



CITIZENS MEMORIAL HOSPITAL  
CITIZENS MEMORIAL HEALTH CARE FOUNDATION

# ANNUAL REPORT TO THE COMMUNITY

June 1, 2022 - May 31, 2023



417-328-6010

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# FY 2022-2023 Citizens Memorial Hospital Financials

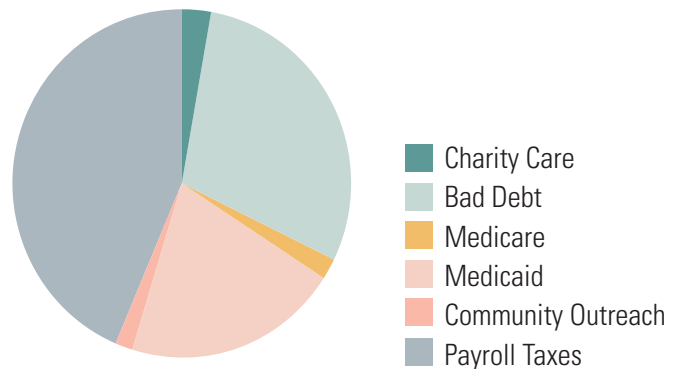
As a public hospital district, Citizens Memorial Hospital provides compassionate care as we identify and address the needs of all residents in the counties we serve. Here are some of the ways CMH cared for your community in fiscal 2022-2023 (June 1, 2022-May 31, 2023):

<b>Hospital Revenue</b>	<b>2022</b>	<b>2023</b>
IP & OP Services	\$ 399,726,679	\$ 414,089,031
Clinic	\$ 125,597,925	\$ 138,680,531
Non-Patient Services	\$ 28,712,964	\$ 33,259,282
Operating Revenue (per audit)	\$ 554,037,568	\$ 586,029,232
<b>Labor Costs and Benefits</b>		
Hospital Payroll/Contract	\$ 99,337,028	\$ 107,202,728
Hospital Benefits	\$ 19,059,985	\$ 21,991,574
<b>Total</b>	<b>\$ 118,397,013</b>	<b>\$ 129,194,302</b>
<b>Hospital Giving Back</b>		
Unpaid Costs of Charity Care	\$ 584,595	\$ 445,662
Unpaid Costs of Bad Debt	\$ 4,398,724	\$ 4,318,153
Unpaid Costs of Medicare	-	\$ 286,147
Unpaid Costs of Medicaid	\$ 2,983,511	\$ 3,025,467
Community Outreach*	\$ 302,938	\$ 241,569
Payroll Taxes	\$ 5,722,503	\$ 6,372,450
<b>Total</b>	<b>\$ 13,992,271</b>	<b>\$ 14,689,449</b>

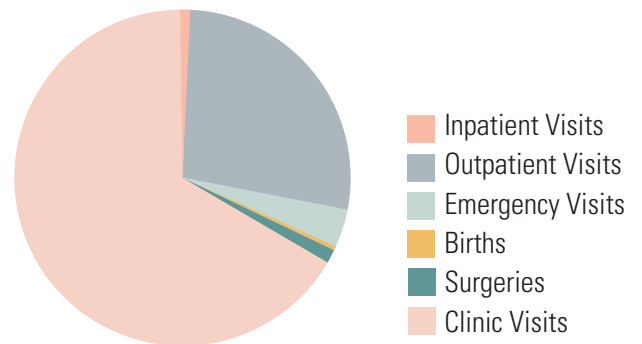
\*Includes community causes, health expos and cash/in-kind donations.

<b>Hospital Services</b>	<b>2022</b>	<b>2023</b>
Inpatients	3,451	3,242
Outpatient Visits	120,039	128,472
Emergency Dept Visits	17,375	18,215
Births	525	525
Surgeries	4,466	4,469
Clinic Visits	302,246	313,037
<b>Hospital Personnel</b>		
Full Time, Part Time and PRN	1,454	1,525

## 2023 HOSPITAL GIVING BACK



## 2023 HOSPITAL SERVICES



## 2023 Medical Staff Leadership



**2023 CMH Medical Staff Executive Committee:**  
 Shannon L. Calvert, M.D., President; Kristina Kaufmann, D.O., Vice President; Garrett Alderfer, M.D., Secretary; and W. Wayne Wolf III, D.O., Immediate Past President.



