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Momentum



Excellence. *Always.*

REPORT TO THE COMMUNITY EDITION
2020

BRMH Welcomes New Orthopedic Surgeon



A New 'Joint' Effort at BRMH



BRMH is proud to announce a respected orthopedic surgeon recently joined our team: **Dr. Mark McCarthy**, who specializes in sports medicine.

Meet Dr. McCarthy

If you're nervous about seeing an orthopedic surgeon, you can rest assured you're in good hands with Dr. Mark McCarthy. He's worked with both collegiate and professional teams, including De Paul University, the Chicago Bulls, and Chicago White Sox. "I feel blessed to have had training at top programs," says Dr. McCarthy.

“With my experience and our sports medicine team, we can offer a full-service line of sports medicine care in Black River Falls and avoid the need for patients to travel distances to receive this specialty care.”

While Dr. McCarthy is a sports medicine specialist, he is experienced in performing a variety of orthopedic procedures, including rotator cuff repairs and shoulder stabilization procedures, as well as cartilage restoration and reconstruction of ACL and other ligament tears. Dr. McCarthy stresses that surgery isn't always necessary. In many cases, patients can be treated with non-operative care as an initial treatment plan. This may include options such as therapy, bracing, and injections.

"Being an orthopedic surgeon and sports medicine specialist is an extension of my life-long interest in athletics," says Dr. McCarthy. "From playing college football and baseball, to now coaching youth sports in my community, I am an avid proponent of life-long activity. My goal is to keep patients as active as they wish to be."

Black River Memorial Hospital offers specialized orthopedic care that can get you back on your feet fast, so you can enjoy daily life. Our expert team is with you from initial evaluation, through rehabilitation, and every step in between.

Dr. McCarthy encourages anyone suffering from joint pain to schedule an initial consultation.



Please call the Black River Healthcare Clinic at **715-284-3355** or visit **www.brmh.net/patient-portal** to schedule an appointment online.



The new
Black River
Healthcare Clinic
opens
July 13th!

Designed With the *Whole You* in Mind

We're proud to announce the completion of the new Black River Healthcare Clinic—with a patient-centered approach that combines primary care with behavioral health to treat the entire person: body, mind and spirit. Our providers incorporate the strong connection between mental and physical health to give patients a more thorough, whole-person approach to care. Even better, this option for health and total wellness makes it easier for everyone to get the complete care they need, when they need it.

Clinic is located on the BRMH campus and is now accepting appointments.

Call **715-284-3355** or visit **brmh.net/clinic**.

CLINIC HOURS:

Monday - Friday: 7:00am - 7:00pm

Saturday: 8:00am - Noon

Sunday: Closed

CARE TEAM:

- Family medicine providers
- Behavioral health therapists
- Certified medical assistants

- Registration staff
- Visiting specialists in orthopedics, ophthalmology and more



Report from the Chief Executive Officer **Mary Beth White-Jacobs**

2019 was a great year for BRMH and we are grateful for the support of our employees, providers and the community to continue to be progressive in our journey to become the best community hospital in the nation. It saw us add needed services and amenities to

ensure we continue to provide the best possible healthcare to our community, as well as meet and exceed many goals. Our whole team continues to amaze me with their hard work, dedication, and joy in caring for patients.

One of the largest undertakings of the year, and one that we're most proud of, was the building and remodeling of many areas across the organization—most notably the decision to build a Black River Healthcare Clinic, Family Centered Medical-Home Clinic with a mental health focus.

After a community health needs assessment identified that the top three needs in our community were Mental Health and Substance Abuse Disorder Care, Obesity Management, and Dementia/Alzheimer's Care, we believe this new clinic will allow us to provide additional services to care for patients with these issues right here in Black River Falls. This new clinic will provide many services, including medication-assisted substance abuse treatment locally not currently available.

In addition to the new clinic, we completed many other construction projects to enhance and add services. Surgical Services added a second procedure room and pre and post-operative rooms, and enhanced work areas for providers and staff were added in several areas.

We completely remodeled our 1968 kitchen and updated the servery and dining areas, while doubling the size of our Physical Medicine and Rehabilitation department. We updated our pharmacy, increased security in our Emergency Department, and created additional care space in Diagnostic Imaging. This all made for a busy, yet very rewarding year!

Every year we set organizational goals for our Pillars of Excellence: Service, Quality, People, Community, Growth, and Finance. This year we're happy to report that we met and exceeded all pillar goals, a testament to our commitment to serving our great communities.

Another highlight from 2019 was being recognized by multiple organizations in the healthcare field.

