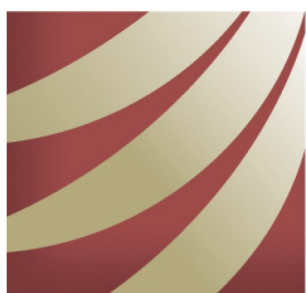


2021

2022



ANNUAL REPORT



Iowa Specialty
Hospitals & Clinics

MISSION

To provide an exceptional healthcare experience.

VISION

To always be a progressive healthcare system that is a benchmark for all others.

VALUES

Appearance - Attitude
Respect - Communication
Ownership & Accountability

CORE COMPETENCIES / CULTURAL PILLARS

Finance - Growth - People
Quality - Service - Technology

CULTURE

Family-oriented, transparent,
safe, inclusive environment.



New Providers



Kenneth Adams, MD
July 2021
Gastroenterology
Belmond, Clarion, Fort Dodge



Daniel Touney, ARNP
October 2021
Family Medicine
Clarion



Simon Knoblauch, RD, LD
August 2021
Bariatrics
West Des Moines



Katie Schleusner, ARNP
October 2021
Family Medicine
Clarion



Aspen Olsen, LMSW
September 2021
Behavioral Health
Belmond-Klemme School System



Amy Faga, ARNP, FNP-C
November 2021
Gastroenterology
Garner, Hampton



Baylee O'Brien, LISW
October 2021
Bariatrics
West Des Moines



Hayley Noll, RN
November 2021
Cancer Treatment & Wound Care
Belmond



New Providers



Patricia Hart, LISW

November 2021
Bariatrics
West Des Moines



Rachael Etnier, DO

January 2022
Family Medicine
Garner, Hampton



Tori Dow, LMHC

November 2021
Behavioral Health
Hampton-Dumont School System



Lynzy DeVary, ARNP, FNP-C

May 2022
Bariatrics
West Des Moines



Alicia O'Neill, ARNP, FNP-C

December 2021
Family Medicine
Rockwell



Jessica Van Dalen, RD, LD

May 2022
Inpatient Dietitian
Belmond, Clarion



Lynn Nelson, MD

January 2022
Orthopedics - Spinal Surgery
Belmond, Clarion, Fort Dodge,
Garner, Webster City



Jacob Lane, PA-C

June 2022
Orthopedics
Belmond, Clarion, Fort Dodge



New Senior Leader



Beth Carder
Chief Nursing Officer



New Leaders



Emily Bernhardt
HIM



Lisa Crimmons
Rockwell



Samantha Gappa
Garner Clinic



Amber Hunt
Emergency



Paula Kruger
Gabrielson Clinics



David Quist
Environmental Services



Vanessa Smith
Hospital Nursing



Services: New Additions & Updates

1

Breast Surgery

August 2021

Drs. Miegge and Recinos, along with the ISH Surgery Department in Clarion, performed the first bilateral mastectomy and reconstruction.

2

Bariatric Support Group

August 2021

Iowa Weight Loss Specialists created a virtual support group, Connections, which meets to answer questions, discuss common concerns, and build community.



3

Urology Services

September 2021

ISH partnered with Mason City Clinic to provide urology services in Belmond and Clarion with Drs. Christopher Adams, Timothy Mulholland, Kevin Rier, and Steven Thoma.

6

Cancer Treatments

January 2022

ISH collaborated with the oncology specialists at Cancer Treatment Centers of America® (CTCA), Chicago to bring care to area residents.



5

Winnebago Provider

December 2021

Kylie Leewright, ARNP, began holding onsite clinics at Winnebago two mornings a week.

4

Medical Weight Loss

September 2021

Iowa Weight Loss Specialists expanded its medical weight loss services to the Fort Dodge Clinic via Michelle Pearson, ARNP.



7

Spinal Surgery

April 2022

The first extreme lateral lumbar spinal fusion was performed by Dr. Nelson and the ISH Surgery Department in Belmond.

