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**HENRY COUNTY  
HEALTH CENTER**

CARE YOU TRUST. COMPASSION YOU DESERVE.

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Chief Executive Officer: Robb Gardner  
Editor: Shelley L. Doak  
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# 2020 ANNUAL REPORT

## HENRY COUNTY HEALTH CENTER

*Henry County Health Center's Annual Report provides information about financials, quality, service, patient safety, Friends of HCHC and HCHC Foundation activities for 2019-2020.*



Hi everyone. We are pleased to present Henry County Health Center's annual report to provide an overview of the operations at the health center for this past fiscal year.

2020 has been a challenging and unprecedented year. Who would have imagined that in the first year of a new decade we would be faced with a global health crisis of which hasn't been seen in over 100 years? As winter turned into

spring, all of us remember our last social events, family gatherings and work experiences prior to the start of the COVID-19 pandemic in the state. It was then that the health center pivoted to implement best practices to provide necessary health care for our community while ensuring the safety of our associates and medical staff. We focused on acquiring high demand items that were in limited supply like personal protective equipment (PPE), testing supplies and cleaning supplies. We revised operations to include health screenings for staff and patients, altered visitation policies, and adjusted services in response to recommendations and guidance from state and federal public health officials. Through it all, our associates and medical staff continued to be resilient. They worked together as an incredible team, and through these challenging times maintained their commitment to providing high quality care for our patients, elders and community. They are all heroes.

To those of you who have been impacted by the COVID-19 pandemic, I would like to extend my sincere sympathy. I know some of you have had personal losses in your families, in your professional lives, as well as life in general changing as we know it. I think all of us look for brighter days in 2021. I would also like to extend my sincere appreciation to all of you who donated PPE, food and provided letters of support to health center staff. The introduction of new vaccines bring us all hope that we have possibly begun to turn the corner. As we continue our battle against the virus, we all need to continue to step up by wearing our masks, practicing social distancing and using good hand hygiene. Our community's resilience, innovation and support of others will keep us all moving forward.

This past year, we have also determined how we will sustain healthcare for generations to come. Today, HCHC is a strong organization with numerous state and national recognitions. Our success over the past 100 years is attributed to the outstanding quality of care and services that we have provided for our patients and elders. However, as the healthcare industry continues to experience rapid changes, it is important that we position ourselves to continue providing services needed both today and in the future. It became clear we could not do that alone, and so we have taken steps to formally join forces with a trusted partner with a proven track record of strengthening local healthcare. Thus, the Henry County Health Center (HCHC) Board of Trustees unanimously approved an expanded lease agreement with Great River Health (GRH).

HCHC has operated under a management agreement with GRH since 2009. Together, the two organizations have delivered quality healthcare to the community. By expanding the partnership between HCHC and GRH, patients in our community will continue to have access to the current healthcare services offered locally with greater access to expanded healthcare services available through GRH. The lease agreement helps HCHC provide stability in critical health services, including EMS. We are excited for what the future will bring as we work together to care for our community and strengthen our region's healthcare delivery system. The lease agreement will be put to a vote before Henry County residents in a March 2, 2021 special election and finalized if the special proposition is approved. This is the right move for HCHC and the Henry County residents we serve. We need you to be sure to turn out and vote yes to approve this important proposition.

We are very fortunate to have seven caring and engaged individuals who serve as our health center's Board of Trustees. Much thanks goes to Kent, Robert, Jan, Carmen, Sally, Joel and Carla for your leadership, time and service in your role as a trustee.

I would like to close by thanking all of you, our patients and elders, for trusting us to meet your health care needs locally. We hope we always achieve our goal of providing an outstanding experience each and every time we care for you and your family.

Take care and thank you,  
Robb Gardner, CEO

# Expanding Our Partnership with Great River Health to Secure Our Future

## We need your vote on March 2!

### **The Henry County Health Center Board of Trustees voted unanimously to expand HCHC's partnership with Great River Health.**

Together, the two organizations have delivered quality healthcare to our community. By expanding the partnership between HCHC and Great River Health, patients in our community will continue to have access to the current healthcare services offered locally, with greater access to expanded healthcare services available through Great River Health.



