

ANNUAL REPORT

FY24



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MERCYONESM



“Don’t wait for the right opportunity, create it.”

-George B. Shaw

A message from the CEO...

This is an exciting time for Van Buren County Hospital as we are laying the foundation for future success. We are expanding programs to bring more and improved services to the community; continuing construction on our campus to enhance your experience; and collaborating internally and externally so we can provide the best possible health care to patients and their families. I am eternally grateful for our wonderful team at VBCH who dedicate their time and effort to providing excellent care and for our patients who place their trust in our teams and the care being provided.

For the last four consecutive years, Van Buren County Hospital earned a spot in the Top Work Places in Iowa, in fact, climbing nine spots in the last year. This consistency illustrates the tremendous commitment and dedication of our staff for our patients, one another, and the community. It is also a testament to the power of One Culture – a journey to improve staff engagement and satisfaction, which in turn, favorably impacts the patient and family experience. As a part of that journey to provide an excellent experience, every time, the team has been intentionally focused on improving communication with patients and between care teams to ensure our patients are actively involved in their care in a timely manner. In addition to improving communication, we are also actively making improvements to our facilities and equipment to better serve you and to provide more services close to home. It is our desire to make a positive difference in the lives we serve, every time, and we will be persistent in our efforts until we consistently do so.

As we create opportunities to enhance the health and well-being of our patients and communities, the team at VBCH will tirelessly work to put the needs of the patient first and to be the trusted choice in your care. If you are a patient of our services, thank you for your continued loyalty and support. If you are not a patient, I would invite you to experience the difference at Van Buren County Hospital - it would be our pleasure to serve you!

-Garen Carpenter, CEO

Mission: VBCH is dedicated to enhancing health and well-being through compassionate and personalized healthcare and services.

Administrative Team Members



Garen Carpenter
Chief Executive Officer



Kara McEntee
Chief Financial Officer



Mindy Cormier
Clinic Director



Dr. William Felegi
Emergency Dept.
Medical Director



Ashley Moyer
Culture Director



Kasha Kite
Chief Nursing Officer

We are d...

**TOP
WORK
PLACES
2024**

Des Moines Register

PART OF THE USA TODAY NETWORK

**TOP
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**TOP
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2023**

MORE INFORMATION ONLINE:

www.vbch.org
Facebook
Instagram
info@vbch.org



-Board of Trustees-



**Ann
McBride**
Chairperson
4 years



**Quenton
Dodson**
Vice Chairperson
9 years



**Heather
Charbonneau**
Secretary
7 years



**Benjamin
Sherod**
Treasurer
14 years



**Michael
Thomas**
36 years



**Jeanne
Erickson**
28 years



**Pat
Tucker**
2 years

Van Buren County Hospital: At-A-Glance FY24

PERFORMANCE INDICATORS

PATIENT DAYS OF CARE

1,439*

FY23- 1,461

FY22- 1,703

FY21- 1,741

*Includes Private Care Unit



OUTPATIENT VISITS

26,573

FY23- 24,651

FY22- 25,236

FY21- 22,868



OR PROCEDURES

614

FY23- 550

FY22- 444

FY21- 381



SKILLED NURSING DAYS OF CARE

761

FY23- 698

FY22- 947

FY21- 1,096

ER VISITS

2,500

FY23- 2,521

FY22- 2,724

FY21- 2,212



CLINIC PATIENT VISITS

15,884

FY23- 17,686

FY22- 19,616

FY21- 18,327



Patient Stories

I am so glad that Dr. Brecount talked to me about Sr. Life Solutions (SLS) and that Lisa called me. That first call with Lisa, she listened to me for 43min straight. She just listened and let me get it all out and she talked me through calming down.

Lisa, Cody, Scott, Terri, and Lacey - all of them are helpful. I know I can count on all them. SLS group is my family.

-Gerald H.



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vbch.org | 304 Franklin St. Keosauqua, IA 52565 | 319-293-3171

Patient Stories

I want to give a shout out to the following ER Staff - Trista - Laura - Jessie - Denise (lab) - Cory (radiology) - Dr. Abendroth

These professionals gave me the best care I could ask for. They were thorough, kind, compassionate, and a very calming presence when I was not feeling well. I am so thankful for their care and grateful every day for the hospital that we have. The floor nurses, cooks, custodians, and aides were fabulous as well.

Thank you Van Buren County Hospital!

-Heather C.



