

Lakes Regional Healthcare Health Happenings

June 2022



5 Reasons Lakes Regional Healthcare is a Top Employer

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Like us on Facebook and follow us on Twitter and Instagram to stay up to date on what's happening at Lakes Regional Healthcare! We also love it when people post messages to us – we're always looking for feedback on how to improve the care experience!

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Message From the CEO

I am always excited to write the summer edition of my message for the Health Happenings as it welcomes back all of our summer residents. We are a unique place and unique amongst hospitals. Not only in the level of quality that we provide, but that we see volumes of patients during the summer that is not customary for most community hospitals who generally see most of their patients throughout the winter months. Although this creates some unique challenges, we are honored to be here to meet your healthcare needs.

As we have all grown weary of COVID, I will not spend a lot of time addressing its impact on us this past year. I do want to acknowledge our great healthcare team in their work throughout the pandemic. You can always be assured that you are receiving care under the safest of environments and yet we know that some of our precautions create additional inconvenience for some. Please remember that we care for many patients who are immunocompromised and some of our precautions are not for your protection but those of others.

If you are reading this, you understand that we live in a special place. My only ask of you is that you share that experience with others, particularly those who are involved in healthcare professions or who have interest in doing so. According to an article in Becker's Hospital Review, nearly 30% of the healthcare workforce turned over during the



COVID pandemic. This accelerated an existing shortage of healthcare professionals across almost all professions. If you have a son, daughter, grandchild, neighbor, or friend who works in healthcare or has an interest in doing so, we would welcome the opportunity to visit with them. Not only is healthcare a great and noble calling, living in the Iowa Great Lakes only makes that experience that much more special.

I am hopeful that you find the articles of interest and I am always willing to visit with anyone who has suggestions or concerns. We have much to celebrate as you will find throughout this publication. I also know that in spite of those accolades, there is always room to improve our services.

I wish you all a safe and healthy summer!

Jason C. Harrington, FACHE
President & CEO

Welcome **New Physicians!**

Louis Roemhildt, MD
Midwest Radiology & Imaging

Timothy Hurst, MD
Midwest Radiology & Imaging

Benjamin Woods, MD
Emergency Department

You Can Help!

It seems like the price of everything is increasing now - food, gas, and other items. This has also occurred in education, labor, and technologies. This has made it increasingly difficult to provide healthcare services, and have healthcare professionals in which to provide that care. We would love for you to help us address these challenges with a monetary gift to Lakes Regional Healthcare Foundation. Consider making a difference in these ways:

Scholarship Endowment Fund - Make it possible for a local high school or college student to achieve their dream of having a career in healthcare. Lakes Regional Healthcare Foundation's Scholarship Endowment Fund provides scholarships each year in hopes of having those students return to the Iowa Great Lakes to provide care to those who helped them.

Hospice Fund - This fund is utilized to support a service that cares for people who have a terminal illness. Hospice works with patients and their families to maintain quality of life and support the patient's loved ones during a difficult time.

Okoboji Foundation \$ 5,000 July Nonprofit Challenge -

This annual challenge provides the fund with the highest giving total over \$5,000 in July with an additional \$5,000 from the Okoboji Foundation. Please consider giving to the Lakes Regional Healthcare Foundation through the Okoboji Foundation during July to help us win. Gifts made through this challenge will provide sustainable support for care in our community with items like advanced technologies and new services. Gifts of any size and form are accepted online or at the Okoboji Foundation. For additional information contact Okoboji Foundation at 712-332-7177, visit www.okobojifoundation.org or email info@okobojifoundation.org.

Engraved Pavers - Engraved brick pavers and seat walls at Lakes Regional Healthcare's outdoor garden patio are available for purchase as a gift to Lakes Regional Healthcare Foundation. Your gift would memorialize your loved one, and positively impact others who receive care at Lakes Regional Healthcare. To learn more, contact Sonja Hamm at 712-336-8791 or sonja.hamm@lakeshealth.org.

Easy Ways to Give

We appreciate your generosity and what that's been able to help us accomplish over the years. We also want to make giving as easy as possible for you. Here are some easy ways to give that will continue to help improve healthcare in the Iowa Great Lakes.

Online – Give to us directly by going to <https://www.averafoundation.org/donate-with-search> or hovering over the QR code shown here. Once at the site, select **"Other"** for the Avera facility, type **"Lakes Regional Healthcare"** in the "Other Avera Facility" box and make a donation in a matter of a couple minutes!



