

2019 Report
To Our Community





Mission

To serve Christ by providing all people with exemplary medical services in an environment of love and care.

Values

Spirituality
Excellence
Integrity
Compassion
Respect
Stewardship

Vision

To become a regional referral center by providing the most comprehensive, high quality health services to the residents of Northeast Nebraska.

Letter from the President and CEO

2019 WAS A YEAR OF SIGNIFICANT CHANGE AND GROWTH FOR FAITH REGIONAL HEALTH SERVICES.

Growth From Construction

Together we witnessed the culmination of the new South Medical Office Building, designed to streamline processes and create conveniences for both patients and staff. Faith Regional also expanded its footprint through a new family medicine clinic in Humphrey, filling a gap for primary care in our region.

Growth from Technology

One of the biggest changes in 2019 was the launch of EPIC, our new electronic medical record system, and One Chart | Patient portal. These titanic technological implementations not only improved the quality of care with the ability to instantaneously safely share information with medical providers across the nation but also greatly enhanced the overall patient experience.

Growth from Challenges

During the spring, the entire Midwest experienced unprecedented flooding. Faith Regional implemented its Incident Command Center, partnering with area agencies to ensure we could continue to provide for the medical needs in our region, especially those more vulnerable.



“Looking back over 2019, we are so grateful to our medical staff and over 1,200 employees for their commitment to the health and safety of our region.”



Kelly Driscoll

President & Chief Executive Officer



Medical Office Building South

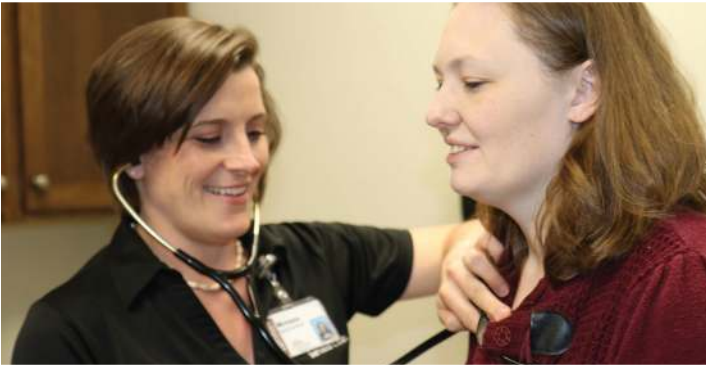
Faith Regional completed construction of our Medical Office Building South in Fall 2019, with the first clinics moving into the space in December 2019. The building offers multiple related health care services all within a single, convenient area.

The building will allow us to continue to provide excellent patient care while supporting future growth and expansion.



Growing In Northeast Nebraska

To provide quality, convenient healthcare to Northeast Nebraska, Faith Regional opened a family medicine clinic in Humphrey, NE. This clinic furthered our commitment of making sure our patients have access to healthcare right down the road. Michaela Small, APRN, provides exemplary medical services at our new clinic with Mary Pat Kuehler, APRN, offering psychiatric services twice a month.





Meet John, a local business owner in Madison, Nebraska.

When John began experiencing pressure in his chest, his experience as a volunteer with Madison Fire & Rescue led him to know something wasn't right, so he came to Faith Regional. John ended up having to have open-heart quadruple bypass surgery.

John shares, "People don't realize how lucky we are to have this nice of a facility. It's amazing all of the specialty doctors that Faith Regional has, that really put my mind at ease. Having a heart attack and open-heart surgery is a life-changing event. You have a different outlook on life. You appreciate your family, friends, and neighbors so much more than you ever did because they were there when you needed a hand."

Expanding Orthopedic Expertise.

DURING THE CHRISTMAS BLIZZARD OF 2009, MARCIA JOHNSON FELL.

Years later, we discovered that Johnson had actually broken her hip in that fall. But Johnson pushed on. Then, last year, she began experiencing consistent pain.

Johnson consulted with all the orthopedic surgeons in Norfolk, but her situation was very complex. The final consensus was that Johnson would need to go out of the area for this type of operation. Her orthopedic team tried everyone, but no one could get her in for a while.

