

Community Benefit ANNUAL REPORT | 2019

Courtesy photo Reflections Studio

September 23, 2020

West River Health Services Foundation
April 1, 2019 – March 31, 2020



A Message To The Community



Courtesy photo Reflections Studio

Another year has gone by and as much as we usually tell ourselves that things are constantly changing, we can all agree they have certainly changed a great deal since our last annual meeting. While we typically try and focus on the previous fiscal year and our successes, we cannot ignore the impact that COVID-19 has had on every aspect of how we deliver care. From a Sunday evening in March when members of Administration and our Physician group gathered in the boardroom to listen to the Governor's address, to our continued weekly Incident Command meetings, we are constantly adapting to the impacts and challenges of COVID-19. Until recently, we have not had the cases in our service area that you read about in the news. But as we have been saying for months, it will be. We have recently had an increase in both positive tests and even hospitalizations. Our hospital and ancillary department staff have stepped up to meet the needs of our existing and newly diagnosed COVID-19 patients, and as an organization, we are extremely proud of those efforts. WHLC has done an amazing job of keeping their residents and staff safe, with a very minimal amount of tests being positive over the previous months. Many nursing homes in our area have not been as fortunate. All across our health system, we remain ready to care for whatever it is that walks through our doors.

As we look forward to the future, we realize that the precautions and planning that we put forth will be different than they were in the past. But our commitment to our patients and the communities we serve is and will be, unwavering. Even during these times of change and the unknown, employees all across the organization have been continuing their education, gaining certifications, and maintaining licensures through expanded training and education. With everything going on around us, our staff remains committed to providing the highest level of care to our patients.

Our Boards of Directors should be proud of the efforts being put forth across the organizations. We have adjusted to working from home when needed, increased wearing of PPE, increased security and protective measures, and Zoom. Let's not forget about Zoom. There will come a day when the risk levels are low enough we return to normalcy, but for now, we continue to do what is necessary in the best interests of our communities.

Thank you all for your continued support!

Matthew Shahan, Chief Executive Officer (CEO)

A handwritten signature in black ink, appearing to read 'Matt Shahan', written in a cursive style.

WRHSF Board of Directors

Matt Barnes, Chairman
Cody Jorgenson, Vice Chairman
Jennifer Johnson, Secretary Treasurer
Steven Hedstrom
Connie Burwick
Vance Trogstad
John Joyce
Dr. Mark Kristy, Medical Staff Liaison

WRHS Board of Directors

Charis Campbell, Chairman
Dr. Lisa Henderson, Vice Chairman
Lynn Brown, Secretary/Treasurer
Troy Mosbrucker
Jonathon Eaton
Kelly Pierce
Charlie Reisenauer
Dr Steven Kilwein

WHLC Board of Directors

Kathy Vliem, Chairman
Seth Skogen, Vice Chairman
Robert Parker, Secretary/Treasurer
Blane Chapman
Steve McFarland
Bettyna Johnson
Todd Fink
Laurie Wickstrom
Ron Dragoo
Dr. Kent Hoerauf

Administration

Matthew Shahan, Chief Executive Officer
Nathan Stadheim, Chief Financial Officer
Dr. Catherine Houle, Chief Medical Officer
Susan Price, Chief Nursing Officer
Eve Safratowich, Ambulatory Care Officer
Dawn Bunn, Administrator and COO WHLCs
Desiree Anderson, Interim-DON WHLCs
Ted Uecker, Fund Development Officer

Medical Doctors

Kent Hoerauf, MD
Catherine Houle, MD
Steven Kilwein, DPM
John Kludt, OD
Mark Kristy, MD
Christopher Lane, DO
Michael Luckow, MD
Toshiko Luckow, MD
Janak Patel, MD
Joshua Ranum, MD
Carrie Ann Ranum, MD
Frank Thorngren, MD

Advanced Practice Providers

Rose Bergquist, BSN, PA-C, CBS-PMH
Sheila Bondell, PA-C
Ashley Bostyan, DNP, APRN, AGACNP-BC
Jacquelyn Hedstrom, DNP, APRN, PMHNP-BC
Tara Jorgenson, LPCC, QMHP
Lesley Kling, DNP, APRN, FNP-C
Teresa Nielsen, RN, PA-C
Megan Oase, FNP-C
Cheryl Nasset, LICSW
Teresa Nielsen, RN, PA-C
Randy Christensen, CRNA, PA-C
Jodi Moore, PA-C
Jodi Wilson, FNP-C
Jürgen Weber, PA-C