Amazon Smiles – whenever you purchase items at Amazon, go to this web address instead: **Smile.Amazon.com**. It brings you to the regular Amazon site, but it asks you to identify a charity. Select **Lakes Regional Healthcare Foundation** and from there, Amazon will give us a portion of your item's purchase price!



In Person – Call Lakes Regional Healthcare Foundation Executive Director Sonja Hamm at 712-336-8791 or email her at sonja.hamm@lakeshealth.org to set up a time to meet with her personally.

Mail – Cut out and complete the card below and mail it in with your gift.



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We are deeply grateful for the support of our friends in the community. Thank you for your gift to Lakes Regional Healthcare Foundation.

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Congratulations to Scholarship Winners

Healthcare is accustomed to challenges, as demonstrated by the recent pandemic. But there has been another challenge that preceded COVID-19 and keeps getting even more challenging to this day. There is a labor shortage within the industry, just as Baby Boomers require an increasing amount of healthcare. For this reason, Lakes Regional Healthcare and Lakes Regional Healthcare Foundation have been encouraging young adults in northwest Iowa to enter the healthcare field, in anticipation that they will come back over time and provide care to patients at Lakes Regional Healthcare and directly benefit people in the Iowa

Great Lakes. Thanks to businesses and individuals throughout the lakes area, Lakes Regional Healthcare Foundation's Scholarship Endowment Fund provides annual scholarships for Dickinson County high school seniors, Dickinson County residents in an undergraduate program, and Lakes Regional Healthcare employees. We would like to congratulate this spring's Lakes Regional Healthcare Foundation's Scholarship Endowment Fund recipients. They each received \$500 or \$1,000 toward their education this fall.



LaVeda Danbom

LaVeda just graduated from Okoboji High School and will be attending Iowa State University this fall to study Kinesiology in hopes of becoming a Physician Assistant or Physical Therapist.

She has been in volleyball and soccer, has been an Ambassador for incoming freshmen to Okoboji High School, and a member of Okoboji Foundation's Youth in Philanthropy, National Honor Society, Key Club, Yearbook staff, and Art Society.



Jack Dykema

Jack graduated from Spirit Lake High School in 2018 and is currently attending the University of Iowa College of Pharmacy in Iowa City, Iowa. He has been on the Dean's List, recipient of

Iowa's Old-Gold Scholarship, has held a position on the University of Iowa College of Pharmacy's Honor Council, is the current treasurer for the College of Pharmacy Class of 2024, and is a member of the Iowa Pharmacy Association, University of Iowa Student Society of Health Systems Pharmacists, National Community Oncology Dispensing Association and the Industry Pharmacists Organization – University of Iowa. Jack notes his pharmacy career started back when he was a clerk at Lewis Family Drug and his

shadow experiences at hospitals in the area and thinks that after he receives his PharmD, he will come back to the area to work in the field while he decides what kind of pharmacist he will be.



Elli Hanson

Elli just graduated from Okoboji High School and will be attending South Dakota State University this fall to study Nursing. She has been in volleyball, softball, wrestling, and tennis, been named Academic

All-Conference, Siouxland All-Conference, defensive player of the year, Team MVP and a member of Okoboji Foundation's Youth in Philanthropy, National Honor Society, Key Club, Student Council, and FFA.



Mikia Kriener

Mikia graduated from Spirit Lake High School in 2019 and is currently attending Augustana University in Sioux Falls, South Dakota, where she is a double major in Nursing and Spanish.

She has been on the Dean's List, two-time NSIC Academic Team of Excellence member, Tri Beta Biology Honors Society Junior Representative, received the Sven G. Froiland award in biology, and is a member of the Augustana University Volleyball team, Fellowship of

Christian Athletes, Augustana Student Nursing Association, and is a 12U volleyball coach with Kairos Elite Volleyball. Although she started with the desire to be a family physician while she volunteered as an ER Junior Volunteer at Lakes Regional Healthcare, after working as a nurse assistant in a Sioux Falls hospital, she realized she loved the hands-on patient care of nursing.



Ava Rasche

Ava just graduated from Harris Lake Park High School and will be attending South Dakota State University this fall to study Nursing. She has been in volleyball, basketball, and softball, been named Academic All-Conference, IGHSAU Distinguished in Academic Achievement, All-Conference Honorable Mention, and a member of National Honor Society and Silver Lakes 4-H Club. She was also an ER Junior Volunteer at Lakes Regional Healthcare last summer.