8

ROSA®

May 2022

ISH began offering ROSA knee technology. ROSA, which stands for Robotic Surgical Assistant, is designed to help surgeons tailor the placement of a knee implant based on each individual patient.



9

ReDoc

June 2022

ReDoc, a new program, launched to assist patients with the transfer of their healthcare to ISH. Assistance is provided by a coordinator to make sure patients are matched to the best provider based on their needs.



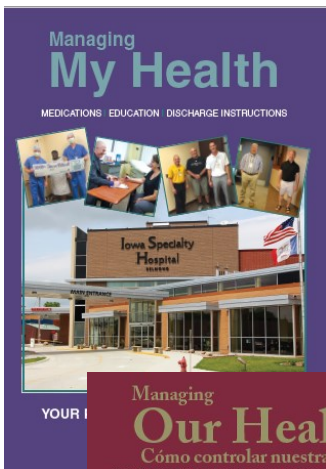


Department News

COVID Testing

July 2021

Occupational Health began providing COVID testing at Winnebago which lasted throughout the winter.



Discharge Folders

August 2021

Discharge folders were developed for inpatients to improve communication and education. To date, folders have been implemented for OB, orthopedics, and weight loss surgery.



Iowa Specialty PHARMACY

Name Change

August 2021

Along with a major remodel, the pharmacy underwent a name change to Iowa Specialty Pharmacy.



Room Service

August 2021

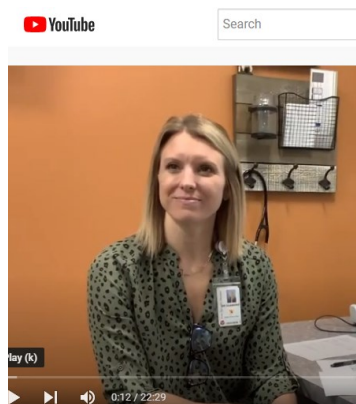
Nutrition Services began offering room service to inpatients to accommodate mealtimes based on patients' needs and schedules.



Comfort Menus

August 2021

Comfort Menus were rolled out to inpatient and outpatient areas to make patient stays as comfortable as possible. Items include lip balm, sleep masks, massages, and room fans, to name a few.



COVID Vaccine Video

August 2021

Dr. Diamond and Beth Jackson recorded a COVID vaccine video for employers to share with their staff.

Tytocare

September 2021

A Tytocare unit was added to Prestage, and Occupational Health began seeing a majority of their injuries.





Department News



Top Workplace

September 2021

ISH was chosen as a Top Workplaces award recipient by Iowa Top Workplaces. Results are based entirely on employee feedback.



Birth Simulator

September 2021

The OB Department received a MamaNatalie Birth Simulator from the Iowa Department of Public Health. It allows for training in realistic situations.



Newsletter

November 2021

ISH Experience, an e-newsletter, launched to over 17,000 email addresses. It has since grown to reach over 32,000 email accounts.



CRNA Coverage for OB

November 2021

Three CRNAs joined ISH to specifically provide coverage for epidurals and c-sections, bringing consistency and prompt service to OB patients.



Honored Guests

November 2021

ISH hosted officials from Kosovo for a tour of the Clarion campus.



Appointment Cards

November 2021

Press Ganey "You Have the Power" appointment cards were created to encourage survey completion and to provide an area for provider notes.



Med Management

December 2021

A Medication Safety Team was developed to enhance safety for patients and staff.





Department News



New Ambulance

January 2022

A new ambulance was made available from Gruis Trust funds.



Press Ganey Surveys

January 2022

Press Ganey survey mailings changed from 3 days after service to next day to help increase patient responses.



FIVE STARS RATING



CMS 5 Star Rating

February 2022

Belmond and Clarion received 5-star ratings from the Centers of Medicare & Medicaid Services (CMS) Hospital Compare. Only 9 Iowa hospitals received this top-rating for patient experience.



CT Update

March 2022

The CT machine in Clarion was updated to provide the latest in technology.



