



2018
**Annual
Report**



Community
Accountability
Respect
Excellence

100





A Message from the CEO

In July 2017, the Senior Leadership Team together with our Board of Directors, physicians, and front line team members took part in a Strategic Planning process that laid the groundwork for our next 3 years. The key strategies we have been working on since that time include:

- Geographic Access-increase access points for our patients in DeKalb County
- Specialty Clinic Growth/Alignment
- Expansion of Employer Relationships
- Physician/Advanced Practitioner Recruitment
- Explore Affiliation for Clinical Service Availability & Network Access
- Center of Excellence Growth

The new fiscal calendar began in October and we have made progress under each of our key strategies. You might recall we opened two new clinic locations on the West Side of Auburn, new specialists have joined us in our specialty clinics, gained new business health clients, recruited new nurse practitioners and family medicine physicians, and have looked for partnerships along the way to ensure we are providing the care our DeKalb County patients, family, and neighbors need.

Over the last year the team has worked diligently to transition to Epic, one of the nation's top electronic medical records systems. Our physicians now have seamless communication with specialist in our region which improves the continuity of care for our patients. Our team has data and reporting capabilities that allow for improved decision making and process improvement which too will improve the care our patients receive. We have new financial systems that allow our finance and clinical teams to work together to ensure we have improved charge capture. This transition has been a true team effort and could not have been accomplished without the dedication of many team members working together on a common goal.

Although we have seen positive changes, DeKalb Health continues to face challenges to several external factors that simply are out of our control. We all have to recognize that DeKalb Health is facing the same challenges that many hospitals our size are facing. Our HAF tax (Hospital Assessment Fee) and HIP fees continue to increase upwards of one million dollars. Our competition is growing to the south with a third health system in the market. The physician shortage is nationwide, but DeKalb Health is feeling the impact acutely.

We have competing health systems targeting our physicians and recruiting them away from DeKalb Health. These new challenges coupled with the financial challenges of small community hospitals is the source for heightened concern.

The Board of Directors and Senior Leadership are committed to guiding DeKalb Health into the future. We must all understand that change is difficult, but necessary. To improve is to change; to be perfect is to change often. Healthcare is rapidly changing. We too must realign our strategic priorities. The Board of Directors and Senior Leadership are working on revising our strategic direction. As we navigate our changing environment, our ultimate priority is to take excellent care of our patients, our community, our team, and to ensure the ability to provide healthcare in DeKalb County for the next 50 years.

Our team has worked diligently over the last year to improve our patient experience, safety, quality, and financial goals. This good work is not possible without the commitment of many who give their time and talents to support our mission. Thank you to our board of directors who have gone above and beyond this year, to our volunteers who not only greet our patients, but also support the hospital through their sales at the Curiosity Shop and Serendipity Gift Shop, to our devoted medical staff who make our mission a reality, and to the community who entrust us to PROMOTE PRESERVE RESTORE health.



Tasha Eicher
Chief Executive Officer

LEADERSHIP TEAM



Tasha Eicher
Chief Executive Officer



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Chief Financial Officer*



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BY THE NUMBERS

Our fiduciary responsibility is a significant part of DeKalb Health's formula for success. We recognize that by leveraging ingenuity in investing and managing healthcare dollars, we're able to stay competitive—and independent. Through smart planning and purchasing, strategic investments in labor-saving technology, and improved processes and procedures, we're proud of the many ways we've embraced value over the past year—without sacrificing quality of care.

FY 2018

ADMISSIONS 2,487

OBSERVATIONS 1,138

DISCHARGES 2,397

CENSUS DAYS 6,742

PRACTICE VISITS 69,069

EMERGENCY ROOM 16,446

AMBULANCE RUNS 4,731

ECONOMIC IMPACT

629 TEAM MEMBERS (PART TIME, FULL TIME, PRN)

\$30,678,884 PAYROLL (SALARIES AND TAXES)

\$94,670,935 CAPITAL EXPENDITURES (SINCE 1964)

\$521,474 CHARITY CARE

\$14,670,148 CHARITY AND UNCOMPENSATED CARE
(Uncompensated care is defined as the amount of cost in excess of payments received from Medicare, Medicaid and uninsured patients)

\$272,987.13 COMMUNITY (OUTREACH, SPONSORSHIPS AND DONATIONS)

GROWTH HIGHLIGHTS

TOTAL IMAGING

| SCREENINGS (IP/OP)

2018

42,070

2017

41,974

TOTAL LABORATORY

| AUBURN, BUTLER, GARRETT

2018

272,507

2017

269,832

TOTAL SURGERY

| SURGERY (IP/OP)

2018

3,389

2017

3,133

GARRETT PHARMACY

| TOTAL ISSUES

2018

17,261

2017

9,096

FOUNDATION PROCEEDS

\$22,500 PARTNERS IN HEALTH

\$26,900 GOLF OUTING

\$15,000 BLOOM

\$300,000 CENTURY SOCIETY (Over \$300K in pledges since 2014)