Josie Tvedte

Josie just graduated from Spirit Lake High School and will be attending the University of Iowa this fall to study Nursing. She has been in volleyball and basketball and a member of Key Club and

Fellowship of Christian Athletes. Josie will be working as a Certified Nurse Assistant this summer at Lakes Regional Healthcare.



Mason Vander Pol

Mason just graduated from Okoboji High School and will be attending Iowa State University this fall to study Biochemistry. He has been in football, basketball, baseball, and track, and a member of the

Okoboji Foundation's Youth in Philanthropy, National Honor Society, Key Club, and Student Council. He will be a Junior Volunteer this summer at Lakes Regional Healthcare.

Funds Raised for Area Students at the Grape Escape

In February, Lakes Regional Healthcare Foundation hosted their annual Grape Escape. It was held at the Waterfront Event Center, where people enjoyed hors d'oeuvres, wine, bourbon, dinner, and silent and live auctions. The event raised over \$34,000 for the foundation's Scholarship Endowment Fund.

Special thanks to the following sponsors for making the Grape Escape possible!

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5 Reasons Lakes Regional Healthcare is a Top Employer

1. Amazing people

We have to say, we have pretty amazing people who work here. From physicians and nurses to medical assistants and housekeepers and receptionists, they are all dedicated and caring, and not just toward patients.



“The people here are so friendly and professional. I’ve met some of my best friends working here.”

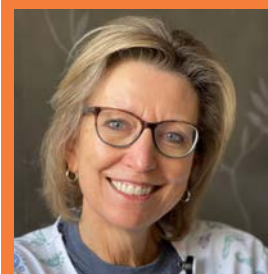
Many of our staff form long and enduring friendships with each other built on deep professional respect and shared purpose. That is why new team members always feel welcomed and appreciated.



“I love all my coworkers. They’re so supportive, and I appreciate it. We share a lot of laughs and memories and get together outside of work too. We just enjoy each other’s company.”

2. Staff make a real difference

Whether our staff work in billing or patient care, there are no small roles at Lakes Regional Healthcare. That is because we know everyone is here to make a real difference. Whether it is helping a patient figure out an insurance issue to cheering on a patient through the labor and delivery process, or providing a delicious home-cooked meal while they’re away from their own home, each person on our team is dedicated to compassion and helping others.



“I like helping people and seeing their reaction when what I did was helpful. It’s very fulfilling when I can help others.”

As the famous quote goes, we understand people may not remember what we did for them, but they will remember the way we made them feel. That is what we focus on with each interaction with our patients and visitors.

3. Variety

Each day is unique in the healthcare field, which is part of the fun of this industry. It is certainly true here, where every shift can bring something new and different. Whether you are an analytical thinker or a creative mind, there's no such thing as boring at Lakes Regional Healthcare.



“It’s a fast-paced environment and I like that. You see lots of different stuff, which keeps me learning new things and growing.”

4. Opportunities for growth

Our staff are encouraged to grow to meet new challenges, which is why we offer significant and frequent educational grants, as well as opportunities to advance within departments or across our care system.



“I like that it’s different every day and everyone is very friendly and welcoming.”

5. Latest technologies

Lakes Regional Healthcare is a hub for the latest medical technologies and techniques. We were the first hospital in the region to offer comprehensive robotic-assisted surgeries, which means we are better able to provide patients with the best healthcare possible. Our staff enjoy working with the most innovative technologies which better provide patients with positive outcomes.



“I appreciate the opportunities LRH has provided me to achieve in my career.”

“We have some of the best technology, even compared side-by-side to large hospitals.”

Join Us!

We have opportunities available and would love to meet you if you're interested in joining our team. Please check out our opportunities by hovering over the **QR code below** and clicking on the link that appears. You can also go online at **www.lakeshealth.org/careers** or call us at 712-336-8790. Also follow us on **LinkedIn!**



A Glimpse Into Healthcare Economics Post-Pandemic

COVID-19 has impacted nearly everyone in our country, if not everyone in the world in one way or another. Obviously, it affected Lakes Regional Healthcare in terms of who we have cared for, how we have cared for them, and how we have taken steps to mitigate the spread within our walls and the community. Fortunately the incidence and severity of COVID-19 has decreased significantly and we are hoping to move on with regular life again. However, that is more challenging when it comes to the healthcare industry, specifically for hospitals. Recent reports from Kaufman, Hall & Associates and the American Hospital Association have provided a look into how COVID-19 and other dynamics affected hospitals across the country from 2019 through 2021. We thought you might be interested to know what they are, and how Lakes Regional Healthcare is faring.

