that end, the health system hired Adrie Salcido as our Patient Experience Manager. Salcido conducts regular patient surveys, visits patients staying at the hospital to ask about their care experience and remedies any concerns, and implements patient suggestions where possible. To reach Salcido, call 970-826-2173. Your input is always welcome.

Added several enhancements to improve care

In 2017, we expanded in several areas, including:

- Began offering midwifery services in Women's Health
- Launched a Coumadin Clinic to help patients manage the heart/anti-stroke medicine, warfarin
- Added community pharmacy inside the MRH Medical Clinic located at 785 Russell Street to make getting prescriptions easier
- Added new outpatient tests that help identify problems with the esophagus in our surgery department
- Hired a Medicare ACO care coordinator to help patients navigate Medicare benefits



Community Pharmacy
We now deliver
within a 17-mile radius

Monday - Saturday
8:00 am - 8:00 pm



community pharmacy

MEMORIAL REGIONAL HEALTH

785 Russell Street
Phone: 826-3055

I can't put enough words together for Brittany Robinson. We just love her. Knowing that she comes and that she goes to bat for my dad and mom makes me feel so much better.

– Donna Curtis, daughter of Home Health patients

The pediatric team is so kind and they really listen and respect our questions and opinions.

– Kacey Lyons, parent of Pediatrics patient

Service

Improving patient care and communication



2017 Highlights

- Expanded our services to include Home Health in the community
- Moved Women's Health to a new, reconfigured space (in the old administrative offices at the hospital) that's larger, more aesthetically pleasing, and provides a better, more efficient way to care for patients
- Partnered with the Moffat County School District to provide a full-time occupational therapist within the schools, along with a full-time school nurse, five full-time health technicians and two certified athletic trainers
- Added monthly health screens which are complimentary or discounted — upcoming events listed on the community page of our website
- Started delivering more care out in the community — wellness services to county employees is just one example
- Hosted education and community service events including Heart and Sole, March into Health, Community Health Fair, EMS Community BBQ, 7th grade science learning series, diabetes education, Building a Healthy You teen education series

Growth

Improving patient care, outcomes and efficiencies



Outpatient Services at MRH

86,389 lab procedures



15,769 physical therapy treatments



15,593 radiology procedures



6,180 ED visits



1,421 surgeries and scopes



886 inpatient stays



159 babies born



Outpatient Surgeries	8%
Lab Procedures	8%
Clinic Visits	5%
Radiology Procedures	4%

Finance

Enhancing our performance



CHARGES

Medicare	27,536,656
Medicaid	17,833,126
Commercial	32,732,655
Self-Pay	2,942,120
Total Services Provided:	\$81,044,557

DEDUCTIONS

Insurance Contract Adjustments	26,679,683
Self-Pay Charity Care	407,059
Self-Pay Bad Debt	2,922,421
Total Deductions:	\$30,009,163

Total Patient Revenue: \$51,035,394

IN ADDITION WE RECEIVED

Other Operating Revenue	1,157,213
Electronic Health Record Incentive	-
Donations & Grants	149,842
Interest Income	51,647
County Support	1,211,192
Other Income	(53,751)
Total Other Revenue:	\$2,516,143

Total Revenue: \$53,551,537

OTHER TRANSACTIONS

Gain (Loss) on Asset Disposal	0
Total Other Transactions:	\$0

WHAT WE SPEND

Salaries & Wages	24,053,709
Employee Benefits & Training	5,734,608
Purchased Services & Professional Fees	6,344,295
Minor Equipment	685,574
Supplies & Other	10,850,858
Depreciation & Amortization	3,009,446
Interest Expense	1,596,674
Cost of Issuance	880,169
Total Cost of Care:	\$53,155,333

NET INCOME

\$396,204

Net Revenue (what we collect) is

\$8.86
million

more than last year.

Money from services provided is over

\$12.4
million

more than last year.

The whole PT team is great. They are very professional, but at the same time very personal, too.

– Jordan Anderson, parent of Physical Therapy patient

In 2018. . .

During 2017, MRH leaders invested energy into planning two large projects that will come to fruition in 2018—a new medical office building on the MRH campus, and a new Rapid Care clinic at 2020 W. Victory Way.

The New Rapid Care Clinic opened on March 19th, which puts into practice the meaning of convenient care with extended hours, more providers and no need for an appointment.



On April 2nd, MRH broke ground on a new medical office building. This building will bring several services under one roof, raising the bar for collaboration between providers and efficiency and effective care.



*Artist's rendering of future Medical Office Building,
to be built on the hospital campus*

I appreciated Dr. Kevin Borchard's candor and confidence, and his willingness to listen to my perspective.

*– KC Hume,
Orthopaedics patient*

Susan Jones is really effective. She worked hard to build a relationship with my son Ammon and he fully trusts her.

*– Meg Francone, parent of
Occupational Therapy
patient*



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