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Patient Stories

Sara and Doug were my care team following a total knee replacement. ALL PT staff exhibited sincere concern for my comfort and safety during rehab. My experience far exceeded expectations



-Gary J.



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Patient Stories

TESTIMONIALS

Patient Stories

Your ER staff did an amazing job late last night... Very quick to respond, kind/caring, and professional.

Honestly, I was scared/nervous to receive services at your facility but given the urgency of my situation I didn't really have a choice. I have to say I was pleasantly surprised and thankful for the care I received.

Thank you!

-Stacey M.



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Patient Stories

I want to give a big thanks to Kyle, Adam and Dr. over the weekend for saving my life. They provided me with amazing care and thanks to them sending me out, they saved my life.

-Rebecca M.



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Patient Stories

Emergency Department & Ambulance Team-

Words cannot express our deepest appreciation for the exceptional care, knowledge, and dedication from all of you that assisted Joel on one of the scariest days of our lives. He is now home from Iowa City beginning his recovery journey. We cant thank you enough, and are blessed to be a part of such an amazing community!

-Joel & Maria M.



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Updates & New Services in FY24

- New mammography machine
- Lunch & Learn presentations at Hill Phoenix
- Free sports physicals for Van Buren County students
- Golf fundraiser- raised over \$10,000 for student scholarships
- Rover devices on med surg unit
- New CT machine
- New lab analyzer
- New concrete in front parking lot
- New X-Ray machine and updated room
- Additional Rheumatology provider
- Established Patient Advocacy Team



NEW MAMMOGRAM MACHINE!

The new 3D Mammogram Machine has arrived, is installed and is up and running!

- *Sharper Images
- *4 Second Compression!
- *3D Images
- *No Order Necessary

We would love to show you the new updated equipment & serve your mammography needs. Call us- 319-293-8721

Van Buren County Hospital
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ACR
ACCREDITED



Sports Physicals
For Van Buren County Community School Athletics
Two Days/Times to choose from!

DATE: MON, JULY 29TH
TIME: 12:00-6:00PM

DATE: WED, JULY 31ST
TIME: 9:00-3:00PM

Appointments are recommended. We will take walk-ins, but there could be a longer wait time. To make an appointment please call 319-293-8721

PARENTS PLEASE NOTE:
If a parent is not going to be present at the time of the physical, all forms must be completed and signed, including the Parent Consent Form. Before the student will be seen.

Forms are available with the 9025 & 100225 Numbers and all BSNH Clinics



New Providers



Carrie Smithart, PA
Hospitalist



Libby Dassow, PA
Rheumatology



Dianne Knapp, ARNP
Family Practice



Matt Bednarchik, DNP
Pain Management



Augusta Kincart, PAC
Family Practice



Carrie Smithart, PA- Hospitalist- Carrie Smithart has over 20 years of healthcare experience. She graduated from the University of Iowa with her degree in Physician Assistant Studies. Carrie is excited to come back home to Van Buren County Hospital where she started her PA career in 2003 in Family Practice as well as in the Emergency Department. For the last 10 years, she has been working at Ottumwa Regional Medical Center as an Emergency Department provider. Carrie recently decided to join the hospitalist team here at Van Buren County Hospital. She is excited to learn a new aspect of healthcare, managing those that need inpatient care. She is looking forward to this new adventure and being able to give back to her home community. Carrie loves to spend time at home with her family, sitting outdoors, and reading.

Libby Dassow, Rheumatology- Libby joined VBCH as a rheumatology provider in October 2023. She has been a rheumatology PA since 2020 and has clinics in Fairfield, Washington, and Sigourney. Prior to becoming a PA, Libby was an occupational therapist. Libby is originally from Cedar Falls, Iowa but has strong roots in the Jefferson County area. She moved to Fairfield in 2022 from the Quad Cities. Libby enjoys spending time with her husband and children, gardening, tending to her chickens, and being outdoors.

Dianne Knapp, ARNP- Dianne received her Masters in Nursing from Clarkson College in Omaha, NE. She has been a family nurse practitioner for the past 24 years. She and her husband farm in Davis County and love the rural environment of their home. She provides care for all ages. She is certified as a DOT Examiner. Diane provides family practice as well as care for a wide variety of health care needs, she also has a special interest in diabetic care.

