



Ozarks Medical Center

The Right Care, Right Here

Annual Report
2009





Ozarks Medical Center

The Right Care, Right Here

David M. Zechman, FACHE, President and Chief Executive Officer

Ozarks Medical Center's 50th year of service in 2009 was one filled with many successes for the health care organization and the community. This past year was an exciting one as the entire OMC team worked tirelessly to meet difficult financial challenges while continuing to provide the most compassionate, high quality care possible to the people of the region.



As we look back, 2009 was a year of expansion, awards and recognition, new physicians and services, and outstanding patient care. All that has been accomplished this year would not be possible without the community members, who have supported the health care organization for the past 50 years. Thank you to everyone who chose to receive their care from OMC, who attended the 50th anniversary celebrations and who supported the community by supporting OMC.

Great things are on the horizon for 2010 in spite of the constant challenges of health care. We have wonderful, compassionate physicians and staff at OMC who work tirelessly to provide the right care, right here. We now offer interventional cardiology services and orthopaedic surgery services 24 hours a day, seven days a week. And, on July 18, we will celebrate the grand opening of the new OMC Emergency Department.

Thank you to the entire community for supporting OMC in 2009 and over the past 50 years. OMC is an integral part of our community, tied directly to its success. With your continued support, OMC is looking forward to being the best place to give and receive care for the next 50 years and beyond.

David M. Zechman, FACHE
President & CEO

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Services located at: 1100 Kentucky Ave. • West Plains, Mo. • 417-256-9111
www.ozarksmedicalcenter.com

Mission:

...to provide high quality, compassionate health care and promote wellness in the communities we serve.

Vision:

...to be trusted as the best place to give and receive high quality, compassionate health care.

2009: A Year of Success

QUALITY AWARDS

- OMC Riverways Home Health is named to 2009 HomeCare Elite List's Top 500, placing Riverways in the top 6 percent of the 8,800 home health care agencies nationwide.
- OMC achieves a 4.59 patient loyalty score on a 5.0 scale.



EVENTS



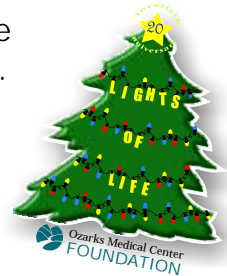
- OMC and the community join together to celebrate 50 years of quality health care.
- OMC Behavioral Healthcare begins a free monthly series "Hope and Healing," for individuals and families struggling with addiction issues.
- The community turns out in their best blue jeans and cowboy hats for the first-ever, OMC Foundation Blue Jean Ball, which raises \$45,000 for hospital programs and services.



- OMC and the Community Foundation of the Ozarks host Ladies First Expo, a fun-filled evening aimed at empowering women to take steps towards healthy living.



- OMC Foundation hosts the 20th Annual Lights of Life event to honor and remember community members.



- OMC Fun Run draws 222 participants.
- OMC Rehabilitation Services and area physicians raise \$4,154 for six-year-old Lexi Calderon of West Plains through the annual Docs vs. Jocks basketball challenge.



AWARDS

- OMC receives a Silver Well Workplace award from the Wellness Councils of America (WELCOA) thanks to its efforts to create a healthful work environment.
- Long-time OMC Board Member Ken Joplin is named a Trustee of the Year by the Missouri Hospital Association.
- OMCNews, the health care organization's online public newsletters, receives a Show-Me Excellence Award from the Missouri Association for Healthcare Public Relations and Marketing.
- OMC is named a West Plains Board of City Pride Business of the Month for its efforts to beautify the city through its excellent groundskeeping and maintenance.



EXPANSION/NEW SERVICES

- Emergency Department infill construction begins with plans to open the 16-bed, state-of-the-art department in Summer 2010.
- OMC begins offering orthopaedic surgical services 24 hours a day, seven days a week.
- OMC recruits 14 new physicians, with specialties that include orthopaedics, family practice, nephrology, general surgery, radiation oncology, psychiatry and interventional cardiology.
- OMC begins hospitalist program, establishing a team of highly qualified, experienced primary care physicians, known as hospitalists, who specialize in caring for patients while they are in the hospital.
- The OMC kitchen and doctor's dictation areas undergo remodeling projects.



QUALITY ACCREDITATIONS



- OMC is re-accredited by The Joint Commission, the largest standards setting and accrediting body in the health care field.
- OMC Sleep Lab receives accreditation from the American Academy of Sleep Medicine.
- OMC Ambulance Services receive Emergency Medical Services for Children certification.