Patient Volumes

During the pandemic, patient volumes increased, especially among inpatients. However, compared to 2019, nearly all areas reported decreases by the end of 2021. Inpatient, surgery, and emergency visits across the country were all down by 8%, 8.8%, and 10.6% respectively. Our fiscal year runs from July 1 to June 30. When we look at the 9 months through March 2022 compared to the same period through March 2021, our inpatient, surgery, and emergency visits are each up over 5%. When we compare our current volumes to 2019 numbers, our inpatient, surgery, and emergency visits are up 32%, 15%, and 19% respectively.

The only measure that was up nationwide was patient days, up 1.3%. This is likely due the higher acuity of patients, meaning they were sicker and needed more care and needed to be in the hospital for longer, which was common with COVID-19 patients. The increase in patient days may also be a result of people delaying their care due to the pandemic. It is possible that when they eventually sought care, they were sicker than they would have otherwise been had they sought care earlier.

Expenses

Hospital expenses are primarily made up of two things: labor costs, which account for over 50% of total expenses, and medical supplies, which account for about 20% of total expenses. Over the last two years, inflation and the pandemic have adversely affected hospital expenses.

First, the pandemic took a toll on healthcare workers. Burnout is real, and many have left the profession. In fact, hospital employment is down about 100,000 employees due to burnout and retirements. Not as many people are entering the field as before, just as the number of the country's population aged 65 and older will be greater than the number of children by 2030.

When you combine these with the fact that inflation is continually increasing, and the Consumer Price Index for All Urban Consumers (CPI-U) had its largest 12-month increase since September 2008, the outlook for healthcare becomes more challenging. It has become increasingly difficult to recruit and retain staff, which has prompted many hospitals such as us to increase wage rates. In fact, hospital labor rates among all staff have increased 6.5% across the country in the past year. It has also led to most hospitals turning to contract/travel staffing to fill open positions in order to care for patients. The numbers are concerning – about 25% of hospitals have experienced almost one-third of their total nursing hours accounted for by contract/travel nurses. And it has been done at a high cost. The percentage of total nurse labor expenses hospitals have spent on contract/travel nurses increased from 4.7% in 2019 to 38.6% in 2021. Plus, hospitals have also experienced a 213% increase in the hourly rates charged to them by the staffing companies for the contract/travel nurses.

Medical supplies have increased 15.9% over the past two years. Supplies for ICU and respiratory care departments that focused on COVID-19 patients increased more, 31.5% and 22.3% respectively.

The costs for energy, resins, cotton, and most metals have increased over 30%. All of these are critical elements in the manufacturing of medical supplies and devices. Drug costs have historically had a reputation for higher prices, but it's gotten even worse, increasing 28.2% in the last two years.

Lakes Regional Healthcare has experienced these pressures. As a result, we increased our minimum base wage a few months ago. We have also had to work with contract/travel nurses to accommodate our increased volume of patients. We have also experienced large increases in medical supplies and food costs.

Revenue

Hospital gross revenue (not including federal grant assistance for the pandemic) increased 10.4%, likely due to higher patient acuity. When you look at revenue by payer source, the revenue from Medicare and Medicaid increased from being 59% to 66% of hospital revenue, not necessarily surprising since most COVID-19 patients were 65 and older. At first glance, this may sound like a good thing. However, Medicare and Medicaid pay, or "reimburse" hospitals less than what it costs hospitals to provide care to patients. It varies by state, and Iowa is one of the lowest paid states in the country. In fact, at Lakes Regional Healthcare, Medicare reimburses us less than 80 cents for every \$1 it costs us to provide care for a patient covered by Medicare. Medicaid reimburses us even less per patient.

The revenue from commercial insurance payers such as Wellmark Blue Cross Blue Shield represents about 20.5% of gross patient revenue for hospitals across the country, and is what hospitals depend on to realize a positive margin after the loss from Medicaid and Medicare reimbursements. Hospitals in Iowa historically have had limited negotiating abilities with commercial payers. Iowa has a very uncompetitive health insurance market with Wellmark making up nearly 70% of the commercial market in some locations. When many organizations would simply raise prices to adjust for additional operating costs, hospitals have very limited ability to do so.

