

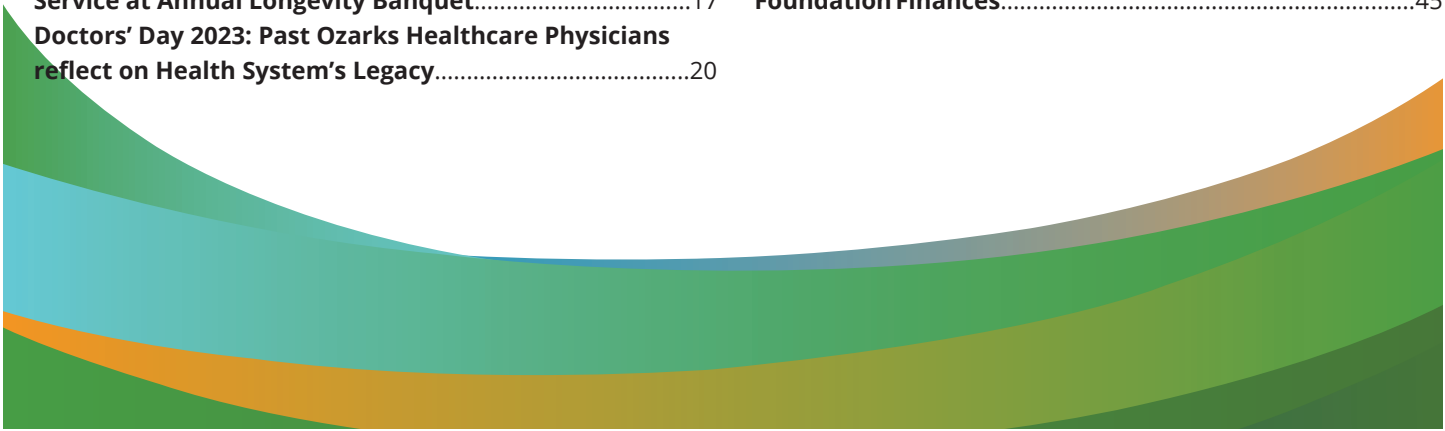


# 2023

## Annual Report

# Table of Contents

<b>2023 Board of Directors</b> .....	2	<b>Mental Health Month – Ozarks Healthcare Behavioral Health Center (BHC) highlights Mental Health through Art</b> .....	24
<b>2023 Senior Leaders</b> .....	3	<b>Investing in the Future Workforce through Scholarships</b> .....	26
<b>2023 Medical Staff Officers</b> .....	3	<b>Athletic Physicals</b> .....	29
<b>About Ozarks Healthcare</b> .....	4	<b>CommonWell: Ozarks Healthcare advances Patients’ Health Data Management with CommonWell Health Alliance Services</b> .....	30
<b>Ozarks Healthcare earns Joint Commission’s Gold Seal of Approval for Accreditation</b> .....	5	<b>Mobile Mammography Unit: Ozarks Healthcare reveals New Mobile Mammography Unit Gifted by Ozarks Healthcare Foundation</b> .....	31
<b>Ozarks Healthcare Behavioral Health Center Crisis Intervention Team recognized by Missouri Crisis Intervention Team Program</b> .....	6	<b>The Story in Numbers</b> .....	33
<b>Heart Testimonial: West Plains Resident reflects on Life-saving Heart Care received at Ozarks Healthcare</b> .....	7	<b>Prescriptions Filled</b> .....	34
<b>At Home Testimonial: Patient Maintains her Joie de Vivre (Joy of Life) through Ozarks Healthcare Home Services</b> .....	9	<b>Foundation Board/Staff</b> .....	35
<b>Finding Purpose in the Journey - Hospice Volunteer shares Joy of Finding Life Again</b> .....	11	<b>Bring the Joy: Hospital Volunteer Enjoys Serving Others</b> .....	36
<b>Ozarks Healthcare At Home has earned the 2022 SHPBEST™ “Premier Performer” Patient Satisfaction Award</b> .....	12	<b>Street Dedication in honor of Ken Joplin</b> .....	38
<b>DAISY Awards: Celebrating Nurses with National DAISY Award</b> .....	13	<b>MASH Camp</b> .....	39
<b>Nurse Residency: Growing the Workforce at Ozarks Healthcare through Nurse Residency</b> .....	15	<b>Lights of Life 2023</b> .....	40
<b>Newcomers to OZH in 2023</b> .....	16	<b>Career Pathways Coordinator leads Inside Track (Workforce Development Consortium)</b> .....	42
<b>Longevity - Ozarks Healthcare celebrates 1,270 Years of Service at Annual Longevity Banquet</b> .....	17	<b>Ozarks Healthcare receives \$3,000,000 for Procedural Space Renovations and New Clinic Construction in Mountain View</b> .....	44
<b>Doctors’ Day 2023: Past Ozarks Healthcare Physicians reflect on Health System’s Legacy</b> .....	20	<b>Foundation Finances</b> .....	45



## 2023 Board of Directors



**Melissa Stewart**  
Chairman



**Reid Grigsby**  
Vice Chairman



**Brenda Smith**  
Secretary



**Shawn Marhefka**  
Treasurer



**Dennis Albino, MD**



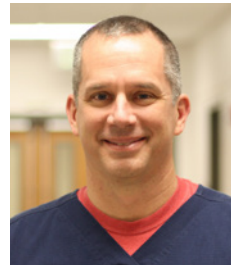
**Clara Applegate,  
MD**



**Priscilla A. Frase,  
MD**



**David M. Gohn**



**Curtis Horstman,  
DO**



**Norman Hollis**



**Susan Jolly, MD**



**Roger Shaw III,  
DVM**



**Robert Stauffer**



**Steve Vines**



**Bill Wood**

## 2023 Senior Leaders



**Thomas Keller,**  
President and CEO



**Lacey Carter**  
Chief Nursing Officer



**William McGee, MD**  
Chief Medical Officer



**Nichole Cook,**  
Chief Financial  
Officer



**Howard Bycroft**  
Vice President of  
Human Resources

## 2023 Medical Staff Officers



**Susan Jolly, MD**  
Chief of Staff



**Curtis Horstman,**  
**DO**  
Chief Elect

## About Ozarks Healthcare

Ozarks Healthcare is a not-for-profit health system that serves more than 100,000 residents across South-Central Missouri and Northern Arkansas. With our main campus residing in West Plains, Missouri, our health system offers a full spectrum of healthcare for all ages through our 114-bed hospital, behavioral health, therapies, pharmacies, rehabilitation, and home care services, along with specialty and family medicine clinics. Ozarks Healthcare has rural locations across an eight-county service area and is accredited by the Joint Commission on Accreditation of Health Care Organizations.

Our mission is to provide exceptional, compassionate care to all we serve.

We are committed to serving the health of our community with the following values at our core:

### **Accountability**

Accepting personal responsibility for doing the right thing

### **Superior Service**

Providing the highest quality of care, consistently exceeding our patients' expectations

### **Teamwork**

Having a unified commitment to demonstrate pride, responsibility, and accountability in working together to achieve excellence

### **Integrity**

Maintaining the highest standards of behavior, encompassing honesty, ethical practices and doing the right things for the right reasons

### **Compassion**

Expressing care and concern for others through our attitudes and actions

### **Enthusiasm**

Inspiring others by displaying a positive attitude in all we say and do

### **Respect**

Having a regard for life, dignity, and uniqueness of those served and serving

# Ozarks Healthcare earns Joint Commission's Gold Seal of Approval for Accreditation



Over the years, Ozarks Healthcare has continually expanded its services and technology to meet the evolving needs of the community. From the introduction of modern medical advancements to the recruitment of specialized physicians, the health system has remained committed to providing high-quality care close to home.

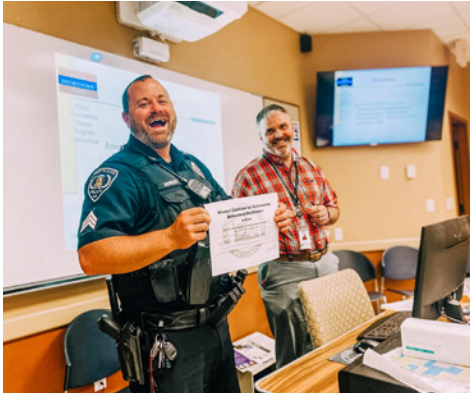
The health system recently earned The Joint Commission's Gold Seal of Approval® for Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care.

Ozarks Healthcare underwent a rigorous, unannounced onsite review earlier this year. During the visit, a team of Joint Commission reviewers evaluated compliance with standards spanning several areas including emergency management, infection prevention, performance improvement, and leadership.