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New Initiatives

Concussion SWAY Program
DeKalb Promise 529
Epic Electronic Health Records
Go Noodle
Harris Accounting System
HR Evaluation Redesign
Intermediate Care Unit (IMC)
PharmaCare Meds to Beds

PharmaCare Mobile Rx
Rounding - Hourly
Rounding - Leadership
Rounding - Safety
Resuscitation Quality
Improvement™ RQI
Staffing Ratio Redesign
Transitional Care Outreach

New Construction/Refresh

DHMG AFM
DHMG Butler
DHMG Garrett
DHMG Pediatrics

Medical Records Office
PharmaCare Auburn

New Providers

Delaney Baumann, NP-C
John (Russ) Combs, PA-C
Becky Drerup, NP-C
Jason Jawanda, MD

Inesa Makevit, NP-C
Richard Kramp, MD
Natasha Subramaniam, FNP-C

New Equipment

AccuCheck Monitors
Anesthesia Machines
Cardiology Monitors
Copiers
Computers Thin Clients
Credit Card Machines
EMS Radios
Glucometers
Lab Equipment
Lobby Digital Screens

Main Lobby AED
PACU Mind Ray Monitors
NBN Bassinets
OB Monitors
OB Gliders
Omni Cell Upgrade
Pediatric Crib
Urinalysis Machines
Vein Finders

New Events

Bloom
Breastfeeding & Nursing Nook
DeKalb County Baby Shower

School & Parks Summer
Feeding Program
Touch-A-Truck

New Wellness Programs

Commit to Be Fit Refresh
CT Heart Scan Challenge

Sugar Science Education

IN APPRECIATION, WE GRATEFULLY ACKNOWLEDGE DONATIONS FROM THE FOLLOWING:

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Raymond Hefty

Anna Brand

James Pemberton

Ted Christensen

Richard Warner

Earl Clark

Vivian Watts

Donald Cunningham

Miles Weller

Pauline Curry

Shirely Zimmerman

Kay Fink



The Auxiliary Message

The DeKalb Health Hospital Auxiliary had a fruitful year. We gave six \$1,000 scholarships per Sharon Farmer, had three fundraisers—two bake sales and Bowls Ice Cream—per Carol Reese and several monetary donations from the community. The EMS was given \$16,200 for radios for their trucks and the DeKalb Health Hospital \$54,900 for Security Video Systems. This is possible through the buying and stocking of Connie Haynes and Marcia Casey for sales in the Serendipity Shop; the endless hours of sorting and stocking for the Curiosity Shop sales along with Rosemary Gallagher's scheduling; Marie Mitchell's training of new volunteers and popcorn sales of Ed Benbow.

Most important are the volunteers at the hospitality desks as anyone that enters the hospital doors is welcomed and assisted whether they need directions or wheelchair assistance per the leadership of Jodi Spangler, head of volunteers and the escorts. Member Carole Hemple keeps track of the many new volunteers and even more volunteer hours this year. We've added a Sunshine Box per Juanita LaHurreau: gift cards used for special needs of volunteers.

What's in the works: DeKalb Health Chief Executive Officer, Tasha Eicher, has suggested that we open another resale shop in the Waterloo/Butler area and the "Curiosity Shop too" is in the making. A special thank you for help from DeKalb Health and Vice President and Chief Financial Officer, Bret Claghorn; Marketing Director, Terri Christiansen; and HR Generalist, Shannon Dirksen. Our hospital auxiliary is directed by President, Connie Dicke; Vice President, Loraine Hartranft; Secretary, Andrea Clark; Treasurer, Darley Bennett; the Curiosity Shop Treasurer, Margie Bortner and all of our volunteers, WE can continue to do good things for the best interest of the hospital and its patients. Thank you for making it such a joy to be together and for such a good purpose.

Auxiliary Guild Officers

Connie Dickie
President

Loraine Hartranft
Vice President

Darley Bennett
Treasurer

Andrea Clarke
Secretary

MISSION

Promote, Preserve, Restore Health.

VISION

To be the Healthcare Organization of Choice for Patients, Payors and Healthcare Professionals.

VALUES

Creativity Pursuing continuous improvement through innovation, imagination and resourcefulness.

Integrity Earning the respect and confidence of our community through professional and ethical business practices and having the courage and commitment to uphold our values.

Quality Emphasizing an ongoing commitment to excellence through a continuous process of education, communication, evaluation, efficiency and improvement.

Service Identifying and satisfying the needs of our patients, community, employees and partners.

Teamwork Capitalizing on the strengths of each employee and working collectively in the best interest of our patients and community.

Independence Continue to function organizationally as an independent, not-for-profit hospital and healthcare organization.



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