Humanitarian Ortho Case

April 2022

Dr. Odland performed double knee replacements on Manuel Sandoval from Peru. The connection was made possible from Terry Baxter, Iowa Representative, who was a previous patient of Dr. Odland. Manuel said, "Thank you for changing my life and being the answer to my prayers so I can go serve God and the church."



Iowa Specialty Hospitals & Clinics Services

Directions
1. Open camera on phone
2. Point camera at QR code next to service
3. Click on link to open website page

CANCER TREATMENTS	➤	QR	OCCUPATIONAL MEDICINE	➤	QR
CARDIOPULMONARY	➤	QR	ORTHOPEDICS	➤	QR
COUNSELING & THERAPY	➤	QR	PAIN MANAGEMENT	➤	QR
DERMATOLOGY	➤	QR	PEDIATRICS	➤	QR
DIABETES EDUCATION	➤	QR	PHARMACY	➤	QR
EAR, NOSE, AND THROAT	➤	QR	PODIATRY	➤	QR
FAMILY MEDICINE	➤	QR	RADIOLOGY	➤	QR
GASTROENTEROLOGY	➤	QR	REHABILITATION & THERAPY	➤	QR
LABORATORY SERVICES	➤	QR	SURGICAL SERVICES	➤	QR
MATERNITY	➤	QR	UROLOGY	➤	QR
OBSTETRICS & GYNECOLOGY	➤	QR	WEIGHT LOSS SERVICES	➤	QR
			WOUND CARE	➤	QR

Iowa Specialty Hospitals & Clinics

Service Posters

March 2022

QR code service posters replaced brochure racks. By scanning a QR code with a phone, individuals are directed to specific service pages on the ISH website.



Work Comp Symposium

April 2022

ISH hosted its annual Work Comp Symposium featuring Drs. Mooney, Nelson, Odland, and Ledet. Over 80 participants attended.





Department News



CHNA

May 2022

A Community Health Needs Assessment was distributed to area communities for input on the health needs of local residents.



Hospital Nursing

May 2022

Medication management was moved from inpatient rooms to an Omnicell to enhance safe medication administration practices.



School Physicals

May 2022

Kylie Leewright assisted with onsite sports physicals at Waldorf College.



DOT Physicals

May 2022

Heidi Pedersen, ARNP, and Alicia O'Neill, ARNP, became certified to offer DOT physicals which expanded services to Fort Dodge and Rockwell.



OB

May 2022

OB began giving out Brain Bags to patients as part of a program that helps parents interact with their children from birth to further brain development and promote Kindergarten readiness.



Intern Program

June 2022

Multiple departments hosted 17 high school and college students as part of ISH's Junior Intern Program. Funds were made possible through the Future Ready Iowa Grant.



CEO Recognition

June 2022

Steve Simonin, President & CEO, was one of the first 5 recipients recognized at the Healthcare Plus Solutions conference at a pin-giving ceremony that is based on the company's working history with the recipients.