To enable this partnership, HCHC will enter into a lease agreement that establishes HCHC as part of Great River Health's growing network in Southeast Iowa. It also maintains local accountability to Henry County residents and continued oversight by the HCHC Board of Trustees.

This move also helps HCHC provide further stability in critical health services, including Emergency Medical Services (EMS). We are excited about what the future will bring as we work together to care for our community and strengthen our region's healthcare delivery system. This is the right move for HCHC and the Henry County residents we serve.

The partnership and lease agreement will be put to a vote before Henry County residents in a March 2 special election and only move forward with voters' approval.

### **We need you to turn out and vote YES to approve this important proposition on March 2.**

With the rapid changes in healthcare in recent years, HCHC will be better positioned with

a partner. Instead of waiting or risk being absorbed into a national organization, HCHC can secure its future by expanding our relationship with our trusted partner, Great River Health,

which understands the needs of Henry County residents because they are based right next door in West Burlington, Iowa.

By voting YES on March 2, voters will help us remain capable of adjusting to the fast-changing healthcare environment and build upon our strong position. With Great River Health, we will be able to enhance our

current services, provide long-term stability of healthcare needs, provide critical emergency medical services, and build a healthier future for Henry County.

HCHC associates will remain as HCHC employees and will retain their current benefits, including IPERS pension benefits. This agreement does not impact our current workforce. In fact, associates will have more paths to advance their careers by having access to other hospitals and clinics within the Great River Health System.

The Board of Trustees performed considerable research and thoroughly examined these issues before they decided with a unanimous vote to move forward with the expanded partnership and lease agreement. Now, it is your turn.

### **We need you to turn out and vote YES on March 2 for Henry County Health Center.**

For more information, or to help with the special election, please contact Shelley Doak, HCHC Public Information Director, at [doaks@hchc.org](mailto:doaks@hchc.org) or go to [www.hchc.org/partnerships-with-great-river-health/](http://www.hchc.org/partnerships-with-great-river-health/).

# Quality, Service And Patient Safety

Henry County Health Center is committed to providing high quality, effective and efficient services. As a result, the organization measures quality scores every year on the services we provide to our patients. Listed below is a sample representation of those measures. This information is from the Iowa Healthcare Collaborative Hospital Improvement Innovation Network (HIIN) and compares HCHC to our HIIN peer average and national HIIN average.

	HCHC	PEER AVG.	HIIN AVG.
Unplanned All-Cause, 30-Day Readmissions Any Hospital (Under HCHC, reflects patients discharged from HCHC & readmitted 30 days later to another hospital compared to peer & HIIN averages.)	4.27	9.37	9.62 (lower number is better)
Unplanned All-Cause, 30-Day Readmissions Same Hospital (Under HCHC, reflects patients discharged from HCHC & readmitted to HCHC 30 days later compared to peer & HIIN averages.)	2.52	7.19	7.42 (lower number is better)
Adverse Drug Events Originating During Hospital Stay	0.00	0.01	0.01 (lower number is better)
Falls With Injury	0.00	0.91	0.83 (lower number is better)
Fall Rate Resulting in Fracture or Dislocation	0.00	0.28	0.33 (lower number is better)
Postoperative Sepsis Rate	0.00	1.44	2.07 (lower number is better)
Hip Replacement Surgical Site Infection Rate	0.00	1.55	1.33 (lower number is better)
Knee Replacement Surgical Site Infection Rate	0.00	0.40	0.60 (lower number is better)
Post-Operative Pulmonary Embolism or Deep Venous Thrombosis Rate	0.00	2.23	2.49 (lower number is better)

Park Place Elder Living ★★★★★  
 (3-star facility is the national average)

## Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

HCAHPS is a national, standardized survey of hospital patients created to publicly report the patient's perspective of hospital care. The survey asks discharged patients about aspects of their hospital experience.

