



REPORT TO THE COMMUNITY



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
- Orthopedics
- Pediatrics
- Physical Therapy
- Specialty Clinic
- Surgical Services
- Swing Bed - Transition of Care
- Telemedicine (Neurology & Stroke Care, Psychiatry)
- Women's Health (Gynecology & Obstetrics)

Specialty Clinic

- Breast Specialty Care
- Cardiology
- Oncology
- Ophthalmology
- Prosthetics
- Pulmonology



prowersmedical.com

Your Place for Complete, Compassionate Care

Reflecting on Our SUCCESSES in 2023!



Karen L. Bryant, CEO

As we turn the page to a new year and reflect on 2023, the team at Prowers Medical Center is taking the time to sit back, reflect and truly celebrate our many accomplishments this past year.

It is a critical time in healthcare – both locally and nationally. We continue to work hard as we routinely review, consider, and implement new and enhanced opportunities to make healthcare more accessible, more affordable, and more impactful for everyone.

The lifeblood of any organization is the staff with whom you interact every day. Prowers Medical Center is blessed to have a skilled, dedicated, and compassionate team who continually think ahead and go above and beyond to deliver quality patient care. Our primary goal is to ensure the best overall patient experience for anyone who walks through our doors.

As you read through this community report, we hope you are in awe of the truly successful mission and sense of accomplishment that we have endured this past year during a time when the healthcare industry remains uncertain and significantly changed.

As an organization, we achieved several Key Milestones in 2023. We proudly advanced our mission by re-opening our Labor and Delivery Unit after a long 16-month closure. Thank you for your ongoing support, patience, and expressed gratitude as we worked hard to make this service line re-opening come to fruition. We demonstrated our survey readiness for multiple accreditation and certification programs by achieving successful outcomes for each survey conducted. Our ongoing focus on quality initiatives and metrics was demonstrated through our achievement of earning all available at-risk dollars.

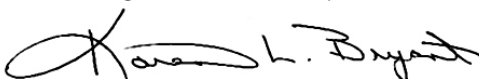
Healthcare is personal. We make a difference in someone's life each and every day through little moments that have a tremendous impact on a person's health and well-being. That is both a rare privilege and a profound responsibility.

Our surrounding communities are the reason why Prowers Medical Center continues to grow, thrive and succeed. We know that our patients have a choice when it comes to their health care, and we are continuously honored and humbled that they choose us to meet their needs. Thank you for placing your trust in our team for the care of you and your loved ones.

The team at Prowers Medical Center couldn't be more excited about our plans for 2024! Stay tuned.

We all live in, work in, and enjoy the communities of southeast Colorado, and together, we can make our region healthier for every one of us.

Full of gratitude and respect,



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

Joe Spitz, *Chair*
Scott Reed, *Vice Chair*
Jacob Chamberlain, *Secretary/Treasurer*
Norman Arends, *Member*
Jason Whisenand, *Member*

Leadership Team

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

By the Numbers, 2023

14,799

Medical clinic visits



1,585

Specialty clinic visits

6,906

ER visits



93

Baby deliveries

16,660

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



79,693

Lab draws



688

Surgeries

562

Patient admissions



5,343

Respiratory therapy procedures

12,597

Rehabilitation visits (PT, OT, ST)



