

ANNUAL REPORT

July 2022 - June 2023

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



Jolene Bahling, ARNP March 2023 Bariatrics Belmond, Garner



Monique Bailey, ARNP July 2022 Orthopedics Belmond, Clarion, Fort Dodge



Anastasia Burke, MD September 2022 Family Medicine Clarion



Maria Decker, ARNP December 2022 Bariatrics Ames, Des Moines



Randi Gambell, LISW
February 2023
Behavioral Health
Belmond, Garner, Garner Schools,
Lake Mills Schools



Jeff Hartung, DO April 2023 ER Belmond, Clarion



Amber Lane, LMHC
September 2022
Behavioral Health
Rockwell, Charles City Schools



Kelly Langfitt, LMSWJune 2023
Behavioral Health
Belmond, Clarion

New Providers



Amy Larson, PMHNP-BC September 2022 Psychiatric Medication Clarion, Webster City



Caitlin Larson, RD
December 2022
Nutritional Coaching & Diabetes Ed
Belmond, Clarion



Marissa Larson, LMSW January 2023 Behavioral Health Clarion, Clarion High School



Christian Ledet, MD November 2022 Pain Management Garner



Selena Losee, DO August 2022 Psychiatric Medication Belmond, Garner



Valerie Martin, ARNP November 2022 Gabrielson Clinic Boone, Webster City



Beth Maynes, LMSW August 2022 Behavioral Health Belmond



Emily McGuire, LMSW August 2022 Behavioral Health Eagle Grove Schools

New Leaders



Lisa Keul Cardiopulmonary



Jeff Lachelt Pharmacy



Nicole Nachazel
Infection Prevention



Kayla ZeienHospital Nurse Education

Accreditations



MBSAQIP Reaccreditation

October 2022

Iowa Specialty Hospital – Belmond achieved reaccreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®), a joint Quality Program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS).

The MBSAQIP Standards ensure that metabolic and bariatric patients receive multidisciplinary medical care, which improves patient outcomes and long-term success. To earn accreditation, essential criteria for staffing, training, facility infrastructure and patient care pathways must be met to ensure its ability to support patients with obesity. The facility also participates in a national data registry that yields semiannual reports on the quality of its surgical outcomes and identifying opportunities for quality improvement.

After applying for MBSAQIP Accreditation, centers undergo an extensive site visit by an experienced bariatric surgeon who reviews the center's structure, processes, and clinical outcomes data. Centers that earn accreditation are awarded a specific designation level, depending on how many patients it serves annually, critical care capabilities, the types of procedures provided, and whether it provides care to patients under the age of 18.

DNV Reaccreditation

January 2023

Iowa Specialty Hospital received a quality-based national reaccreditation from DNV Healthcare based on its dedication to exceptional patient care and safety.

The accreditation program requires hospitals to evaluate the continuum of patient care throughout its facilities and take measured steps to improve when it is warranted. To achieve this accreditation, Iowa Specialty Hospital underwent a period of monitoring to ensure its adherence to patient safety criteria and quality of care standards.



DNV's accreditation program, called NIAHO® (National Integrated Accreditation of Healthcare Organizations), involves annual hospital surveys — instead of every three years — and encourages hospitals to openly share information across departments and to discover improvements in clinical workflows and safety protocols.



Accreditations



DNV Center of Excellence

February 2023

lowa Specialty Hospitals & Clinics was the receipt of an Orthopedic and Spine Center of Excellence Designation from DNV. This designation affirms an organization's excellence in the provision of diagnostic services, surgical services, and therapies related to orthopedic and spine care.

Iowa Specialty Hospital's Orthopedic program is the **first facility in Iowa** to have been found to be compliant with the requirements of the

following four areas: Orthopedic and Spine Center of Excellence Designation (OSCED); Advanced Hip and Knee Replacement Certification (AHKRC); Advanced Spine Surgery Certification (ASpSC) and Advanced Shoulder Surgery Certification (AShSC).

The DNV Orthopedic and Spine Center of Excellence Designation is obtained by achieving advanced certification in at least three advanced programs. The DNV advanced orthopedic and spine requirements are informed by the guidelines and recommendations of organizations such as the American Academy of Orthopaedic Surgeons, the American Association of Hip and Knee Surgeons, the ERAS® Society, the North American Spine Society, the American Society of Anesthesiologists, and relevant requirements of the CMS Conditions of Participation for Hospitals.

