

2024

BLACK RIVER MEMORIAL HOSPITAL
ANNUAL REPORT



Black River Health

ACHIEVEMENTS

| PERFORMANCE RECOGNITION |
|---|
| 2024 Performance Leadership from the Chartis Center for Rural Health |
| Center of Distinction Award and the Robert A. Warriner III, MD, Clinical Excellence Award for Clinical Outcomes within the Wound Center Program |
| 2024 PRC Excellence in Healthcare Awards - Award of Distinction for Excellent Performance for BRMH Inpatient Services of Overall Quality of Care |
| Vizient Pharmacy Vision Award - Excellence in Managed Care |
| WORKPLACE RECOGNITION |
| Awarded Top Workplace in Healthcare Industry - 2024 |
| Awarded Top 25% Supportive Managers - 2024 |
| Certified as Family Friendly by Family Friendly Workplaces, Inc. |
| Participating with the DAISY Foundation for Annual Nursing Recognition |
| ENERGY RENEWABILITY AND SUSTAINABILITY INITIATIVE |
| As part of our community health improvement plan, we're installing a new Combined Heat and Power (CHP) system to lower energy use and reduce costs. By cutting expenses behind the scenes, BRH is making it easier to keep the focus on your care, your comfort, and your well-being. |

3,970

Hours donated by our volunteers



REPORT FROM THE CHIEF PHYSICIAN EXECUTIVE AND CHIEF EXECUTIVE OFFICER

As we reflect on 2024, we're grateful for the trust of our patients, the dedication of our team, and the strength of our community.

The formation of Black River Health, uniting Krohn Clinic and Black River Memorial Hospital, was a landmark moment, one that honors our shared history and strengthens our ability to deliver excellent care, close to home.

While that may be the most visible milestone, it was one of many. This past year, we moved forward with purpose by expanding services, deepening partnerships, and always keeping the health and well-being of our communities at the center of everything we do.

In the past year, our hospital made significant, impactful changes that directly influenced the way our patients access care. Our effort to keep oncology in our community eliminates long drive times to access cancer treatment. Our telehealth program allows patients to receive essential mental health care from the comfort of their own homes. And, our new eICU bridges a vital gap in critical care — delivering life-saving expertise when and where it's needed most.

Each initiative we undertook in 2024 made strides to break down barriers to care. These initiatives reflect our belief that care should not only be high-quality, but also truly accessible to all.

This work would not be possible without the talents and commitment of our staff, the support of our partners, and the strength of the community we are privileged to serve. We would be remiss not to recognize our staff for the numerous accolades they achieved in fulfillment of our mission and vision this past year.

At the end of the year, we embraced an exciting new chapter in our organization's history: our integration with Krohn Clinic to form Black River Health. This change displays our deep commitment to keeping care local. As we look to the future, we do so with renewed purpose and a broader vision as Black River Health – stronger together.

Thank you for walking alongside us as we continue to grow and serve you.

Sincerely,

Michelle Clark-Forsting

Michelle Clark-Forsting, MD
Chief Physician Executive

Carl Selvick

Carl Selvick, PharmD
Chief Executive Officer



CARE PROVIDERS

“We all feel the impact and evolution happening across our healthcare community. Coming together as Black River Health represents a success built on years of partnership — thanks to the dedication of board members, community leaders, and healthcare professionals. We are truly excited about what lies ahead for this organization. As the Medical Director of the Wound Care Center, I am especially proud of our team’s achievement in being recognized with the Healogics Championship Belt for the third time. This honor reflects our unwavering commitment to helping patients heal and improve their health outcomes.

The dedication all of our staff show to delivering exceptional care is not only inspiring — it sets the tone for what Black River Health can achieve in the coming year.

Dr. Carol Martin, Chief of Staff



Welcome, New Providers



Angela Bentley
Nurse Practitioner



Bob Docherty
Nurse Practitioner



Brenna Peters
Nurse Practitioner



Dr. Ethan Young
ED



Janice Drinsinger
Nurse Practitioner



Dr. John Murphy
Hospitalist



Mayra Damien
Behavioral Health Therapist



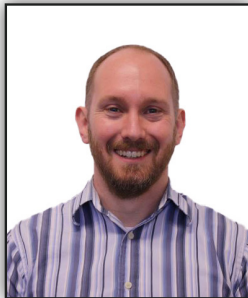
Dr. Ruth Mahmood
Hospitalist



Sarah Chilson
Physician Assistant



Tiffany Petersen
Anesthesia



Tommy Moize
Behavioral Health Therapist



Tracy Saboy
Nurse Practitioner



Dr. Tracy Sanson
Emergency Medicine

BOARD OF DIRECTORS



Brad Chown
Chair



Shelly Severson
Vice-Chair



Michelle Greendeer-Rave
Treasurer



Carl Selvick
Secretary



Dr. Carol Martin
Chief of Staff



Kathy Potter



Dr. Thomas Walker



Tim Kunes



Tim Tranberg



Wally Apland III

“2024 was a landmark year of growth for Black River Memorial Hospital. Despite the significant transition brought on by the integration with Krohn Clinic, our staff remained unwavering in their commitment to deliver exceptional patient care. Their dedication was recognized through multiple honors, including the 2024 Performance Leadership Award from the Chartis Center, the 2024 PRC Award of Distinction for Excellent Performance, and the 2024 Top Workplaces Award in Healthcare. We are incredibly proud of their resilience and steadfast focus on patients throughout this period of change.”