The Joint Commission's standards are developed in consultation with health care experts and providers, measurement experts, and patients. They are informed by scientific literature and expert consensus to help healthcare organizations measure, assess and improve performance. The surveyors also conducted onsite observations and interviews.

"Our recent accreditation from the Joint Commission reaffirms our commitment to excellence in healthcare and patient safety," Tom Keller, Ozarks Healthcare President and CEO, said. "We look forward to continuing to serve our community for many years to come."

# Ozarks Healthcare Behavioral Health Center Crisis Intervention Team recognized by Missouri Crisis Intervention Team Program



## Serving Those Who Serve Our Community

The Ozarks Healthcare Behavioral Health Center's (BHC) Crisis Intervention Team, part of the Mid-South Missouri Crisis Intervention Team (CIT) Council, was recognized with an "established" status in 2023. The Mid-South CIT Council represents Ozark, Douglas, Wright, and Texas counties from Ozarks Healthcare's service area.

The Missouri Crisis Intervention Team (MO CIT) program is a partnership of law enforcement and other first responders, behavioral health providers, hospitals, courts, individuals with lived experience, and community partners who are dedicated to implementing the Missouri Model of CIT.

"We are proud of the work our Crisis Intervention Team has accomplished through its involvement with the state's Mid-South CIT Council," Tom Keller, Ozarks Healthcare President and CEO, said. "Their recent recognition as 'established' means immense progress has already been made in helping the population in crisis have access to resources that are so important to all aspects of health."

As the number of those dealing with mental health crises continues to rise across the nation, law enforcement officers across Missouri are completing trainings to improve safety and emergency response efforts. As part of its CIT involvement, Ozarks Healthcare's Crisis Intervention Team conducts 40-hour Crisis Intervention Training (CIT) for local law enforcement, which focuses on helping officers learn how to approach and help individuals who are suffering from a mental health crisis. CIT trainings across the state have already proven successful in increasing officer/citizen safety through a stronger understanding of mental health, reducing the time officers spend at hospital emergency departments, decreasing arrest rates, and reducing recidivism.

Ozarks Healthcare's Behavioral Health Center (BHC) works continuously with the Missouri CIT to accomplish its goals across the Ozarks, which include:

- Promote more effective interactions between law enforcement and first responders working with individuals in crisis by attending a 40-hour training centered on behavioral health education and de-escalation skills
- Assist individuals in crisis by connecting them with available community resources in an effort to avoid involvement with the criminal justice system and unnecessary emergency department visits
- Improve the safety of the first responder and individual(s) in crisis
- Reduce stigma and trauma individuals experience during a behavioral health crisis
- Expand and sustain CIT across the state

## Heart Testimonial: West Plains Resident reflects on Life-saving Heart Care received at Ozarks Healthcare



February is nationally recognized as American Heart Month, a time to bring awareness to cardiovascular health. For Elaine Plowman, Heart Month 2023 was a special one. Thanks to the care she received at Ozarks Healthcare when experiencing a heart emergency, Plowman celebrated the health of her own heart in February.

On the morning of September 21, 2022, local West Plains resident Elaine Plowman woke up not being able to catch her breath.

“I will never forget that day – I felt like I was going to die,” Plowman said. “I had been sick before, but never like this in my life.”

Having just spent a full day of shopping with a good friend the day before, Plowman said her condition that morning came as a full shock – she had had no symptoms before then. When an ambulance arrived to Plowman’s home to take her to the hospital, she was told she might be having a panic attack. After arriving at Ozarks Healthcare’s Emergency Department, staff discovered her condition was much more serious.

Dr. Curtis Horstman, Medical Director of Ozarks Healthcare’s Emergency Department, ordered a CT scan, and discovered Plowman had fluid surrounding her heart.

Plowman was surprised to see Dr. Hussain Ibrahim, cardiologist at Ozarks Healthcare’s Heart and Lung Center, walk into her patient room in the Emergency Department. Plowman had been seeing Ibrahim for routine checks.

“When Dr. Ibrahim came into my room and told me I had fluid around my heart that needed to be drained, I asked, ‘When?’ and he said, ‘Right now,’” Plowman said. “He said he had his team and was ready to go. At that point, I was terrified. My nurses in the Emergency Department told me Dr. Ibrahim had done lots of these procedures. I just trusted him, and said, ‘Okay.’ Everything went smoothly, and I had a drain put in afterwards.”

Plowman then visited Ozarks Healthcare’s Cardiac Stepdown Unit (CSU), where she stayed for a few days after her procedure. The exact cause of the development of fluid around Plowman’s heart was hard to pinpoint, but Ibrahim and her team of caregivers believed it was due to a viral infection. Her recovery was smooth, but took time.



“During my stay, a nurse came in and told me I had AFib [atrial fibrillation],” Plowman said. “I said, ‘What do we do now?’ and she simply said, ‘We take care of it. Don’t worry about it, we’ll get it under control.’ And she did. She gave me another type of medication and explained the workings of the heart and had a lot of knowledge about the heart. She made me feel very confident.”

Now back to spending time with her husband on their property in West Plains, Plowman is back to feeling more like herself. She is a strong advocate for health screenings and being aware of healthy fitness and diet recommendations. She also continues to see Ibrahim to check on her heart.

“I don’t think I would have made it if I had chosen to go anywhere else,” Plowman said. “Dr. Ibrahim saved my life.”



**Dr. Hussain Ibrahim, cardiologist at  
Ozarks Healthcare's Heart and Lung Center**

## At Home Testimonial: Patient Maintains her Joie de Vivre (Joy of Life) through Ozarks Healthcare Home Services



When asked about her experience with Ozarks Healthcare At Home services, 97-year-old Mary Jo McManus said, “They just took me by the hand, and everybody knew exactly where I needed to be and what needed to be done. They filled a space that no one else can fill.”

Ozarks Healthcare At Home provides many in-home care services to residents across seven counties in the Ozarks:

### **Ozarks Healthcare At Home: Home Care**

Ozarks Healthcare At Home works closely with your physician to provide the medical care he or she recommends for you or your loved one. Our skilled staff of nurses, home health aides, rehabilitation therapists, and social workers are dedicated to providing the best possible health care to patients in their own homes.

### **Ozarks Healthcare At Home: Hospice**

Hospice provides for patients and their families’ physical, emotional, and spiritual needs in the final stages of an incurable illness. Hospice offers a full range of services, including nursing care, medications, and much more. Trained staff and volunteers play an integral role in the care given to patients and their families as they face end-of-life issues.

Prior to turning 97, McManus did not know she would eventually benefit from many of these services.

“I don’t know what 97 is supposed to look like,” McManus said. “I’ve never been here before. I haven’t had any health complications until recently, and I don’t know how to be sick.”

Before returning to her hometown of West Plains, McManus lived a full and adventurous life. Born in 1925 as a child of the Depression, she grew up outside Howell County on a dirt road.

“Back then, you traded work and things, and everybody helped everybody else,” McManus said. “I didn’t know anybody who had any money. I moved to West Plains and discovered that some people had two pairs of shoes. Then World War II pulled the community out, and everything about our lives changed.”

That included meeting her husband, a World War II ball turret gunner, who returned to the States after being injured in the war. After marrying, the couple decided that her husband would continue his Air Force career.

“It was a good life,” McManus said. “It was a better life for me than for anyone else. I did the fun stuff.”

She’s lost track of how many times they moved, but their move to France provided the most poignant memories and a lifetime of friendships.

After living alone in West Plains for years, traveling and enjoying life, McManus found herself at the cardiologist preparing to receive a pacemaker. Naturally, she was concerned with how she would care for herself after the procedure. A chance encounter with Hannah Fox, Ozarks Healthcare Home Health and Community Care Manager, allayed her fears.

Fox took her phone number and returned to the At Home office and said, “She’s really special, we need to see if we can help her.” Fox recounts this with great emotion. After starting services, McManus stopped by her office one day to tell them how much she appreciated their care.

“We were her family when she needed someone, which was special,” Fox said.

A supportive care team that provides care and encourages communication can help patients like McManus feel more comfortable and confident in their healthcare journey. She knew where to turn for additional services when she was subsequently diagnosed with cancer last October.

With an initial inconclusive biopsy, her doctor thought she would be in as much danger from a deeper biopsy at her age, telling her she may never wake up. McManus chose to receive hospice care.

“I had already seen others try to buy time, and it didn’t work,” McManus said. “I won’t put myself through that (harsh treatment).”

Having the facts about hospice can help you and your loved ones make the right decisions regarding end-of-life care and take advantage of the full range of benefits hospice provides.

