

We're Here for Life...



...meeting the challenges of a changing world.



Ozarks Medical Center
The Right Care, Right Here

Annual Report
2016



Message from our President

The year 2016 was a year of laying groundwork for the future for Ozarks Medical Center (OMC). This groundwork will enable OMC to grow, thrive, and be financially stable. OMC is here for life.

- In the fall of 2016, OMC earned a **grade A in patient safety** by Leapfrog Hospital Safety Grade. This was the first grade A that OMC has ever received.
- Groundbreaking of the expansion and remodel of the **Cancer Treatment Center** occurred through the generosity of our community. More than \$900,000 was raised through donations showing that our community believes in OMC and is compassionate about providing cancer treatment close to home.
- OMC held its grand opening of the new **Orthopedic Clinic** building. The 6,500 sq. ft. building allows us to serve orthopedic patients in a spacious building with on-site rehabilitation services, procedure rooms for casting, and imaging services.
- The **Chronic Care Management** program began allowing us to lay the groundwork for important changes that are coming in healthcare for America, right here at home.
- OMC awarded its first **Daisy Award** to Quintin Adolphson, LPN. This internationally-recognized award honors nurses who go above and beyond normal job duties.
- OMC hired a new **Chief Operating Officer**, Pamela Lee, with the experience and background to lead OMC to higher standards in quality.
- Big shoes to fill were left for the OMC Foundation Board with passing of **Dusty Shaw**, long-time Foundation Board president and leading philanthropist for OMC. Dusty was a tireless advocate and contributor to the health and growth of the Ozarks region. His decades of service and generosity to OMC have left a great legacy for us all.
- OMC connected with a **younger generation** with a 30% increase in donations from local schools. Students were passionate about raising money for local healthcare.

These milestones are the cornerstones for the future. With a solid foundation, OMC is here for life, meeting the challenges of a changing world.

Sincerely,

A handwritten signature in black ink that reads "Tom Keller". The signature is fluid and cursive, written over a white background.

Tom Keller,
President and Chief Executive Officer
Ozarks Medical Center

As a system, and within individual departments, Ozarks Medical Center continues to meet and exceed national benchmarks for safety and quality.



Chest Pain



Accreditation



Accreditation
Behavioral Healthcare

Missouri



Stroke Center



Survey & Accreditation
For 3 Years



Outstanding
Accountability
Composite Rates



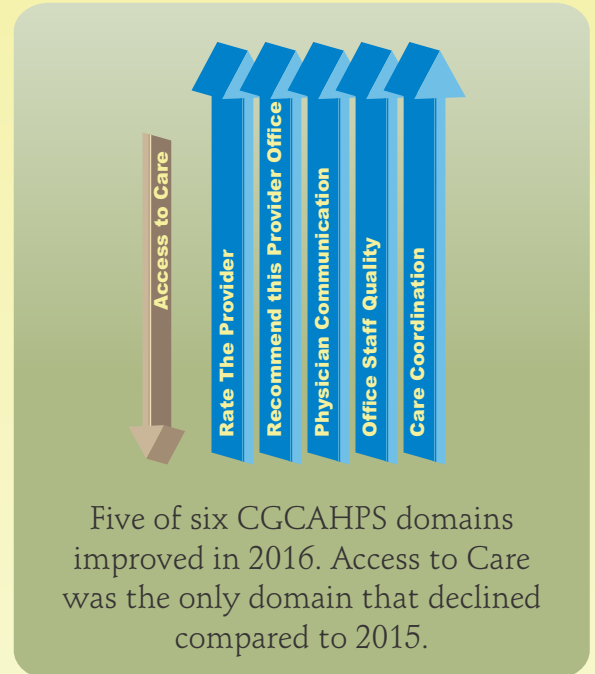
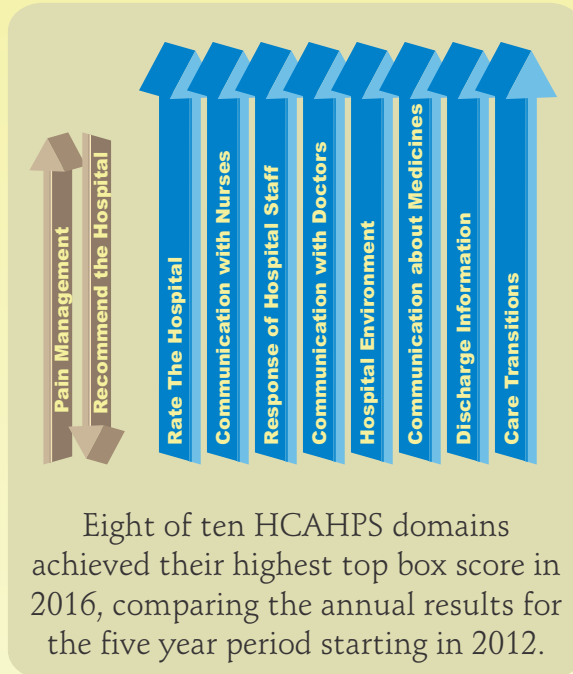
Survey & Accreditation
For 3 Years