West River Health Services			
Statistical Summary For the Years Ending March 31, 2020 and 2019			
	FY '20	FY '19	% Change
Patient Days	1,588	1,713	-7.30%
Acute Patient Daily Average	4.35	4.69	-7.30%
Swing Bed Days	1,093	794	37.66%
Swing Bed Daily Average	2.99	2.18	37.66%
Inpatient Discharges	458	490	-6.53%
Swing Bed Discharges	105	103	1.94%
X-Ray Outpatients	3,531	4,180	-15.53%
Non-Emergency Outpatients	2,857	3,104	-7.96%
Emergency Room	1,656	1,600	3.50%
Births	50	60	-16.67%
Ambulance Runs/Transfers	227	247	-8.10%
Hettinger Clinic Encounters	15,275	15,485	-1.36%
Community Clinic Encounters	22,135	22,591	-2.02%
Lab Tests	170,701	176,121	-3.08%
Pharmacy Doses/IV	68,247	69,417	-1.69%
Physical Therapy	8,081	7,732	4.51%
Occupational Therapy	1,170	1,403	-16.61%
Speech Therapy	205	179	14.53%
Radiology Tests	6,852	7,184	-4.62%
Respiratory Therapy	4,074	3,730	9.22%
Surgery	607	644	-5.75%
Diabetic Consultations	581	675	-13.93%
Eye Center Exams	1,859	1,950	-4.67%
Meals Served	25,090	24,617	1.92%
Laundry	124,767	108,066	15.45%
FTE's	181.37	182.80	-0.78%
Patient Falls	28	17	64.71%
Medication Error & Good Catch Med Errors	31	21	47.62%

Income Statement - Unaudited

WEST RIVER HEALTH SERVICES		
INCOME STATEMENT-UNAUDITED		
FOR THE YEARS ENDED MARCH 31, 2020 and 2019		
	2020	2019
SERVICE REVENUE		
ACUTE I/P	4,436,130	4,479,229
OUTPATIENT	10,496,215	10,651,482
CLINIC	13,587,379	13,955,416
PATIENT SUPPLIES	1,314,544	1,355,354
SWING BED	475,650	339,650
HME/IDEAL PROTEIN	61,764	184,486
SUBTOTAL	30,371,682	30,965,617
LESS--CONTRACTUALS	6,016,820	6,890,235
LESS--CHARITY CARE	214,652	240,220
LESS--ADJ FOR TIMELY FILING	31,796	20,121
LESS--OTHER ADJ DISCOUNTS	24,659	41,054
NET SERVICE REVENUE	24,083,755	23,773,987
OTHER OPER REVENUE	2,526,819	2,737,585
NET OPER REVENUE	26,610,574	26,511,572
OPERATING EXPENSES:		
SALARIES & WAGES	12,465,505	12,293,664
BENEFITS	2,495,836	2,547,891
SUPPLIES	3,155,887	3,099,616
MINOR EQUIPMENT	161,170	110,048
EDUC & TRAVEL	110,593	105,052
SERVICE AREA TRAVEL	110,492	113,363
RENTS-MACH & OTHER	56,239	63,737
MACHINE MAINTENANCE	965,075	918,895
BAD DEBT PROVISION	131,251	290,847
OUTSIDE SERVICES	4,104,528	3,523,376
INTEREST	6,179	3,529
INSURANCE	291,304	299,257
TELEPHONE	50,428	58,257
MARKETING/PROMOTIONS	74,958	90,556
RECRUITMENT	122,259	53,243
UTILITIES	431,502	452,563
DEPR & AMORT	1,693,462	1,642,368
MEDICAL STAFF EXP	80,966	83,239
DUES & SUBSCRIPTIONS	106,769	105,850
MISCELLANEOUS EXPENSE	43,813	42,490
SOLD SERVICES	(4,025)	(1,742)
TOTAL OPER EXP	26,654,191	25,896,099
INCOME FROM OPERATIONS	(43,617)	615,473
CONTRIBUTIONS - WHLC	-	(1,093,772)
NON-OPERATING REVENUE	276,266	1,069,912
EXCESS REV OVER EXP	232,649	591,613
INC FROM OPER/NET OPER REV	-0.16%	2.32%
EXCESS OF REV/NET OPER REV	0.87%	2.23%

