



Ozarks Medical Center  
The Right Care, Right Here

# Annual Report 2010



OZARKS MEDICAL CENTER

## Here We Grow Again

Enlarging Compassion  
in our Community





# President's Message



## Ozarks Medical Center The Right Care, Right Here

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

The past year has been another monumental one for Ozarks Medical Center. In 2010, with a commitment to our mission of providing the access and quality care this region needs, we improved processes, grew clinical specialties and opened a new state-of-the-art 16-bed Emergency Department.



The completion of the ED was a challenging venture. When OMC made the promise in February 2009 to complete the construction infill of the new facility, we did it despite financial challenges and an uncertain economy. The promise was made because it was the right thing to do for our patients and the community. Thanks to the commitment of OMC leaders and Board of Directors along with the generous financial support of the community, and donations from OMC employees and physicians, this community now has access to outstanding 24/7 emergency care.

With additional physicians, improved wait times, state-of-the-art technology, private rooms and compassionate caregivers, our ED is a model for excellence in emergency care.

Since the grand opening, our ED patient volumes have grown to more than 50 additional patients each week, yet we are proud to be treating more patients in less time. At OMC, our treatment times are much better than national averages and recommendations when it comes to providing emergency care to our patients, especially those who are suffering from time-critical conditions such as heart attack and stroke.

OMC has made a great commitment to provide the quality care the community needs, right here close to home. It is gratifying to know that 28 new physicians have been added to the OMC Medical Staff over the past two years. Our physicians are well-trained and experienced; our staff is skilled and compassionate. We are proud to provide the best care possible and we want the community to be proud to receive care at our facility. We hope that OMC will be the community's first choice for care so that we can continue to ensure that first-class services are right here, close to home for you and your family.

David M. Zechman, FACHE  
President & CEO

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[www.ozarksmedicalcenter.com](http://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.

# 2010: A Year of Success

## Emergency Department

The new **Ozarks Medical Center Emergency Department** opened on July 20, 2010. The state-of-the-art facility includes 16-private patient rooms in 13,000 square feet of space, compared to 7,000 square feet of space in the former department. Thanks to the additional space and added medical staff, more patients are being seen in less time at the new Emergency Department. The average amount of time a patient spends in the OMC Emergency Department before they are discharged is now three hours and one minute. This is far less than the National Average of more than four hours, according to the performance evaluation company Press Ganey.



## Cardiac Care

Ozarks Medical Center is proud to offer complete cardiac care to the community, from basic heart care to open heart surgery to cardiac rehabilitation and everything in between. In 2010, OMC began offering interventional cardiac procedures in OMC's state-of-the-art Cardiac Catheterization Laboratory 24 hours a day, seven days a week. This provides life-saving care for patients experiencing a sudden heart attack. OMC also opened a specialized Cardiac Step-Down Unit. The unit, with seven private rooms and two semi-private rooms, includes specially trained cardiac staff and high-tech monitoring equipment for patients with chest pain diagnosis and those recovering from cardiac procedures.



## Quality Awards

- ♦ OMC's diabetes education program, Living with Diabetes, was awarded recognition from the American Diabetes Association (ADA).
- ♦ Sheryl Emery, Support Services Manager, for Riverways, was named Leader of the Year by the Missouri Alliance for Home Care (MAHC).
- ♦ Ruth Garner received the MAHC Paraprofessional Caregivers Award.
- ♦ Christine Castellani, with Riverways Hospice, received with the 2010 Heart of Hospice employee award from the Missouri Hospice and Palliative Care Association (MCPCA)

## Awards & Recognition

- ♦ **Business of the Year** – Ozarks Medical Center was named 2010 Business of the Year at the West Plains Chamber of Commerce annual awards banquet. According to the nomination, OMC received the award for fulfilling a promise to the community by completing the new \$6 million Emergency Department. In addition, Dusty Shaw, Foundation Board Chairman, was named Humanitarian of the Year and Royce and Rita Fugate, OMC volunteers, were named Lifetime Members of the Chamber.
- ♦ OMC received three Show-Me Excellence Awards, presented by Missouri Hospital Association for Public Relations and marketing projects.