Ozarks Healthcare Hospice is about living, and making the most of every moment. It is about providing a patient with dignity and quality of life. It is a model of compassionate care for people facing a life-limiting illness or injury.

“You can be really sick and not feel bad,” McManus said. “I especially want people not to be afraid of it. It’s something that will give you an opportunity to have a better life, whatever that is.”

## Finding Purpose in the Journey - Hospice Volunteer shares Joy of Finding Life Again



For Kay (Katie) Dowler, volunteering one day a week at Ozarks Healthcare At Home: Hospice has become her way of giving and finding a renewed sense of purpose. The journey with Ozarks Healthcare At Home: Hospice has come full circle, from being patient's partner to a grateful volunteer.

When Dowler's husband, Ben, of 45 years was put on hospice care last year, her life was forever changed. Through it all, Dowler says the incredible team at Ozarks Healthcare At Home: Hospice became her guiding light.

"The nurses were angels in our home, and I felt so fortunate to have this kind of people – they were fantastic," Dowler said. "Ben lived for seven months longer because of them. I never realized they could have that much influence."

After Dowler's husband passed away, she formed a special relationship with Tammy McCall, social worker, and Eric Bowman, hospice chaplain. They became more than caregivers; they became Dowler's dear friends in a time when she needed them most.

"Their attention helped us grow a friendship," Dowler said. She laughingly noted, "I don't know if they form friendships a lot, but I don't!"

As Dowler entered a new chapter, she found herself seeking way to contribute and give back.

"I told Eric, when you lose somebody, it's like starting life over because everything is different," she said. "He noticed I had a desk and filing system at home – I said I wanted to help somehow. Eric suggested I come work in the office, and I said that would suit me fine. When you get to be this age – I'll be 86 in January – you feel like you lose your place in society. Volunteering has become my way of finding purpose again."

## Ozarks Healthcare At Home has earned the 2022 SHPBEST™ “Premier Performer” Patient Satisfaction Award



Ozarks Healthcare At Home was recognized by Strategic Healthcare Programs (SHP) as a “Premier Performer” for achieving an overall patient satisfaction score that ranked in the top five percent of all eligible SHP clients for the 2022 calendar year in 2023.

The annual SHPBEST™ award program was created to acknowledge home health agencies that consistently provide high quality service to their patients. The 2022 award recipients were determined by reviewing and ranking the overall satisfaction score for more than 3,200 home health providers. With the largest HHCAHPS benchmark in the nation, SHP is in a unique position to identify and recognize organizations that have made patient satisfaction a priority and have been rewarded for their efforts with high marks on the HHCAHPS survey.

“SHP is very excited to have the opportunity to recognize the hard work and dedication of our top-performing customers with the annual SHPBEST awards. We commend these organizations for their determination to provide top-notch

care to the patients and caregivers that they serve,” Kevin Vogel, President of SHP, said.

Strategic Healthcare Programs (SHP) is a leader in data analytics and benchmarking that drive daily clinical and operational decisions. Our solutions bring real-time data to post-acute providers, hospitals, and ACOs to better coordinate quality care and improve patient outcomes. Since 1996, SHP has helped more than 7,000 organizations nationwide raise the bar for healthcare performance.

# DAISY Awards: Celebrating Nurses with National DAISY Award



**Cory Simmons, RN**

**T**hree Ozarks Healthcare nurses were honored with The DAISY Award® For Extraordinary Nurses for the level of care he demonstrated to patients throughout the year. The DAISY Award is part of the DAISY Foundation's programs to recognize the super-human efforts nurses perform every day.

The not-for-profit DAISY Foundation is based in Glen Ellen, California, and was established by family members in memory of J. Patrick Barnes. Barnes died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon auto-immune disease. The care Barnes and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

**Cory Simmons, RN**

Cory Simmons, registered nurse (RN) from Ozarks Healthcare's Intensive Care Unit (ICU), was nominated to receive a DAISY Award by Jeffery Harris and his family. Harris's daughter, Hope Smith, is a house supervisor at Ozarks Healthcare and was able to read Cory's nomination during his DAISY Award presentation, where he was surprised with a celebration with fellow staff members and the Harris family. The Harris family wanted to recognize Simmons for the care and attention he showed after a hunting accident that led to his stay in the ICU. Harris fell from his deer stand, broke four ribs, and had pneumothorax (a collapsed lung).



**Erica Millar, LPN**

"My dad absolutely loved Cory," Smith said. "He made my dad feel like he was a part of his own family. When my dad had orders to discharge, Cory made sure he got to his vehicle safely and took the extra time to make sure my dad's crossbow was safe and secure. During my dad's accident, his crossbow was tossed in the back of his vehicle. No one had thought to check it after the accident. We will never forget the kindness and compassion Cory showed – it made our family's traumatic event so much better."

**Erica Millar, LPN**

Erica Millar, licensed practical nurse (LPN) from Ozarks Healthcare's Medical Surgical Unit (Med/Surg), was honored with The DAISY Award for the level of care she gave to a hospitalized five-month-old and her mother, Pauline Roberts. Millar was surprised at Ozarks Healthcare's entrance with a presentation of her award by a crowd of fellow staff members, family, and Pauline and her daughter, Kinzlee.

Millar was nominated to receive a DAISY Award by Roberts for the care she showed Kinzlee during a recent hospital stay at Ozarks Healthcare's Med/Surg Department. Roberts was able to read her nomination letter to Millar and staff at the award presentation.

"Your Med/Surg floor is absolutely superb and if could, I'd nominate every person we had the privilege of working with," Roberts said. "One stand-out nurse is Erica. When she came into the room, she was immediately relatable, warm, compassionate, and I could tell we would have a great night in her care. Kinzlee has been a very sick baby, so I naturally was very anxious and on top of her care. I don't sleep well or much when she is sick. Around midnight, she woke up me up because she needed oxygen. We got her set up and I oddly fell right asleep. Next thing I know, I am waking up and 4 a.m. and shortly after, Erica walks in. She had been checking in every 15-20 minutes to check Kinzlee's oxygen and make tweaks without waking me up. I'm a light sleeper. Erica is a night ninja! I've recently learned she is a sole provider who put herself through LPN school then RN school. My hope is that she continues to work towards her goals. She is a gifted nurse, a selfless person, and so deserving of this award."

### **Beth Reeves-Lilly, RN**

Beth Reeves-Lilly, registered nurse (RN) from Ozarks Healthcare's Intensive Care Unit (ICU), was nominated to receive a DAISY Award by Amanda Bell and her family for showing an incredible level of care to her grandparents during her grandmother's hospital stay near the end of her life. Bell is a unit secretary and cardiac monitor tech at Ozarks Healthcare's Med/Surg Department and was able to read Lilly's nomination during her DAISY Award presentation, where she was surprised with a celebration with fellow staff members and Bell and her family.

Bell and her grandfather, Randall, wanted to give special recognition to Lilly for going above and beyond to answer questions and offer guidance when Randall's wife was put on hospice care.

"My grandma had been in the ICU for several days," Bell said. "We eventually made the decision to put her on comfort care/hospice. It was a very hard decision, but Beth was right there. Instead of asking, 'Do you have questions?' she said, 'What questions can I answer for you because I know you have lots of them.' My grandpa is very hard of hearing, and every time she was working, she would make sure he could hear and understand everything that was happening. When we went home, Beth had told me to let her know if we needed anything.

After Grandma had passed away, my grandpa was talking to me and said, 'We could not have gotten that compassion anywhere but here. Beth is one of the best nurses and most caring that I have ever seen.'

Some nurses do it because it's their job, but Beth does it because that's who she is, and she takes pride in what she does. I thanked her many times and she always said, 'There's no need to thank me, it's an honor to be able to take care of your grandma.'

Beth is truly a shining star in Ozarks Healthcare's organization."

At the end of her award presentation, Lilly was also recognized by Bell's daughter, Hailie, with a special homemade DAISY Award cake.



**Beth Reeves-Lilly, RN**

## Nurse Residency: Growing the Workforce at Ozarks Healthcare through Nurse Residency



Over 30 new registered nurses (RNs) officially joined Ozarks Healthcare's staff after successfully completing the health system's nurse residency program in 2023.

Ozarks Healthcare's Nurse Residency Program is a program for graduates of nursing school that features rotations through different departments of the hospital. Graduate nurses spent time in approximately 28 departments of Ozarks Healthcare's hospital over several weeks.

"I am so proud of the nursing skillset these nurses have developed while training at Ozarks Healthcare in residency," Katie Johnson, Ozarks Healthcare Nurse Residency Coordinator, said. "Most importantly, they have

been able to absorb the culture of compassion we have at our health system and will be able to continue making differences through their interactions with patients and staff at Ozarks Healthcare while beginning their nursing careers."