Matt Bednarchik, DNP, CRNA, ARNP, NSPM-C - Matt began my career as a Certified Registered Nurse Anesthetist (CRNA) in 2012 after graduating from southern Illinois University at Edwardsville with a Master's Degree in Nurse Anesthesia and obtaining board certification as a CRNA. In 2014, he transitioned to Jacksonville Memorial Hospital, a Critical Access Hospital in Jacksonville, Illinois. In 2015, Matt founded the Center for Pain Management at Jacksonville Memorial Hospital. In 2018, he joined the faculty at Southern Illinois University at Edwardsville and continue there as a part-time professor and clinical coordinator, mentoring future CRNAs in Anesthesia and Acute/Chronic Pain Management.

Augusta Kincart PA-C- Augusta Kincart, PA-C, will see patients of all ages as a Family Medicine PA. She graduated in December 2023 with a master's in physician assistant studies from the University of Nebraska Medical Center in Omaha, NE. Prior to attending PA school, Augusta attended Iowa State University where she obtained a bachelor's degree in biology. While at Iowa State she participated in research studying alternative treatments for Parkinson's disease with the highly intelligent neuroscientist, Elizabeth Stegemöller, Ph.D. Augusta was raised in Bloomfield on a family farm and continues to reside there. She looks forward to getting back to her roots and taking care of patients in the surrounding rural areas.

ONE CULTURE AT VBCH

Our culture is the heart of our company and is woven into the fabric of who we are.

It makes Van Buren County Hospital a special place to work, and it gives us a unique advantage.

Building and sustaining our culture requires intentional effort from everyone at VBCH.

There are five Key Beliefs that we are asking of all staff at all times. They are: Be One, Personalize Care, Own It, Improve Daily, & Innovate.



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VBCH Culture

ONE CULTURE.
TOGETHER. WE WILL.



Our Mission

Dedicated to enhancing health and well-being through compassionate and personalized healthcare and services.



Our Vision

The VBCH Team will be the leading choice and trusted partner offering advancing healthcare services close to home.



Our Cultural Values

-Be One-

I benefit from and strengthen VBCH.

-Personalize Care-

Your experience. My responsibility.

-Own It-

I own my actions to deliver our key results.

-Improve Daily-

I make improvements every day for those we serve including each other.

-Innovate-

I imagine and embrace bold new ideas to revolutionize health.



Our Why

Van Buren County Hospital strives to make a positive difference in the lives of those we serve. The opportunity to care for our family, friends, and neighbors motivates us to reimagine what is possible in rural healthcare. As a team, we commit to putting the needs of the patient first. Inspired by a love of our communities, together we will continue to serve as compassionate and innovative advocates for all.

Our dedicated staff make One Culture possible at VBCH. They are truly our greatest asset and the key that allows us to provide value to our community. In addition to following our One Culture values for our patients, we follow them for each other.

We are working hard every day to not just be an exceptional healthcare provider, but an exceptional employer.

2024 ONE CULTURE AWARD WINNERS

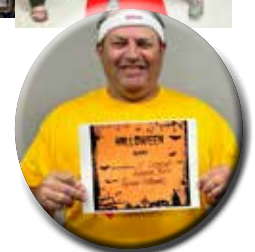
The 2024 One Culture Award Recipients were announced in FY24 and can be seen below. These individuals were nominated by their peers. They exemplify the cultural values of VBCH and work hard daily to showcase these beliefs and instill them in other staff. Congratulations to these winners on receiving this honor.

ONE CULTURE.

TOGETHER. WE WILL.



FY24 ONE CULTURE MOMENTS



CELEBRATE | CULTURE

Investing in our staff, our community, and our future. VBCH prides

Staff Recognition

Staff Longevity

July-

Julie Ludwig- 25 years

August-

Betsy Caviness- 30 years

Rachel Bates- 5 years

September-

Tammy Weatherington- 5 years

Kathy Hood- 5 years

Misty Haskins- 5 years

Melanie Miller- 20 years

October-

Amy Breckenridge- 25 years

Jessie Kennedy- 15 years

Sandy Bryant- 5 years

November-

Cheyenne Troutman- 5 years

December-

Julie Garcia- 15 years

Stacey Alder- 5 years

February-

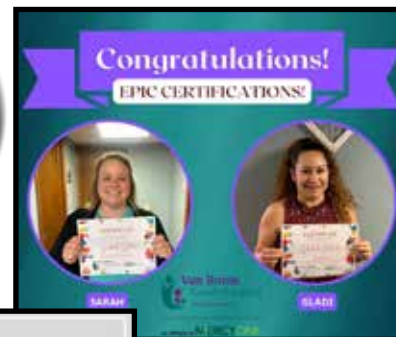
Courtney Hornberg- 10 years

Felicia Gordy- 15 years

Heather Cline- 10 years

Rhonda Fellows- 10 years

(Continued --->)