Optum Center of Excellence

June 2023

lowa Weight Loss Specialists has been recertified as an Optum Center of Excellence. Facilities who belong to the Optum Bariatric Centers of Excellence (COEs) program perform more successful bariatric procedures than many other facilities nearby. The Optum COEs also have fewer complications and readmissions and are able to boast:



- 15% lower mortality compared to non-COE providers
- 16% lower inpatient hospital readmission
- 12% lower reoperation rate for bariatric procedures
- \$4,239 lower average cost per surgical episode

This certification is reviewed annually by Optum Health to ensure that patients receive the best quality of bariatric care available.



Recognitions



Readers Choice Award

August 2022 Iowa Weight Loss Specialists was named a Best Weight Loss Center according to The Des Moines Register's 2022 Metro's Best.



Readers Choice Award

September 2022
Mason City Globe Gazette recognized
ISH for Best Doctor's Office (Garner),
Best Hospital (Clarion) and Best
Orthopedic Office (Clarion).



Jerry Karbeling Award

October 2022
Iowa Rural Health Association
honored Steve Simonin, ISH President
& CEO, for rural health leadership.



Readers Choice Award

November 2022
Fort Dodge Messenger recognized
ISH for Best Podiatry Practice
(Fort Dodge).



Recognitions





Performance Leader Awards

December 2022
The Chartis Center for Rural
Health recognized ISH for
Excellence in Outcomes (Clarion) and
Patient Perspectives (Belmond).

IRPE

January 2023
ISH was a bronze award recipient of the Iowa Recognition for Performance Excellence (IRPE) Award which recognizes role model organizations in all industries across the state.



Press Ganey Award

January 2023
ISH was named a 2022 Guardian of Excellence Award® winner by Press Ganey, the global leader in healthcare experience solutions and services.



Healthgrades Awards

March 2023

Belmond was among 52 hospitals to receive the Healthgrades Bariatric Surgery Excellence Award. Clarion was among 445 hospitals to receive the Healthgrades Patient Safety Excellence Award and among 419 hospitals to receive the Healthgrades Outstanding Patient Experience Award.



July 2022

- The Ambulance Department passed their recertification.
- The Belmond Clinic registration and waiting area remodel was completed with beautiful results.*
- The Distribution Center building front was painted and a new permanent sign installed.*
- In Belmond, the education location moved to the NAPA building allowing the Informatics Department to move to the lower level.
- Tom Butler and Amber Hunt became the new instructors of ISH's AVADE Workplace Violence Prevention classes.
 Classes are offered monthly, and nurses, paramedics, and EMT's are approved through the Iowa Board of Nurses for CEU's for AVADE. Other departments may submit the outline to their governing body for CEU consideration.
- A new Facebook page, *Iowa Specialty Hospitals & Clinics Employment*, was created by Human Resources to focus on recruitment.
- The University of Iowa Hospitals & Clinics' mobile SIM lab visited both Belmond and Clarion to provide medical training sessions. The SIM lab included a mock ED and ambulance to represent real-life situations.*



August 2022

- The OB Department participated in the Iowa Maternal Quality Care Collaborative (IMQCC) which focuses on different topics. They received a recognition plaque for reaching the collaboration goal of Reduction of Primary C-section.
- Amber Pergande, Informatics Leader, was named to the official EPIC Community Connect Steering Board.
- Iowa Specialty Pharmacy filled almost 3300 prescriptions in August. The most in the pharmacy's history!
- Funding from the Wright County Charitable Foundation enabled the purchase of a phlebotomy chair for Belmond and an OB fetal monitor for Clarion.*





August 2022 (continued)

- The new mobile clinic arrived. It was purchased with funds from the HRSA Vaccine Confidence Grant and will allow ISH to bring healthcare services to area schools and businesses.*
- Steve's Annual Backyard Party took place on Friday, August 26th, and included great food, fun, and entertainment.