Just the Stats



702
Ambulance
Runs



6,510
Emergency
Visits



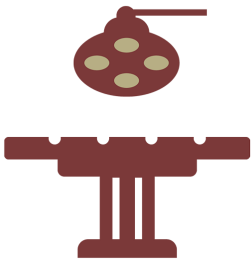
2,065
Admissions



4,618
Inpatient
Days



616
Births



5,147
Surgical
Cases



73,038
Clinic
Visits



17,977
Telehealth
Visits



35,269
Pharmacy
Encounters



100
Physicians
on Staff



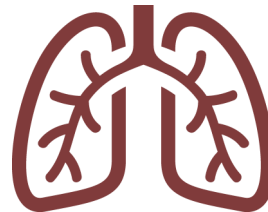
159,201
Lab
Procedures



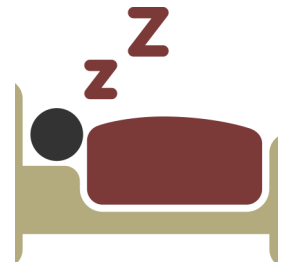
17,799
Radiology
Procedures



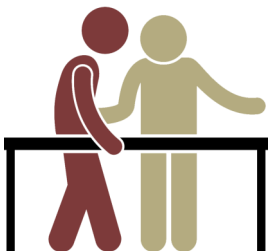
2,525
Cardiac Rehab
Encounters



7,600
Respiratory
Therapy
Encounters



169
Sleep
Studies



9,758
Occupational
Therapy
Encounters



30,777
Physical
Therapy
Encounters



1,091
Speech
Therapy
Encounters



10,418
MyChart
New Users



187
Employee
New Hires



Location Updates



Boone

November 2021

Gabrielson Clinic expanded OB/GYN and women's health services with a new clinic in Boone which opened November 1st.



Rockwell

January 2022

West Fork Clinic officially became a part of the ISH family which included a name change to Iowa Specialty Hospital - Rockwell Clinic.



Webster City

May 2022

The staff of Iowa Specialty Hospital - Webster City Clinic and the Gabrielson Clinic moved into a new location and celebrated with an open house on May 5th.



Des Moines

May 2022

Iowa Weight Loss Specialists officially closed on a building located on Thorton Avenue in Des Moines which will allow for more space and the possibility to provide additional services.



Department Moves



Education

August 2021

The previous Napa building in Belmond was remodeled and given a fresh coat of exterior paint to become the Education Center for orientation and staff trainings.



Cancer Services

December 2021 /

January 2022

Accounts Payable and HIM in Belmond moved offsite to the fitness center.

Those offices were renovated to exam rooms for the partnership with Cancer Treatment Centers of America, Chicago.

Operators

December 2021

The operators moved into the parsonage in Belmond to accommodate the Accounts Payable and HIM move into the fitness center.



Communications, Foundation & Marketing

April 2022

The Communications, Foundation, and Marketing departments moved offsite to the Annex which is located north of the Clarion campus on Main Street.



Administration & HR

June 2022

In Clarion, 4 Meadows apartments were remodeled into offices and bathrooms to allow Human Resources and Administration to relocate in anticipation of the outreach clinic move in Clarion.



Materials

May 2022

Materials moved offsite to the previous Shopko building in Clarion. The new Distribution Center freed up space at both campuses while allowing for cost savings through bulk ordering and more efficient use of time for Materials staff.





Quality & Finance

Iowa Recognition for Performance Excellence (IRPE)

- ♦ As we prepare for our IRPE journey, Rayne Premo, Tom Butler, and Ash Hanson (returning for second year) became certified auditors. As part of the program, each company that participates must also provide auditors.
- ♦ An initial application was submitted in April and feedback was received in June which was utilized for the August application submission. IRPE is the first step in a journey towards a Baldrige application.
- ♦ IRPE/Baldrige framework provides an opportunity to review and identify opportunities within current processes. As a result, improvements have already been made in the way processes/service line development is approached and how new items or changes are developed within the ISH system. Increased documentation has resulted in data collection that will provide metrics for performance indication.

Year End Financials

Balance Sheet Per Internal Financials	June 30, 2022
Current Assets	\$ 60,385,679
Assets Limited As to Use	9,013,848
Net Property & Equipment	45,107,974
Other Assets	520,000
Deferred Outflows	9,794,487
Total Assets & Deferred Outflows	\$ 124,821,988

Current Liabilities	\$ 18,500,969
Long-Term Debt	46,594,535
Other Long-Term Liabilities	28,527,092
Deferred Inflows	1,555,315
Net Position	29,644,077
Total Liabilities, Deferred Inflows & Net Position	\$ 124,821,988