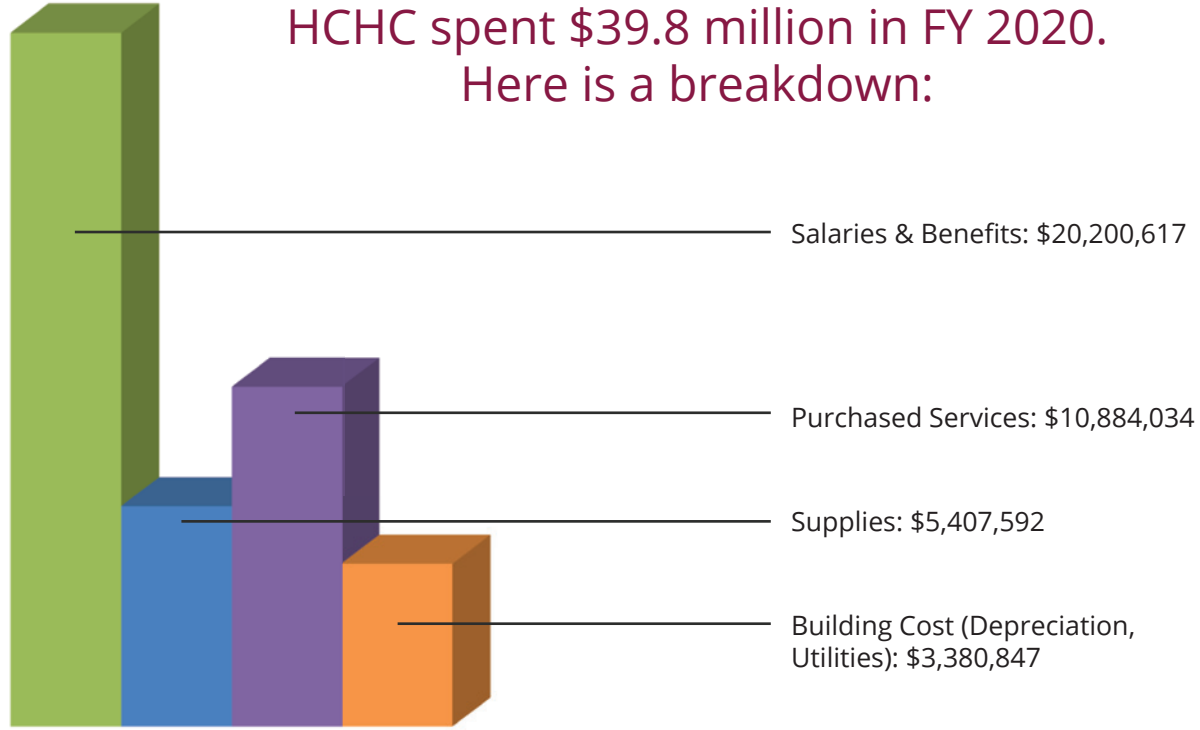
% OF PATIENTS WHO ANSWERED "ALWAYS"	HCHC	IOWA	NATIONAL
Doctors communicate well with patients	84%	85%	82% (higher score is better)
Nurses communicate well with patients	83%	84%	81% (higher score is better)
Explanation of medications before giving them	67%	68%	66% (higher score is better)
Patients given information about at home recovery	80%	88%	87% (higher score is better)
"Always" received help as soon as they wanted	77%	74%	70% (higher score is better)
Room and bathroom "always" clean	83%	82%	76% (higher score is better)
Area around room "always" quiet at night	74%	68%	62% (higher score is better)
Patients who gave hospital a rating of 9 or 10	74%	79%	73% (higher score is better)

**Henry County Health Center** ★★★★☆  
 (4-star facility is above average)



# Financials for Fiscal Year 2020 (July 1, 2019 – June 30, 2020)

HCHC spent \$39.8 million in FY 2020.  
Here is a breakdown:



Health Center net income exceeded expenses by \$112,427 due to \$3,195,282 CARES Act funds which are still subject to final audit guidance. CARES Act funding was approved by Congress to provide financial support for hospitals that were impacted financially by the COVID-19 pandemic.

HCHC's tax asking for fiscal year 2020 was \$2,148,155 compared to the average of all 41 county hospitals of \$1,593,912.