WEST RIVER HEALTH SERVICES		
BALANCE SHEET - UNAUDITED		
MARCH 31, 2020 AND 2019		
	2020	2019
CURRENT ASSETS:		
CASH	\$ 2,209,279	\$ 2,012,364
RECEIVABLES		
PATIENT RECEIVABLES, NET	2,723,337	3,259,554
PAYMED, NET	315,728	343,876
OTHER	897,576	336,838
SUPPLIES	586,601	643,409
PREPAID EXPENSES	343,074	362,367
TOTAL CURRENT ASSETS	7,075,595	6,958,408
PROPERTY & EQUIPMENT, NET	11,834,862	12,387,394
ASSETS LIMITED AS TO USE-BOARD	4,591,460	3,034,031
OTHER ASSETS		
RELATED PARTY RECEIVABLES (NET)	165,639	278,559
PATRONAGE DIVIDENDS	33,528	36,286
TOTAL OTHER ASSETS	199,167	314,845
TOTAL ASSETS	\$ 23,701,084	\$ 22,694,678
CURRENT LIABILITIES		
ACCOUNTS PAYABLE		
TRADE	\$ 555,379	\$ 770,044
CURRENT PORTION OF LTD	203,612	128,242
ACCRUED EXPENSES	8,602	1,450
SALARIES AND WAGES	1,025,580	928,576
PAYROLL TAXES & OTHER	21,416	8,917
TOTAL CURRENT LIABILITIES	1,814,589	1,837,229
LONG TERM DEBT, <i>net of current portion</i>	1,041,037	244,640
TOTAL LIABILITIES	2,855,626	2,081,869
NET ASSETS, BEGINNING OF YEAR	20,612,809	20,021,196
UNREALIZED GAIN/(LOSS) - CY	-	-
CURRENT YEAR NET INCOME	232,649	591,613
TOTAL NET ASSETS	20,845,458	20,612,809
TOTAL LIAB. & NET ASSETS	\$ 23,701,084	\$ 22,694,678

Patient Satisfaction

HCAHPS® Survey - The survey is facilitated by **Press Ganey** on behalf of WRHS. Reviews and ratings on Google reviews facilitated by patients.

"Top-notch healthcare in the rural Midwest. I'm grateful to have such a high quality medical facility in our little town. WRHS is literally a life-saver for our region! You can't get much better than that!" *Google review, May 16, 2019 for Hettinger Clinic*

"The staff was great with everything they've done." *HCAHPS comments first quarter 2020 for the hospital*

"Friendly and professional staff and providers." *Google review, September 30, 2019 Hettinger Clinic*

"Very friendly and professional personnel. They work with VA as well! Glad we have such a nice new CLINIC 😊." *Google review November 11, 2019 for Lemmon Dacotah Clinic*

"Western Horizons assisted living is very clean, friendly staff always ready to help you with what ever you need, they treat resident's like family. Great place" *Google review, December 9, 2019*

"I've always had Awesome service at West River Health Services in New England. I've always gotten in the day I called! And if they don't have an opening they usually try to squeeze you in! All the staff is amazing!" *Google review , January 13, 2020*

"I was just very happy with everything that they did for me down there. It's just a great hospital, and the people were great to me. I got no complaints at all. Absolutely no complaints." *HCAHPS comments second quarter 2020 for the hospital*

"My family and I have always had good experiences with Teresa, Dr. Ranum and all the docs and staff in this place. I can tell they truly care about their patients and are passionate about healthcare overall. I will continue to seek care for me and my family in years to come!" *Google review, January 20, 2020 for the New England Clinic*

"The West River Health Services Clinic in New England is great to work with. The staff and physicians are knowledgeable and respectful, and always they always address my concerns in a timely manner. They are always able to get me in for appointments in a timely manner." *Google review, January 20, 2020*

"It was a very good experience. They treated me well. I don't know what else I can say. I was very pleased." *HCAHPS comments third quarter 2020 for the hospital*

"Love this clinic being from a small town it's nice to have our own clinic right in town and not have to travel.. Also great doctors there for my husband me and our kids.. Oh and the nurses we love them!!! Great ladies" *Google review, January 20, 2020 for the New England Clinic*

"To be if you gotta be in the hospital it's a good place to be. There you go." *HCAHPS comments third quarter 2020 for the hospital*

"Everyone is very friendly and professional. It is a comfort to know that we have access to medical attention in our small town." *Google review, January 20, 2020 for the New England Clinic*

"Great care! Have been going here for years, wouldn't go anywhere else. Dr. Kludt is very accommodating, helpful, and knowledgeable. Would highly recommend! :)" *Google review, February 24, 2020*

"Wonderful healthcare facility" *Facebook recommendations, March 22, 2020*

"It was excellent stay. They treated me very good." *HCAHPS comments third quarter 2020 for the hospital*

"Personally, I think it's a very caring group of people who work there. I love that hospital. I wouldn't go anywhere else, if I had a choice. They were all very good to me. Courteous, kind, yes and, they were always there for me." *HCAHPS comments third quarter 2020 for the hospital*

"I always feel very welcomed." *Google review February 24, 2020 for the Eye Center*

"Great place....great people" *Facebook recommendations, February 27, 2020*

"Excellent service. Exceptional physician." *Google review February 24, 2020 for the Eye Center*

"We've been contacted... several doctors and we've become good friends with them. Some of them came out to our farm when I couldn't get there. I cannot complain about the service at all. That's it." *HCAHPS comments fourth quarter 2020 for the hospital*

"I had an excellent experience." *HCAHPS comments fourth quarter 2020 for the Hospital*

THERE IS NOT FAILURE. ONLY FEEDBACK.