Black River Memorial Hospital received a 2019 Excellence in Patient Care Award from Huron's Studer Group business. The award recognizes achieving a ranking at or above the 90th percentile in our communication with doctors for patients discharged in 2018. We were also honored to be a 2019 Guardian of Excellence Award® winner. The Guardian of Excellence Award recognizes top-performing healthcare organizations that have achieved the 95th percentile or above for performance in employee engagement. Finally, for the 9th year in a row, we were recognized by Modern Health Care as one of the best places to work in healthcare.

Looking back on last year, we feel immensely fortunate to work at such an outstanding organization. Our people and the support of our community continue to be the key to our success and sustainability. We are here for you and will continue "Serving You with Excellence" into the future.

Modern Healthcare
BEST 2019
PLACES
TO WORK™

Welcome 2019 New Providers

- **Lukasz Babiarz, MD**, Radiology
- **Jill Boulden, MD**, Hospitalist
- **Diana Johnson, CRNA**, Anesthesia
- **Darin Lash, PA**, Emergency Medicine/Hospitalist
- **Tina Opelt, APNP**, Homecare-Hospice
(Transitioned to Family Medicine at Black River Healthcare Clinic in 2020)
- **Rupinder Singh, MD**, Emergency Medicine/Hospitalist
- **Jesse Susa, MD**, Family Medicine, Krohn Clinic

Report from the Chief of Medical Staff

Nicholas Kitowski, MD



2019 was a very exciting year for Black River Memorial Hospital! We experienced some expansion projects at the hospital that will allow us to provide even better care for our community. While many updates were made, a few of the highlights include the expansion of operating room services and the physical therapy program, the remodel

of the cafeteria, and improvements to the obstetric and emergency rooms.

But perhaps the greatest impact of those updates so far has been in improvements to the outpatient endoscopy experience. We have new endoscopy suites and

equipment and have seen an increase in the number of endoscopy services completed last year. It's becoming a new growing service for the hospital to provide.

Last year, we also met our goal of having more individuals stay local for their medical care a reality. Throughout 2019 we tracked new patient numbers and saw them steadily rise, a good sign that patients are coming to us for care instead of leaving town. We continue to promote our services to reach people in our community and assure them we can meet their healthcare needs.

At the end of the day, this is all possible because the global hospital staff is amazing in all departments. They take excellent quality care of all our patients and make us the exceptional hospital that we are.

Report from the Partners' President

Nancy Hides



My term as President of Partners of BRMH has quickly come to an end. My experience as a Partner has been wonderful. I now know we are not just a little local group of volunteers. We are part of a much larger organization; Partners of Wisconsin Hospital Association (WHA). With each convention, district meeting, and Advocacy Day attended, I've come away

with information useful in all areas of my life. I have met wonderful leaders, participated in meaningful debates, and attended many helpful seminars. A highpoint for me this past year was attending an end-of-life Doula training with volunteers Kathy Hosler and Sue Haag.

At the end of 2019, our Partners membership grew to 146, plus 26 summer Volunteers. We are proud to be one of the larger groups in our Wisconsin Partners district. Our Partners donated 8,670 hours, Volunteers added 1,066 and adding the hours from Hospice, Palliative services, transportation, and the Personal Emergency Response System (PERS), our organization contributed an added value of \$274,962 to our facility.

Some of the value-added activities in 2019 included:

- Easter Bunny Brunch
- Spring District Meeting
- Advocacy Day
- Volunteer recognition Banquet
- Partners of WHA Western District Fall Meeting
- Partners State Convention
- Holiday Tea
- Sponsored Health Education Programs for youth
- Blood Drives
- Fundraising Sales
- Student Scholarships
- And, more!

We would like to send a special thank you to the volunteer services staff for their tireless coordination and strategic guidance throughout the year. Cindy Clark, Sarah Osegard, and Sara McCullough, you are priceless!

I would like to welcome our incoming President, Patricia Franks, President-Elect Mary Nortman and to Linda Nandory for officially taking the Secretary/Treasurer position. Being a volunteer and an officer has truly been a highlight in my life. Members, keep spreading the word how great being a Partner is!

Partners Officers 2019

Nancy Hides - *President*

Patricia Franks - *President-Elect*

Linda Nandory - *Treasurer*

Jackie Shankey - *Secretary*

Report from the Chairman Brad Chown, BRMH Board Chair



As we look back on 2019, we couldn't be prouder of everything accomplished at Black River Memorial Hospital. First of all, as always, we must thank our incredible employees for the amazing work they do to provide quality healthcare in our small, rural community. It's an honor to have a team of people like them in Black River Falls.

In fact, Black River Memorial Hospital was once again named one of the "Best Places to Work" by Modern Healthcare, a worthy testament to the entire hospital staff and their dedication to creating a positive experience for both patients and employees alike.