# 2010: A Year of Success continued

## Special in 2010

- ◆ Surgical Specialists Clinic – OMC celebrated the grand opening of its new Surgical Specialists Clinic location with a ribbon cutting and open house on Sept. 20. Located at 2600 Independence Square in West Plains, the clinic is staffed by board certified surgeons who perform laparoscopic and endoscopic procedures, surgical biopsies, and general surgeries including a wide scope of lung, chest, abdominal intestinal and colon procedures. The clinic provides space for pre-surgery consultations and post-surgery patient follow up.
- ◆ OMC and Fulton County Hospital (FCH) in Salem, Ark. entered into an affiliation agreement to enhance health care in the hospitals' service areas.
- ◆ OMC contracted with Morrison and Crothall to provide management of the nutrition and housekeeping services.
- ◆ OMC received a rural health outreach grant from Multiplan to conduct a breast cancer screening.
- ◆ OMC produced a Pink Glove Dance Video, which features employees and physicians from numerous OMC departments, to support Breast Cancer Awareness and early detection.



## Events

From health fairs to athletic events, OMC hosted and participated in a number of community activities in 2010 to encourage health education, exercise and to raise funds for those in need. Events included:

- ◆ Blue Jean Ball
- ◆ Diabetes Education
- ◆ Docs vs. Jocks Basketball Challenge
- ◆ Doctor's Day
- ◆ Easter Egg Hunt
- ◆ Fun Run 5K and 1.5 mile walk/run
- ◆ Grizzly Game Sponsorships
- ◆ Heart of the Ozarks Health Fair
- ◆ Ladies First Women's Health Fair
- ◆ Life After Loss Grief Seminar
- ◆ Lights of Life
- ◆ Line of Love
- ◆ Riverways Memorial Service
- ◆ Speakers' Bureau
- ◆ Support Groups
- ◆ Trunk or Treat
- ◆ Wheelchair Wash



## New Physicians



H. Nail Aydin, MD  
General Surgeon



James DeVoe, MD  
Pain Management



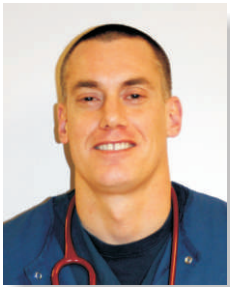
Jay S. Jones, MD  
Orthopaedic Surgeon



Melinda Reed, MD  
Rheumatologist



Selma J. Taylor, DO  
OB/GYN



John Burnsed, DO  
Emergency Medicine



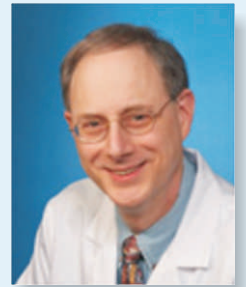
Kathryn L. Egly, MD  
Emergency Medicine



Stanley Mounts, DO  
Emergency Medicine



John C. Sorg, MD  
Hospitalist



Alan Troy, MD  
Interventional Cardiologist

## Foundation

- ◆ The OMC Capital Campaign is close to reaching its goal of \$3 million to assist with funding the new \$6 million state-of-the-art Emergency Department. Thanks to the generous support of community members, area businesses, physicians and OMC staff, this region now has a model for excellence in emergency care that will be serving this area for many years to come.
- ◆ Blue Jean Ball – 400 guests enjoy denim, dancing, food and fun to raise \$45,591 for local health care services.
- ◆ Guardian Angels – The Foundation launched a new program that offers patients the opportunity to recognize OMC caregivers who made a difference in their care by giving a monetary donation in their honor.
- ◆ Garden Tea Party – 65 attendees enjoyed this event at Brenda Bell's garden on June 12.