September 2022

- Clarion was notified that it would be the recipient of a \$1,000,000 Track 1 Grant from the USDA to support the LDRP construction project.
- An IRHA grant was received for \$15,000 to support community food banks and services.
- Iowa Specialty Hospital staff were asked to present as a spotlight client during Caravan Health's (ACO) Epic User Group meeting.
- Steve Simonin and Amy McDaniel participated in the Rural Iowa Community Health Alliance (RICHA) which involved 23 independent hospitals coming together to share concerns. Employee health insurance options was to be the first area of focus.
- Provider star ratings and patient comments went live on Iowa Specialty, Iowa Weight Loss, and Gabrielson websites. Data is collected from Press Ganey surveys.*
- The ISH Dish podcast launched with Amber Kastler as the first guest.*
- Holly Martin and Micki Disney attended a Dream Manager conference to learn how to help employees obtain their personal and professional goals.
- Press Ganey surveys were implemented for behavioral health services.
- The annual Orthopedic Reunion Dinner was held September 20th to celebrate spine surgery and total joint replacement patients.*
- Wellness Program Leader, Brooke Nerlien, conducted biometric screenings for Iowa Specialty employees.
- An employee engagement survey was sent to all employees on September 12th.
- A new security system was installed in the Meadows Assisted Living.









September 2022 (continued)

- Demo began in Clarion in the administration, accounts payable, EVS, maintenance, and IT areas for the future specialty clinic.*
- All ISH locations held an Iowa State vs. Iowa potluck leading up to the annual college rivalry football game.*







October 2022

- OB, Surgery, and Materials staff worked to change delivery packs with an estimated savings of approximately \$63K annually.
- Dr. Trisha Thoma from Mason City Clinic began providing ENT services in Belmond one day a week.*
- The Materials Department held an open house at the Distribution Center for ISH employees.
- The wellness year wrapped up on October 31st with 105 employees earning gold, 73 earning silver, and 48 earning bronze. In addition to the health benefits, employees earned a discount on their health insurance premiums.
- Human Resources launched the Cultivators Scholarship program to recruit students to join our system upon graduation by helping them with their financial needs while in school.
- Recruitment attended DMU, UNI, and Upper Iowa University career fairs.
- Flu shot clinics were held for employees and patients.
- Celebrated Halloween with costumes and pumpkin decorating.*













November 2022

- Vanessa Smith and Tioni Loux presented at the Iowa Health Collaborative Safety Conference. They shared information on medication safety with scanning and on our newly implemented discharge folders.
- Iowa Weight Loss moved into their new Des Moines location in November. They started seeing patients on November 8th.*
- Occupational Health staff, Dr. Charles Mooney, and Matt Moritz held a meet and greet in Fort Dodge.
- A MyChart support line was created to answer staff and patient questions.
- Dr. Jason Casio from McFarland began providing allergy services two times a month in Clarion.*
- The annual Favorite Things silent auction was held in Belmond and Clarion to raise funds for the Employee Hardship Fund.
- New artwork was added to Iowa Weight Loss Specialists' Des Moines office.*

December 2022

- Tomsen Foundation donated funds to allow lowa Specialty Hospital to create a scholarship fund to assist students pursuing healthcare education with the goal of retaining them in the rural healthcare facilities.
- eCheck-in text messages and email reminders went live to allow eCheck-in for both MyChart and non-MyChart users.
- Safety and Security, Ambulance, Marketing, Communications, and multiple clinic departments attended a tabletop exercise with Wright County Emergency Management and Public Health to complete an annual emergency preparedness exercise.
- Clarion and Belmond Inpatient Departments once again provided meals for the holidays for five employees and their families.
- ISH employees received \$100 holiday bonuses.
- Celebrated the holiday season with Days of December which included giveaways, activities, and Christmas caroling.*









January 2023

• The OB Department began staffing their own after-hours c-sections with the Surgery Department remaining as back-up.

- Three members of the Ambulance team were recognized for escorting a young man with a ruptured aneurysm to Mayo during a snowstorm. Due to their efforts, the patient was able to have life-saving surgery.*
- Unveiled the internal theme for 2023 as The Year to Bee.
- Iowa Specialty received \$1000 from Clarion Hotel-Motel tax funds to go toward the price of a nursery bassinet.
- The Alliant Energy for Good program awarded \$1000 to the Ambulance Department to purchase carbon monoxide monitors.*
- Omelets were served to employees at both campuses to celebrate ending 2022 with 612 babies.*
- A new digital display sign was installed at the Fort Dodge Clinic.*
- A deep-dive began to increase spine surgeries for Dr. Lynn Nelson.
- The first Dream Manager sessions were held.
- Steve Simonin and Amy McDaniel began recording monthly videos to recognize staff who are celebrating special milestone anniversaries.*



Fort Dodge Clinic

10:24



February 2023

Human Resources signed 12 students into the Cultivator program.
 Individuals will graduate from their healthcare education programs in June 2023 and June 2024 at which time they will be eligible for hire at Iowa Specialty Hospitals & Clinics.

