



ANNUAL
REPORT
2023

AWARDS

OUR 2023 ACHIEVEMENTS

2023 PRC Excellence in Healthcare awards (5-star is a top 10% performer, 4-star is a top quartile performer)

- BRHC Family Medicine (5-Star) ★★★★★
- BRHC Behavioral Health (5-Star) ★★★★★
- Emergency Department (5-Star) ★★★★★
- Med/Surg Observation (5-Star) ★★★★★
- Outpatient Laboratory (5-Star) ★★★★★
- Diagnostic Imaging (5-Star) ★★★★★
- Outpatient Nutrition Education (5-Star) ★★★★★
- Sleep Lab (5-Star) ★★★★★
- Outpatient Surgical Services (5-Star) ★★★★★
- Physician Medicine & Rehabilitation Services (5-Star) ★★★★★
- Inpatient Services (4-Star) ★★★★★
- Overall Hospital Rating (4-Star) ★★★★★

Wound Center

- Healogics Center of Distinction Award
- Healogics Robert A. Warriner III Clinical Excellence Award

Top 10% Performer on WHA Checkpoint

- All-cause Readmissions
- Early Elective Delivery
- Newborn Disease Screening
- Patient Survey Response to the Statement: "Patients Always Received Requested Help"
- Fall with Major Injury
- Pneumothorax Occurrences
- Pressure Ulcer Occurrences
- Sepsis Interventions



\$145,345

Value of employee hours donated by volunteers



REPORT FROM THE CEO

2023 was a year of tremendous growth and positive strides for Black River Memorial Hospital, and we couldn't have done it without the support of our community. We are thrilled to report that our Care at Home Program served 14% more patients in 2023. Additionally, we saw significant growth in our Pain Clinic and Surgical Services. Our commitment to strengthening, safeguarding, and expanding our healthcare workforce is at the heart of our mission to improve lives through compassionate, community-based care.

We recognize the increasing demand for expanded healthcare services and the challenges posed by national and regional trends of hospital closures and workforce shortages. The recent closures of several hospitals in rural western Wisconsin highlighted the importance of our work. Despite these challenges, we remain dedicated to ensuring the availability of key healthcare services, such as emergency care, labor and delivery, acute care, and mental health services.

Black River Memorial Hospital is committed to its vision of advancing a healthier community by providing excellent care close to home. We are bridging the gaps left by hospital closures by expanding our service lines, recruiting and training talented clinicians through robust training programs, and introducing innovative approaches, such as telehealth availability in our Behavioral Health services and approving an eICU plan to go live in 2024.

I would be remiss not to mention and recognize our staff for the numerous accolades they achieved in fulfillment of our mission and vision this past year. We are fortunate to have a remarkable team of health professionals who are passionate about providing care in our community. I want to reassure you that we remain steadfast in our commitment to providing excellent care close to home.

In 2023, we were a top 10% performer on the WHA Checkpoint for several measures, including 30-day, all-cause unplanned readmissions and for patient safety. We received the Healogics Center of Distinction Award and Healogics Clinical Excellence Award for our Wound Care department. We also received 12 PRC Excellence in Healthcare Awards, including 5-star ratings in Behavioral Health, Family Medicine, Emergency Department, Outpatient Lab, Nutrition Education, Imaging, Sleep Lab, Med-Surg Observation, Outpatient Surgical Services, and Physical Medicine & Rehabilitation. Yes, our future is bright, and we look forward to continuing our journey in the years to come.

Thank you for being part of the BRMH community.

Sincerely,

Carl Selvick

Carl Selvick
President & Chief Executive Officer



CARE PROVIDERS

“We’re truly honored to be awarded the prestigious PRC 5-Star Excellence in Healthcare Awards, ranking us in the nation’s top 10% across multiple departments including Family Medicine, Behavioral Health, and Emergency Services. The recognition extends to our Wound Center, highlighted by the prestigious Healogics Center of Distinction and Robert A. Warriner III Clinical Excellence Awards, showcasing our unwavering dedication to exceptional care. These accolades reinforce our commitment to establishing Black River Memorial Hospital as a premier institution for compassionate, community-based healthcare.”


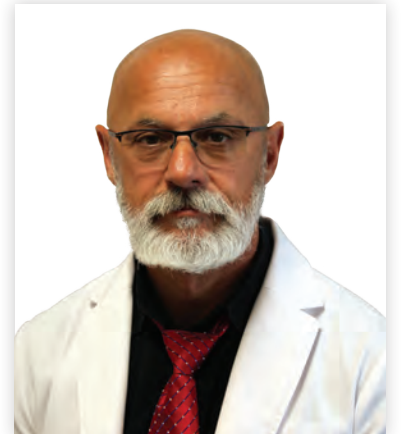

Dr. Carol Martin, Chief of Staff



BOARD OF DIRECTORS

| | | | | |
|--|--|--|---|---|
|  Brad Chown <i>Chair</i> |  Shelly Severson <i>Vice-Chair</i> |  Carl Selvick <i>Secretary</i> |  Michelle Greendeer-Rave <i>Treasurer</i> |  Dr. Carol Martin <i>Chief of Staff</i> |
|  Wally Apland III |  Tim Kunes |  Dr. Thomas Walker |  Kathy Potter |  Tim Tranberg |

WELCOME, NEW PROVIDERS

| | | | | |
|---|---|---|---|---|
|  Jared Sherman, PA <i>Emergency Medicine</i> |  Don Hart, CRNA <i>Anesthesia</i> |  Greggory Eddy, CRNA <i>Anesthesia</i> |  Edward Zhovtis, CRNA <i>Anesthesia</i> |  Nicholas Thompson, DPM <i>Podiatry</i> |
|---|---|---|---|---|

THANK YOU

“2023 was a significant year of advancements for Black River Memorial Hospital, achieving a remarkable turnaround, transitioning from operational losses to positive operating margins. By controlling expenses and strategically focusing on growth initiatives that truly move the needle, we’ve strengthened our financial health. This transformation not only ensures our sustainability, but also enhances our ability to provide compassionate, community-based care.”