# Overview

- ◆ 114 beds
- ◆ Approximately 1,190 employees
- ◆ More than 100 physicians on medical staff
- ◆ 11-county service area serving a market of 160,000 people



## Key Indicators

	<u>2010</u>	<u>2009</u>		<u>2010</u>	<u>2009</u>
Admissions.....	5,946	5,147	Riverways Hospice visits.....	12,292	14,388
Births.....	720	715	Behavioral Healthcare Clinic visits.....	189,176	199,044
Emergency Department visits.....	21,121	20,627	Physician clinic visits.....	140,122	132,407
Inpatient surgeries.....	1,103	826	Rehabilitation Services Procedures.....	126,135	104,331
Outpatient surgeries.....	1,788	1,423	Clinic Visits* .....	329,298	331,451
Outpatient registrations.....	55,680	53,549	Cardiac Catheterizations.....	539	407
Riverways Home Health visits.....	15,784	15,282	Coronary Interventions.....	210	134
Visits by Riverways aides.....	76,972	79,265			

\* includes mental health appointments and physician clinic visits

## OMC Primary/Family Care Clinics

- ◆ Alton Medical Clinic
- ◆ Gainesville Medical Clinic
- ◆ Mammoth Spring Medical Clinic
- ◆ McVicker Family Healthcare, Mountain View
- ◆ Mountain Grove Medical Complex
- ◆ Shannon County Medical Clinic, Winona
- ◆ Salem First Care, Salem, Arkansas
- ◆ Thayer Medical Clinic
- ◆ Urgent Care Clinic, West Plains



## OMC Specialty Services

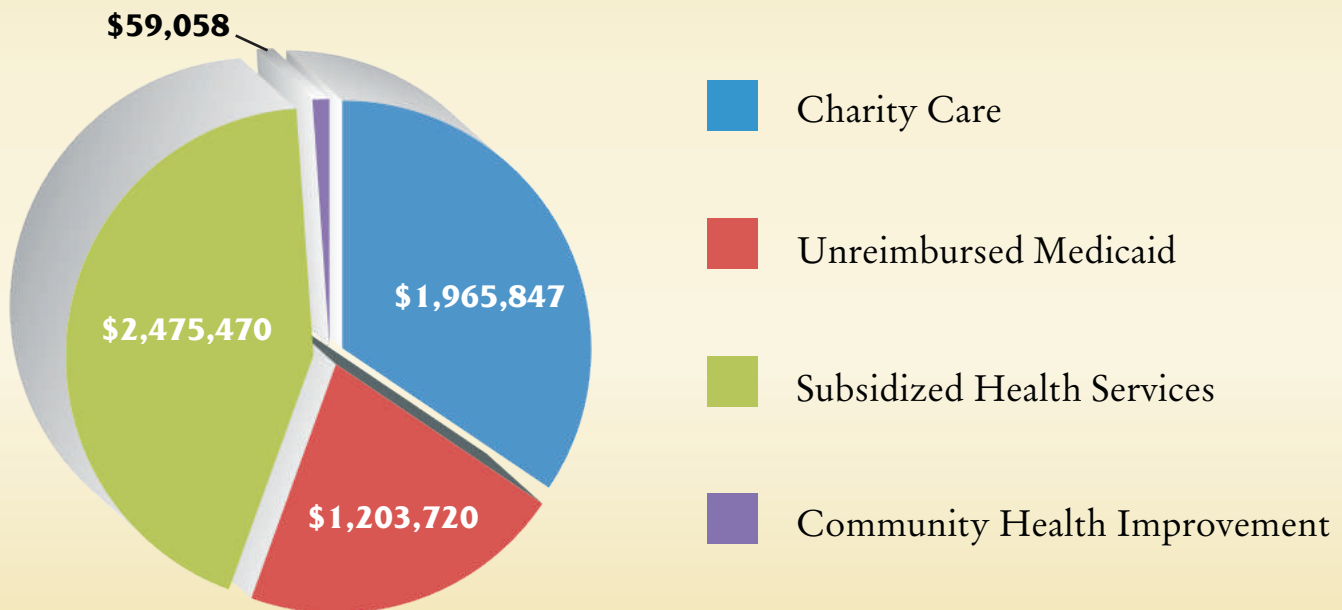
- ◆ Behavioral Healthcare
- ◆ Cancer Treatment Center
- ◆ Heart Care Services
- ◆ Internal Medicine Clinic
- ◆ Nephrology Clinic
- ◆ Neuroscience Center
- ◆ Orthopaedic Clinic
- ◆ Pain Management Clinic
- ◆ Rheumatology Clinic
- ◆ Surgical Specialists Clinic
- ◆ Women's Health Care