Johnson was at the orthopedic office in Norfolk, getting an injection, when a Faith Regional physician let her know that there was a new doctor in town. The following Monday, Johnson met Michael Woodbury, DO. “He said, ‘Marcia, I can fix this, and you’ll only need one incision,’” she says. “When we walked out, I looked at my aunt who was with me and said, ‘This is a God thing,’” Johnson says. “‘I will be able to have the surgery done in Norfolk, and it’s going to be sooner.’ In the time leading up to the surgery, Johnson kept coming across this term: Godwink. “It’s when God knows where you are, what you are and what you need,” she explains.

Johnson had the surgery on Oct. 3. Today, she is no longer in pain. “The hospital staff was all wonderful,” she shares. “They were knowledgeable, caring – honest-to-God, genuine caring. This is what it means to have care at home. It’s wonderful. I can’t believe my luck.” When it comes to Dr. Woodbury, “He’s my Godwink,” Johnson says.



Michael Woodbury, DO
FRPS General Orthopedics

“HE’S MY GODWINK”

– Marcia Johnson

*A Godwink is an event or personal experience so astonishing that it is seen as divine intervention, especially when perceived as the answer to a prayer.

Partnerships and Preparedness During Historic Flood



DUE TO THE HISTORICAL FLOODING IN MARCH 2019, FAITH REGIONAL IMPLEMENTED ITS INCIDENT COMMAND CENTER, PARTNERING WITH REGION 11, EMERGENCY MANAGEMENT, AND COUNTY AND CITY OFFICIALS AT THE EMERGENCY OPERATIONS CENTER.

FRHS Incident Command continually monitored the capacity of area designated evacuation centers, road and levee conditions, as well as internal resources such as staffing, facility capacity, and supplies.

Knowing and anticipating the disaster could further lead to a greater influx in patient volume, every effort was made to preserve our resources for the medical needs of the community to ensure we had the necessary and proper staffing, capacity and resources available.

•••

The disaster plan worked as intended by preserving and utilizing reduced resources enabling us to continue to provide for the medical needs of our community, especially those most vulnerable.

•••

Carson Cancer Center Improvements

Improvements to the Carson Cancer Center were made possible by the Nucor Corporation and their donation of funds from one of their annual charity golf tournaments. The donation allowed for light remodeling and new furnishings including twelve recliners equipped with heat and charging stations, two bed suites; new flooring, paint, blinds, and amenities such as coffee bars for patients and families throughout.



“The updated space and equipment to aid in the treatment of cancer patients locally means that much more knowing it was made possible by a community pillar like Nucor.”

– Kelly Driscoll, President & CEO





Improving Access for Mothers

FAITH REGIONAL CELEBRATES BREASTFEEDING AND BELIEVES THAT ALL MOTHERS HAVE THE RIGHT TO FEED THEIR BABIES HOWEVER AND WHEREVER THEY CHOOSE. BUT WE ALSO RECOGNIZE THAT SOME MOTHERS NEED PRIVATE SPACES TO PUMP, PREFER PRIVACY FOR NURSING AND MAY NEED A LITTLE HELP HANDLING A TODDLER WHILE FEEDING AN INFANT.

Faith Regionals Women's and Children's new Mamava Lactation Suite is located near Target at the Sunset Plaza Mall. The suite features a spacious, private and secure area with roomy benches, space for a stroller and a place to plug in your pump. The pod can be located and unlocked via the free Mamava app and proprietary Bluetooth-enabled Smart Lock.

Advancements In Technology and Patient Experience

EPIC

The healthcare experience at Faith Regional has been enhanced with the launch of a new, nationally-recognized electronic medical record (EMR) software, Epic. The implementation consolidates many of Faith Regional's electronic record systems into one, improving quality, enhancing the patient experience, and instantaneously safely sharing information with a myriad of medical providers across the nation. Epic's ability to immediately transfer records between facilities who share the system creates a seamless continuum of care for those patients, improving patient safety and reducing duplication of services.

