



CITIZENS MEMORIAL HOSPITAL  
CITIZENS MEMORIAL HEALTH CARE FOUNDATION

# ANNUAL REPORT TO THE COMMUNITY

June 1, 2024 - May 31, 2025



417-328-6010

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# FY 2024-2025 Citizens Memorial Hospital Financials

As a public hospital district, Citizens Memorial Hospital provides compassionate care as we identify and address the needs of all residents in the counties we serve. Here are some of the ways CMH cared for your community in fiscal 2024-2025 (June 1, 2024-May 31, 2025):

Hospital Revenue	2024	2025
IP & OP Services	\$ 474,256,675	\$ 534,821,141
Clinic	\$ 149,109,593	\$ 161,450,842
Non-Patient Services	\$ 32,563,438	\$ 63,277,194
Operating Revenue (per audit)	\$ 655,929,706	\$ 759,549,177

Hospital Services	2024	2025
Inpatients	3,195	3,388
Outpatient Visits	140,484	145,183
Emergency Dept Visits	19,824	20,183
Births	535	521
Surgeries	4,746	4,602
Clinic Visits	320,056	336,178

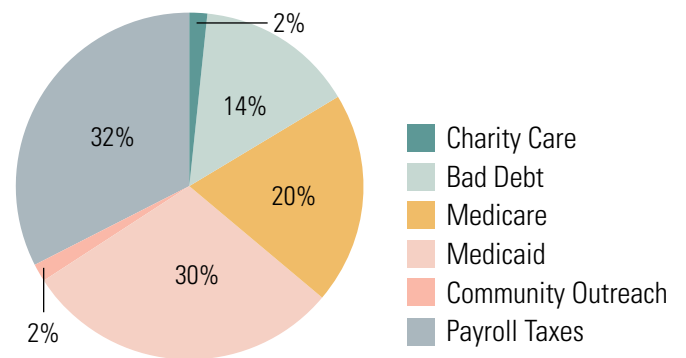
Labor Costs and Benefits	2024	2025
Hospital Payroll/Contract	\$ 117,531,641	\$ 134,969,698
Hospital Benefits	\$ 22,924,313	\$ 24,518,121
Total	\$ 140,455,954	\$ 159,487,819

Hospital Personnel	2024	2025
Full Time, Part Time and PRN	1,566	1,714

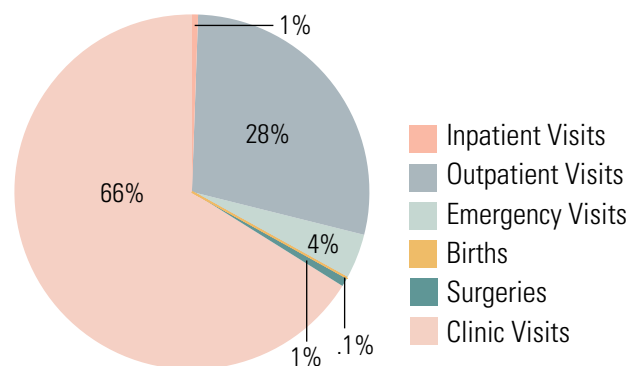
Hospital Giving Back	2024	2025
Unpaid Costs of Charity Care	\$ 365,443	\$ 439,253
Unpaid Costs of Bad Debt	\$ 3,953,348	\$ 3,516,977
Unpaid Costs of Medicare	\$ 4,064,893	\$ 4,777,704
Unpaid Costs of Medicaid	\$ 5,080,200	\$ 7,203,345
Community Outreach*	\$ 382,373	\$ 403,777
Payroll Taxes	\$ 6,918,985	\$ 7,790,881
Total	\$ 20,765,242	\$ 24,131,937

\*Includes community causes, health expos and cash/in-kind donations.

## FY 2025 HOSPITAL GIVING BACK



## FY 2025 HOSPITAL SERVICES



## 2025 Medical Staff Leadership



### MEDICAL STAFF EXECUTIVE COMMITTEE

Kristina Kaufmann, D.O., President; Garrett Alderfer, M.D., Vice President; Sarah Kallberg, D.O., Secretary; and Shannon L. Calvert, M.D., Immediate Past President.