## CMH HOSPITAL BOARD OF DIRECTORS

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

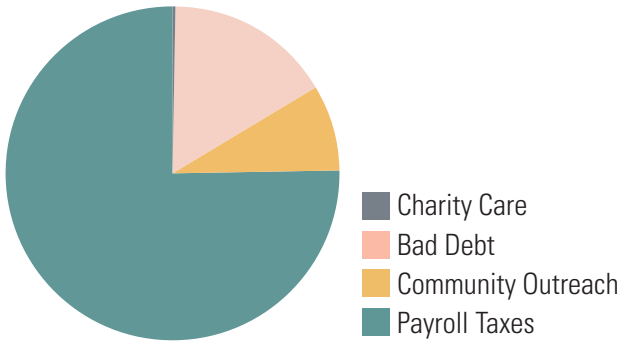
# FY 2022-2023 Citizens Memorial Health Care Foundation Financials

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 2022-2023 (June 1, 2022-May 31, 2023):

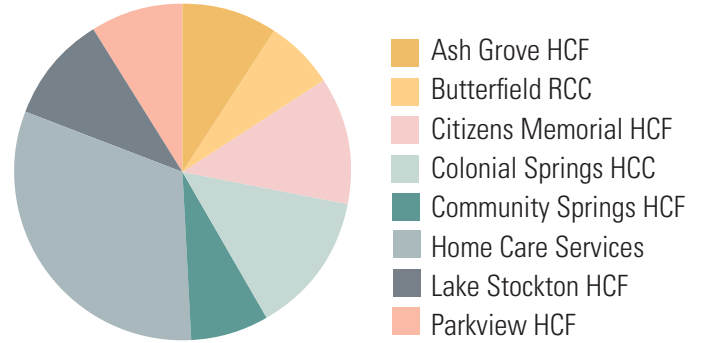
<b>Foundation Revenue</b>	<b>2022</b>	<b>2023</b>
Patient Service Revenue*	\$ 56,397,332	\$ 63,706,419
Non-Patient Services	\$ 6,778,940	\$ 7,689,825
<b>Operating Revenue (per audit)</b>	<b>\$ 63,176,272</b>	<b>\$ 71,396,244</b>
*Includes Health Transit, Home Health, Home Maker Plus, Home Medical Equipment, Hospice, Independent Living, Long-Term Care, Residential Care and Retail Pharmacies.		
<b>Labor Costs and Benefits</b>	<b>2022</b>	<b>2023</b>
Foundation Payroll/Contract	\$ 33,920,354	\$ 38,112,671
Foundation Benefits	\$ 7,046,895	\$ 8,027,351
<b>Total</b>	<b>\$ 40,967,249</b>	<b>\$ 46,140,022</b>
<b>Foundation Giving Back</b>	<b>2022</b>	<b>2023</b>
Unpaid Costs of Charity Care	\$ 17,690	\$ 14,843
Unpaid Costs of Bad Debt	\$ 382,693	\$ 473,390
Community Outreach*	\$ 377,400	\$ 241,351
Payroll Taxes	\$ 2,045,109	\$ 2,206,323
<b>Total</b>	<b>\$ 2,822,892</b>	<b>\$ 2,935,907</b>
*Includes community causes, health expos and cash/in-kind donations.		
<b>Foundation Personnel</b>	<b>2022</b>	<b>2023</b>
Full Time, Part Time and PRN	669	733

<b>Foundation Patient Days</b>	<b>2022</b>	<b>2023</b>
Ash Grove Healthcare Facility	25,966	27,510
Butterfield Residential Care Center	20,795	19,468
Citizens Memorial Healthcare Facility	30,586	36,549
Colonial Springs Healthcare Center	38,269	40,074
Community Springs Healthcare Facility	21,253	21,710
Lake Stockton Healthcare Facility	30,676	30,381
Parkview Health Care Facility	26,160	26,213
Home Care Services	88,279	93,464
<b>Total Patient Days</b>	<b>281,984</b>	<b>295,369</b>

## FY 2023 FOUNDATION GIVING BACK



## 2023 PATIENT DAYS



## FY 2022-2023 Foundation Leadership



### CMH FOUNDATION BOARD OF DIRECTORS

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

## FY 2022-2023 CMH Year in Review



### BEHAVIORAL HEALTH TRANSITIONAL CLINIC OPENS

The CMH Behavioral Health Transitional Clinic expanded mental health care on Feb. 1, 2023. Patients 15 and older waiting for an appointment with a CMH provider can use the clinic with a doctor's referral. Mental health nurse practitioner Tara Billingslea, PMHNP-BC, leads the clinic. She has over 10 years of experience in mental health working in outpatient and inpatient psychiatry settings.