~ Robert Allen

WRHS Foundation

Working Together For The Future

Our Mission: To support West River Health Services and Western Horizons Living Centers as they provide comprehensive health and wellness services to the region by providing fund raising and development services.



Courtesy photo Orby Reyzon Photography

Fundraising Events

Mardi Gras 2	\$28,000.00
Bingo	\$1,500.00
Fun Run & Walk	\$4,100.00
Lemmon Dacotah Clinic	\$344,975.00
Partners In Health Club	\$43,000.00
KNDC Farm & Home Show	\$2,786.00
Community Turkey Luncheon	\$5,000.00
Scholarship Programs	\$6,500.00
Giving Hearts Day	\$143,644.47

For Fiscal Year 2020, our West River Health Services Foundation is determined to continue with our mission to provide fundraising and development services for West River Health Services and Western Horizons Living Centers as they provide health and wellness services for the residents and visitors to our region. We are hoping for even more community engagement and further fulfillment of our goals.

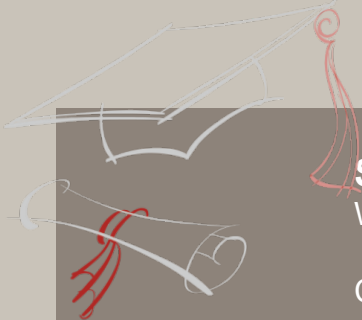
WE ARE GRATEFUL to all of our donors who gifted us a grand total of 2,779 gifts, ranging from \$1 to \$227,735, for a grand total of \$453,387 (not including pledges) during the Fiscal Year. TOGETHER we are making a difference and therefore, continuing to improve our top-notch healthcare “close to home.”

The Top Six Highlights of the Year at the WRHS Foundation for Fiscal Year 2019 (April 1, 2018 – March 31, 2019) were: 1) Annual “Mardi Gras 2” fundraiser; 2) Annual “Partners In Health Club” distribution; 3) “WRHS Lemmon Dacotah Clinic” fundraising campaign, 4) WRHS Foundation’s first-ever “Community Turkey Luncheon” for Scholarships, 5) “Giving Hearts Day” fundraising campaign for our Physician Recruitment Endowment Fund, and 6) “Foundation Scholarship Program” distributions.



MARDI GRAS 2

For the sake of refreshing things, wanting to be more inclusive of everyone, and being a little less formal, a year ago we switched to a “Mardi Gras” theme at the Hettinger Armory for our Annual fundraiser. It’s a good thing we switched locations a year ago, as we witnessed a spectacular crowd of almost 275 attendees. This year for Mardi Gras 2, we even had more spectacular decorations and amazing food – but terrible weather. Can you believe that it snowed on May 18? The attendance was about 150. Or maybe the event was too close to our sensational Giving Hearts Day effort (where we raised \$159,000 three months before!) No matter, Mardi Gras 2 raised almost \$28,000 gross via 205 tickets sold, 25 Live Auction and 54 Silent Auction items. Most importantly, we recognized the lifetime achievements of WRHS physicians -- Dr. Ellen Ketterling, Dr. Kent Hoerauf, and Dr. John Joyce. Special THANKS to everyone who purchased tickets and/or silent and live auction items. The net funds raised went toward our Partners In Health Club to provide needed equipment throughout WRHS and WHLC.



Scholarship Program

We have continued to diversify our Scholarship Program with funds for: Seniors in High School pursuing a healthcare degree in college; Juniors/Seniors in College pursuing a healthcare degree; and our Employee Scholarships.

The following received Employee Scholarships: \$4,000 for Melinda Dalley and \$2,000 for Emily Kling. As for the Juniors/Seniors in College Scholarships, we promoted these scholarships at twenty colleges in North Dakota, South Dakota and Montana, plus on our website. We received many applications and selected the following: \$3,000 for Cassie Andress and \$2,000 for Brianna Robinson. We also gave out our usual Senior in High School Scholarships. The following were presented \$500 scholarships: Stippich Nursing Scholarship – Alyssa Andress, Carolyn Schultz; Steinmetz Scholarship – Ashlynn Dix; Feist Scholarship – Meshia Schwab; Jeans Day Scholarship – Emily Shirek; Foundation Scholarships – Emily Dinius, Morgan Hertz, Elise Fischer.