In addition to learning and practicing Ozarks Healthcare's workplace values and professionalism, the Ozarks Healthcare Nurse Residency Program allows graduate nurses to explore different departments and clinics to determine which specialty best matches their healthcare interest.

Nurses from Ozarks Healthcare's latest residency cohort accepted positions in Ozarks Healthcare's Intensive Care Unit (ICU), Emergency Department (ED), Medical/Surgical (Med/Surg) Department, Cardiac Step-down Unit (CSU), Obstetrics (OB) Department, Neuro-Psych Unit (NPU), Heart and Lung Center, and Cardiac Catheterization (Cath) Lab.

Ozarks Healthcare's Nurse Residency Program begins in January and June of each year. To be eligible, applicants must have completed an RN program within six months and have current RN licensure, preferred or scheduled, with successful completion of the National Council Licensure Examination (NCLEX) within 90 days.





# Newcomers to OZH in 2023

## New Physicians



**Dr. Willis Courtney, MD**  
Ozarks Healthcare  
Neurology



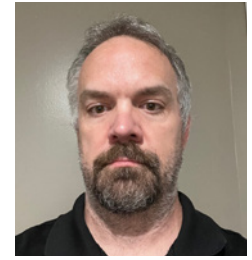
**Dr. Tony Lam, MD, FACOG**  
Ozarks Healthcare  
Women's Health



**Dr. David Benalcazar, MD**  
Ozarks Healthcare  
General Surgery



**Dr. Gary Brooks, MD**  
Ozarks Healthcare  
Emergency Medicine



**Dr. Billy Holt, DO**  
Ozarks Healthcare  
Emergency Medicine

## Midlevels



**Vanessa Harvey, CNP, FNP-BC**  
Ozarks Healthcare  
Wound Care



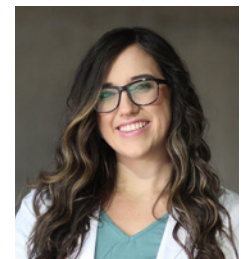
**Danielle Joyce**  
Ozarks Healthcare  
Dermatology



**John Piatt, PA**  
Ozarks Healthcare  
Orthopedics and Spine



**Amber Tooley, FNP**  
Ozarks Healthcare  
Orthopedics and  
Spine



**Cypress Wood, FNP-C**  
Ozarks Healthcare  
Primary Care



**DJ Gross, FNP**  
Ozarks Healthcare  
Primary Care



**Lesa Kerley, FNP-C**  
Ozarks Healthcare  
Cancer Treatment Center

## Longevity - Ozarks Healthcare celebrates 1,270 Years of Service at Annual Longevity Banquet



Ozarks Healthcare celebrated a significant milestone at its annual Longevity Banquet, honoring 132 dedicated employees for their combined total of 1,270 years of service to the healthcare organization.

“This evening recognized the strong commitment and dedication of our incredible team members,” Tom Keller, Ozarks Healthcare President and CEO, said. “We are immensely proud of each of our team members, especially those who have dedicated decades to serving the healthcare needs of our community.”

Among the honored, two individuals stood out for their exceptional commitment, boasting over 40 years of service each – the highest of those recognized this year.

Susan Thompson, licensed practical nurse (LPN) in Ozarks Healthcare’s Heart and Lung Center, and Tammy Gintz, quality abstractor in Ozarks Healthcare’s Quality Department, were celebrated for their four decades of exemplary service, embodying the spirit of commitment and professionalism that defines Ozarks Healthcare. Thompson has served her community through Ozarks Healthcare for 45 years, and Gintz has served for 40 years.

Ozarks Healthcare remains committed to fostering a work environment that values and celebrates the contributions of its employees. The Longevity

Banquet serves as a testament to the organization’s appreciation for the experience and expertise that its dedicated team members bring to the forefront each day.



**Tammy Gintz**  
**40 years**



**Christina Chambers**  
**Amy Lipford**  
**Gary Brown**  
**20 years**



**Susan Kenslow**  
**Amanda Shelley**  
**Angela Chronister**  
**25 years**



**Susan Thompson**  
**45 years**



**Christina Chambers**  
**Gary Brown**  
**20 years**



**Sheila Young**  
**Pamla Summers**  
**Ronda Watson**  
**Deborah Harper**  
**Joy Anderson**  
**35 Years**



**Sarah Wiggs  
Louise Thompson  
Lori Cole  
30 Years**



**Christina Chambers  
EZ Niles  
20 years**



**Brandi Davidson  
Dorothy Hafner  
Zelda Epperson-May  
Richard Harris  
Reina Fierce  
Melissa Dugger  
Erika Ruddy  
Meagan Jones  
Amanda Thomason**

**Andrew Schwartz  
Ashley Helton  
Beth Weeks  
Jared Sadowitz  
John Armstrong  
Elizabeth Bowen  
Julie Dunbar  
Gavonna Fore  
10 Years**



**Bethany Underwood  
Brandi Pogue  
Christy Lowe  
Jodi Pierce  
Barbara Young  
Kari Webster**

**Angela Anderson  
Leasa Bales  
Kelly Judd  
Mathew Spencer  
Teresa Parks  
15 Years**

## Doctors' Day 2023: Past Ozarks Healthcare Physicians reflect on Health System's Legacy



**D**octors' Day is an annual observance focused on appreciating physicians who help save lives everywhere, along with their contributions to the field of medicine. Last Doctors' Day, Ozarks Healthcare shared the perspectives of Dr. Marvin Fowler and Dr. Stephen and Betty Coats, who all were healthcare pioneers at the health system as its first days as a small community health hospital. While the health system has experienced a great amount of change over the years, Fowler and the Coats share how the health system's roots have not changed.

(Please note: The following was originally shared in Ozarks Healthcare's summer 2022 edition of "Insight" magazine published by Wheelhouse Publishing. Stories were written by Dwain Hebda and photography was conducted by James Moore.)

### **Upon this Rock – Dr. Marvin Fowler, 95, has seen It All in West Plains**

Into the soaring entrance of Ozarks Healthcare's new expansion walks Dr. Marvin Fowler. He looks around at the gleaming walls and sparkling glass, then glances down the hallways as workers put the finishing touches on the massive expansion.

It's a lot to take in, especially for someone who remembers being there at the beginning, walking into the original hospital for the first time, a structure minuscule by comparison but not feeling that way at the time.

"I remember having a lot of pride when I walked into the hospital the first time. It seemed so new and clean, and we had a nice staff of people," Fowler said, comfortably settled into one of the bright, airy conference rooms on the first floor.

"The hospital originally had a little emergency room, and it had one psychiatric room that had a lock on the door. One other private room for infectious diseases, contagion. That was the extent of the private rooms. The rest of them were two beds to a room and one four-bed suite — 50 beds.

Fowler is something of a living archive at Ozarks Healthcare, one of the originals who took medicine out of cramped downtown quarters and brought it into the modern confines of a new hospital. That 50-bed structure cast the mold for all the things that would follow in West Plains, providing a spark for the health system's current status as a regional medical draw and growing it into the biggest employer in the region.

And at the center of it then was Marvin Fowler – Arkansan by birth, Missourian by choice.

"I always wanted to go into medicine," he said. "My father, T.P., was a family doctor in Harrison, Arkansas, where I grew up. My brother Ross, who was 17 years older than me, was a family doctor there. And my Uncle Jim Fowler was a doctor there. As I grew, I was called 'Little Doc.'

"My dad was 51 when I was born, and my mother was 46. Back in the late '20s, during the Depression and all that, Dad wanted to get me educated because he had a feeling he wasn't going to live to be old. In those days, you were old if you were 70. So, he started pushing me through school. I started college at the University of Arkansas in Fayetteville at 16 and then graduated from the University of Arkansas School of Medicine when I was 23."

Following a year's internship and two years in the U.S. Army — 15 months of it in Korea — Fowler did a year of residency in Louisiana and then set his sights toward home. He'd get close.

"I wanted to come back to the Ozarks but Harrison had plenty of doctors, so I looked across Missouri and Northwest Arkansas which, of course, was booming and had plenty of doctors. I settled on West Plains," he said. "When I came here in '54, there were four doctors. I was number five."

Fowler set up a general practice and settled into the life of a small-town physician. Like all doctors in West Plains at the time, Fowler treated patients through the downtown Christa Hogan Hospital while city leaders dreamed of a more modern healthcare facility.

"It was a two-story brick building on East Main, originally a girls' school," he said. "Most of the babies at that time were delivered there. And they gave me staff privileges there, too, of course. But so much of our healthcare that was of any seriousness went to Springfield. We didn't have ambulances then; the funeral home would use the hearse to deliver critically ill people to Springfield."