In addition to providers, patients will also have easier, more convenient access to health record information through the One Chart | Patient Portal. One Chart | Patient replaced Faith Regional's previous patient portal, Health Connect, and will provide more services and convenience for patients such as the ability to view test results, update information, communicate with their care team, and manage appointments online.

“We are excited to have Epic at Faith Regional. Epic is the number one rated electronic health record system and the most widely used in the world. This means that we are bringing the best to our patients and the providers that care for them.”

– Kelly Driscoll, President & CEO



Reputation Growth

Faith Regional was recognized for its commitment to ensuring stroke patients receive the most appropriate treatment by meeting specific achievement measures and benchmarks. Faith Regional Health Services received the American Heart Association/American Stroke Association's Get With The Guidelines® Target: Stroke Honor Roll Gold Quality Achievement Award. The measures align with evidence-based guidelines with the goals of speeding recovery and reducing death and disability for stroke patients.



Faith Regional was also recognized for the achievement of receiving an award as one of Healthgrades 2019 America's 250 Best Hospitals Award. This distinction places Faith Regional Health Services in the top 5 percent of more than 4,500 hospitals assessed nationwide for its superior clinical performance. Faith Regional was the only hospital in the state of Nebraska to be recognized with this distinction in 2019.

Surgery Center Celebrates 20 Years

On August 27, 1999, the first two surgical cases were performed at the then named Northeast Nebraska Surgery Center. In the year after the center opened, 1,945 surgeries were performed.

Last year, over 4,000 surgeries were performed at Faith Regional's Surgery Center. Board-certified surgeons from ten different specialties perform a variety of procedures here including breast, dental and oral surgery, gastroenterology, general, gynecology, ophthalmology, orthopedics, pain management, plastic and reconstructive, and podiatry. Currently, Faith Regional Surgery Center employs 25 individuals, five of whom have worked at the center since its inception.