## Department Statistics

Emergency Room Visits	7,887
Ambulance Calls	1,436
Surgeries Performed	1,506
Lab Tests Performed	117,183
Radiology Procedures	16,005
Physical Therapy Treatments	20,901
Infusion Visits	2,347
Respiratory Treatments	8,115
Other procedures/treatments	2,436
Hospital Based Clinics	3,376
Rural Health Clinic Visits	12,109

## Revenue by Payor

Medicare	46%
Medicaid	19%
Insurance	31%
Self Pay	4%

## Inpatient Stats

Hospital Admissions	530
Hospital Patient Days	1,883
Long Term Care Days	13,971
Babies Delivered	123

## Last Year, we absorbed

Patients who could not pay	\$1,185,616
Services not fully reimbursed by Payors	\$28,433,282

# Friends of Henry County Health Center

Friends of Henry County Health Center contributes greatly to HCHC each year by donating their time, talents and resources to support HCHC services and programs. This past year, HCHC was especially grateful for these valuable contributions as they assisted the health center in providing the highest quality healthcare to area residents during the pandemic.

In Fiscal year 2020, the 135-member Friends of HCHC gave \$49,000 in financial support to the health center. Support included \$29,000 toward the purchase of Personal Protective Equipment (PPE) in response to the COVID-19 pandemic. Five new Staxi wheelchairs were purchased for the Main Lobby and Emergency Department. Friends also teamed up with the HCHC Foundation to purchase a vein finder and stand as well as a Stryker bed for the Inpatient Services Department.

Friends contributed \$4,200 to help the Senior Health Insurance Information Program (SHIIP) relocate to a new, larger space. The cost was associated with minor cosmetic changes and purchasing new computers. They also provided hats and purchased carbon monoxide/smoke alarms and sleep sacks for newborns. Friends continues to provide stuffed animals to children receiving tests or services at HCHC or the Henry County Department of Public Health. Carnations are delivered to Park Place Elder Living in February and May.

The Friends of HCHC Scholarship Committee awarded four scholarships for the 2020 school year totaling \$5,600 to help students pursuing healthcare careers.

Financial support for the Friends of HCHC is made possible by income from the Gift Shop and the many fundraisers held throughout the

year. Thank you to the HCHC associates, Friends membership, and the community for your support of these fundraisers throughout the year.

The Lifeline Program makes a double impact by helping the clients served, and enabling Friends to generously support health center services. Friends has operated Lifeline since 1985 and currently has 136 subscribers. Lifeline is a service that provides a personal emergency response system that helps seniors and those with disabilities stay in their homes. For more information about Lifeline, please call 319-385-6164.

## Volunteers support HCHC associates, patients and visitors

In FY2020, 60 volunteers generously donated their time and talents to HCHC working a total of 4,630 hours. The Patient/Family Ambassador Program grew to accept college students in the summer of 2019. Their support in the Rehabilitation Services, Inpatient and Imaging Services Department not only gave them experience for their career paths, but also gave support to the staff who work in those areas as well as patients and their families.

Volunteer opportunities can be found at the Information Desk, Gift Shop, Surgical Services, Inpatient Services, Rehabilitation Services, Diabetes Education and Imaging Services. For more information about volunteering at HCHC or joining Friends of HCHC, please call 319-385-6524.

## FUNDRAISING EVENTS FOR THE 2020 MEMBERSHIP YEAR:

- Soup Supper: \$2,138
- Colors of Summer: \$786
- No Bake Bake Sale: \$1,275
- Masquerade Jewelry Sales: \$1,000
- Holiday Fudge Sale: \$600
- Nut Sales: \$1,664
- Frozen Pie Sale: \$176
- Lionne Jewelry Sale: \$441
- Valentines Carnation Sales: \$73

# Henry County Health Center Foundation

## Fiscal Year 2020 Giving

The Henry County Health Center Foundation celebrated a successful year of fundraising for fiscal year 2020.

Leading the way in donations this year is the Designated Gifts/Memorial Campaigns. \$55,667 was raised to be used in areas where the donors have designated. For example, the HCHC Foundation Make A Difference for HCHC (M.A.D.) Campaign restricted funds to the purchase of new medical equipment. An aquatic lift for the Rehabilitation Services pool, a specialized ENT Microscope and a Stryker hospital bed were purchased with restricted donations. \$45,339 were garnered to help recruit and retain providers to Henry County, including a grant from the Enhance Henry County Community Foundation. In total, three new providers benefited from these gifts in FY 2020.