- The Radiology Department passed its mammography inspection for both Belmond and Clarion.
- Construction began in Belmond for the addition of an MRI and additional surgery outpatient bays.*
- A new patient testimonial video debuted. The patient shared the life-changing outcome he has experienced from having spinal surgery with Dr. Lynn Nelson.*





March 2023

- Celebrated Patient Safety Awareness Week by highlighting the technology used to keep our patients, staff, and guests safe.
- The annual March Meltdown party was held March 24th.
 Kim Wilson was the recipient of the Innovator Award and Cindy Hunter was the recipient of the Helmsman Award.*
- Dr. Betsey Bean, hand surgeon from McFarland, started clinic and surgery in Belmond.*
- A new lactation program was developed as an additional OB service.
- A new infant security system was installed in Clarion.
- The Labor, Delivery, Recovery, Postpartum (LDRP) construction project began in Clarion.
- A bariatric deep-dive kicked off to increase weight loss surgery growth.
- Iowa Weight Loss Specialists began offering IV hydration therapy onsite for their patients.
- A Community Health Improvement Plan was completed in conjunction with Wright County Public Health.
- The Webster City Clinic received blanket donations from members of the South Hamilton FFA to share with patients throughout our facilities.*

April 2023

- The new specialty clinic at the Clarion Campus opened.*
- Gabrielson Clinic moved into what was previously the orthopedic clinic.
- Iowa Weight Loss Specialists hosted an open house on April 14th to celebrate their new clinic location.*
- A Health Risk Assessment launched on Iowa Specialty and Iowa Weight Loss websites to help individuals discover if weight loss surgery is right for them.
- Healthcare Technology Day was held at the Garner Clinic in partnership with the ISU Extension office and Athletico.
- Iowa Specialty partnered with NIACC and ICCC to host a Healthcare Career Day at Belmond and Clarion.





Hospitals & Clinics

April 2023 (continued)

- Greg Polzin was asked to sit on a CFO panel for an Eide Bailly CAH Conference in Nebraska.
- Kayla Zeien lead the first childbirth education class with great compliments from those in attendance.
- Iowa Specialty participated in the Webster City Health Fair.
- ◆ Iowa Specialty hosted "Wright to Share" a program on food insecurity which was made possible in part from an IRHA grant.*
- Human Resources received 61 applications for the summer intern program, and they were able to award 24 letters of acceptance.*
- Expanded the Cultivators program to include CNA certification.
- The Lab Department was found to be deficiency free during the CLIA inspections in Belmond and Clarion.
- Once again, Iowa Specialty Hospitals & Clinics offered onsite physicals at Waldorf College.

May 2023

- Dr. Todd Eibes was featured in a patient testimonial video to share his experience of spinal surgery with Dr. Nelson.*
- Senator Chuck Grassley visited the Clarion Campus as part of his 99 Counties Tour.*
- Several lowa Specialty nurses were recognized during the Globe Gazette's Heart of Healthcare Nurses event in Mason City. Nurses included Tricia Polzin, Ashley Wilkinson, Paula Kruger, Amy Luick, Nicole Heifner, and Brittney Shafer.*
- Hospital Week was celebrated May 7th 13th with food, fun, and games.
- Nurses Week was celebrated in conjunction with Hospital Week with providers donating to have a Rolled Ice Cream truck onsite in Clarion and Belmond.
- The Fort Dodge Clinic passed their rural health inspection and were deficiency free.
- New digital directional signage was installed in Clarion.
 In addition to the future cost savings, the upgrade from static signage allows for real-time updates.











May 2023 (continued)

- On May 9th, the Occupational Medicine Department hosted their annual Worker's Comp Symposium. lowa Specialty Hospital guest speakers included Dr. Lynn Nelson, Dr. Andrew Odland, and Dr. Charles Mooney.*
- Iowa Weight Loss Specialists held its annual Celebration Walk on May 6th in Ames to celebrate their patients.*
- Representatives from Clarion's sister city in Junik, Kosovo visited on May 2nd.*
- Karin Semans lead the first breastfeeding education class with a great turnout.
- A deep-dive began on skilled care services to increase patient awareness and usage.