# Community Benefit

In 2009, OMC provided a total community benefit of \$5.7 million, reflecting assistance to the uninsured and underinsured based on need.

This total also includes almost \$60,000 in community health education, which includes health-related screenings and classes.

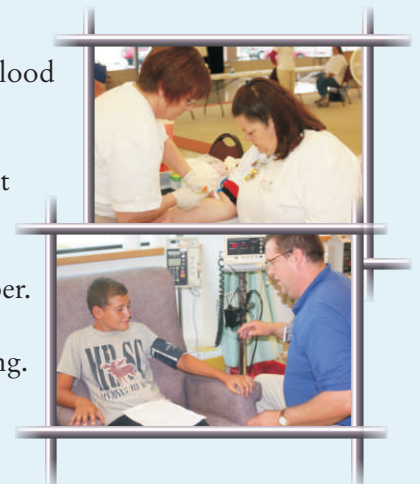


Source: IRS Schedule H 2009

## Screenings & Community Outreach

2,437 individuals participated in screenings and community classes, including:

- ♦ West Plains Heart Health Screening – 290 participated in the cholesterol and blood glucose screening and a screening for Peripheral Arterial Disease (PAD)
- ♦ Mountain Grove Heart Health Screening – 72 participated in the cholesterol and blood glucose screening and a screening for Peripheral Arterial Disease (PAD)
- ♦ Breast Cancer Screening – 62 women were screened during OMC's first-ever breast cancer screening in October
- ♦ Prostate Cancer Screening – 113 men were screened for Prostate Cancer in September.
- ♦ Colorectal Cancer Screening – 165 participated in the free colorectal cancer screening.
- ♦ Falls Prevention – OMC Rehabilitation Services hosted this free event to promote awareness of the risk and complications associated with falls.
- ♦ Athletic Physicals – 981 area student athletes received free athletic physicals at OMC clinics.