Additionally, over \$26,250 were raised through our Annual HCHC Foundation Golf Benefit, Music Trivia Contest, Book and Gift Fairs and a new event held together with the Friends of HCHC, a Clean Out Your Files Recycling event.

The generosity of our associates brought in just about \$19,199 over the year. Funds raised by our associates are used for tuition reimbursement, certification testing fee reimbursement, and our in-house voucher program. Gifts of \$12,525 were given during the Annual Appeal campaign and donations specifically for the General Fund, Endowments and Scholarships totaled \$7,740.

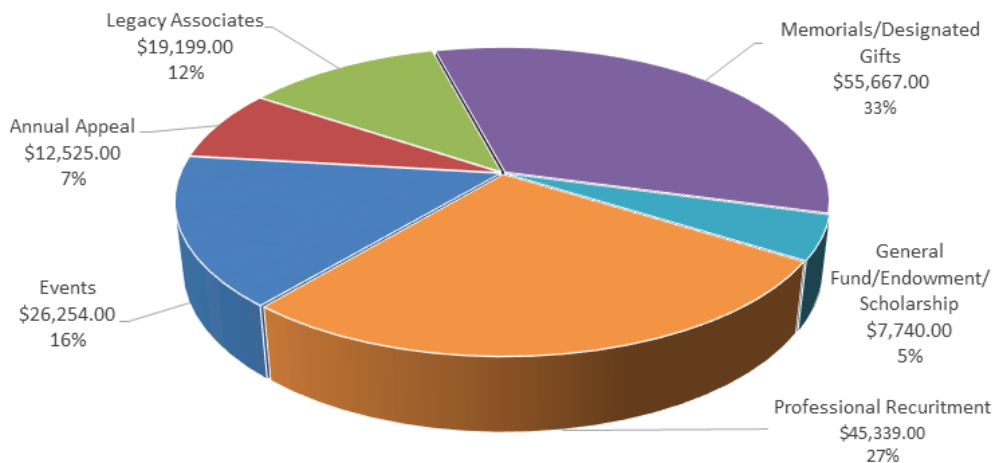
All in all, \$166,724 was raised by donations and gifts to HCHC Foundation in FY20. Countless other Gifts-in-kind were given for COVID-19 relief, including face shields and face masks, meals for front-line workers, sweet treats and candy, and other items were provided by an ever giving community.

Grants were made by HCHC Foundation to six separate entities for the year. Iowa Wesleyan University received a grant of \$3000 to upgrade nursing simulating equipment. Mount Pleasant Public Library was awarded \$2000 for the purchase of health related books for children. Henry County Public Health got a check of \$750 for newborn home visits. Young House/Christamore Family Treatment Center received \$1000 to support ongoing initiatives. Bridges out of Poverty was awarded \$2500 for their Workplace Stability Initiative. And Mount Pleasant Community School District was handed a check for \$750 for the construction of a walking

The HCHC Foundation's Mission: With integrity, responsible stewardship, transparency and capacity building, the HCHC Foundation will plan, promote, develop, fund and deliver important health related initiatives for the benefit of individuals and families of Henry County and surrounding areas.

path around Van Allen School. In total, \$10,000 was awarded in grants in FY20.

The Henry County Health Center Foundation was governed by a Board of Directors which includes Erica Pickle, Jill Daniel, Tom Holtkamp, Deb Leichty, Mike Vens, Alan Wagner, David File, Dan Williams, Sally Olson, Kendra Bonnesen, Cathy Lauderdale and HCHC CEO Robb Gardner. The Foundation Director for FY 2020 was Mark Hempen.



# FOUNDATION

Henry County Health Center has enjoyed a successful partnership with Great River Health for many years. In addition to the management agreement established more than 10 years ago, HCHC and Great River Health have successfully worked together in several clinical endeavors, including Rehabilitation Services, Oncology/Hematology, and most recently, Labor and Delivery. This regional partnership has been instrumental in meeting the healthcare needs of Henry County residents close to home. The following patient testimonials demonstrate how teamwork between two hospitals results in high quality healthcare for southeast Iowa.