ZERO

- Zero Catheter-associated urinary tract infections since February 2015
- Zero Central-line associated bloodstream infections since February 2015
- Zero Ventilator associated pneumonia since July 2013

Our Mission is...

to provide exceptional compassionate care to all we serve.



You Rock!

Gwen Vreeland ~ Urology
 “When entering the Urology Clinic it is such a joy to always see Gwen’s smiling face. She has a great customer service with patients and is an amazing coworker. We need more staff at OMC with Gwen’s shining spirit and positive attitude!”

Erika Ruddy ~ 2 South
 “Erika provided excellent care for a patient. That patient said, ‘I just can’t say enough good things about Erika. I think God knew I needed her tonight. She is a wonderful nurse.’”

Crystal Barton ~ OB
 “Crystal came to the ED to assist us with starting a very difficult IV on an infant. Thank you so much for your care and professionalism!”

Dr. Faisal Khan ~ Heart Care Services
 “I would like to praise Dr. M. Faisal Khan for his competence and kindness to his patients. Not only is he highly qualified and skilled in his profession, he also has that rare and wonderful ability to relate to his patients and to explain their problems and treatments in a way that they can understand. He even draws pictures and uses models to illustrate his diagnosis and proposed treatments. This means a great deal, especially when one is facing a frightening situation. He calms fears but is realistic and tells patients the truth. This goes a long way to build confidence and allows patients to understand and to take ownership of treatment and outcomes.”

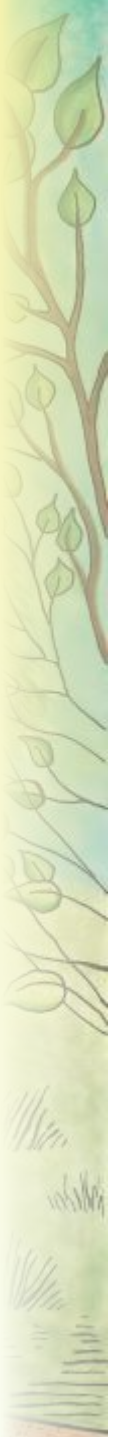
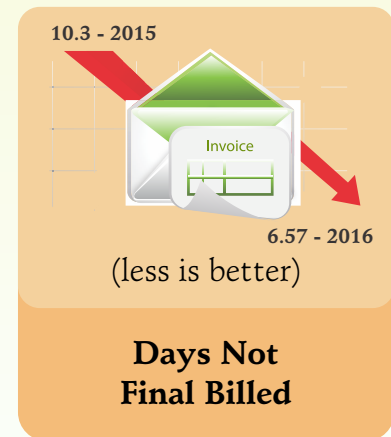
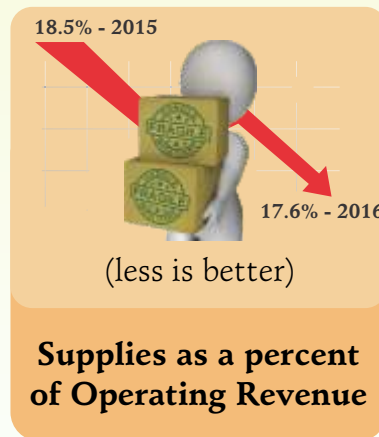
Brice Hunt ~ BHC Community Support Specialist, Children’s Team
 “Brice went out of his way on a normal drive to ensure a client was looked after and had the best care. He has a huge caseload currently, but is still going above to provide excellent service to clients.”