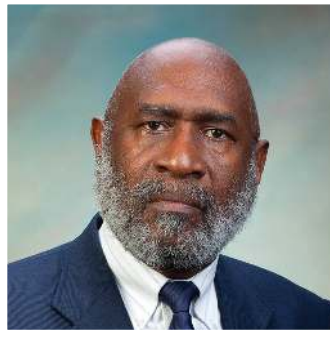


Growth In Care

2019 NEW PROVIDERS



Punya Dahal, MD
Hospitalist



John Douglas-Jones, M.D.
Cardiothoracic Surgeon



Ojbindra KC, MD
Hospitalist



Ali McCabe, M.D.
Hospitalist



Afua Ntem-Mensah, MD
Infectious Disease Specialist



Jared Rickert, D.O.
Orthopedic Surgeon



Michael Woodbury, D.O.
Orthopedic Surgeon

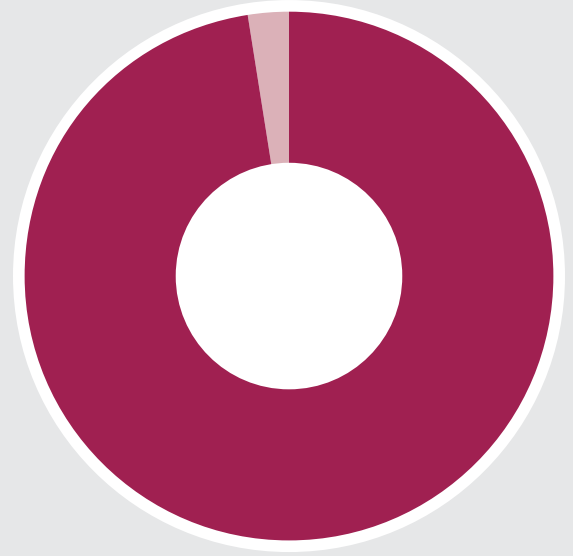
2019 Fiscal Financials

REVENUE

Total Income before Expenses & Community Benefit

\$507,256,913

- \$495,199,469 Gross Patient Service Revenue
- \$12,057,444 Other Revenue

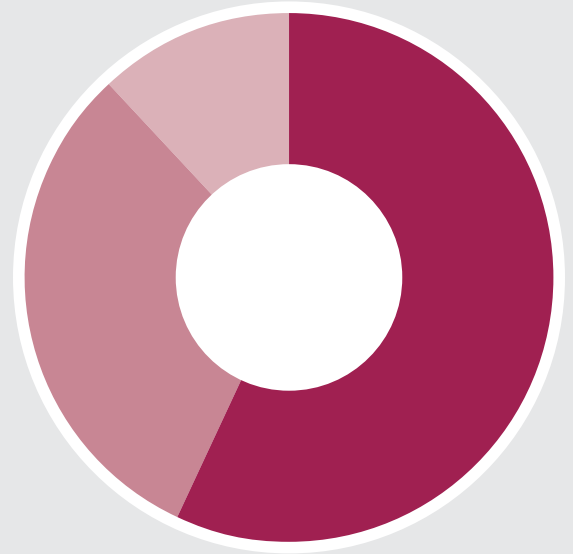


OPERATING EXPENSES

Total Operating Expenses

\$222,308,392

- \$126,878,355 Employee Salaries and Benefits
- \$69,134,038 Supplies and Purchased Services
- \$26,295,999 Other Expenses



STATISTICS

FAITH REGIONAL HEALTH SERVICES STATISTICS

PATIENT DISCHARGES: 4,869
PATIENT DAYS: 18,946
EMERGENCY DEPARTMENT VISITS: 15,400
SURGERY PROCEDURES: 3,977
BIRTHS: 819
OUTPATIENT VISITS: 85,367

ST. JOSEPH'S REHABILITATION AND CARE CENTER STATISTICS

NURSING HOME ADMISSIONS: 144
NURSING HOME RESIDENT DAYS: 24,758

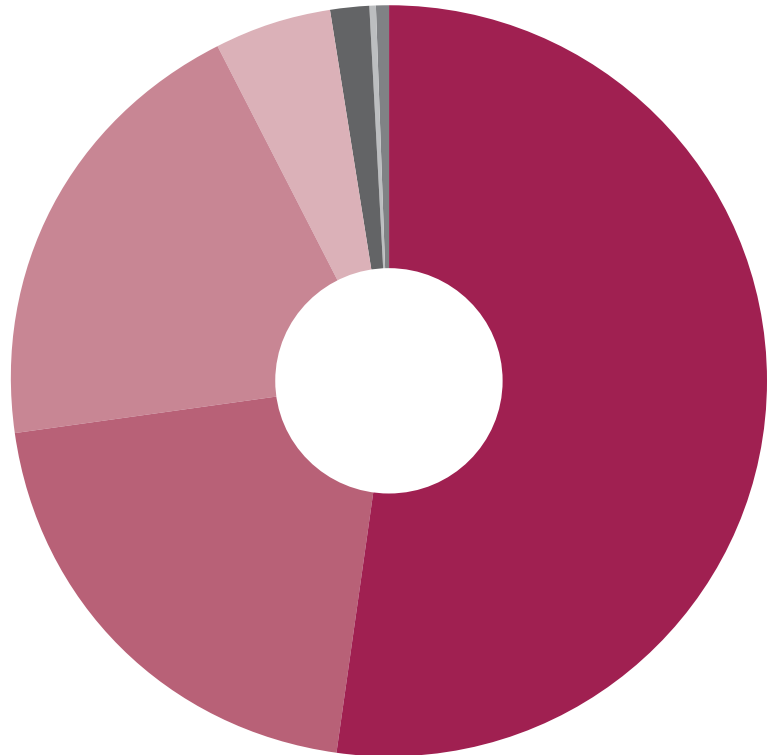
2019 Community Benefit

As a not-for-profit organization and as part of its ongoing charitable mission of service to the patients and communities of Northeast Nebraska, following is a documented summary of the financial commitment provided by Faith Regional Health Services during 2019.