## FY 2024-2025 Foundation Leadership



### CMH HOSPITAL BOARD OF DIRECTORS

L-R: Patrick Douglas, Chairman; Dave Berry, Vice Chairman; Robin Sechler, Secretary; Corey Rich, Treasurer; Janieca Hancock; and John Kallenbach.

# FY 2024-2025 Citizens Memorial Health Care Foundation Financials

As a not-for-profit organization, Citizens Memorial Health Care Foundation is committed to identifying and addressing the needs of all residents in the counties we serve. Here are some of the ways the Foundation cared for your community in fiscal 2024-2025 (June 1, 2024-May 31, 2025):

Foundation Revenue	2024	2025
Patient Service Revenue*	\$ 70,171,246	\$ 66,356,453
Non-Patient Services	\$ 4,478,686	\$ 3,432,157
<b>Operating Revenue (per audit)</b>	<b>\$ 74,649,932</b>	<b>\$ 69,788,610</b>

\*Includes Home Health, Home Maker Plus, Home Medical Equipment, Hospice, Independent Living, Long-Term Care, and Residential Care.

Labor Costs and Benefits	2024	2025
Foundation Payroll/Contract	\$ 38,355,036	\$ 38,327,911
Foundation Benefits	\$ 8,492,125	\$ 8,524,181
<b>Total</b>	<b>\$ 46,847,161</b>	<b>\$ 46,852,092</b>

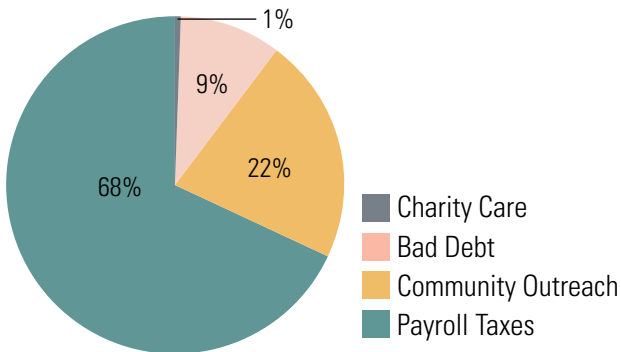
Foundation Giving Back	2024	2025
Unpaid Costs of Charity Care	\$ 7,888	\$ 30,397
Unpaid Costs of Bad Debt	\$ 697,731	\$ 370,340
Community Outreach*	\$ 261,541	\$ 844,099
Payroll Taxes	\$ 2,361,162	\$ 2,625,488
<b>Total</b>	<b>\$ 3,328,322</b>	<b>\$ 3,870,324</b>

\*Includes community causes, health expos and cash/in-kind donations.

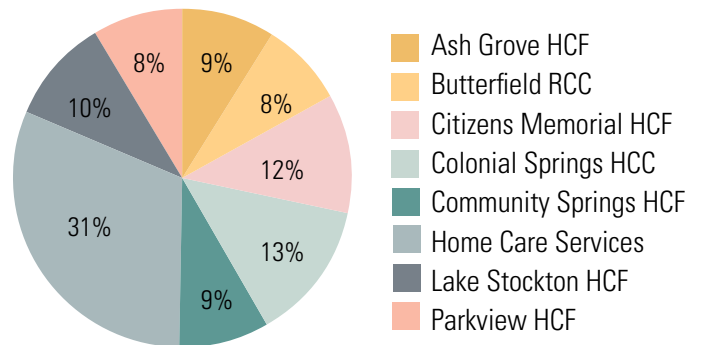
Foundation Personnel	2024	2025
Full Time, Part Time and PRN	793	810

Foundation Patient Days	2024	2025
Ash Grove Healthcare Facility	27,888	26,917
Butterfield Residential Care Center	22,678	24,214
Citizens Memorial Healthcare Facility	35,919	34,583
Colonial Springs Healthcare Center	39,949	39,979
Community Springs Healthcare Facility	23,119	25,563
Lake Stockton Healthcare Facility	30,247	29,954
Parkview Health Care Facility	25,836	25,402
Home Care Services	97,568	93,990
<b>Total Patient Days</b>	<b>303,204</b>	<b>300,602</b>

## FY 2025 FOUNDATION GIVING BACK



## FY 2025 PATIENT DAYS



## FY 2024-2025 Foundation Leadership



### CMH FOUNDATION BOARD OF DIRECTORS

L-R: Janieca Hancock, President; John Kallenbach, Vice President; James Ashworth; Donald J. Babb; Trina Banner; Gary Fulbright; D. Shelly Meents, M.D.; and Ron Smith, M.D.