Also in that era, many advancements in medicine were just around the corner, but they might as well have been on the moon in day-to-day rural Missouri.

"We had quite a bit of communicable diseases," Fowler said. "A long time ago, we didn't have antibiotics; we had sulfa drugs which were about the best thing we could do for impactions. But there was quite a bit of pneumonia in the winter season. And we had tularemia, which is a tickborne disease. Had a lot of tonsillitis, and we used some sulfa drugs for that. When I came in '54, I was getting to use penicillin shots, but that was just coming out and it was the extent of the antibiotics. "We treated so many things then that you don't see now. We had polio; the polio vaccine was just coming in during the mid to late '50s, and I recall we were very eager to get all the kids vaccinated for polio."

The construction of the new hospital was a landmark achievement for West Plains, one upon which Ozarks Healthcare continues to build its reputation. Fowler liked what he saw then, and now at 95, he likes what he sees today and knows what it means for the generations to come in the town he long ago adopted as his own.

"It makes me feel proud. Oh, proud," he said. "I've always loved this community. I enjoy interacting with the people in the community. I've said several times that I've never seen a board that I served on that I didn't enjoy because that's where you

have community leaders.

“The progression of the hospital through the years has just been amazing. The present administration has done such a good job of bringing in so many specialists. And the growth in the hospital seems like every decade we have another expansion. And this last one was just magnificent. They’ve really done such a wonderful job.”

## **Coats of Many Colors – Local Couple Spends Personal, Professional Lives Serving Others**

Dr. Stephen and Betty Coats cracked the code on life’s meaning long ago, spending their adult lives serving others both professionally and personally.

Both came from small towns where the ethos of hard work and looking out for one’s neighbor were instilled early. Both went into healthcare — he as a physician, she as a nurse — in the belief the highest calling was to ease another’s suffering. And both were tireless in their community service in support of their adopted hometown and those less fortunate than themselves.

Neither of them likes to take much credit for all of that, preferring instead to be the other’s best and most steadfast cheerleader.

“My wife wears many hats,” Stephen said. “She’s an excellent cook. She’s a great mother. She’s raised our children, and I can’t take much credit for that. I can’t say too many good things about my wife.”

“I want to add that he was a terrific father and took care of his responsibilities,” Betty countered. “We had six children to raise and educate. I was only able to juggle family and a career because God gave me a lot of patience, and I had a lot of support from my husband.”

Stephen arrived in Missouri from his native Ohio and attended medical school at Kirksville College of Osteopathic Medicine. Betty, who grew up in Troy, Missouri, completed her nurses training at Kirksville State Teachers College, now Truman University. The two were married, and after Stephen finished his residency, they made a beeline for West Plains, setting down roots that have held them resolute in good times and bad.

“When I came here, there were only about six physicians that were pretty much standard in the hospital,” Stephen said.

“Now, I don’t know what the number is today, but it’s much, much greater. Maybe closer to 100. When I came here, it [Ozarks Healthcare] was about a 40-bed hospital, a glorified nursing home, really. And now it’s a major medical center for the region. They’re bringing people in from all over the country to work here, specialists and nurses. It’s amazing how much this place has grown.”

While admitting he wasn’t wired to sit on committees, Stephen lent his leadership and guidance to that growth, serving several such bodies in his career.

“Every hospital has to have multiple committees, and I served on about all of them at one time or another,” he said. “Committees were not my thing, however. They took up a lot of time, and with a busy office and busy surgery schedule

and emergencies in the ER, committees were kind of a thorn in my side, frankly.”

Instead, the couple preferred devoting what scant spare time there was to making a more immediate and tangible impact on others.

“We have been on many mission trips through our church,” said Betty, an RN by training. “We’ve been to Guatemala, we’ve been to Jamaica three times, we’ve been to Mexico and Haiti. All of them were very interesting clinics. We took care of thousands of patients.”

Back home, they were equally passionate about volunteering in various capacities.

“We’ve been volunteering with Whetstone Boys Ranch now for 10 years,” Stephen said. “It’s a religious ranch designed to turn young boys around. Now, we’re not talking about hardened criminals here; we’re talking about anger management, family problems, they don’t get along with their parents, they don’t do well in school. We try to teach them some of the basics of gardening. That’s been very satisfying. The Boy Scouts has been very satisfying as well. I was a High Adventure program manager for quite a few years. We took the Boy Scouts all throughout the United States and Canada. Those were always great adventures.”

Betty and Stephen, now 79 and 82 respectively, today live the life of retirees, tending fruit trees on their acreage and reveling in their children and grandchildren.

The hospital they served is flourishing, and the town they love is better for their being here — especially after they spearheaded the effort to get a full-time fire department established. It’s all gone so fast, yet every day brings the same measure of joy.

“My biggest pride is all the patients I’ve taken care of who have done well,” Stephen said. “I have people come up to me who show me their scars. We were donating our time to give COVID shots a while back and a woman comes up to me, pulls up her blouse and shows me this big scar from her gall bladder surgery I did back in the early ‘70s. She said, ‘You remember that?’ I said, ‘No, not really.’”

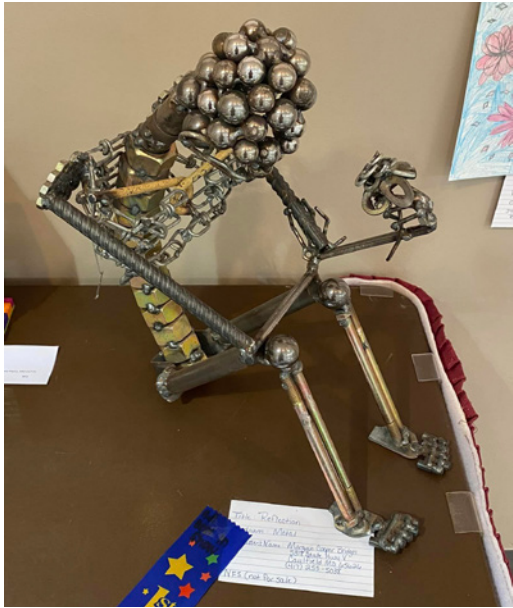
They share a laugh, then Betty gets the last word.

“I’ve been very proud of this community and our hospital,” she said. “The hospital has always been very friendly and knowledgeable and devoted extra pride in the care they give their patients. West Plains is a phenomenal place to live with all the work that’s been done in our community by our boards, our teaching staff, all those who volunteer and administer to our citizens here. It gives you such a wonderful feeling to see all that. When people ask us where we’re from, we’re proud to say, ‘We’re from West Plains.’”





# Mental Health Month – Ozarks Healthcare Behavioral Health Center (BHC) highlights Mental Health through Art



Ozarks Healthcare’s Behavioral Health Center (BHC) partnered with the West Plains Council on the Arts to host a special art show in recognition of Mental Health Awareness Month in May.

Participants from the community and local schools were invited to show their artistic skills with the theme “Pieces of Me.” The art show featured three divisions: eighth grade and under, high school, and adult. Prizes for each division were awarded as follows:

Eighth grade and under: first place - \$50, second place - \$25, third place - \$10

High school: first place - \$100, second place - \$75, third place - \$50  
High school best of show - \$500 scholarship

Adults: first place - \$150, second place - \$100, third place - \$75

One overall best-of-show winner was awarded \$200.

Art show winners were selected by a panel of judges including Josh Reeves, Vice President of Development at Ozarks Healthcare, West Plains Mayor Mike Topliff, Brenda Smith, Ozarks Healthcare Board of Directors member, and Scott Miller, Vice President of The Friends of the West Plains Public Library. Winners were:

Eighth grade and under: Gibson Truett, first place; Jacobey Truett, second place; Isla Sevy, third place

High school: Emily Ritter, first place; Mckinley Hall, second place; Maddy Matthews, third place

High school best of show: Morgan Bridges

Adults: Audrey Scott, first place; Katelyn Wolford, second place; Roberta Morris, third place

Overall best-of-show: Adam Sevy



Overall best-of-show, Adam Sevy



High school best of show:  
Morgan Bridges



Adult first place: Audrey Scott



High school second place: Mckinley Hall



Eighth grade and under third place:  
Isla Sevy

# Investing in the Future Workforce through Scholarships

Ozarks Healthcare is sharing its commitment to supporting the educational aspirations of its employees' dependents through the introduction of its Employee Dependent Scholarship Program. This initiative reflects Ozarks Healthcare's dedication to nurturing the growth and success of its employees' families and supporting education opportunities for future generations.