We hope to continue the Foundation Scholarship Program with this format for next year. We have combined the due dates for the Employee and Jr./Sr. College Scholarship to November 1. Our Senior in High School Scholarships will continue to be due April 1st. Plus, depending on the former Auxiliary members ability to host their Annual Perennial Plant Sale, our WRHS Foundation will be adding the Auxiliary Legacy Scholarship to our scholarship offerings soon.



Annual WRHS Fun Run & Walk

Raised \$4,100 net from our registration fees, sponsorships and raffle ticket sales. We decided to distribute \$500 each to the Resident and Tenant Activity Programs at our Western Horizons Care Center and Assisted Living Center. The balance of the funds (\$3,100) were distributed as follows:

- \$600 Lemmon Youth & Adult Fitness Camps
- \$600 Hettinger Pool Open Swims
- \$600 Yoga Classes Room Rental
- \$500 Cooking Classes
- \$350 Frisbee Golf Sets at Hettinger School
- \$250 WRHS Frisbees for every student at Hettinger School
- \$200 Hettinger Granary – Home of the Fun, Run & Walk

Annual WRHS Foundation BINGO

Thank you to the 100 or so BINGO players who participated at our Annual WRHS Foundation BINGO this past Thursday, July 4th, at Suzie’s Woodfire Grill. We played eleven games of BINGO, with \$50 prizes and selections of various prizes off the table for the first 10 games; then \$600, and three prizes off the table for BLACKOUT BINGO! When the BINGO’s were all completed, we had given back \$1,100 and raised \$1,500 for our New Physician Recruitment Endowment Fund. In two hours! Soon we are going to have the necessary interest from this fund to provide incentives for more TOP DOCS to come work with our patients in our backyard! Onward!



Scrubs Camp

The camp was held at the Hettinger Armory on March 20. Thank you to all the presenters for sharing your knowledge and to all volunteers for sharing your time. Thank you to all sponsors for supporting the program. AND thank you to the Hettinger and Scranton 9 -11 grade students for attending the camp. The cooperation of all involved resulted in a fun-filled learning opportunity!

Courtesy photo Orby Reyson Photography

Thank You for being a **PARTNER** in **HEALTH**



Partners In Health Club

Per our Administrative Team's recommendation, Partners In Health Club distributed \$43,223 for needed equipment throughout WRHS/WHLC. Most all areas received gifts including \$8,800 for a Bladder Scanner in Hettinger Clinic, \$5,570 for ten Over-Bed Tables in MedSurg, \$5,034 for Exam Room Chairs in Hettinger Clinic, \$5,000 toward an Clothes Dryer at Care Center, \$4,800 for an Endoscope Cabinet with Hepa Filter in Surgery, \$2,800 for a Microbiology Incubator in Laboratory, \$2,200 for an Airway Management Trainer in EMS, \$2,200 for a Blood Pressure Monitoring Device in Surgery, \$1,500 each for a Geri-Chair in Med Surg and a Medi-Dose Unit Packaging System in Pharmacy, \$1,100 for a GUS Station in Radiology, \$750 for a Cardiokey Holter Monitor in Stress Lab and \$650 for a Wheelchair Scale in the Hettinger Clinic. Special THANKS to our 206 Partners In Health Club members (individuals, families, businesses and organizations) who provided the funding for all of this equipment. Historically, since 2002, Partners In Health Club has provided over \$545,818 worth of funds for needed healthcare equipment at WRHS and WHLC.

Together We Have Built A New Clinic

New WRHS Lemmon Clinic Fundraising
Campaign raised \$344,975



On October 24, 2018, the WRHS Board of Directors gave the go-ahead for the renovation of the former IGA Grocery Store on Main Street in Lemmon, SD, and to start building a new WRHS state-of-the-art healthcare clinic. With local contractor D.P. & Associates at the forefront of this \$1.5 Million Project, and with a TEAM of almost all *local* subcontractors (including Stock's Electric, B & C Plumbing, Olson's Carpet & Furniture, Custom 101, and others), the WRHS Foundation began working toward a \$300,000 fundraising goal. Local lending leader Dacotah Bank ignited the campaign with a kickoff \$100,000 naming rights pledge, followed shortly thereafter by lump sum \$25,000 gifts each from Don and Marianne Beeler and West River Cooperative Telephone Company. Lemmon High graduate Doug Shortridge joined the campaign with a \$50,000 donation in memory of his wife Mary. The R.B. and Frances Wheeler Trust joined in with \$20,000! Through March 31, 2019, our WRHS Foundation's fundraising campaign for the New Lemmon Clinic resides at \$368,897 raised! We held an "Open House" for the Area Community on Saturday, July 13, following the Boss Cowman Parade. Tours, guest speakers, drawings and ice cream were enjoyed by over 300 attendees. The doors to our New WRHS Lemmon Dacotah Clinic officially opened for patients on August 13, 2019. Special THANKS to the 245+ donors who have participated thus far.