Income Statement Per Internal Financials	June 30, 2022
Net Patient Revenue	\$ 114,505,714
Other Operating Revenue	4,911,512
Total Operating Revenue	119,417,226
Salaries & Benefits	51,591,490
Other Expenses	64,853,742
Total Operating Expenses	116,445,232
Operating Income	2,971,994
Contributions	502,583
Interest Income	256,887
Interest Expense	(1,949,402)
Gain/Loss on Disposal of Assets	15,817
Other Non-Operating Activity	2,842,917
Total Non-Operating Revenue	\$ 1,668,802
Net Income	\$ 4,640,796



Patient Experience

Quality HCAHPS Goals - Measure at 95% or Greater July 2021 - June 2022	
Objectives	Year End
Rate Hospital	95
Recommend Hospital	95
Communication with Nurses	95
Response of Staff	93
Communication with Providers	96
Cleanliness of Environment	91
Quietness of Environment	97
Communication about Medicines	97
Discharge Information	94
Care Transitions	96

*Indicates Improvement

*Indicates on Goal

Department Service Goals - Measure at 95% or Greater July 2021 - June 2022			
Facility	Goal	Year Start	Year End
Facility	9 HCAHPS	7	7
Facility	Patient Satisfaction	80%	89%
Ambulatory Surgery	Facility Wide Overall	48%	88%
ED	Facility Wide Overall	96%	89%
Inpatient	Facility Wide Overall	94%	96%
Outpatient	Facility Wide Overall	78%	80%
Clinics	Facility Wide Overall	85%	90%
Department	Goal	Year Start	Year End
Inpatient	Response to Call Light	96%	92%
OB	Response to Call Light	88%	91%
Nutrition Services	Food Temperature	92%	97%
Environmental Services	Room Cleanliness	99%	91%
Belmond Family Practice	Overall Patient Satisfaction	73%	83%
Clarion Family Practice	Overall Patient Satisfaction	77%	70%
Gabrielson Clinics	Overall Patient Satisfaction	99%	98%
Fort Dodge Clinic	Overall Patient Satisfaction	96%	98%
Garner Clinic	Overall Patient Satisfaction	47%	87%
Hampton Clinic	Overall Patient Satisfaction	95%	82%
Specialty Clinics	Overall Patient Satisfaction	30%	81%
Webster City Clinic	Overall Patient Satisfaction	99%	91%
West Des Moines Clinic	Overall Patient Satisfaction	99%	99%
Cardio Pulmonary	Staff Concern for Comfort	47%	98%
Lab	Overall Patient Satisfaction	50%	55%
Radiology	Overall Patient Satisfaction	81%	83%
Rehabilitation Therapy	Overall Patient Satisfaction	96%	91%



Technology

IT and Informatics Departments were busy this year with new clinics, department moves, and of course, new technology.

- ◆ Provided services for the following:
 - ◇ Boone - new clinic
 - ◇ Rockwell - new clinic
 - ◇ Webster City - new clinic
 - ◇ Winnebago - new onsite clinic
 - ◇ Materials' Distribution Center
 - ◇ New Administration and HR offices
 - ◇ Napa building remodel
 - ◇ Parsonage and fitness center office additions
 - ◇ Annex for Communications, Marketing, and Foundation departments
- ◆ Enhanced patient rooms with:
 - ◇ Electronic whiteboards installation
 - ◇ New smart TV's addition
- ◆ Delivered services to employees by:
 - ◇ Moving all users to Windows 10
 - ◇ Changing to a better email encryption service
 - ◇ Enabling Multi Factor Authentication for all external facing products
 - ◇ Helping with MyChart enrollment during Wellness Expo
 - ◇ Launching Harmony Health - EMR integration that links EPIC patients to historical EMR records
 - ◇ Adding Updox integration to be able to upload scans into EMR
 - ◇ Providing Dragon Ambient Experience (DAX) which securely captures and contextualizes physician-patient conversations into notes
 - ◇ Implementing Mindray which designs and produces medical equipment and accessories to interface machines with EMR in the ORs, PACUs, Pre/Post Op, Med Surg Floors, OB, ER and Outpatient Services
 - ◇ Integrating Rightfax EPIC to allow HIM and Informatics staff to track failed faxes
- ◆ Provided services to patients by:
 - ◇ Branding MyChart with Iowa Specialty Hospitals & Clinics logo
 - ◇ Providing video links to patients' cell phones and emails
 - ◇ Enabling patients to enter their own health history in MyChart
 - ◇ Providing glucometer interfacing
 - ◇ Enabling Share My Record within MyChart