Tim Tranberg, Board of Directors

STATEMENT OF
OPERATIONS

| REVENUE | 2024 | 2023 |
|---|--------------|--------------|
| Net Patient Service Revenue | \$62,373,192 | \$61,384,200 |
| Other Revenue | \$874,386 | \$1,051,000 |
| Net Assets Released from Restrictions Used for Operations | - | \$20,800 |
| Total Revenue | \$63,247,578 | \$62,456,000 |
| EXPENSES | | |
| Salaries and Wages | \$25,488,338 | \$25,984,000 |
| Employee Benefits | \$10,983,246 | \$8,703,000 |
| Supplies and Other Expenses | \$21,517,088 | \$22,790,000 |
| Depreciation | \$3,300,550 | \$3,148,000 |
| Interest and Amortization | \$652,421 | \$685,900 |
| Total Expenses | \$61,941,643 | \$61,309,700 |
| Gain (Loss) from Operations | \$1,305,935 | \$1,146,300 |
| OTHER INCOME | | |
| Investment Income (Loss) | \$3,129,723 | \$3,403,000 |
| Contributions | - | \$7,340,300 |
| Gain on Forgiveness of LT Debt | - | - |
| Gain on Sale of Investment | \$16,000 | \$82,300 |
| Other | \$57,861 | (\$22,900) |
| Total Other Income | \$3,203,584 | \$10,802,700 |
| Increase (Decrease) in Net Assets Without Donor Restrictions | \$4,509,519 | \$11,949,000 |

COMMUNITY
BENEFITS

| | |
|--|-------------|
| Financial Assistance | \$445,405 |
| Unreimbursed Medicaid and Other Government Programs | \$1,459,206 |
| Community Health Improvement Services* (Community Health Education, Healthcare Support Services) | \$19,498 |
| Health Professional Education* (Nursing and Medical Students) | \$275,111 |
| Subsidized Health Services* (Emergency and Trauma Services, Women's and Children's Services, Subsidized Continuing Care, Palliative Care) | \$9,276,261 |
| Financial and In-Kind Donations* | \$15,218 |
| Community Building Activities* (Community Benefits Operations, Community Collaborations and Partnerships) | \$171,683 |
| Total Community Benefits: \$11,662,382 | |

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

MEDICAL SURVEY OF
PATIENT EXPERIENCE

| Patients who reported that... | BRMH | WI Avg. | Nat'l Avg. |
|---|------|---------|------------|
| Their nurses "Always" communicated well | 84% | 83% | 80% |
| Their doctors "Always" communicated well | 83% | 82% | 80% |
| They "Always" received help as soon as they wanted it | 76% | 71% | 67% |
| Staff "Always" explained medication before giving it to them | 70% | 66% | 62% |
| Their room and bathroom were "Always" clean | 81% | 77% | 74% |
| The area around their room was "Always" quiet at night | 75% | 66% | 62% |
| YES, they were given information about what to do during their recovery at home | 91% | 90% | 86% |
| They "Strongly Agreed" that they understood their care when they left the hospital | 64% | 56% | 52% |
| They gave the hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest) | 79% | 76% | 72% |
| YES, they would definitely recommend the hospital | 70% | 74% | 70% |

FACTS AND STATISTICS
FOR FISCAL YEAR

| | 2024 | 2023 | 2022 |
|---|--------|--------|--------|
| Number of New Patients Served | 1,658 | 1,710 | 1,684 |
| Number of Births | 109 | 104 | 96 |
| Number of Procedures in Surgical Services | 2,069 | 1,978 | 1,898 |
| Number of Rehabilitative Visits | 10,586 | 11,035 | 8,595* |
| Number of Respiratory Therapies | 8,764 | 10,149 | 10,698 |
| Number of Diagnostic Exams (tests performed in Imaging) | 14,920 | 14,988 | 15,283 |
| Number of Emergency Room Visits | 9,570 | 10,294 | 9,849 |
| Number of Clinic Visits (Family Medicine, Behavioral Health, Specialty Clinic) | 6,624 | 8,661 | 8,768 |
| Number of Infusion Visits | 1,477 | 1,410 | 1,320 |
| Number of Wound Care Center Visits | 1,939 | 2,360 | 1,839 |
| Number of Pain Clinic Visits | 634 | 578 | 257 |

* Does not include Wound Care Center visits

NEXT YEAR...

**We've come together
as Black River Health
(BRH), and so will
our reports. Look
out for BRH's first
ever annual report in
2025 on our website,
blackriverhealth.com**



Black River Health