### TELEHEALTH PROGRAM WITH BOLIVAR SCHOOLS

CMH and Bolivar Schools began offering telehealth services to Bolivar students and staff in August 2022. The program is for students and staff who become ill with acute conditions while at school. They can stay at school while conducting a virtual appointment with a provider at a CMH clinic. An on-site health navigator affiliated with CMH communicates with parents and schedules visits.



### CMH DERMATOLOGY CLINIC OPENS

Murphy Mastin, M.D., joined the medical staff with the opening of the CMH Dermatology Clinic in Bolivar on Aug. 1, 2022. Dr. Mastin completed his medical degree at the University of Missouri School of Medicine in Columbia and residency and internship at the Mayo Clinic School of Graduate Medical Education in Rochester, Minnesota.

### \$1.84 MILLION IN GRANT FUNDING FOR MOBILE INTEGRATED HEALTHCARE

Citizens Memorial Hospital received three grants in Fall 2022 totaling \$1,845,000. These grants helped them create a Mobile Integrated Healthcare (MIH) program. Part of the grant funding pays for recruiting and training emergency medical technicians. It also pays for specialized training for paramedics to become certified community paramedics to provide in-home, non-emergency care to high-risk patients through MIH.

Grant sources are:

**\$1.545 million** from the Health Resources and Services Administration.

**\$100,000** from HRSA's Rural Health Network Development Planning Program.

**\$200,000** from the Substance Abuse and Mental Health Services Administration.



### CMH NURSE APPRENTICESHIP PROGRAM

The first group in CMH's LPN/RN Apprenticeship program graduated in December 2022. As apprentices, CMH pays student nurses while completing clinical hours. Students also are eligible to work shifts in a long-term care facility or the hospital. The students agree to work for CMH after the apprenticeship. CMH also started the yearlong RN nurse residency program with the first cohort beginning in June 2022.

### EMERGENCY DEPARTMENT STAFFING TRANSITION



CMH took over staffing and scheduling management for its Emergency Department Aug. 1, 2022. The change is part of the strategic plan to expand emergency services. Keith J. Butvilas, D.O., FFAEM, is the new medical director of emergency services.

## FY 2022-2023 CMH Year in Review continued

### 2022 HEALTH CARE CHAMPIONS

Springfield Business Journal honored five Citizens Memorial Hospital employees as Health Care Champions and selected CMH for the Corporate Wellness Program of the Year.



Honorees include:

**Curtis P. Schreiber, M.D.**, board certified neurologist with CMH Neurology & Headache Center and medical director of Missouri Memory Center, is one of two recipients of the Top Doctor Award.

**Matt Havens, PA-C**, physician assistant, and **Paulette Ivey**, lab assistant coordinator, were honored in the "Technician" category.

**Dawnielle Robinson, LPC**, mental health therapist, and **Rachael Swopes, Ph.D.**, clinical psychologist, were honored in the "Therapist" category.

**Alyson Ankrom**, CMH's wellness coordinator. The CMH Employee Wellness Program provides wellness resources and incentives for employees to enhance their health and well-being.

### RECOVERY FRIENDLY WORKPLACE DESIGNATION

CMH is now recognized as a Recovery Friendly Workplace, the first in Missouri, and received the award in September 2022. CMH Nutritional Services works with CMH Addiction Recovery to offer jobs to patients.



### MCBRATNEY IS MHCA ADMINISTRATOR OF THE YEAR

Chris McBratney received the 2022 David Duncan Administrator of the Year award.

McBratney is the administrator at Lake Stockton Healthcare Facility administrator. He has more than 28 years of health care experience. He is also the administrative director of three CMH Foundation long-term care facilities. The Missouri Health Care Association selects the award recipient.

### MRI EQUIPMENT UPGRADE

CMH's upgraded MRI machine offers faster scans and increased patient comfort. The Siemens Magnetom Altea magnet replaced the previous MRI that was in service for 18 years. The machine's turbo technology makes routine scans 50% faster and improves image quality.



### CMH AMONG NATION'S TOP HOSPITALS FOR TREATMENT OF HEART ATTACK PATIENTS



Citizens Memorial Hospital received the American College of Cardiology's NCDR Chest Pain - MI (Myocardial Infarction) Registry Gold Performance Achievement Award for 2022.

CMH is one of only 81 hospitals nationwide to receive the honor. In recognition of this quality achievement, CMH is identified as a Gold hospital and 4/4 Star Urgent Heart Attack Care Center within the ACC's Find Your Heart a Home patient navigator tool.

### CMH EXPANSION PROJECT PLANNING



CMH leadership spent several months working through design details for the hospital expansion. JE Dunn Construction will manage the construction process beginning in 2024. The company operates out of Kansas City, with an office in Springfield.



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