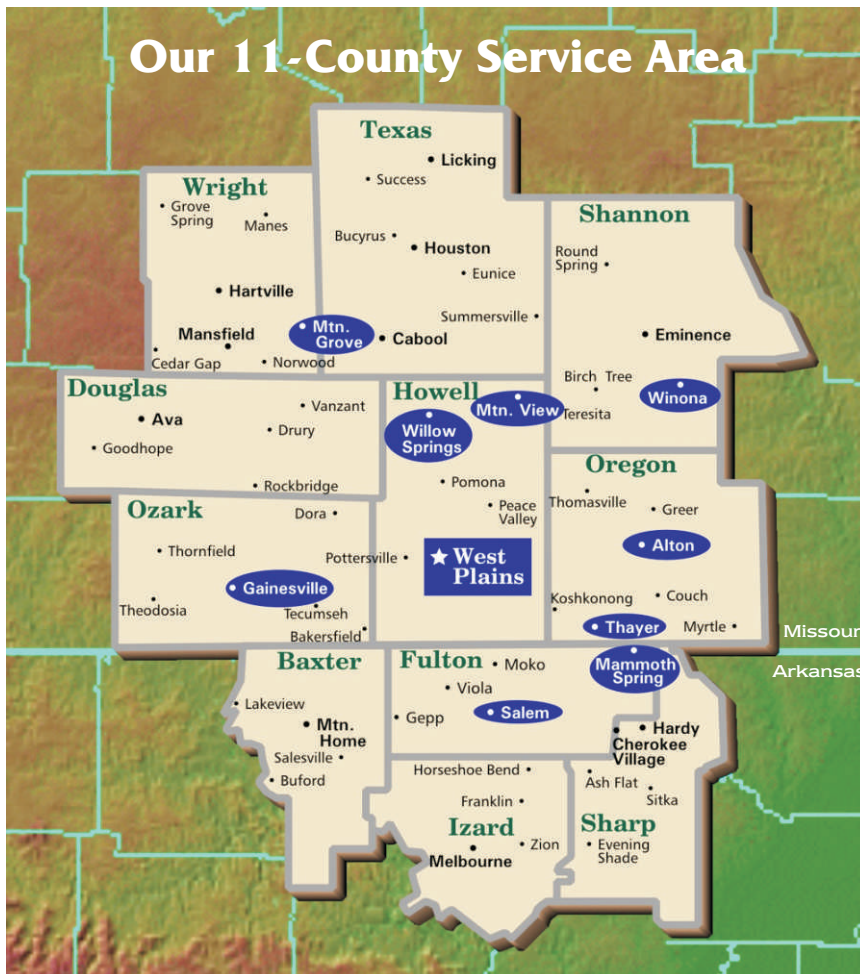


## Community Benefit continued

- ◆ \$40,000 in scholarship reimbursements were awarded to a total of 16 community recipients, who are future health care providers, including physicians.
- ◆ \$47,717 in tuition reimbursements were awarded to a total of 38 employees, who are advancing their education in health care.
- ◆ \$47.45 million in annual wages were paid to 1,191 employees.

## Community Impact

- ◆ According to the Missouri Hospital Association, each hospital job results in a total of 2.13 jobs in the economy as a whole because hospital employees use their wages to purchase goods and services, which creates income and jobs for other businesses. This means OMC resulted in 2,536 community jobs.
- ◆ When the hospital payroll is multiplied to project its impact, OMC had a total economic benefit on the community of more than \$86.6 million.
- ◆ 190 volunteers contributed 30,207 hours to OMC, at a contribution value of \$564,875.
- ◆ 174 classes were offered by OMC Education Services with more than 1,240 participants. Classes included First Aid, Basic Life Support, Advance Cardiac Life Support, Pediatric Advance Life Support, Non-Violent Crisis Intervention and Basic Cardiac Dysrhythmia.



## OMC Leadership for 2010

### Board of Directors:

Greg Beykirch – Chairman  
 John McCormack, MD – Vice-Chairman  
 Gary Duggins – Treasurer  
 Kenneth L. Joplin – Secretary  
 Kevin Gleghorn  
 Walter R. Holloway, MD  
 Judy Ingalsbe  
 Raymond C. Lewandowski, MD  
 Charles Morgan, MD  
 Travis Morrison  
 Christopher Nicholas, MD  
 Roger D. Shaw, III, DVM  
 Marge Slayton  
 Travis Smith  
 Bill Wood

### Medical Staff Officers

Christopher Nicholas, MD – Chief of Staff  
 Walter R. Holloway, MD – Chief-Elect  
 Richard Bowles, MD – Secretary/Treasurer

### Foundation Board of Directors

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

### Administrative Staff

David M. Zechman, FACHE  
 President & Chief Executive Officer  
 Jeannie M. Looper, Chief Operating Officer  
 Michael A. Gross, Chief Financial Officer  
 Edward R. Henegar, DO  
 Vice President of Medical Affairs  
 Mary J. Dyck  
 Vice President of Clinical Services

### Volunteer Chaplains Executive Committee

Billy Cawthron, President  
 Erman Crony, Vice President  
 Justin Lawson, Secretary  
 Jeremy Weary, Member at Large