Brad Chown, Board Chair



We extend our sincere gratitude to **Christine Hovell** for her outstanding service on our board of directors from 2021 to 2023. Christine’s dedication and contributions have been invaluable, and we deeply appreciate her commitment to our organization’s mission and we are appreciative of her service.

STATISTICS & FINANCIALS

STATEMENT OF OPERATIONS

| REVENUE | 2023 | 2022 |
|--|---------------------|---------------|
| Net Patient Service Revenue | \$61,384,200 | \$57,906,000 |
| Other Revenue | \$1,051,000 | \$2,077,500 |
| Net Assets Released from Restrictions Used for Operations | \$20,800 | \$9,900 |
| Total Revenue | \$62,456,000 | \$59,993,400 |
| EXPENSES | | |
| Salaries and Wages | \$25,984,000 | \$25,772,000 |
| Employee Benefits | \$8,703,000 | \$10,443,800 |
| Supplies and Other Expenses | \$22,790,000 | \$21,394,800 |
| Depreciation | \$3,148,000 | \$3,420,400 |
| Interest and Amortization | \$685,900 | \$719,000 |
| Total Expenses | \$61,309,700 | \$61,750,200 |
| Gain (loss) from Operations | \$1,146,300 | (\$1,756,800) |
| OTHER INCOME | | |
| Investment Income (Loss) | \$3,403,000 | (\$3,255,900) |
| Contributions | \$7,340,300 | \$16,300 |
| Gain on Forgiveness of LT Debt | - | - |
| Gain on Sale of Investment | \$82,300 | \$28,900 |
| Other | (\$22,900) | (\$7,800) |
| Total Other Income | \$10,802,700 | (\$3,218,500) |
| Increase (Decrease) in Net Assets Without Donor Restrictions | \$11,949,000 | (\$4,975,200) |

COMMUNITY BENEFITS

| | |
|--|---------------------|
| Financial Assistance | \$470,075 |
| Unreimbursed Medicaid and Other Government Programs | \$1,630,255 |
| Community Health Improvement Services* Community Health Education Healthcare Support Services | \$12,151 |
| Health Professional Education* Nursing and Medical Students | \$103,415 |
| Subsidized Health Services* Emergency and Trauma Services Women's and Children's Services Subsidized Continuing Care Palliative Care | \$7,729,796 |
| Financial and In-Kind Donations* | \$14,011 |
| Community Building Activities* Community Benefits Operations Community Collaborations and Partnerships | \$48,638 |
| Total Community Benefits | \$10,008,341 |

*Community Benefits Inventory for Social Accountability (CIBSA) recording tool developed by Lyons Software, reconciliation period 1/1/2022-12/31/2022.

STATISTICS & FINANCIALS

MEDICAL SURVEY OF PATIENT EXPERIENCE

| | BRMH | WI Avg. | Nat'l Avg. |
|--|-------------|---------|------------|
| Patients who reported that their nurses "Always" communicated well | 81% | 83% | 79% |
| Patients who reported that their doctors "Always" communicated well | 81% | 82% | 80% |
| Patients who reported that they "Always" received help as soon as they wanted it | 73% | 70% | 66% |
| Patients who reported that staff "Always" explained medication before giving it to them | 70% | 66% | 62% |
| Patients who reported that their room and bathroom were "Always" clean | 86% | 77% | 73% |
| Patients who reported that the area around their room was "Always" quiet at night | 81% | 66% | 62% |
| Patients who reported YES, they were given information about what to do during their recovery at home | 86% | 89% | 86% |
| Patients who "Strongly Agreed" they understood their care when they left the hospital | 61% | 55% | 57% |
| Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) | 77% | 75% | 71% |
| Patients who reported YES, they would definitely recommend the hospital | 73% | 73% | 69% |
| Patient survey overall star rating 4 out of 5* | ★★★★ | | |

FACTS AND STATISTICS FOR FISCAL YEAR

| | 2023 | 2022 | 2021 |
|---|---------------|--------|--------|
| Number of Employees (end of fiscal year) | 304 | 334 | 338 |
| Number of New Patients Served | 1,710 | 1,684 | 1,941 |
| Number of Births | 104 | 96 | 123 |
| Number of Rehabilitative Visits | 11,035 | 8,595* | 9,015 |
| Number of Respiratory Therapies | 10,149 | 10,698 | 11,007 |
| Number of Diagnostic Exams (tests performed in Imaging) | 14,988 | 15,283 | 14,603 |
| Number of Emergency Room Visits | 10,294 | 9,849 | 9,420 |
| Number of Clinic Visits (Behavioral Health, Primary Care, Specialty Clinic) | 9,002 | 8,761 | 7,598 |
| Number of Infusion Visits | 1,410 | 1,320 | 954 |

*Does not include Wound Care Center visits.



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