"We believe in empowering our employees to achieve personal and professional success, and we understand that supporting their families' educational endeavors is part of this," Tom Keller, Ozarks Healthcare President and CEO, said. "By offering these scholarships for dependents of our employees, we hope to alleviate some of the financial burdens associated with higher education and encourage the pursuit of career excellence within our community."

Ozarks Healthcare's Employee Dependent Scholarship Program aims to recognize and appreciate the hard work, loyalty, and dedication of its exceptional staff members by providing educational opportunities for their children pursuing higher education. This year, seven dependents of employees applied Ozarks Healthcare's Employee Dependent Scholarship Program and were granted scholarships in the amount of \$500.

"At Ozarks Healthcare, we take pride in the level of care we provide to the community, and this scholarship program further demonstrates our health system's dedication to reciprocating that dedication by investing in the wellness of those in our workforce and their families," Sammi Radosevich, Inside Track Career Pathways Coordinator, said.

Scholarship recipients are listed below along with their parent(s) who are Ozarks Healthcare employees:

- Haylie Larsen, daughter of Amanda Larsen
- Lily Thompson, daughter of Jama Thompson
- Karley York, daughter of Natalie York
- Morgan Brill, daughter of R.D. and Jana Reid
- Randall Caraway, son of Rachelle Caraway
- Julie Watson, daughter of Brenda Bales
- Daniel Gill, son of Elizabeth Gill



Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Daniel Gill, son of Elizabeth Gill (not pictured), and Tom Keller, Ozarks Healthcare President and CEO



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Amanda Larsen and daughter, Haylie Larsen, and Tom Keller, Ozarks Healthcare President and CEO**



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Jama Thompson and daughter, Lily Thompson, and Tom Keller, Ozarks Healthcare President and CEO**



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Natalie York and daughter, Karley York, and Tom Keller, Ozarks Healthcare President and CEO**



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, R.D. Reid and (second from right) wife, Jana Reid, (center) their daughter, Morgan Brill, and Tom Keller, Ozarks Healthcare President and CEO**



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Rachelle Caraway and son, Randall Caraway, and Tom Keller, Ozarks Healthcare President and CEO**



**Pictured from left to right: Sammi Radosevich, Inside Track Career Pathways Coordinator, Brenda Bales and daughter, Julie Watson, and Tom Keller, Ozarks Healthcare President and CEO**

Ozarks Healthcare awarded 12 local students scholarships for the pursuit of higher education from area school districts. Students were presented with their scholarships at area award ceremonies and graduations. Recipients included

**West Plains High School:**

Morgan Brill  
Drew Harris  
Garrett Mahan  
Cole Shipley

**Ozarks Christian Academy:**

Julia Moore

**Mountain Grove High School:**

Morgan Unger

**Willow Springs High School:**

Claire Clarkston

**Winona High School:**

Kylia Stayton

**Thayer High School:**

Brenna Pace

**Alton High School:**

Shelby Ledgerwood

**Mountain View-Birch Tree (Liberty High School):**

Melissa McAfee

**Salem, AR High School:**

Callee Stephenson

## Athletic Physicals

Ozarks Healthcare providers and a team of staff conducted just under 250 physicals between our main campus and the Ozarks Healthcare Zizzer Clinic before the 2023/2024 school year. Staff wished all of our area student athletes the best over their next sports seasons.



## CommonWell: Ozarks Healthcare advances Patients' Health Data Management with CommonWell Health Alliance Services



With CommonWell Health Alliance Services now being used by health systems in all 50 U.S. states, Ozarks Healthcare is joining in providing more technological health data management services by making participation in the platform an option for patients. CommonWell allows for providers and health systems across the nation to share health data. This means doctors can better coordinate care for patients, no matter where care is provided.

"Through our partnership with CommonWell, we can have much faster – close to instant – access to patients' health information, especially when they find themselves needing to stop for care

at one of our locations when they may be traveling out of state or away from home," Dr. Priscilla Frase, Ozarks Healthcare Chief Medical Information Officer (CMIO), said. "We can ultimately give care to patients quicker with CommonWell, because we are saving time having you complete paperwork and fill out the same health history information over and over."

Research shows the average person sees close to 20 healthcare providers in his or her lifetime. With health systems like Ozarks Healthcare using CommonWell, there is a higher focus on reducing siloes in sharing health data between doctors for providing more efficient care to patients.

In the event of an emergency, patients who have enrolled in CommonWell also have the benefit of having allergies, medications, health problems, and other critical health information being able to be pulled easily, reducing the chance of any delays of care. Your latest health information will be right at providers' fingertips.

"In a time when we can use technology to make medical care more accessible for our patients, CommonWell can help speed up your care in the seconds that matter most to your health," Frase said. "You never know where you may be when health emergencies happen. I encourage patients to enroll, especially during a time when summer travel and vacations are top of mind."

## Mobile Mammography Unit: Ozarks Healthcare reveals New Mobile Mammography Unit Gifted by Ozarks Healthcare Foundation



After more than a year of several successful fundraising initiatives, the Ozarks Healthcare Foundation was able to present a new mobile mammography unit to Ozarks Healthcare this week.

Several generous donors who participated in the Foundation's fundraising campaign were able to welcome the unit to Ozarks Healthcare's campus as it was driven by Dr. Charles Morgan, oncologist at Ozarks Healthcare's Cancer Treatment Center, and escorted by local law enforcement to Ozarks Healthcare's main campus.

"We are so proud to officially present this new mobile mammography unit to our health system," Josh Reeves, Vice President of Development at Ozarks Healthcare, said. "Our Foundation set out with a vision to make screenings that should be routine to detect and prevent

breast cancer in its most early, curable stages more accessible and convenient for those across our region. Through the overwhelming financial support, enthusiasm, and involvement of local businesses, community members, board members, and staff, our vision is now a reality."

In total, more than \$800,000 was raised to purchase the unit from Fire Master Fire Equipment, Inc. Several businesses and community members hosted special fundraisers or donated portions of their proceeds to the Foundation's fundraising efforts over the course of the campaign.

The unit features advanced 3D mammogram screening technology, which delivers more complex and detailed images and creates quicker screening time with less discomfort. This technology is also able to read denser breast tissue, which can be typical in younger women. Changing and waiting areas are also included on the unit.

"This is an exciting time for our health system and community," Tom Keller, Ozarks Healthcare President and CEO, said. "We are grateful for our Foundation's hard work and investment in making simple, but what can also be life-saving screenings, more available for community members across our region, especially those in some of our most rural areas."

According to the Centers for Disease Control and Prevention (CDC), breast cancer is the second most common cancer among women in the U.S. (some kinds of skin cancer are the most common). Finding breast cancer early reduces risk of death from the disease by 25-30% or more. Women should begin having mammograms yearly at age 40, or earlier if they're at high risk.