- The Meadows Independent Living enjoyed a great turnout to their 30th anniversary open house on June 28th.*
- The Clarion ER received a bronze award from the American Heart Association for being a 2023 Mission Lifeline® -STEMI Referring Center.
- The Communications Department was notified that the special Veterans Salute newsletter from November 2022 was an Aster Award gold winner for the category of Internal Newsletter – Single Edition.*
- Iowa Maternal Quality Care Collaborative worked with OB to facilitate postpartum hemorrhage simulations on June 29th.
- The Fort Dodge Clinic sponsored and participated in Fit Night on June 15th which is hosted by Brown's Shoe Fit.*
- A new security system went live in Belmond.
- Roger Hansen, a long time wood-worker, built a free library for the Garner Clinic.
- The Orthopedics Department developed a Caregiver's Guide as a resource tool for those who assist orthopedic surgical patients after they are discharged from the hospital.
- Jody Horstman, ARNP, NP-C, was awarded an Assessment Based Certificate for Advanced Practice Providers from the American Society for Metabolic and Bariatric Surgery.*







Year End Financials

Balance Sheet Per Internal Financials	June 30, 2023
Current Assets	\$ 42,594,140
Assets Limited As to Use	19,426,413
Net Property & Equipment	44,751,272
Other Assets	440,000
Deferred Outflows	11,438,007
Total Assets & Deferred Outflows	\$ 118,649,832
Current Liabilities	\$ 15,526,004
Long-Term Debt	43,235,439
Other Long-Term Liabilities	19,948,699
Deffered Inflows	2,860,835
Net Position	37,078,855
Total Liabilities, Deferred Inflows & Net Position	\$ 118,649,832

Income Statement Per Internal Financials	June 30, 2023	
Net Patient Revenue	Ś	120,022,472
Other Operating Revenue	Ţ	5,368,748
Total Operating Revenue		125,391,220
Salaries & Benefits		53,362,528
Other Expenses		69,526,052
Total Operating Expenses		122,888,580
Operating Income		2,502,640
Contributions		360,008
Interest Income		974,630
Interest Expense		(2,009,694)
Gain/Loss on Disposal of Assets		41,275
Other Non-Operating Activity		90,570
Total Non-Operating Revenue	\$	(543,211)
Net Income	\$	1,959,429



HCAHPS & Press Ganey

Patient Experience Overall Goal at 95% or Greater July 2022-June 2023

July 2022-Julie 2025			
HCAHPS (Inpatient)	Year End		
Goal: To meet 7 out of 9	6		
RATE HOSPITAL	97%		
RECOMMEND THE HOSPITAL	97%		
COMM W/ NURSES	96%		
RESPONSE OF HOSP STAFF	96%		
COMM W/ PROVIDERS	96%		
HOSPITAL ENVIRONMENT	94%		
COMM ABOUT MEDICINES	94%		
DISCHARGE INFORMATION	94%		
CARE TRANSITIONS	98%		
Department	Year End		
Ambulatory Surgery	66%		
Behavorial Health	94%		
Emergency Department	90%		
EVS - Cleanliness of Hospital	86%		
Nutrition Services - Quality of Food	97%		
Medical Practice Services	96%		
Belmond Clinic	93%		
Clarion Clinic	90%		
Des Moines Clinic	93%		
Fort Dodge Clinic	99%		
Garner Clinic	87%		
Hampton Clinic	84%		
Rockwell Clinic	97%		
Webster City Clinic	97%		
Gabrielson Clinics	99%		
Specialty Clinics	89%		
Outpatient Services	90%		
Cardio Pulmonary	86%		
Lab	67%		
Radiology	92%		
Rehabilitation Therapy	96%		



Just the Stats



690 Ambulance Runs



6,478 Emergency Visits



1,832 Admissions



4,220 Inpatient Days



626 Births



5,456 Surgical Cases



134,619 Clinic Visits



9,193 Telehealth Visits



39,718
Pharmacy
Encounters



106 Providers on Staff



178,730 Lab Procedures



19,830 Radiology Procedures



2,722 Cardiac Rehab Encounters



6,564
Respiratory
Therapy
Encounters



207 Sleep Studies



9,720 Occupational Therapy Encounters



29,241
Physical
Therapy
Encounters



1,048 Speech Therapy Encounters



8,856 MyChart New Users



130 Employee New Hires