# FY 2024-2025 CMH Year in Review



## QUALITY AND SAFETY

Safety and quality are at the heart of CMH. This year, the hospital earned national recognition with the Leapfrog "A" Hospital Safety Grade and the Platinum Award for Quality Improvement.

But the real story is about the people:

- Shannon Gronniger, from environmental services, was honored nationally by the Ceca Award for her dedication to patient safety.
- Rebecca Brown received the CMH Patient Safety Award for her commitment to protecting patients.
- Susan Lenz, SLP, was celebrated for her passion in serving residents and co-workers.
- Valerie Noblitt, director of Home Care Services, earned the Pioneer Leadership Award for guiding her team with vision and care.
- Barbara Owens received the CMH Auxiliary's Lillian Hutcheson Award.
- CMH received the Top Health Care Organization (500-plus employees) award from the Springfield Business Journal. SBJ also honored Mandi Brantley and Robert Baker, physical therapists, and Jarrett Finnell, director of materials management, as Health Care Champions.

These awards, along with monthly DAISY and TULIP Awards, show how CMH's staff go above and beyond every day.



## WORKFORCE INVESTMENTS

CMH knows its people are its greatest strength. In 2024, the hospital announced a \$4 million wage increase to support employees. Staff also shared their expertise at national conferences, showing that CMH's talent is recognized across the country.



## PATIENT EXPERIENCE

CMH made care easier and more personal:

- ClearBalance payment plans helped patients manage health care costs.
- An upgraded Patient Portal gave patients better access to their health information online.



## EXPANDED SERVICES

CMH grew its services to meet the needs of patients close to home.

- CMH was the first in southwest Missouri to offer Kisunla (donanemab), a breakthrough Alzheimer’s treatment.
- The Breast Center upgraded to 3D mammography, another tool for early cancer detection.
- Home Medical Equipment expanded power mobility services, giving patients more independence.
- Stephens Pharmacy started tobacco cessation classes to help people live healthier lives.
- CMH Pulmonology Clinic began offering new treatments for advanced care. These treatments include Zephyr valves to treat chronic obstructive pulmonary disease, Ion robotic bronchoscopy for non-invasive lung biopsies.

These changes mean patients don’t have to travel far for world-class care.



## STRATEGIC GROWTH

Growth was a big theme this year.

- CMH acquired Evans Drugs pharmacies, expanding services to Buffalo.
- The hospital celebrated a milestone in its expansion project with the Topping Out Ceremony in February 2025. The new expansion opens in 2026, creating an enhanced patient experience.
- The hospital began building a new Dialysis Center, which opened in January 2026.



## COMMUNITY IMPACT

CMH’s mission goes beyond hospital walls.

- \$844,000 in community outreach.
- The CMH Foundation hosted fundraising and educational events that brought the community together.
- Nearly \$200,000 in Rural Community Health grants supported local projects to improve wellness and address community needs.

These efforts show CMH’s commitment to building a healthier, stronger community.



**300**  
VOLUNTEERS



**29,874**  
VOLUNTEER  
HOURS



**\$67,000+**  
DONATED BACK  
TO CMH

## CMH AUXILIARY

Some of the ways the Auxiliary supported CMH in fiscal 2024-2025 (June 1, 2024-May 31, 2025) include:

Christmas and veterans’ gifts for long-term care facility residents

CMH Medical Excellence Fund

CMH Social Services - gas and food card assistance

CMH Home Medical Equipment - Van  
Carrie J. Babb Cancer Center

Lights of Remembrance - In memory and in honor of volunteers

CMH Birth Place

Stockton Family Medical Center - Bariatric wheelchair

Outpatient Surgical Center - Blanket warmer  
Soirée Gold Sponsor

\$20,000 pledge for the hospital expansion





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