5,659

Home Health visits



Prowers Medical Center at a Glance

203

Total Team Members

8

Providers Employed

6

Specialty Clinic Providers

70

Nurses, CNAs, MAs

125

Support Staff



Capital Expenditures

2020

\$3,545,575

2021

\$4,400,558

2022

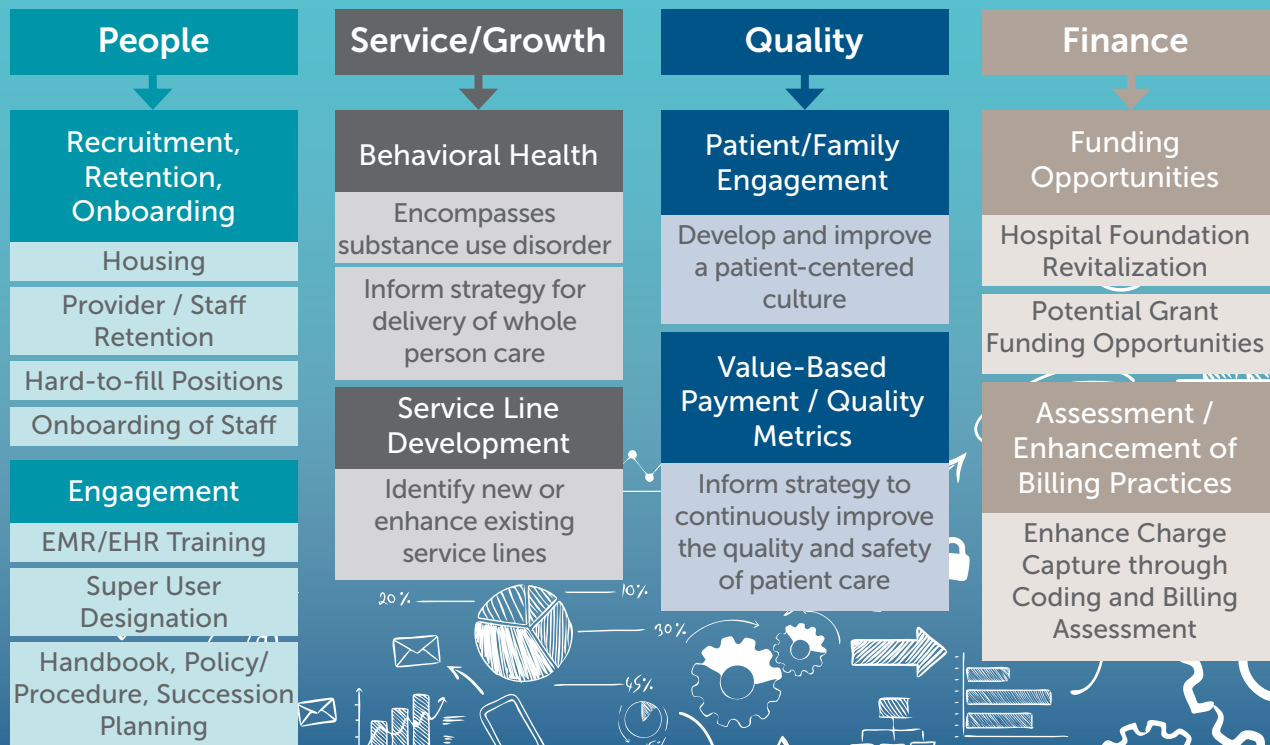
\$1,652,648

2023

\$1,548,930

2023 – 2025 Strategic Plan

The Prowers Medical Center Board of Directors approved the 2023-2025 Strategic Plan on April 26, 2023. The Plan was then distributed to the Management Team and our employed Providers for review and the specific task of helping to identify and prioritize projects of primary focus for the remainder of the year and moving forward. Eight (8) Priority Projects were identified, and Project Leads were designated for each. Project Charters were developed, and in-depth planning and strategy discussions began. Our strategic focus for 2023 includes the following initiatives:



Key Milestones Reached in 2023

- DNV Healthcare Annual Survey – successful outcome – Reaccreditation and ISO 9001:2015 Certification achieved.
- Colorado State Board of Pharmacy Annual Survey – successful outcome
- CDPHE Rural Health Clinic (RHC) Recertification Survey – Zero Deficiencies
- Nurse Staffing Plan Audit – Zero Deficiencies
- Recruitment and hiring of full-time Family Medicine Physician, Dr. Richard Book
- Orthopedic Workflow revamped resulting in significant growth in Orthopedic service line
 - Employment of experienced Physician Assistant, Alan Garcia, PA-C
- Re-Opening of New Beginnings Birth Center – after 16-month closure
 - Implemented Pediatrician Services Agreement for Pediatric/Newborn coverage.
- Expansion of Patient Satisfaction Survey process – to Rehabilitation, ED, OR
 - First “perfect score” on Quarterly CAHPS survey for Home Health in Qtr. 3
 - Rehab and Home Health – achieved all benchmarks for CAHPS surveys in Qtr. 3
- Grievance/Complaint resolution time down from 53 days (July 2022) to 6 days (December 2023)
- Implementation of RL6 Datix system – incident reporting system for risk/feedback
- Implementation of Community Advisory Stakeholder Engagement (CASE) meetings
- HTP Program – met all requirements for the year and earned all available at-risk dollars.
- HQIP for PY2023 – Earned top marks; final score 98/100. Significant achievements in addressing Racial and Ethnic Disparities – increasing from 0/10 to 10/10.
- MIPS Scoring for PY2022 – Earned 100/100 points; total exceptional performance bonus of 8.4% for all reported Providers.
- Implementation of Home Sleep Studies
- Installation of new Mind Ray patient monitoring system
- Acquisition of new Analyzer in the Lab for more automated/quicker response and processing time
- Completion of PACS System replacement with transition to new Radiologist group
- Firewall and Web filter swap
- Revamping of Central Registration Area in the Hospital
- Sterile Processing Department (SPD) design phase – RFP process implementation
 - Anticipated start of SPD Remodel – March 12, 2024
- Developed/Implemented Workplace Violence Committee
- Revamped Hospitalist Inpatient Program – transition to Western Healthcare for Physician management services
- Transitioned to Western Healthcare to assume ED Physician Management Services creating an integrated approach to patient care
- Developed/Implemented Patient Experience Committee
- Developed/Implemented Patient Advocacy Program
- Recognized by the State of Colorado for developing/implementing a plan to promote health equity and reduce disparities
- Improvement in Patient Safety Measures
 - Implementation of processes to provide a safe area for patients in crisis
 - Implementation of Trauma Team Activation levels to identify patient resources quickly
 - 100% decrease in inpatient falls by early identification and intervention
 - 100% compliance in patient handoff and exchange between units
 - Improvement in early identification and intervention of patients presenting with sepsis symptoms

Thank You, Prowers Medical Center Providers!

Please join us in honoring and celebrating our dedicated, exceptional team of health care providers.



Kelli Bitner, FNP-C
Family Nurse Practitioner



Richard Book, DO
Family Medicine Physician



Ryan Carr, MD
Orthopedic Surgeon



Andrea Crespin, FNP-C
Family Nurse Practitioner



Alan Garcia, PA-C
Orthopedic
Physician Assistant



Julie Grett, NP-C
Family Nurse Practitioner



Jeff Johnson, MD
General Surgeon



Christian Korkis, MD
OB/GYN Physician



Ernie Steinle, MD
General Surgeon



Sandy Summers, DNP
Family Nurse Practitioner



Julia Tidswell, FNP-C
Family Nurse Practitioner



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