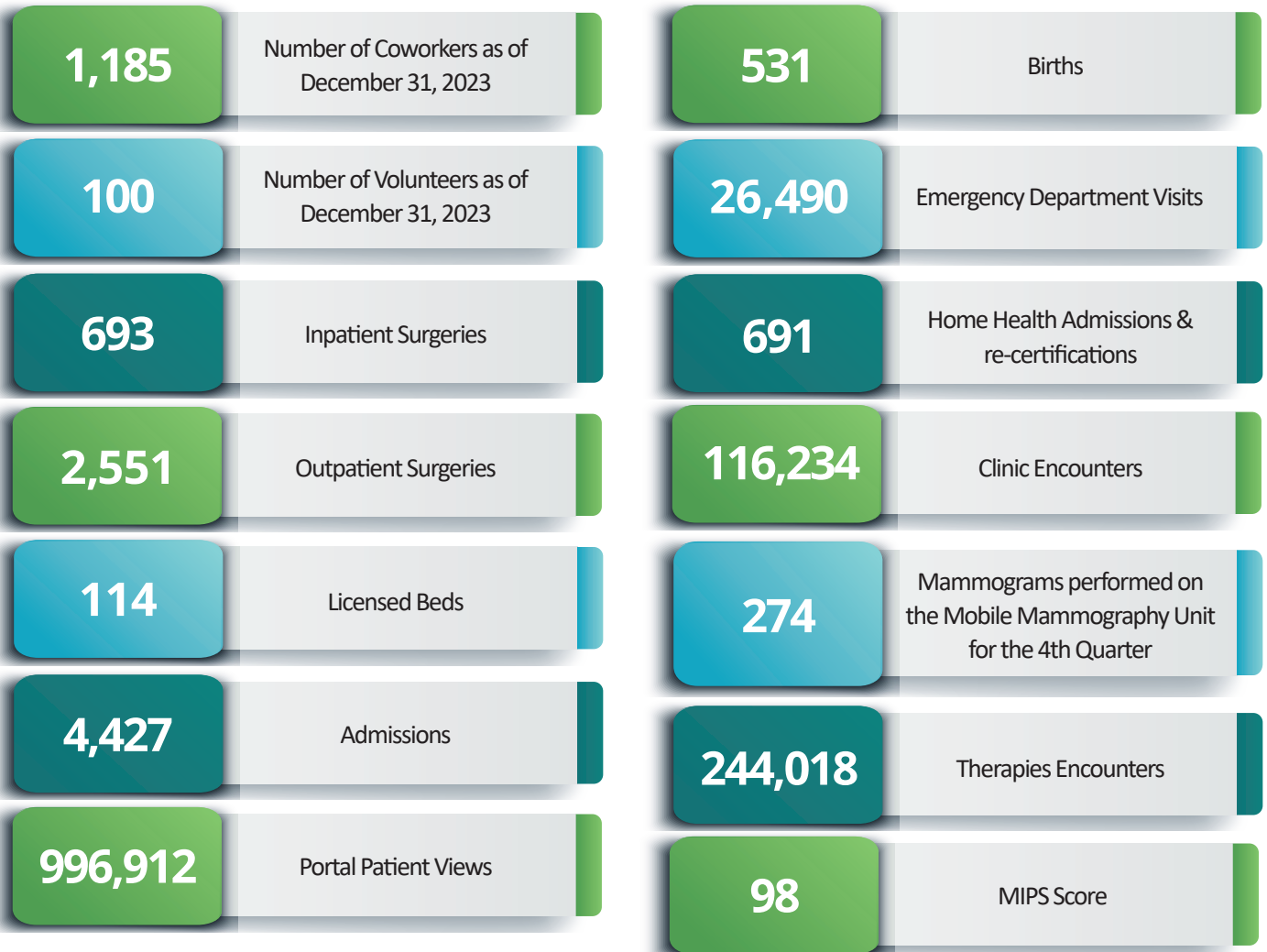


“In our line of work, we unfortunately hear from many women who delay screenings out of inconvenience of time and travel,” Monica Oaks, mammogram technologist at Ozarks Healthcare, said. “With our new unit, we can make it easier for women to take a few moments out of their day to look out for their health, their families, friends, and those who love them.”

The unit will be traveling across Ozarks Healthcare’s service region in South-Central Missouri and North Arkansas to offer screenings through the year.



## The Story in Numbers



## Prescriptions Filled

33,336

Main Campus Retail Pharmacy

142,815

Kentucky Avenue Retail Pharmacy

31,882

Thayer Retail Pharmacy

72,699

Gainesville Retail Pharmacy

1,318

Specialty Pharmacy

149

Mountain Grove Pharmacy Retail

282,199

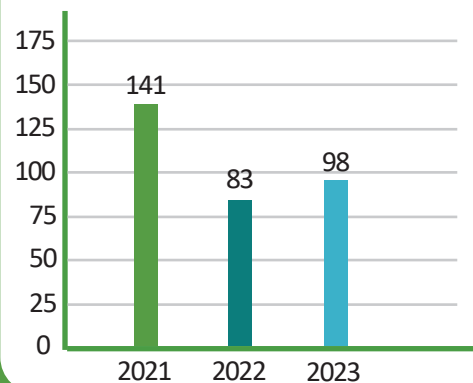
**TOTAL**



Operating Margin

**-4.0 %**

### Days Cash on Hand



# Foundation

## 2023 Foundation Board



**Ken Joplin,**  
Chairman



**Nancy Shaw**



**Robin Morgan**



**Shawn Marhefka**



**Bob Eckman**



**Emily Gibson**



**Thomas Keller,**  
President and CEO

## 2023 Foundation Staff



**Josh Reeves**  
Vice President of  
Development and  
Advocacy



**Karen Yarbrough,**  
Foundation Manager



**Emily Andrews,**  
Lead Supervisor  
West Plains Thrift Store



**Angelika Sims,**  
Lead Supervisor  
Thayer Thrift Store



**Sammi Radosevich**  
Inside Track Career  
Pathways Coordinator



**Staci Zeller**  
Administrative Assistant  
/ Business Operations  
Coordinator Coffee  
Shop

## Bring the Joy: Hospital Volunteer Enjoys Serving Others



Joanne White has seen Ozarks Healthcare from a number of different angles during her career and subsequent retirement from the West Plains Chamber of Commerce where she was the longtime executive director.

“When I was with the Chamber, I was very involved with the hospital,” she said. “We’ve had several hospital CEOs serve as chairman of the board for the Chamber, and the hospital was a great supporter of projects that the Chamber took on. Also, my job at the Chamber was economic development, and I can’t think of an entity in our community that has more of an effect on economic development than the hospital. People come here from not only the region but from out of state to use the medical facility.”

Once she retired, White got the chance to see the hospital in another light, firsthand, as a customer-facing volunteer. She was moved by what she witnessed — and still is.

“I saw how every person in that place is there to make a difference in our patients’ lives,” she said. “From the housekeeping staff that cleans the rooms to the doctor that prescribes the medicine and all the people in between who are cooking your food or shuttling your laundry around. It’s that whole team of Ozarks Healthcare people who are such a joy to be around. Such a joy. I can’t begin to tell you.”

White’s volunteer post is in the medical office building where she’s served a variety of roles from escorting patients to their appointments and delivering flowers or meals to rooms to giving out directions and smiles.

“I’m moving all the time,” she said. “I told them. ‘Wherever you put me, I want to be mobile.’ That’s what I do, and I really enjoy it so much.”

Almost anything can happen during the three-hour shift she puts in once per week, but White doesn’t fear such unknowns having the entire staff of the hospital to back her up and assist.

“We have an awesome supervisor in Maria Woodruff. She will actually do an orientation with you and train you not only for the job that you’re going to be assigned to, but she’ll take you around the hospital and give you a working knowledge of the chain of command to contact,” White said.

“There is never a space between you and an Ozarks Healthcare employee. You’ve always got someone who has your back that you can go to with any question. Everyone in that hospital is so open and willing to help.”

White said anyone hesitant about volunteering at the hospital should also know how hard the staff works to get people into roles they will enjoy. She said people shouldn’t worry about having a certain type of skill, education or professional background; whatever you bring, Ozarks Healthcare can use it.

“There are so many different things that you can do,” she said. “You can work at the front desk, or you can be a shuttle driver in the parking lot, or a gift shop worker and unpack things and put them on shelves. All that you really need is the want to help people and make a difference in people’s lives. You can do that, and you do it every time you’re here.”

## Street Dedication in honor of Ken Joplin



Ozarks Healthcare hosted a special street dedication this week in honor of Ken Joplin, long-time board member and advocate for the health system.

Joplin has given 39 years of continuous service to Ozarks Healthcare and the Ozarks Healthcare Foundation. He served on Ozarks Healthcare's Board of Directors for 30 years before retiring in April of 2014, 12 of which he spent as Board Chairman. Always having a strong passion for healthcare and service to the community, Joplin also has served on the Ozarks Healthcare Foundation Board as Board Chairman over the past few years.

"The support, advice, and guidance Ken has generously given to Ozarks Healthcare over the course of his life are treasured greatly," Josh Reeves, Vice President of Development and Advocacy at Ozarks Healthcare, said. "Most importantly, the time Ken has spent devoting his compassion to supporting our health system has helped many patients and their families. Because of him and his family's scope of care, we have been able to grow our services across our community."

Joplin has been heavily involved in several fundraising campaigns through the Ozarks Healthcare Foundation, most recently that of purchasing a mobile mammography unit for the health system.

Joplin was surprised by family members, staff from Ozarks Healthcare, and the Ozarks Healthcare Foundation in front of Ozarks Healthcare's main entrance at the street dedication. Staff presented Ken Joplin Dr. as the street name of the stretch of roadway connecting the roundabout on Kentucky Dr. to Hwy. 63.



## MASH Camp



Approximately 140 students participated in M\*A\*S\*H (Medical Academy of Science and Health) Camp at Ozarks Healthcare in 2023. Students experienced some “traditional” camp activities, including dissection, IV and blood draw training, suturing, and more. Physicians, nurses, and non-clinical staff from Ozarks Healthcare took time to visit with students about local careers in the healthcare profession.





## Lights of Life 2023



The Ozarks Healthcare Foundation and Ozarks Healthcare invited community members to attend their annual Christmas Tree Lighting Ceremony in December at Ozarks Healthcare's main campus.

The tree was decorated and illuminated with more than **230 lights** representing the Ozarks Healthcare Foundation's "Lights of Life" program.