People

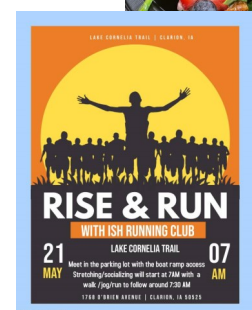
Human Resources

- Marketing developed a recruitment video featuring several employees sharing what they enjoy about working for ISH.
<https://youtu.be/xfOriP8zKQ4>
- A new Recruiter position was created and filled by Dakota VanHauen.
- A Facebook employment page was created by the HR Recruiter. The page features employee video interviews, job openings, and more.
<https://www.facebook.com/ishemployment>
- Had a great year recognizing staff with internal and external awards including BOOM, New Star, Daisy, Million Dreams, STAR, Helmsman, and Innovator.
- Holiday bonuses were given again this year to staff.
- Employees showed their generosity once again by contributing to the Employee Hardship Fund. During the holiday season, over \$19,000 was raised and 21 employees were served.
- Wage adjustments went into affect in March.
- Staff recommitted to revamped Standards of Behavior.
- Kronos, ISH's timecard system, allowed for insurance open enrollment easing the renewal process for both staff and the HR department.
- Employees were able to complete their evaluations electronically through Kronos. Leaders were able to view these and complete their part all online as well.
- Lori Bryant, HR Leader, completed Diversity, Equity and Inclusion classes to be able to provide DEI education to staff.



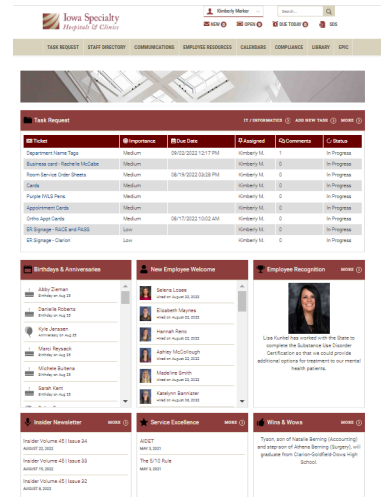
Wellness

- In July, Brooke Nerlien received a Wellness Coach certificate through Mayo Clinic.
- A Wellness Expo was held in October for staff as part of the insurance renewal process.
- In April, an ISH Running Club was created.
- From April through July, employees could participate in a 12-week Wellness Challenge.
- Wellness Wednesday was such a big hit during Hospital Week that it continues in the cafes.
- Financial Peace University classes were offered as a way to reduce debt for interested individuals.



Communications

- Monthly rounding between employees and leaders was reestablished for relationship building and communication.
- A new employee intranet launched in the spring. Functioning as a website, it provides categorized information and resources. The site is password secure allowing for access from internal and external locations for communication with staff on or off duty.



Celebrations

- Staff was celebrated in August and September for their hard work with lunch from Mama Dee's food truck.
- Staff showed their spirited sides by dressing up for Halloween.
- Christmas was celebrated with décor, attire, and plenty of food.
- March Meltdown offered a chance for employees to showcase their talents in comedy, karaoke, and dance.
- The Easter Bunny made an appearance in March in the Meadows courtyard. Children and grandchildren of employees and Meadows residents were able to participate in an egg hunt and a drawing for prizes.
- During Hospital Week in May, employees were treated to smoothies, a picnic meal, prizes, and swag bags filled with all kinds of goodies as a token of appreciation.
- Staff showed their support of many ISH families with health concerns or other needs by holding various fundraisers.
- In June, cookies were shared with staff in recognition of Pride Month.
- ISH was well represented in summer parades throughout several communities.