We did receive roughly \$10.3 million in federal grant assistance since the pandemic began in 2020 for covering loss of service revenue during shutdowns, assistance in supporting staffing wages, and covering unplanned expenditures for COVID care and protection.

Ultimately, all these changes have resulted in over 33% of hospitals in the country operating on negative margins. Lakes Regional Healthcare has a negative margin of (1%).

The past few years have been interesting for the healthcare industry, and that is likely to continue for some time to come. Lakes Regional Healthcare has a history of being conservative with spending while focusing dollars on those things that matter most – our staff and technologies – and will continue to do so responsibly as we face challenges ahead.



It Was Life Changing

Chronic pain, all the time. Whether he was sitting, standing, or lying down, Belmond, Iowa resident Todd Hobscheidt was in pain. And at only 53 years old, he had been in pain for nearly 10 years. His years working for the telephone company, climbing up and down ladders and jumping in and out of trucks had taken its toll. Five years ago Hobscheidt went to a nearby orthopedic surgeon and had his left knee scoped. He was told then that the scope was a temporary fix and he'd need a total knee replacement in five years.



Fast forward to September 2021. Hobscheidt was in constant pain and his wife was tired of him complaining about it. A customer told him about orthopedic surgeon Dr. John Leupold of Northwest Iowa Bone, Joint & Sports Surgeons. They spoke so highly of him that he decided to meet with him. Upon doing so, Dr. Leupold broke the news to Hobscheidt that it wasn't just his knee that was causing his pain – his hip was also a culprit.

“Dr. Leupold diagnosed my hip issue. I found out that both joints were bone on bone and that injections and physical therapy wouldn't help at that point. I had to have total hip replacement and total knee replacement surgeries,” said Hobscheidt. “I had always thought you had to be in your 60s or older to have joint replacement surgery and that you'd eventually have to do it over, too. Being 53 years old made me nervous, but Dr. Leupold put my fears to rest and explained how prosthetics now are better than they were in the past and that mine would likely last a lifetime.”

Hobscheidt's hip was replaced first – in September 2021 - followed by knee surgery in December. He said the entire surgical process was smooth and relatively painless. “I woke up from my hip surgery and everyone was great. I didn't really even have pain in my hip. It hurt after the knee surgery, but the pain was less than it was before surgery.”

Dr. Leupold and the staff at Lakes Regional Healthcare prepared him for what to expect through their Joint Camp program and before, during, and after his surgeries.

Hobscheidt said, “Dr. Leupold was so honest and candid about everything. It all happened just like he said.”

It's been about six months since Hobscheidt's last surgery and he now has nearly 100% mobility and no pain. “For me it really has been life changing,” he said. “I spent 10 years of my life in chronic pain, getting used to it, ignoring it. I wish I had done this as soon as the pain started or at least gotten it diagnosed earlier.”

An Unexpected Heart Surgery

Steve Reinsch was a seemingly healthy guy. At 70 years old, he was trim and fit and used to mowing his lawn and shoveling snow. About three years ago he had two hip replacement surgeries and one knee replacement surgery and both times was told he was doing too much during rehab and to slow down. Recently, however, he occasionally felt brief but sharp heartburn pain and shortness of breath. Plus, knowing his father had triple bypass surgery at age 64, he decided to do the Planet Heart health screenings at Lakes Regional Healthcare last August.

The Planet Heart screenings tested Reinsch's heart and vascular system to detect if any conditions were present for heart disease or vascular disease. His results showed a high heart calcium score, which meant there was significant plaque in his heart arteries. He was encouraged to see cardiologist Dr. Christopher Paa, who sees patients each month at Lakes Regional Healthcare's Outpatient Center. Dr. Paa met with him, reviewed his records, and suggested a stress test. Similar to the Planet Heart results, Dr. Paa believed something wasn't quite right, so Reinsch was ordered to have an angiogram, which is X-ray imaging to see the heart's blood vessels and if there is any restriction in blood flow. When Reinsch woke up from the angiogram, he was told three of his arteries were 85-95% blocked and that he'd need open heart surgery. "Since the blockages were so great, I was no longer a candidate for stents," said Reinsch. "I had open heart surgery two weeks later."

