



REPORT TO THE COMMUNITY 2020



Your Place for Complete,
Compassionate Care

prowersmedical.com

Focusing on Our Community and the People We Serve



Karen L. Bryant, CEO

I think we can all agree that the year 2020 was a very challenging year; a year that brought hardships and heartache across the country.

Over the course of the last year, the Team at Prowers Medical Center has been engaged in the planning and preparations for the caring of COVID-19 patients within our community. We developed a meaningful plan to protect and improve the health of our service area communities and strengthen the rural healthcare delivery system. There was no scripted guide to help us navigate through the uncertainty and challenges that we experienced with the health crisis. Our team utilized strategic thinking and local problem solving to address issues that ensured the survival and vitality of our rural community.

We continually monitor our efforts and make the necessary modifications along the way by seeking opportunities that allow us to grow and strengthen the service and support that patients in our immediate service area need. Whether it be the introduction of a new and enhanced service line or ongoing upgrades to our equipment, our focus is on our community and the people we serve.

We collaborated with local healthcare partners to develop and implement a Community Health Needs Assessment survey and initiated the process in various phases throughout 2020. The draft report has been received and this collaborative group is in the process of reviewing the results to develop the necessary implementation strategies to address the significant health needs identified for Prowers County.

As you review the information provided in this annual report for 2020, celebrate with us as we share the many milestones reached despite the chaos and uncertainty of the healthcare crisis. The staff at Prowers Medical Center is strong, resilient and most of all caring. Even during these very uncertain times, we remain committed to provide our patients with Complete, Compassionate Care.

Thank you for choosing Prowers Medical Center as your healthcare provider! Each rural community has its own unique identity, strengths, and challenges and we look forward to meeting your health and medical needs well into the future.

Sincerely,

A handwritten signature in black ink that reads "Karen L. Bryant".

Karen L. Bryant, CEO

Our Mission

Prowers Medical Center is an organization of dedicated professionals committed to providing healing and preventative services to those we serve.

Our Vision

Prowers Medical Center will be the leading healthcare resource for the diverse populations of the region.

Values

Honesty
Commitment
Compassion
Enthusiasm

We will ALWAYS do the Right Thing at the Right Time in the Right Way

Board of Directors

Julie Branes, *Chair*
Ronny Farmer, *Vice Chairman*
Connie Brase, *Secretary/Treasurer*
Ty Rushton, *Member*
Jacob Chamberlain, *Member*

Leadership Team

Karen L. Bryant, *Chief Executive Officer*
Tina Sandoval, *Chief Clinical Officer*
Steve Gilgen, *Chief Financial Officer*

By the Numbers, 2020

9,585

Medical clinic visits

2,593

Specialty clinic visits

5,790

ER visits

126

Deliveries

13,279

Imaging scans (MRIs, CT Scans, Ultrasounds, Nuclear Medicine, X-rays, Mammograms, Dexa scans and Fluoroscopes)



76,644

Lab tests

707

Surgeries

922

Patient admissions

4,003

Respiratory therapy procedures

8,920

Rehabilitation visits (PT, OT, ST)

5,545

Home Health visits



Prowers Medical Center at a Glance

212

Total Team Members

10

Providers

11

Specialty Clinic Providers

73

Nurses, CNAs, MAs

129

Support Staff

25+

Auxiliary Members

Capital Expenditures

2017

\$539,454

2018

\$1,533,426

2019

\$1,882,505

2020

\$3,461,407

2021 Business Plan Overview

In the development of the 2019-2021 Strategic Plan, the Board of Directors, Senior Leadership, Prowers Medical Center Team Members, Medical Staff and Community Members carefully considered the healthcare needs of our surrounding communities. To ensure that we meet our goal of providing Complete, Compassionate Care, the entire Prowers Medical Center team actively participates in the hospital's strategic initiatives every day. By imagining and discussing opportunities that will help us to reach our goal, we work as a team to align the necessary resources to continually raise the bar on quality patient care.

STRATEGIC INITIATIVES

People

Service/Growth

Quality

Finance

OBJECTIVES

Enhance Internal and External Communication

Improve Patient Access

Improve Operations

Improve Financial Indicators

GOALS

GOALS

GOALS

GOALS

Improve Communication from Leadership

Develop a Community Delivery System

Continue EHR Development Plan

Improve Productivity Monitoring

Marketing Patient Success Stories, Testimonials and Care Enhancements

Improve Appointment Availability and Scheduling

Develop Scope for Project Management

Revenue Cycle Performance

Strengthen Just Culture

Pursue Level IV Trauma Designation

Facility Reinvestment / Master Site Plan

Explore Expansion of Services and Opportunities for Revenue Growth

Key Milestones Reached in 2020

- Key Personnel Changes: Allison Buck, Family Nurse Practitioner – local girl, raised in Eads, Colorado; honored she chose us to come home to family and provide Family Medicine to patients in Southeast Colorado; Dr. Margaret Loewen – transition to hybrid role providing Family Medicine patient care in our Prowers Medical Center Clinic and continues to provide occasional coverage in our Emergency Department
- Partnership with Crossroads Turning Points, Inc. to initiate Medication Assisted Treatment (MAT) for substance use disorder through Suboxone induction in the Emergency Department
- Clinical Laboratory Improvement Amendments (CLIA) Survey Certification of Compliance with ZERO deficiencies three (3) surveys in a row
- Lab equipment upgrades (CARES Act reimbursement)
- Imaging equipment upgrades
- Equipment purchases and plant enhancements through the CARES Act Coronavirus Relief Fund
 - NPBI Units for HVAC system and PURO UV Disinfection system
 - Updated Telemetry Units – real-time monitoring of patients from Nurses Station
 - PAPR Suits – reusable PPE for protection of staff
 - Biofire Analyzer
 - Ortho Blood Bank Analyzer
- Development of an onsite Laundry Service
- Development and implementation of Hospital Security Guard Program
- 4th Annual DNV GL Healthcare Survey receiving Certificate of Accreditation through 2023
- Hospital Compare Star Rating – improved from 2 to 4 Stars!
- Top 100 Critical Access Hospital in 2020 – one of four hospitals in Colorado
- Implementation of Optum360 Charge Master Review process and Q-Rate Study conducted to optimize our patient charges

And so it continues in 2021 ...

- DNV GL Healthcare Survey. 5th Annual Survey conducted February 4th and 5th of 2021. Periodic Compliance Survey of the ISO Quality Management Standards.
- Home Health State Survey. Recertification Survey and State Licensure Inspection – ZERO Deficiencies! Distinction earned three (3) surveys in a row.

Services

Acute Inpatient Hospital Care
New Beginnings Birth Center
Cardiopulmonary Care
Prowers Medical Center Clinic
Emergency Services
Family Medicine (primary care)
General Surgery
Home Health Skilled Services
Imaging Services
Infusion Therapy
Lab Services
Language Access Services
Occupational Health/Workers' Compensation
Occupational Therapy
Orthopedics
Pediatrics
Physical Therapy
Specialty Clinic
Speech Therapy
Surgical Services
Swing Bed - Transition of Care
Telemedicine (Primary Care, Endocrinology, Neurology & Stroke Care, Rheumatology, and Speech Therapy)
Women's Health (Gynecology & Obstetrics)

Specialty Clinic

Audiology/Hearing Aids
Breast Specialty Care
Cardiology
General Surgery
Oncology
Ophthalmology
Orthopedics
Podiatry
Prosthetics
Pulmonology & Sleep Studies
Urology
Vascular Surgery



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