Courtesy photo Reflections Studio



*"We make a living by what we get,
but we make a life by what we give."
--- Winston Churchill ---*

Gifted \$227,735

During the mid-20th Century, John and Myrtle (Stenberg) Kinsvater were small farmers north of Bucyrus in Adams County. It was here they raised the light of their lives, their only daughter, Marlys. Though not wealthy by any means, with a few animals and a small plot of land, they did save over the years and developed a Trust for Marlys' future well-being. Marlys attended school in Reeder, Hettinger and eventually Lemmon, SD, where she graduated with the Class of 1956. She then spent time with care facilities in Jamestown, Wilton, Bowman and Valley City. Marlys passed away on May 15, 2019.

The entire balance of the John and Myrtle Kinsvater Trust property went to West River Health Services Foundation.



\$4,250 Raised for Scholarships and \$750 for Adams County Food Pantry

Since this event had been conducted for 42 straight years by our disbanded WRHS Auxiliary, we thought the WRHS Foundation should step in and give this community fundraiser a go. On November 7th, we held the 43rd Annual Community Turkey Luncheon at the Hettinger Lutheran Church basement. We tried to stay out of people's way – who knew what they were doing from year's past! We made a few changes: 1) we switched to a goodwill donation rather than a set fee per meal, and 2) we placed the net funds toward our WRHS Foundation Scholarship Program, plus a \$750 gift to the Adams County Food Pantry. We had tremendous community support, with a grand total of 506 turkey lunches served! We had 247 takeout orders, 59 pickup and takeout orders, and about 200 sit-down orders. We brought in about \$6,500 gross in goodwill donations (or about \$5,000 net), so we had about \$4,250 for our Scholarship Program and \$750 for the Adams County Food Pantry. Special THANKS to all of the cooks, helpers and eaters! Together we are making a difference for our community.

Giving Hearts Day

The WRHS Foundation began our second consecutive year of being associated with North Dakota's largest giving day, "Giving Hearts Day" (GHD). Although the event was held on February 13, 2019, the planning to raise over \$140,000 for West River began in August, 2019. The previous year, we raised \$159,000, so we shot for the moon with an overall goal of \$191,672! The Matching Fund minimum for GHD is \$4,000. Thanks to numerous individuals, businesses and organizations, we successfully raised \$58,450 in Matching Funds. Then our goal was to raise another \$58,450 to guarantee the match. Via our first-ever "Wrestling Night With The NightHawks & BuccaDawgs" (\$4,000); our annual "Giving Hearts Hoops Night" (\$15,573); our first-ever "Wine & Desert Tasting Event" (\$15,510); plus our direct mail, Facebook video campaigns, and online donations, we raised another \$85,194! This gave us a total raised of \$143,644! Approximately \$94,044 of this grand total went toward our Physician Recruitment Endowment Fund; \$27,000 to our new Lemmon Clinic; \$10,000 to our Partners In Health Club; \$7,600 to WHLC; and \$5,000 to our General Endowment Fund.



Our Team. Our Care. Our Commitment. Our Community.



Lesley Kling, DNP, APRN, FNP-C
Family Medicine
Joined WRHS
Family in April



Jürgen Weber, PA-C
Family Medicine
Joined WRHS Family
in September



Ashley Bostyan, DNP,
APRN, AGACNP-BC
Adult-Gerontology Acute
Care Nurse Practitioner
Joined WRHS Family in
September



Carrie Ann Ranum, MD
Pediatric Medicine
named Partner in
Community Pride from
the Hettinger Area
Chamber of
Commerce.



Barbara West, RNC,
CDCES named
Outstanding Rural
Educator/Mentor from
the Dakota
Conference on Rural
and Public Health in
February.



Catherine Houle, MD
Family Medicine with
special interest in
Obstetrics named
Medical Services
Provider of the Year
from the Hettinger
Area Chamber of
Commerce.



Kent Hoerauf, MD,
FACP, CMD has
been recertified as
a Certified Medical
Director (CMD) in
Post-Acute and
Long-Term Care
from the American
Board of Post-
Acute and Long-
Term Care Medicine
(ABPLM)



Joshua Ranum, MD
Internal Medicine
named Partner in
Community Pride from
the Hettinger Area
Chamber of
Commerce.

Community Benefit

The 2019 Community Benefit Report highlights how West River Health Services is working with communities to help people of all ages get healthy and stay healthy.

These innovative community-based partnerships help improve the overall health, wellness and quality of life of residents.