It's now been eight months since Reinsch had surgery, and he's doing great. He religiously followed his rehabilitation instructions and continues to participate in Phase 3 exercises within the Cardiac Rehabilitation Department at Lakes Regional Healthcare. He said he's recovered extremely well, and his doctors attribute that to the fact he didn't have a heart attack before his open heart surgery. And for that reason, Reinsch is thankful he decided to get a Planet Heart screen. "It would have been really easy for me not to get Planet Heart screens, and it's scary to think about what could have happened if I hadn't," he said. "Now I tell everyone to look at their family history and if they have any discomfort at all, I recommend 110% that they get screened at Planet Heart."



There are two screenings at Planet Heart, each for \$50: the Heart Check and the Vascular Check. Those who schedule both checks can get them for \$75 total. The Heart Check includes a calcium score CT, cholesterol and blood sugar checks, body mass index and blood pressure checks, an index of your diet quality, education and risk assessment, and brief tobacco cessation and nutrition counseling. The Vascular Check includes carotid artery screening, abdominal aortic aneurysm screening, and peripheral artery disease screening.

If you are interested in scheduling a Planet Heart screen, call 712-336-8658.



Planning to Have a Baby?

Becoming a parent is an incredible little miracle – but it can also be stressful. We are providing a free, 28-page guide to quickly answer your pregnancy questions, from prenatal tests to car seat installation. In *Having a Baby: Your Complete Guide to Pregnancy*, you will discover the first signs of labor and how much fetal movement you can expect in each trimester. This downloadable e-book answers common questions from every stage of your pregnancy journey.

This complete guide to pregnancy covers:

- Tests and screenings you can expect
- How to perform daily activities, such as exercise, while you are pregnant
- How pregnancy will and won't impact your ability to work
- Which complications you should be alert for
- How to talk to your doctor about your pregnancy
- What to expect during delivery and childbirth
- Much more!



Download this free e-book now to answer your pregnancy questions so you feel more comfortable and confident welcoming the new addition to your family. Just hover over the QR code below and click on the link that appears.



Local Providers That Deliver

These family medicine physicians provide obstetrical care at Lakes Regional Healthcare and can all be reached at 712-336-3750:

1. Zach Borus, MD
2. Craig Cunningham, MD
3. Averill Fuhs, DO
4. Mara Groom, DO
5. Mike Kalkhoff, MD
6. Andrew Mueting, DO
7. Whitney Nelson, DO
8. Steve Vander Leest, DO



We Are ★ ★ ★ ★ ★ Honored



At Lakes Regional Healthcare, we take caring for people in the Iowa Great Lakes seriously. Whether you need care for a cold or an emergency surgery, we do our best to give you the best outcomes, best experience, for the best value. That is why we are honored to be recognized nationally.

There are many indicators of a hospital's quality and outcomes. One of the best indicators, if not the best indicator, is the star rating hospitals receive from the Centers for Medicare and Medicaid Services (CMS). The overall rating, between one and five stars, summarizes a variety of measures across seven areas of quality into a single star rating for each hospital. The seven categories include mortality, safety of care, readmission, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. The more stars, the better a hospital performed on the available quality measures. We have received a five-star rating for the past two years, placing us in the top 10% of all hospitals across the country. We're also proud to note that we are the only hospital in northwest Iowa and southern Minnesota to receive a five-star rating.

We have also been named one of the Top 100 Rural & Community Hospitals in the United States for four years in a row by The Chartis Center for Rural Health. The annual Top 100 Rural & Community Hospitals award is regarded as one of the healthcare industry's most significant designations of performance excellence. The award is based on results of the Hospital Strength INDEX®, which assesses rural hospitals across eight pillars of performance, including market share, quality, outcomes, patient perspective, cost, charge, and financial efficiency.

What's more, out of the Top 100 Rural & Community Hospitals, LRH is in the top 20 of those 100 hospitals. This designation is from the National Rural Health Association based on an evaluation by the Chartis Center for Rural Health using the Hospital Strength INDEX as well. This is the second year in a row for us to receive this honor.



Community Health Needs Assessment Finalized

Every three years Lakes Regional Healthcare and Dickinson County Public Health partner to develop a joint Community Health Needs Assessment (CHNA). The goal of the CHNA is to identify services that are most needed in our community. The report also serves as a vehicle in which to develop an implementation plan to address the identified needs.