Staff Longevity

March-

Mindy Cormier- 15 years

Carisa Allison- 20 years

Doris Carr- 50 years

Gina Lanman- 15 years

Heather Houston- 10 years

April-

Laura VanWinkle- 10 years

May-

Kyle Davolt- 10 years

June-

Tom Muntz- 10 years

Diana Kaska- 5 years

Sarah Tedrow- 10 years

Brett Fraise- 20 years

Congratulations!

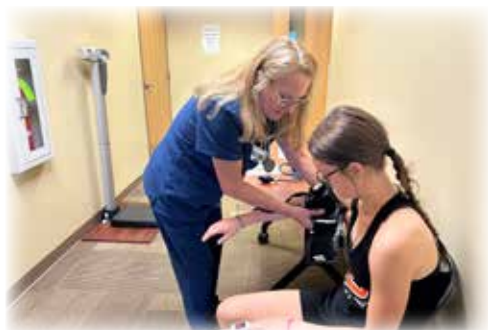
- Heather Cline- Med/Ins Coding Certified
- Dr. David Parsons- Retirement
- Shelly Heald- Retirement
- Parents as Teachers- Blue Ribbon Certified
- Gladiola Moore & Sarah Stice- Epic Certifications

itself on their Recognition Program and Community Involvement!

Volunteer Efforts



Safe and Healthy Kids Fair



Free Van Buren County Community School District Sports Physicals



Keosauqua Fire Department Golf Fundraiser



Van Buren Players Sponsor



Earth Day Event



Blood Drive Sponsored by Physical Therapy

- Summer Concert Series- Engage Keosauqua Sponsor
- Villages of Van Buren County Sponsor
- George Manning Memorial Golf Tournament Sponsor
- Safe and Healthy Kids Fair- with Child Abuse Prevention Council
- Van Buren County Fair Concession Workers and Sponsor
- Warrior Staff Spotlight partnership with Van Buren County Community School
- Family Fun Night
- Fire Prevention Week @ Daycare/ Preschool
- Tailgate at VBC Football Game- Pregame and Concession Volunteers
- Fall Festival Parade & Booth at Fall Festival with information
- PT Fall Blood Drive
- Keosauqua Chamber Trunk or Treat
- VBCH Food Drive- donated to all VB Co. Food Banks
- Festival of Trees- Decorated a Tree for VBCH- Funds to Christmas for Kids
- Earth Day Trail Clean-up
- VBC School CPR Training
- PT Spring Blood Drive
- Participated in the Keosauqua Volunteer Fire Dept. Golf Fundraiser
- Job Fairs at Indian Hills Community College



Heart Month Health Fair



Concessions at Various Community Events



Pink Out Volleyball Game



Fire Safety for Preschool and Daycare

Grant Funding During FY24

*Alone we can do so little
together we can do so much.*

-Helen Keller

Van Buren County Hospital was fortunate to receive some additional grants and funds in FY24 to help support healthcare access in our community. A federal HRSA Network Planning Grant allowed us to partner with several other area organizations and lay the groundwork for the Southeast Iowa Complex Care Network. A state of Iowa Center of Excellence grant then enabled us to start implementing this work. The VBCH portion of the Complex Care program will officially open on July 1, 2024.

Another grant that the hospital was able to secure was the Iowa United First Aid Grant. This was a pilot project in 3 rural communities in Iowa. The goal was to place volunteers throughout the county who were trained and equipped to be the first on the scene of an emergency. This grant funded the training, the Go-bags and the technology needed to implement this program in Van Buren County. The Van Buren County Supervisors and the Emergency Management team were both key players in this process and we want to thank the Supervisors for their financial match for the project. Van Buren County had 14 initial volunteers trained to respond to calls. They hope to expand this to additional volunteers in coming years. To join this program you may contact William Cline at 319-293-8709.

For information on any of these grant funding opportunities you may call Ashley Moyer, Culture Director at 319-293-8747.



SOUTHEAST IOWA
COMPLEX CARE NETWORK

Enhancing the care and independence of older Iowans!

Van Buren County Hospital
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For More Information Call: 319-293-8732

SCAN ME

A QR code is located in the bottom right corner of the advertisement.