## Proctor benefits from therapy close to home at HCHC

Following a total ankle joint replacement in March 2020, Linda Proctor from Mt. Pleasant had a choice of where to go for physical therapy. As soon as she was cleared, she called Henry County Health Center Rehabilitation Services to set up her schedule.

"It was so convenient to have these services just a few minutes from my home," Linda said. "Since I was going to therapy two or three times a week,

I was glad I didn't have to drive to Iowa City all the time."

Linda, a retired elementary school teacher, couldn't have been happier with her experience at Henry County Health Center. At 73 years of age, she was a little scared about what

was in store for her, but her therapists set her mind at ease.

"Everyone I saw was so positive and encouraging," Linda said. "There were times when I wanted my recovery to move faster than it was, and I would get discouraged. They always told me I was doing great and that little by little, I would improve."

And improve she did.

When Linda began therapy, she had to use a wheelchair to get to her appointments. Now, she is walking much better, can use a shoe and has very little pain in her ankle. But she still has work to do to improve her mobility.

Even though she no longer goes to HCHC Rehab, her therapist worked hard to find exercises Linda could do at home to continue her progress.

"She really went the extra mile to find the best avenue of therapy so I would feel better," Linda said. "That's really what you want, someone who is your cheerleader and is personally invested in your recovery."

Linda would encourage anyone in need of rehab services to try Henry County Health Center.

"It's a wonderful service to have in Mt. Pleasant," Linda said. "Everyone was so kind and supportive. They will push you to do your best and get you back to normal as quickly as possible."



*HCHC Physical Therapist Cherie Brown works with Linda following her ankle surgery.*



# HCHC Rehab plays instrumental role in Mt. Pleasant man's journey to recovery

Lynn Conrad, a 35-year resident of Mt. Pleasant, is not new to physical rehabilitation therapy. He has previously used Henry County Health Center to rehab his knee, shoulder and hand. However, this past spring, Lynn suffered a traumatic head injury in an accident, an injury that negatively affected his speech, reasoning, memory and balance.

"When I came home from the hospital, I had to use a walker and I had trouble talking and functioning in everyday life," Lynn said. "Initially, I used another therapy group, but I didn't think I was receiving what I needed." So, he made an appointment with Henry County Health Center Rehabilitation Services. He knew from experience that he liked the people who worked there and that he would have good results. "The people I work with are good people," Lynn said. "There are things I don't know how to do or that I don't realize I'm doing the wrong way. They get you on the right track."

Lynn recognizes the importance of the therapists' expertise when recovering from an injury or surgery. "I show up and I'm ready to work. I always do what they tell me because they know what's going on and how to help me," he said.

It's also important that this type of service is available close to home in Mt. Pleasant. "Iowa City and Burlington are fine establishments but why should I drive over an hour when I can go eight blocks?" Lynn pointed out. "Plus, right now, I can't drive so I would have to line up rides to get me there several times a week."

Since he can access these essential services right in town, sometimes he even walks to his



*HCHC Physical Therapist Kim Shelangoski guides Lynn through physical therapy.*

appointments, which shows how much progress he has made. "It's a long walk for me and sometimes I have to sit and take a rest," Lynn said. "But I'm right here in town and I can always get help if I need it."

A while ago, when Lynn was working, he installed internet service for a customer, and it turned out to be the CEO of the hospital. "Then one day, I was sitting in the hallway waiting for therapy and he walked by and recognized me," Lynn said. "He stopped to see how I was doing and if he could get me anything. You just don't see that in the big shops."

Lynn has always recommended Henry County Health Center rehabilitation to others who need those services. "I

would refer them to anyone," he said. "It's a great service to have right here in town. I feel like they have the patient's best interest at heart."

**"I have used the rehab services several times and I have always had good results."**

# HCHC and Great River Health team up for special deliveries

Meagan Wonders of Winfield was moving through her pregnancy according to plan at Henry County Health Center when it was announced that in June 2020, labor and delivery services would be moving to Great River Health in West Burlington.