Lights of Life is a cherished tradition that allows community members to honor and celebrate the lives of loved ones.

"By purchasing a light on Ozarks Healthcare's Tree of Life, you can pay tribute to those who have touched your heart in a meaningful way," Josh Reeves, Vice President of Development at Ozarks Healthcare, said. "Your contribution not only adds a beautiful touch to our tree but also directly supports vital programs and services at our health system."

Participation in the Ozarks Healthcare Foundation's "Lights of Life" program allows the Ozarks Healthcare Foundation to continue providing exceptional care and making a positive impact on our community through the following programs and initiatives:

Ozarks Healthcare Endowment Fund

Ozarks Healthcare Cancer Treatment Center Patient Emergency Fund

Ozarks Healthcare At Home: Hospice support funds for patients and families

Purchase of new health technology and services for Ozarks Healthcare



## Career Pathways Coordinator leads Inside Track (Workforce Development Consortium)



In 2023, Ozarks Healthcare shared updates regarding a healthcare workforce development consortium between the health system, the South Central Career Center (SCCC), and Missouri State University-West Plains (MSU-WP), which was funded by the Howell County Commission late last year through American Rescue Plan Act (ARPA) funding and the Ozarks Healthcare Foundation.

The consortium launched the Inside Track Career Pathways Program, which connects post-secondary students (traditional and non-traditional) to training programs through local universities, colleges, and other training opportunities.

Because Inside Track is the depository of all local healthcare jobs in demand, the result is putting people on the right track to live, get trained, and work here.

Ozarks Healthcare hired Sammi Radosevich as the Inside Track Career Pathways Coordinator. Prior to joining Ozarks Healthcare, Radosevich worked at the West Plains School District for ten years, while holding various teaching positions and most recently served as the high school's online learning instructional coach. Radosevich is part of the coaching staff for the Lady Zizzer Basketball team and resides in the area with her husband, Lance, and three children, Emory, Max, and Maverick.

"Inside Track is a valuable program that allows three large organizations in West Plains to work and grow together," Radosevich said. "Educating area students about the opportunities that our community offers at MSU-WP and the South Central Career Center is extremely beneficial to the growth of each school, as well as our healthcare system at Ozarks Healthcare. I am very excited to lead Inside Track because I am able to continue my interactions with students and support them through a pivotal part of their life, while also helping Ozarks Healthcare expand its workforce."

As the Career Pathways Coordinator, Radosevich finds the candidates for the positions and navigates them through the education process and pathway. The final step for the candidates is entering the local healthcare workforce. The beauty of Inside Track is that candidates are supported with scholarships and tuition reimbursement by the communities they will soon care for on the job.

Inside Track contains three different career tracks that are organized into clinical, business, and non-degree or certificate

positions. The amount of financial aid is tailored to each position. Aid is awarded throughout the work commitment in annual stipends. Tracks include the following:

Track 1 (Clinical Positions including, but not limited to the following)

1. Registered Nurse (RN)
2. Licensed Practical Nurse (LPN)
3. Certified Nursing Assistant (CNA)
4. Pharmacy Technician
5. Surgical Technician
6. Phlebotomist
7. Behavioral Health Support

Track 2 (Business Positions including, but not limited to the following)

1. Accountant
2. Medical Coding Specialist
3. Patient Accounts Specialist

Track 3 (Non-Degree or Certificate Positions including, but not limited to the following)

1. Biller
2. Crisis Stabilization Center Client Support Tech
3. Crisis Stabilization Peer Support Specialist
4. Cook
5. Core Scheduling Specialist
6. Environmental Service Aide
7. Family Support Provider
8. Laundry Aide
9. Mailroom Clerk
10. Office Assistant
11. Registration Clerk
12. Bio Med Technician

Accepted students of Inside Track will meet with the Inside Track Career Pathways Coordinator and attend regular check-in meetings throughout the program. Upon completion of their education, they will be assisted in securing jobs.

# Ozarks Healthcare receives \$3,000,000 for Procedural Space Renovations and New Clinic Construction in Mountain View

Ozarks Healthcare was recently granted \$3,000,000 to be used for renovation of procedural areas at the health system's main campus and the construction of a new family medicine clinic in Mountain View, Missouri.

Missouri State Senator Karla Eslinger and Representative David Evans were able to secure the funding for Ozarks Healthcare through a one-time request in the state of Missouri's appropriation bill.

"We are incredibly grateful to Senator Eslinger and Representative Evans for working hard to secure funding that will help so many of our patients access top-quality medical care close to home," Josh Reeves, Vice President of Development and Advocacy at Ozarks Healthcare, said. "The renovations and construction that will take place thanks to these funds will positively impact the health and wellness of generations of community members across our region who choose Ozarks Healthcare to care for their health needs. We are thankful Senator Eslinger and Representative Evans believe in the importance of growing healthcare services and capabilities across the Ozarks."

"Ozarks Healthcare has demonstrated a commitment to ensuring accessible, affordable, and quality healthcare for anyone who walks through their doors. I applaud them for everything they continue to do to ensure quality healthcare for everyone they serve," Eslinger said. "This historic investment for a new clinic in Mountain View and to renovate the West Plains procedural space is just one more brick in the strong foundation Ozarks Healthcare continues to lay."

"Ozarks Healthcare is the major source of healthcare for much of southern Missouri, and I am excited to be able to support their organization and patients through resources that will help the level of medical care provided grow," Evans said. "I am proud Ozarks Healthcare continues to expand and prioritize the needs of their patients and people of Missouri."

Ozarks Healthcare was previously awarded a \$1,000,000 grant from the U.S. Department of Agriculture's (USDA) Rural Development Program for the new clinic space for its location in Mountain View in late fall of 2022. Construction plans include larger testing areas and patient rooms, along with space for new technology. The health system was also previously granted \$3,000,000 from the Health Resources and Services Administration (HRSA) for the renovation of hospital procedural space.

Of the \$3,000,000 granted, \$1.5 million will be used for the construction of the new clinic in Mountain View, and \$1.5 million will be used to renovate procedural space inside Ozarks Healthcare's hospital in West Plains. Governor Mike Parson is expected to sign the legislation over the next few weeks.

## Foundation Finances

- **Grants to OZH:** Ozarks Healthcare Foundation provided \$ 1,246,869 in grants last year to OZH departments, programs, and patients. This included workshops for more than 200 OZH Behavioral Health Center clients at the West Plains Civic Center
- **Construction Funding:** Through our advocacy efforts, millions of dollars were secured for facility construction and equipment purchases at Ozarks Healthcare:
  - \$3 million from the Missouri Department of Health and Senior Services
  - \$3 million from Health Resources Service Agency
- **340b:** OZH Foundation worked directly with MHA to introduce legislation protecting the 340b program in rural hospitals while stalling a bill that would have allowed FQHCs to have protection without including other providers.
- **White bagging:** OZH Foundation worked with MHA to introduce “Matt’s Bill” in an effort to stop white bagging. Matt was a patient in our Cancer Treatment Center who’s care suffered due to the practice.
- **STEMI:** OZH Foundation drafted legislation introduced by Senator Eslinger limiting the state’s authority to interpret regulations concerning the Time Critical Diagnosis program - protecting STEMI and Stroke programs in rural areas.
- **FEMA:** OZH Foundation worked with Congressman Smith’s office, FEMA and the State of Missouri allowing OZH to obtain \$2.8 million in funds that had previously been stalled.
- **Workforce Development:** OZH Foundation provided funding for a faculty position at Missouri State University-West Plains for the Nursing Program.
- **Retail Revenue:** OZH Foundation’s thrift stores (Thayer and West Plains) and the coffee shop collectively generated \$1.4 million in sales, which is a 40% increase from 2022.



Representatives from Ozarks Healthcare attended a special hearing with the Missouri State Senate in Jefferson City to advocate for health-related issues, including the prohibiting of white-bagging practices.

White-bagging is an arrangement between insurance companies and selected pharmacies to ship a patient’s medications to the site of care, where staff must then take whatever steps are needed to prepare and administer the products. White-bagging can lead to inability to adjust dosages in response to emergent clinical findings and delay treatment if medication doesn’t arrive before a patient’s appointment.

Originally from the area, Jordan Kantola is a local who was impacted directly by white-bagging. She joined Ozarks Healthcare officials at the hearing and read a statement advocating for laws against white-bagging. Jordan is pictured with Missouri State Senator Karla Eslinger.



Thayer Thrift Store



OZH Coffee Shop



Karla Eslinger and Josh Reeves, Vice President of Development at Ozarks Healthcare, at the Street Dedication of Ken Joplin