- SCRUBS CAMP
- OPEN SWIMS
- FIT CAMPS
- FLU CLINICS
- YOMINGO EDUCATION
- SHELLY'S SAFETY DAY
- HEALTHY FOOD DEMONSTRATIONS
- ADULT & KIDS COOKING CLASSES
- CHANGING PROGRAM MOTT & HETTINGER SCHOOLS
- FOURTH GRADE HYGIENE EDUCATION
- COMMUNITY HEALTH SCREENS
- TOBACCO FREE EDUCATION
- BEEF COMMISSION FOOD DAY
- SUN SAFETY EDUCATION
- FUN RUN & WALK
- HEALTH FAIRS
- DONATING TO LOCAL PARK & RECREATION PROGRAMS
- FRESHMAN IMPACT
- RED RIBBON WEEK
- WALK ACROSS AMERICA



Economic Impact

West River Health Services is composed of a critical access hospital (CAH), five rural health clinics (located in Mott, Bowman, New England, Lemmon, and Scranton), a provider-based clinic, a visiting nurse program, a rehab center, an ambulance service, a 45-bed skilled nursing facility, and a 16-unit assisted living facility.

West River Health Services **directly** employs **222.2 FTE employees** with an annual payroll of over **\$15.9 million** (including benefits).

- After application of the employment multiplier of 1.40, these employees created an additional **90 jobs**.
- The same methodology is applied to derive the income impact. The income multiplier of 1.23 is applied to create nearly \$3.6 million in income as they interact with other sectors of the local economy.
- **Total impacts = 313 jobs and more than \$19.5 million in income.**

Healthcare and Your Local Economy

The health sector in a rural community, anchored by a CAH, is responsible for a number of full- and part-time jobs and the resulting wages, salaries, and benefits. Research findings from the National Center for Rural Health Works indicate that rural hospitals typically are one of the top employers in the rural community. The employment and the resulting wages, salaries, and benefits from a CAH are critical to the rural community economy. Figure 1 depicts the interaction between an industry like a healthcare institution and the community, containing other industries and households.

Key contributions of the health system include:

- Attracts retirees and families
- Appeals to businesses looking to establish and/or relocate
- High quality healthcare services and infrastructure foster community development
- Positive impact on retail sales of local economy
- Provides higher-skilled and higher-wage employment
- Increases the local tax base used by local government

Data analysis was completed by the Center for Rural Health at the Oklahoma State University Center for Health Sciences utilizing IMPLAN data.

Fact Sheet Author: Kylie Nissen, BBA

For additional information, please contact:

Kylie Nissen, Program Director, Center for Rural Health
kylie.nissen@und.edu • (701) 777-5380

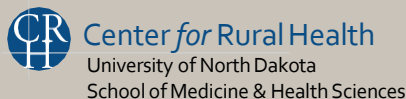
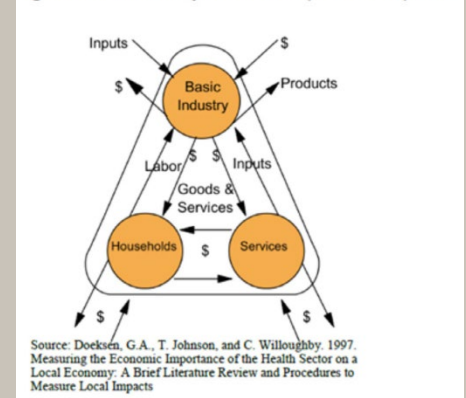


Figure 1. An overview of the community economic system.



This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) through the Medicare Rural Hospital Flexibility Grant Program and the State Office of Rural Health Grant.







About the Hospital

We offer the latest treatment options at our hospital, the most skilled experienced nurses and support staff, and the most up-to-date healthcare medication information.



19 Private Rooms
 Acute/Swingbed/Out-Patient
 Three Beds for Intensive Care Unit (ICU)
 Three Beds for Birthing Unit (OB)
 Two Patient Rooms with Visual/Monitoring

West River Regional Medical Center serve patients 24 hours a day, 365 days a year.

-  1,656 people treated in emergency department
-  563 outpatient visits conducted
-  1,588 inpatient care days
-  2,825 patients admitted for care and treatment
-  50 babies delivered
-  Avg. length of stay – 8.37 days



West River Regional Medical Center is recognized as a Level IV Trauma Designation Center, certified through the North Dakota Department of Health. Level IV facilities are held to the same high standards as Level V in urban areas.

About Specialized Adult Care

Assisted Living Facility and Skilled Nursing Facility

We provide a team based model of care led by the resident's or tenant's personal physician and healthcare team who provide continuous and coordinated care throughout their lifetime.



Western Horizons Assisted Living

Lifetimes of cherished memories result from many years of strong friendships, loving family, and an independent lifestyle for your loved ones in a safe and secure apartment complex.