In 2016, OMC improved Balance Sheet Metrics, critical for improving opportunities to update OMC facilities.



Operating Margin

Key Indicators	2014	2015	2016
Admissions	5,595	5,685	5,326
Births	637	641	599
Emergency Department Visits	25,580	26,077	26,516
Inpatient Surgeries	876	791	712
Outpatient Surgeries	1,908	1,816	1,813
Home Health Visits	21,480	19,107	14,856
Visits by Home Care Aides	70,223	61,787	54,814
Hospice visits	6,459	5,588	5,478
Behavioral Healthcare Clinic visits	276,395	247,407	264,013
Physician Clinic Visits	111,533	108,837	110,069
Rehabilitation Services Procedures	128,117	109,268	104,410
Contracted Rehabilitation Services	33,379	37,659	45,251



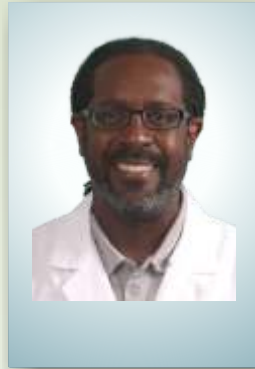
PEOPLE

In 2016, OMC welcomed four physicians and eight advanced nurse practitioners to our team.

Physicians



Dennis Albino, MD
Obstetrics/Gynecologist
OMC Womens Health Care



Wayne Bentham, MD
Psychiatrist
OMC NeuroPsych Unit



Diana Koenig, DO
Family Physician
OMC Winona Clinic



Jennifer Lambert, DO
Family Physician
OMC Mountain Grove Medical Complex

Advanced Nurse Practitioners



Dawn Clough, APN
Advanced Nurse Practitioner
OMC Neuroscience Center



Jenee Lieurance, APN
Inpatient Psych Nurse Practitioner
OMC NeuroPsych Unit



Reese Marriott, APN
Family Nurse Practitioner
OMC Mountain View Clinic



Shawna Middleton, APN
Family Nurse Practitioner
OMC Pain Management



Hilda Newell, APN
Family Nurse Practitioner
OMC Urgent Care Clinic



Jennifer Rhoads, APN
Womens Health Nurse Practitioner
OMC Womens Health Care



Michelle Sims, APN
Family Nurse Practitioner
OMC Alton Medical Clinic



Pamela Wheat, APN
Family Nurse Practitioner
OMC Mountain Grove Medical Complex

We seek not to simply survive, but to thrive and grow into the future.



Cancer Treatment Center breaks ground on a \$1.2 million expansion of chemotherapy suites and healing garden. (more on page 10)



Ozarks Medical Center Medical Group

Physician & Provider Network

An integrated network of employed physicians and providers collaborating to provide clinical quality and compassionate care to all we serve. We lead to enhance Clinical Quality, Service Quality, Productivity and Financial Viability.

OMC launches a **Nurse Residency Program**, reaching out to students at regional nursing schools to fill 18 available slots for the coming year.



Launched a new service through our eight rural health clinics which allows our providers, specialists and hospital to work together to keep Medicare patients healthy and to provide them with the best care in the right place, and at the right time.



Ozarks Medical Center

The Right Care, Right Here

Chronic Care Management



New **Orthopedic Clinic** opens at 1210 N. Kentucky.