Last year also saw an exciting development in Black River Memorial Hospital's ability to provide a holistic approach to healthcare. We began construction of a new behavioral health and primary care clinic which will allow us to begin to address the extraordinary need for these services in our area and keep more healthcare services local. With this new addition, scheduled to open in July 2020, we will be able to provide more complete, personalized mental and physical healthcare for members of our community.

Beyond the clinic construction, we also saw improvements in other areas of the hospital as well. A new lobby entrance now includes registration desks with improved privacy, and the cafeteria got a much-needed upgrade (*some of the equipment dated back to the 1960s!*). Expansion of the Medical and Surgical area allows for more procedures, which in turn allows us to take care of more patients.

2019 was definitely a year for the books. We're thrilled with how Black River Memorial Hospital continues to find ways to better serve the community and look forward to what else is in store for 2020.

Statement of Operations Year Ended December 31

	2019	2018
Revenue		
Net Patient Service Revenue	\$69,140,000	\$62,158,000
Other Operating Revenue	\$1,420,000	\$1,268,000
TOTAL REVENUE	\$70,560,000	\$63,426,000
Expenses		
Salaries & Wages	\$24,997,000	\$24,573,000
Employee Benefits	\$11,269,000	\$10,523,000
Supplies & Other	\$25,455,000	\$19,759,000
Depreciation	\$2,842,000	\$2,542,000
Interest	\$350,000	\$503,000
TOTAL EXPENSES	\$64,913,000	\$57,900,000
Net Income from Operations	\$5,647,000	\$5,526,000
OTHER INCOME		
Investment Income	\$2,449,000	\$774,000
Contributions	(\$4,000)	(\$6,000)
Net Asset Gain/Disposal	\$1,000	\$30,000
Distributions and Refinancing	(\$127,000)	\$0
Revenue in Excess of Expenses	\$7,966,000	\$6,324,000

Community Benefits Year Ended December 31

Financial Assistance	\$3,692,988
Unreimbursed Medicaid and Other Government Programs	\$2,873,583
Community Health Improvement Services	\$197,260
Community Health Education	
Healthcare Support Services	
Health Professionals Education	\$167,432
Nursing and Medical Students	
Subsidized Health Services	\$7,334,204
Emergency and Trauma Services	
Women and Children's Services	
Subsidized Continuing Care	
Palliative Care	
Financial and In-Kind Donations	\$114,652
Community Building Activities	\$95,403
Community Benefits Operations	
Community Collaborations and Partnerships	
Total Community Benefits	\$14,475,522

Medicare Survey of Patients' Experiences	BRMH	WI Average	National Average
Patient survey summary star rating ★★☆☆	4 out of 5		
Patients who reported that their nurses "Always" communicated well	87%	84%	81%
Patients who reported that their doctors "Always" communicated well	86%	83%	82%
Patients who reported that they "Always" received help as soon as they wanted it	82%	74%	70%
Patients who reported that staff "Always" explained medication before giving it to them	80%	70%	66%
Patients who reported that their room and bathroom were "Always" clean	83%	80%	76%
Patients who reported that the area around their room was "Always" quiet at night	78%	65%	62%
Patients who reported that YES, they were given information about what to do during their recovery at home	95%	90%	87%
Patients who "Strongly Agreed" they understood their care when they left the hospital	70%	57%	53%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	88%	78%	73%
Patients who reported YES, they would definitely recommend the hospital	83%	76%	72%

Facts and Statistics for Fiscal Year Ending December 31, 2019, 2018 and 2017	2019	2018	2017
Total Number of Patients Served	9,109	9,498	8,963
Number of Employees (end of fiscal year)	357	355	357
Number of Births	156	133	136
Number of Procedures in Surgical Services	2,438	2,231	1,206
Number of Rehabilitative Visits	9,900	8,958	8,526
Number of Respiratory Therapies	14,438	13,304	15,035
Number of Diagnostic Exams (tests performed in Laboratory: 579,728 and Imaging: 12,752)	592,480	341,731	157,900
Emergency Room and Urgent Care Visits	11,289	11,504	11,624

2019 Board of Directors



Brad Chown,
Chair



John Drace,
Vice-Chair



Ellen Moldenhauer,
Treasurer



Mary Beth White-Jacobs,
Secretary



Nicholas Kitowski, MD
Chief of Staff



Tim Kunes



Elliott Garvin



Shelly Severson



Dan Diehn



Kathy Potter



Excellence. Always.

711 West Adams Street
Black River Falls, WI 54615

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Visit our website at www.brmh.net for a full list of hospital events and to view our latest videos.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-715- 284-5361.

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For full disclosure, visit www.brmh.net/nondiscrimination/english.

Urgent Care is
transitioning to **Same-Day
Appointments** in the Black
River Healthcare Clinic
beginning **July 13th.**

715-284-3355

Monday-Friday:
7:00 a.m. - 7:00 p.m.

Saturday:
8:00 a.m. - Noon