“When I first heard the news, I was a little disappointed that they were going to be closing the unit in Mt. Pleasant,” Meagan said. “I delivered my son there eight years ago and I wanted to have that personalized attention you get from a small-town hospital.”

Once Meagan learned that she could continue her prenatal and postpartum care in Mt. Pleasant with Kari Payne and Kendra Bonnesen, certified nurse midwives (CNM), she realized it was all going to be alright.

“Because I know them and was happy with the staff there, it made me feel very comfortable,” Meagan said.

At her six-month appointment, Meagan met with Great River Health’s Dawn Rohrer, CNM, in West Burlington.

“I thought they might not know me there, but Dawn clearly had read Kendra and Kari’s notes and made me feel like she had known me forever,” Meagan said. “It was nice. You could tell they made sure they communicated with each other about their patients which made me feel confident in the transition.”

She maintained her regular monthly check up rotation between Henry County Health Center and Great River Health. The trips to West Burlington were easy.

“It is only half an hour from Winfield and 20 minutes from Mt. Pleasant so it was pretty easy,” Meagan said. “It’s not really any different than going shopping in Iowa City or getting groceries out of town.”

“They’ve done a really good job making sure everything works out and you feel cared for.”

When it came time to deliver, Meagan and her husband checked into Great River Health in West Burlington. As it happened, Kendra was on-call to deliver Mckinlee Helen Wonders on August 26, 2020. Kari was at Great River Health on the second day.

“It was nice that both Kendra and Kari were able to be with us,” Meagan said. “Dawn also stopped in to congratulate us.”

Meagan was very pleased with how well coordinated her care was.

“Great River was excellent,” she said. “Everyone was just so nice to us. I always felt comfortable and well taken care of. Actually, it seemed similar to our experience in Mt. Pleasant.”

Being one of the first moms to deliver at Great River Health under the new arrangement, Meagan would tell any expectant mom to rest easy. “You get the small-town clinic and nurses you are comfortable with and you’re not inconvenienced by having to go out of town very often,” Meagan said.



Photos courtesy of Billi Gerling/ Photographic Memories.



# Senior Life Solutions®

## HCHC offers valuable resource for seniors

Henry County Health Center's Senior Life Solutions services are designed to meet the unique needs of senior adults suffering from issues related to aging, including the following:

- Isolation or loneliness
- Depression
- Anxiety
- A recent health diagnosis
- Chronic health conditions
- Grief and loss
- Difficult life transitions
- Loss of interest in activities

Senior Life Solutions program referrals can be made by anyone, including a healthcare provider, family member, self-referral, or other healthcare professional.

Call 319-385-6552 for more information or visit [www.hchc.org/health-services/senior-life-solutions/](http://www.hchc.org/health-services/senior-life-solutions/). Senior Life Solutions is located in Henry County Health Center at 407 S. White Street, Mt. Pleasant.



*Senior Life Solutions program staff includes a board-certified psychiatrist, licensed social workers, a registered nurse, and other healthcare professionals dedicated to the emotional well-being of seniors in our community. HCHC's Senior Life Solutions Team includes (l-r): Jessica Lanman, CNA, Office Patient Coordinator; Christopher Betsworth, LISW, Program Therapist; and Chasity Lange, MSN, RN, Program Director.*

## PHYSICIANS & CLINICS of HCHC

Physicians & Clinics of HCHC meet the urgent and primary health needs of Southeast Iowa. We accept new patients and often have same day, in-person appointments available. Medicare patients welcome and most insurances are accepted.

Services include, but are not limited to:

- On-site lab testing including COVID-19 rapid tests, influenza, strep and more;
- Urgent care;
- Well-child exams and immunizations;
- Men's and women's health;
- Geriatric care;
- Chronic disease management;
- Wellness and prevention;
- Work-related injuries and DOT physicals;
- And much more!

**To schedule appointments at any of the clinic locations, call 319-385-6540. (Clinics located in New London, Wayland, Winfield and Mt. Pleasant at HCHC.)**





# HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

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