Clinic Growth



Clinic Visits	2015	2016
Neurosurgery	2236	2477
Surgical Specialists	4323	5352
Womens Health Care	11604	13188
Neuroscience Center	5186	5655
Pain Management	6570	9113

COMMUNITY IMPACT

Supporting Health, Wellness and Economic Development in the communities we serve

Collaborating, funding, sponsoring local organizations

- Alton Walnut Fest
- Alzheimer's Walk
- Born to Read
- Boys & Girls Club of West Plains
- Buddy Walk for Special Needs
- CASA, 37th Judicial District
- Child Advocacy Center
- Christos House
- Gainesville High School FCCLA
- Imagination Library
- Kidsfest
- Koshkonong High School Scholars
- MSU-West Plains Scholarships
- Mountain Grove Chamber of Commerce
- Mountain Grove Health Fair
- Mountain View Chamber of Commerce
- Mountain View Back to School Fair
- Ozark Trails Boy Scouts
- Relay for Life
- Samaritan Outreach Center
- Special Olympics of Missouri
- Under His Wings Ministry
- West Plains Chamber of Commerce
- West Plains Christian Clinic
- West Plains Civic Center
- West Plains Downtown Revitalization
- West Plains Parks
- West Plains Public Library
- West Plains Waves Swim Team
- Willow Springs Chamber of Commerce
- Willow Springs Scholarship Fund
- Winona Mayfest
- Youth Livestock Auction Awards
- Zizzer Athletics Booster Club



Payroll
\$71.3 Million



\$123,667
Health-related
Scholarships &
Tuition Assistance



1193
Employees



Volunteer Chaplains Executive Committee

Bill Rave, President
Ed Carter, Vice President

Cathyann Rave, Secretary
Russell Smith, Chaplain at Large

Volunteers

174 volunteers who contributed 27,292.65 hours valued at \$21.31 per hr. by the independent sector. This adds up to **\$581,606.37**.

2016 Community Education Dinners Addressing the leading causes of death in our region



Dr. Magdy Giurgius
Surgeon

- **Cancer**
- 98 guests



Dr. Clara Applegate
Neurologist

- **Stroke**
- 125 guests

Dr. Kevin Crowe
Interventional Cardiologist

- **Heart Disease**
- 81 guests



Cash awards at the **Heart of the Ozarks Fair Youth Livestock Auction**



260 area student athletes received **free athletic physicals**



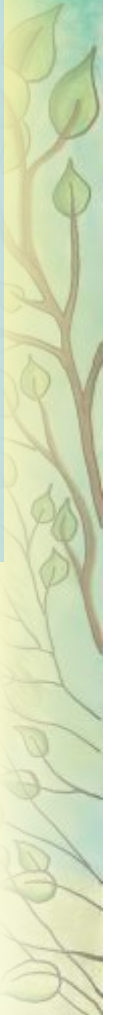
Back-to-school fairs in West Plains, Mountain Grove, Mountain View, Winona, and Oregon County. Over 800 served.



MASH Camp for high school students



Free carseat check by OMC nurses



FOUNDATION

Leaving a Legacy

In Memoriam: Dusty Shaw

In 2016 the Foundation suffered a great loss with the passing of Dusty Shaw, long-time Foundation Board president and leading philanthropist for Ozarks Medical Center.

Dusty was a tireless advocate and contributor to the health and growth of the Ozarks region. His decades of service and generosity to Ozarks Medical Center have left a great legacy for us all.



Women With Heart committee, a giving circle of Community Foundation of the Ozarks, donated \$10,000 for treadmills for Cardiac Rehab Unit.

On March 22, 2016 ground was broken for the \$1.2 million expansion to the **OMC Cancer Treatment Center**, located on the first floor of the Shaw building. Over \$900,000 was donated by individuals and groups from West Plains and the surrounding communities in 2015-16 to fund the project.

April 23 was the 26th Annual OMC **Superhero Fun Run** which drew 482 participants and raised over \$10,000 for the Cancer Treatment Center.



The Eighth Annual **Blue Jean Ball** drew a crowd of more than 570 people and raised approximately \$60,000 for local health care.

At the 27th Annual OMC **Lights of Life**, Coach Scott Womack spoke in memory of his late wife Carrie Womack, a long-time employee of OMC. \$6,800 raised.