In September, Dickinson County residents were encouraged to take an anonymous online survey to provide feedback regarding their satisfaction of various services in the Iowa Great Lakes, from transportation to health care to housing. Over 600 people completed the survey, and focus groups with various community stakeholders and leaders were then held for additional feedback. The results of the primary data sources along with secondary data sources were compiled, and three main areas of need became prevalent:

1. Awareness of Behavioral Health Resources

People in Dickinson County who provided feedback for the CHNA expressed interest in additional awareness campaigns and increased assistance accessing behavioral health resources, primarily for youth, as well as substance abuse and ongoing care beyond crisis situations.

2. Access to Dental Care (for the Medicaid Population)

As with many counties in northwest Iowa and across the state, Dickinson County lacks resources for new Medicaid patients due to low dental reimbursement rates for providers, which adversely impacts this patient population.

3. Access to Affordable Transportation

Feedback identified the greatest need for elderly transport to medical appointments. The lack of drivers in Dickinson County (those with Class C with passenger endorsements), the closure of a transportation service, a lack of community bus routes or rural services, and more have made it difficult to meet the needs of affordable transportation.

The 2022 CHNA was recently developed and includes a wealth of information, including details about these three main areas of need, such as the biggest obstacles and potential action items to address them. Other items included in the report are Dickinson County's health rankings, social and economic factors, and COVID-19 preparedness and response. If you would like to see the recently developed 2022 CHNA, visit www.lakeshealth.org/community-health/.

The next steps are to work with community stakeholders to develop a Health Improvement Plan. This plan will identify the steps that will be taken to address awareness of behavioral health resources, access to dental care for the Medicaid population, and access to affordable transportation.



The Little Shop That Makes a Big Difference

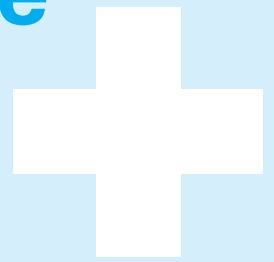
For over 60 years, the Gift Shop at Lakes Regional Healthcare has provided visitors a way to conveniently purchase last-minute gifts for patients in the hospital. Fresh flowers and cards are always available, but the Gift Shop provides so much more. Visitors and people from outside the hospital stop in the Gift Shop to buy a gift for a friend or family member or a gift for themselves, whether it is a purse, journal, necklace, or decorative item for their home.

Hospital volunteers staff the shop and all proceeds go toward purchasing new technologies to benefit hospital patients. The shop is located inside the hospital's east entrance past the Surgery Center and is open Monday through Friday from 9:00 am until 3:00 pm.



Those interested in seeing what's available at the shop and learning about events and promotions are encouraged to follow The Gift Shop on Instagram **@lrhgiftshop**.

Healthcare When You Need It



We're fortunate to have several ways to receive healthcare in the Iowa Great Lakes. However, it's important to know where to go for your injury or illness that is the best for your health and your finances. Here are some tips to help you out:

Non-Emergent, Acute Health Concerns

- Minor burns and cuts
- Cold or flu symptoms
- Ear ache
- Allergies
- Nausea

QuickCare Clinic

Located at Lakes Regional Family Medicine
2301 Hwy 71 South, Spirit Lake
712-336-3750
Monday-Thursday, 1-6 pm
Saturday, 8 am – noon

Chronic and Routine Health Concerns

- Diabetic management
- Heart health and management
- Obstetrical care
- Well child care
- History and physical examinations
- Establishing care with a new provider

Lakes Regional Family Medicine

2301 Hwy 71 South, Spirit Lake
712-336-3750
Monday-Friday, 8 am – 5 pm

Emergent Health Concerns

- Chest pain
- Shortness of breath
- Major burns/cuts
- Complications from pregnancy
- Poisoning or drug overdose
- Stroke-like symptoms
- Suicidal thoughts

Lakes Regional Healthcare ER

2301 Hwy 71 South, Spirit Lake
Available 24 hours/day, every day

What Our Patients Say

"Everyone from the door greeter to all the nurses and support staff and doctor were very good. I am so happy we have such a wonderful healthcare facility in our small town area, absolutely excellent."

"I was impressed by everyone."

"Professional, efficient, complete, and courteous. Couldn't expect any better care."

"Lakes Regional Healthcare is the BEST – They care about each and everyone."

"I had the most wonderful care at your facility! All the doctors and nurses were caring and compassionate! Best hospital ever!"



An Avera Partner

Highway 71 South
Spirit Lake, IA 51360

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