50th Anniversary

On March 2, 2009, more than 200 community members joined Ozarks Medical Center in celebrating 50 years of providing quality health care at a rededication ribbon cutting. The event marked 50 years to the day since OMC received its first patient.



Since that first patient, the health care organization has been caring for the community while growing in services and technology to meet local health care needs.

As part of the kick off, time capsules from 1957 and 1993 were unveiled. Also unveiled was a moving wall display with information about the history of OMC and a tribute to the original donors, who made the hospital possible.



The OMC anniversary celebration continued on May 23 when more than 1,000 people attended an all-day event for the community at the Heart of the Ozarks Fair Grounds. This event featured musical entertainment, health fair and activities for the whole family.

New Physicians



Richard Aiken, MD
Psychiatrist



Hussein H. Alhawari, MD
Nephrologist



Morgan Barrett, MD
Radiation Oncologist



Patricia Barrett, MD
Radiation Oncologist



Kevin Crowe, MD
Interventional
Cardiologist



David Denenny, MD
Orthopaedic Surgeon



Ron Hiemstra, MD
Family Physician



Richard Lucas, MD
Psychiatrist



Andrew Nasser, MD
General and
Cardiothoracic Surgeon



Jeremy Reed, DO
Primary Care and
Sports Medicine



Alan Troy, MD
Interventional
Cardiologist

OMC at a glance

- 114 beds
- Approximately 1,100 employees
- 11-county service area
- More than 100 doctors on medical staff

18 Clinics

- Alton Medical Clinic
- Gainesville Medical Clinic
- Mammoth Spring Medical Clinic
- McVicker Family Healthcare
- Mountain Grove Medical Complex
- Shannon County Medical Clinic
- Salem First Care
- Thayer Medical Clinic
- Behavioral Healthcare
- Heart Care Services
- Internal Medicine Clinic
- Nephrology Clinic
- Neuroscience Center
- Orthopaedic Clinic
- Pain Management Clinic
- Rheumatology Clinic
- Surgical Specialist Clinic
- Urgent Care Clinic

Volume Numbers

Admissions.....	5,147	Visits by Riverways aides.....	79,265
Births.....	715	Riverways Hospice visits.....	14,388
Emergency Department visits.....	20,627	Behavioral Healthcare Clinic visits.....	198,900
Inpatient surgeries.....	826	Physician clinic visits.....	132,407
Outpatient surgeries.....	1,423	Rehabilitation Services Procedures.....	104,331
Riverways Home Health visits.....	15,282		

Community Benefit

More than 1,800 individuals participated in screenings and community classes, including: heart health, peripheral arterial disease, colorectal cancer, prostate cancer, diabetes, blood pressure, athletic physicals, Ladies First and Safe Sitter training.

324 classes were offered by OMC Education Services with approximately 2,350 participants. Classes included First Aid, Basic Life Support, Advance Cardiac Life Support, Pediatric Advance Life Support, Non-Violent Crisis Intervention and Basic Cardiac Dysrhythmia.

\$4.8 million in gross patient charges were written off as charity care, reflecting assistance to the uninsured and underinsured based on need.

188 volunteers contributed 28,550 hours to OMC, the equivalent of 14 full-time employees.

\$61,362 in scholarship and tuition reimbursements were awarded to a total of 38 recipients, who are future health care providers, including physicians.

\$40.8 million in annual wages were paid to more than 1,100 employees, having a great economic impact on the entire region.

OMC Leadership for 2009

Board of Directors

Greg Beykirch – Chairman
John McCormack, MD – Vice-Chairman
Gary Duggins – Treasurer
Ken Joplin – Secretary
Kevin Gleghorn
Judy Ingalsbe
Charles Morgan, MD
Travis Morrison
Christopher Nicholas, MD
Roger Shaw, III, DVM
Marge Slayton
Travis Smith
Jason Spurling, MD
Alex Watson, MD
Bill Wood

Medical Staff Officers

Charles Morgan, MD – Chief of Staff
Christopher Nicholas, MD – Chief-Elect
Richard Bowles, MD – Secretary/Treasurer

Foundation Board of Directors

Roger D. "Dusty" Shaw – Chairman
Greg Beykirch
Newt Brill
David Gohn
Ken Joplin
Shawn Marhefka
Travis Smith
David Zechman

Administrative Staff

David M. Zechman
President & CEO
Jeannie M. Looper
Chief Operating Officer
Michael A. Gross
Chief Financial Officer and VP Support Services
Edward R. Henegar, DO
VP Professional and Clinical Support Services

Volunteer Chaplains Executive Committee

Gene Ealy, President
Billy Cawthron, Vice President
Brenda Ealy, Secretary
Jeremy Weary, Member at Large