(Data in this report represents the actual cost of services provided.)

TOTAL COMMUNITY BENEFITS PROVIDED \$112,448,093

- \$59,248,376 Total Benefits for Low Income & Public Programs
- \$23,375,757 Total Other Non-billed Community Services
- \$22,480,924 Employee Benefits
- \$5,757,238 Uncollected Bad Debts
- \$1,860,266 Total Education & Professional Development
- \$322,551 Cash & "In-Kind" Donations
- \$402,982 Taxes Paid



BENEFITS FOR LOW INCOME INDIVIDUALS & PUBLIC PROGRAMS

PATIENT FINANCIAL ASSISTANCE: \$688,460

MEDICARE PROGRAM: \$49,211,443

MEDICAID PROGRAM: \$9,348,474

NON-BILLED COMMUNITY SERVICES

COMMUNITY HEALTH EDUCATION & OUTREACH SERVICES: \$1,074,404

COMMUNITY BASED CLINICAL SERVICES: \$107,708

HEALTHCARE SUPPORT SERVICES: \$485,317

OTHER NON-BILLED HEALTHCARE SERVICES: \$20,816,036

MEDICAL EDUCATION & PROFESSIONAL DEVELOPMENT PROGRAMS

EMPLOYEE & MEDICAL STAFF EDUCATION: \$536,573

STUDENT LOANS, INTERNSHIPS, & TUITION REIMBURSEMENT PROGRAMS: \$1,323,693



1,292 TOTAL EMPLOYEES



129 TOTAL LICENSED INPATIENT BEDS

2019 Faith Regional Leadership

BOARD OF DIRECTORS

DAN KARMAZIN, DDS,
Chair

LINDA MILLER VICE,
Chair

BRETT JACKSON,
Secretary

JOHN ROBERTSON,
Treasurer

CRAIG BOCHE
MARK DAVIS, MD
SUE FUCHTMAN
STEFFAN LACEY, MD
JOHN LAMMLI, MD
RICK MEYER, OD

TRAVIS RUTJENS
SENATOR JIM SCHEER
CORY SHAW
TROY STROM
TOD VOSS, MD

FOUNDATION BOARD OF DIRECTORS

JACQUE COLLISON,
President

BRANDON DOKE,
President-Elect

JAN EINSPAHR,
Vice President

RUSS MCKILLIP,
Secretary/Treasurer

GORDON ADAMS, MD
DONALD BELL, MD
ALAN COLLISON
PAT DELAY
VIRGIL FROEHLICH
TRISTAN HARTZELL, MD
RICK HIGGINS
PATRICK HUGHES

JARED JANSEN
JAMES SCHEER
TOM SCHUETH
HARRIET STUDEBAKER
TIMOTHY TIGHE
TODD WRAGGE
TOD VOSS, MD

MEDICAL EXECUTIVE COMMITTEE

LANE HANDKE, MD,
President

DOUGLAS DILLY, MD,
Secretary

JOHN HUSCHER, MD
BRIAN KEEGAN, MD
KEITH VRBICKY, MD
DAN BLOMENBERG, MD

NICHOLAS BOYLE, MD
STEFFAN LACEY, MD
FADI RZOUQ, MD
ANDREW REYNOLDS, MD

EXECUTIVE TEAM

KELLY DRISCOLL,
*President/
Chief Executive Officer*

DAN MCELLIGOTT,
Interim Chief Operating Officer

BRIAN BLECHER,
*Chief Operating Officer/
Chief Transformation Officer*

MARK DAVIS, MD,
Chief Medical Officer
JOHN WILKER,
Chief Financial Officer
BRANDON MORFELD,
*Vice President of Quality
& Performance Improvement*

CONNIE RUPP,
*Vice President of Nursing/
Chief Nursing Officer*

TOM LEE,
*Vice President of
Support & Ancillary*
BRIAN STERUD,
Chief Information Officer
JANET PINKELMAN,
*Vice President of Human
Resources & Mission Services*

Growing to Serve