IOWA UNITED FIRST AID

Van Buren County Hospital
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What is Iowa United First Aid?

If you call for emergency medical assistance in Van Buren County, one of the first people to arrive may be a local volunteer.

- Coordinated by Van Buren County Hospital and Van Buren County Emergency Management
- Funds provided by: Van Buren Co. Supervisors & Iowa United First Aid Pilot Program Grant.

Volunteers are trained in:

- CPR
- Basic First Aid
- Administration of Narcan
- Stop the Bleed

Volunteers are given:

- "Go-Bag"
 - AED
 - Tourniquet
- Bright Red Vest
- Mobile App Access- Now Force

Why Volunteer?

Iowa United First Aid was started to coordinate volunteer response while waiting for EMS services. In some medical emergencies seconds matter, you could save the life of a family member, neighbor, or friend by signing up to volunteer in your community. Volunteers are only dispatched to emergencies taking place in close proximity to their location and can choose to respond as they are able.

Currently there are 16 trained volunteers in Van Buren County, we plan to add an additional 14 volunteers in 2024-25.

Federal grant allows for technology upgrades in FY24



VBCH was very fortunate to receive \$1.8 million dollars to upgrade equipment and technology through the federal Community Project Funding program. To qualify for this award, an organization must meet all eligibility criteria for a competitive federal award, as well as have support from a member of Congress. VBCH is very grateful to Representative Mariannette Miller-Meeks for choosing to sponsor our award. Representative Miller-Meeks was able to join members of our staff and Board of Trustees to see what a difference this award is making for patients in Van Buren County.

With the grant dollars, VBCH was able to purchase a new CT machine, a new mammography machine, a new X-Ray room, a new Lab Analyzer and several new servers and IT security components that will strengthen security around hospital and patient records. These amazing additions are allowing us to provide state of the art diagnostic images right here in Van Buren County. If you see Representative Miller-Meeks, please join us in thanking her and letting her know how important this funding is to ensure our rural residents have access to the highest quality care close to home.



Small daily improvements over time will create stunning results.