OMC Foundation funds **Stroke and STEMI Training**

2016 Foundation Board of Directors

Roger D. "Dusty" Shaw - Chairman

Newt Brill • Bob Eckman • Kevin Gleghorn • Ken Joplin • Deanna McNew • Robin Morgan

2016

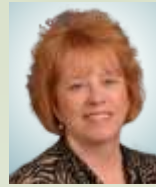
Board of Directors



Kevin Gleghorn
Chair



Bill Wood
Vice-Chair



Judy Ingalsbe
Secretary



Melissa Stewart
Treasurer



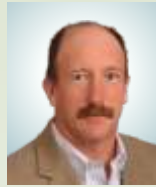
Dan Corman



Shawn N. Marhefka



Travis Morrison



Roger D. Shaw, III, DVM



Marge Slayton



Travis Smith



A. K. George, MD



Antony Joseph, MD



Jason Spurling, MD



Charles Swift, DO



Rodney Zimelman, MD

Medical Staff Officers



Rodney Zimelman, MD
Chief of Staff



Jason Spurling, MD
Chief Emeritus

Administrative Leaders



Tom Keller
President and
Chief Executive Officer



Kimberly H. Thompson
Vice President and
Chief Financial Officer



Pamela Lee
Vice President and
Chief Operating Officer



Jeffery Jones, MHA, FACHE
Vice President
Clinic Operations



Connie Schott
Vice President
Human Resources



Kurt Abbey
Vice President and
Chief Nursing Officer



Walter "Rick" Holloway, MD
Chief Medical Officer

SERVICES

Ozarks Medical Center is a system of care encompassing a 114-bed acute care hospital, 8 primary care and 14 specialty clinics, along with complete rehabilitation and home care services. We are a not-for-profit medical referral center with about 1100 employees, serving an 8-county area in south central Missouri and north central Arkansas.

- Service area of 160,000 people
- More than 100 physicians on medical staff

OMC Family Care Clinics

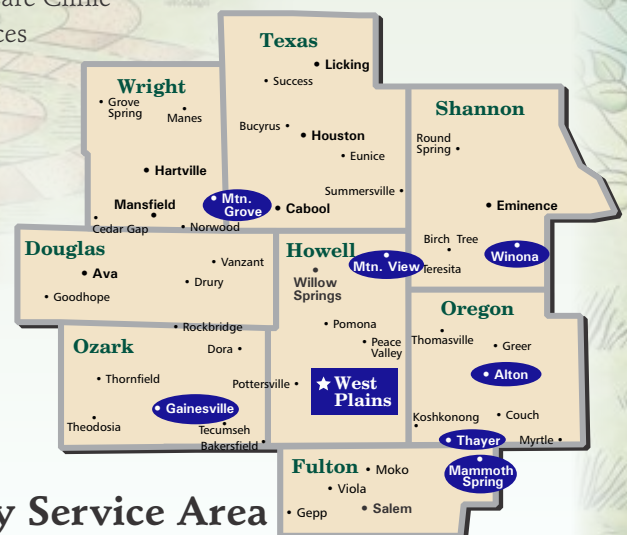
- OMC Alton Medical Clinic
- OMC Gainesville Medical Clinic
- OMC Mammoth Spring Medical Clinic
Mammoth Spring, AR
- OMC Mountain Grove Medical Complex
- OMC Mountain View Clinic
- OMC Thayer Medical Clinic
- OMC Urgent Care Clinic
- OMC Winona Clinic

OMC Specialty Clinics

- Behavioral Healthcare
- Cancer Treatment Center
- Heart Care Services
- Internal Medicine Clinic
- Neuroscience Center
- Neurosurgery Clinic
- Orthopedic Clinic
- Ozark Works/Occupational Medicine
- Pain Management Clinic
- Rheumatology Clinic
- Surgical Specialists Clinic
- Urology Clinic
- Women's Health Care Clinic
- Wound Care Services

OMC Services

- Heart of the Ozarks Medical Equipment (H.O.M.E.)
- Hospitalist Team
- OMC Home Care
- Rehabilitation Services
- Sleep Center
- West Plains Imaging



Our 8-County Service Area

Mission

To provide exceptional, compassionate care to all we serve.

Vision

We will change lives by nurturing hope, improving health and encouraging wellness – every person, every time.