Western Horizons Care Center

- 45 Skilled Nursing Care Beds
- Private and Semi-private Rooms
- Short Stay Rehabilitation
- Lounge and Dining Rooms
- Scheduled Activities Daily
- Bright and Cheerful Day Areas
- Fenced Courtyards
- Private Family Meeting Rooms
- Beauty/Barber Shop and more

Looking back on the Year 2020, it has definitely been a difficult challenge for our CEO, CFO, Administrator Staff, Doctors, and Boards, which have been governed by COVID 19, which remains a burden.

Dedication to families of residents has not changed but everyone's role has been unpredictable from week to week. I have a much deeper admiration and appreciation for all of these folks especially with the obstacles that have occurred. They are tough, dedicated, innovative, and compassionate no matter what they face in these times.

The Western Horizons Living Center Board of Directors is very active and concerned individuals who come from all walks-of-life. We have had to come together on Zoom for our meetings, which is not ideal. A normal get together meeting is preferred.

A lot of the tenants this year have had to try a different family visitation outside the facility, either on the patio or out front in the yard, social distancing. Fresh air is always good for the soul and enjoyed.

Dr. Kent Hoerauf is our Medical Staff Liaison who always assures the residents get quality of life and quality care as this is the resident's home.

In March 2020, Tony Hanson, a retired administrator was recommended to use by the State. Tony works with Dawn and the staff, and together they have good ideas that are being put in place for our resident and facility.

Marilyn Skaarvold retired this year from the kitchen and due to COVID-19; we did not get to celebrate with her 40 years of service. Thank you Marilyn for your loyalty to the residents and us.

We have simple blessings that surround us every day so let us focus on what is important and be grateful for we are all blessed.

Kathy Vliem, WHLCs Chairman

MISSION

To assist our neighbors in achieving and maintaining their highest level of independence in a caring and respectful environment.

Our Team. Our Care. Our Commitment. Our Community.



In September WRHS Welcomed Toshiko Luckow, MD Family Medicine with Special Interest in Urgent Care



Two Year Rural Residency Program Janak Patel, MD and Michael Luckow, MD



In August WRHS Welcomed Joan Upton, Physical Therapist



Diabetes Self-Management Education Service Merits ADA Recognition from the American Diabetes Association Pictured left: Linda Nudell, RD, LRD, CDCES, Manager Pictured right: Barbara West, RNC, CDCES, Quality Coordinator

Our Team. Our Care. Our Commitment. Our Community.



Dr. Ellen Ketterling, Pediatrician
retired December 31, 2019 after practicing
at WRHS for 24 years.



Tobacco Free Service Offered
Tobacco Treatment Specialists (TTS):
Rose Bergquist, BSN, PA-C, CNS-PMH;
Teresa Nielsen, RN, PA-C; and Lesley
Kling, DNP, APRN, FNP-C



January 4, 2020
Proudly serving for the past 70 years

Courtesy photo Reflections Studio

Auxiliary Disbands on Anniversary Year
For the last 70 years, the group
contributed over a quarter of a million
dollars and thousands and thousands
of volunteer hours.

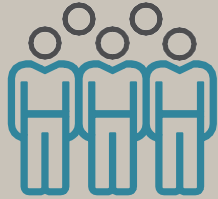


Jay Skaarvold, WR Ambulance Driver
received the Siren Award from the
ND EMS Association. Jay retired
December 31, 2019.

Social Media

The goal of social media presence is to educate, inspire and inform our followers in real-time, and give our supporters the freedom to engage and share.

10,813



FOLLOWERS

30%



GROWTH YOY

5,342



USERS
WEBSITE

25,820



VIDEO VIEWS

Facebook

1,640 Followers

Instagram

137 Followers

Pinterest

160 Followers
Monthly Views
13,000

Google

11,580 Monthly Views
9,000 Monthly Searches
3,925 Monthly Activity
12 Locations



Monthly

Desktop

3,219

Mobile

1,963

Tablet

160

Page Views

11,011

Organic Search

2,300

Direct Search

1,500

Other

1,542

YouTube

11 Subscribers
32 Videos
Annual Views
3,000

Facebook

Annual Views
22,820

MISSION

The mission of West River Health Services is to provide comprehensive health and wellness services to the residents and visitors of the region.

VISION

To be a unified organization; To provide a full spectrum of services in the continuum of care; To follow its Mission of service and Values of Excellence, Innovation, Compassion and Respect; To face with courage the constant challenges of providing rural healthcare; To accept and assert itself in the role as a regional and national leader.

CORE VALUES

Excellence in practice,
Innovation in service,
Compassion for the people we serve, and
Respect for one another.

OUR MOTTO

Quality First.



1000 Hwy 12 | Hettinger, ND 58639 | (701) 567-4561 | www.wrhs.com