Financial Report FY24



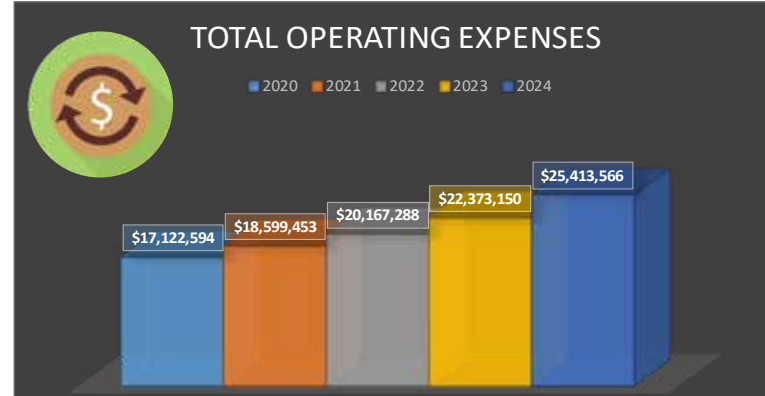
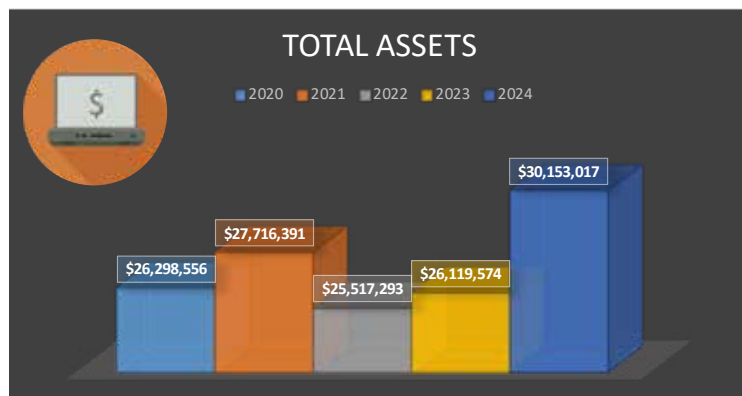
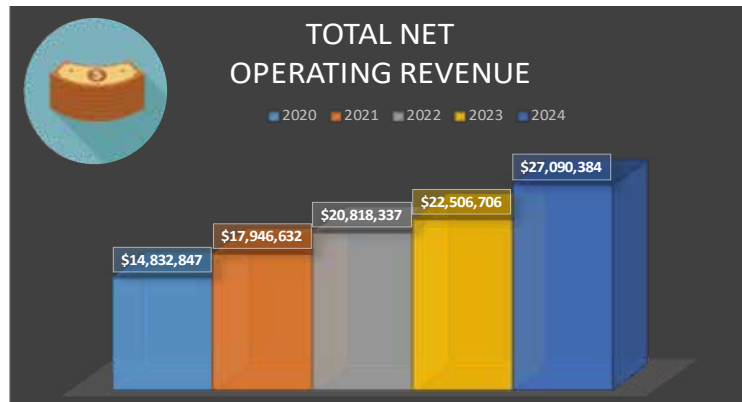
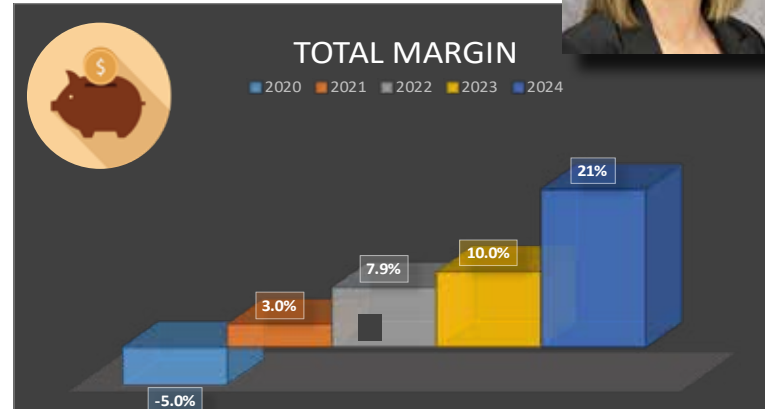
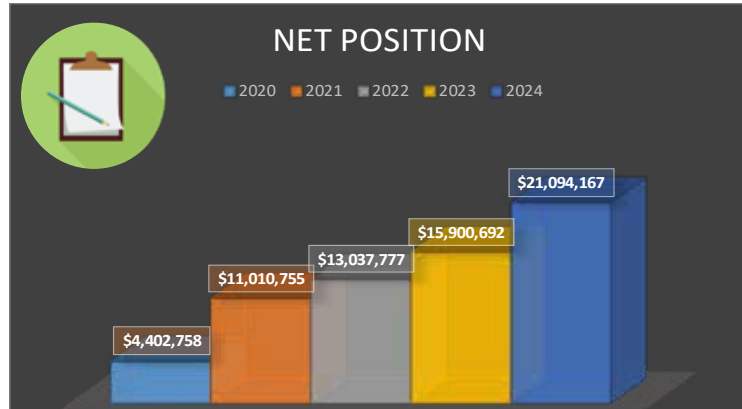
A note from the VBCH CFO-

VBCH had another great year of growth with revenue increasing by 20%. Expenses also grew at a high rate at 14% as did all expenses in all sectors of the economy. VBCH was able to offset that with operating revenue, Medicaid direct payments, property taxes, noncapital grants and contributions, and investment income.

VBCH's biggest asset are the patients and staff and we can't thank them enough for all of their amazing work and support in 2024.

VBCH is working very hard to keep patients local by expanding our services and making them accessible. Thank you for another great year and we have many plans for continued growth in the future.

-Kara McEntee,
Chief Financial Officer



VBCH is always looking for ways to improve facilities and services.

Coming Soon to VBCH



Rendered drawing of new Emergency Department Entrance



Beginning in May of 2024 Van Buren County Hospital began a \$8 million dollar remodeling project at the facility.

This project includes:

- Remodel of the Emergency Department
- Remodel of the Dietary (kitchen/dining room)
- Updates to the heating and cooling system.
- Additional parking space added to our facility to accommodate growth.

The ED/Dietary project will continue through 2025.

We apologize for any inconvenience and delays or disruptions that this construction project may cause. In the end this will be a vast improvement for our facility.

VBCH Foundation- Sneak Peek to FY25

We are often asked how people can help support the hospital, and many generous individuals have provided us with donations for specific projects or purposes over the years. (We are grateful to each and every one of you.) In FY25, we will be working to streamline the process of making gifts to the hospital for those individuals who would like to support our mission. Watch our website and social media for updates on the Van Buren County Hospital Foundation, and learn how you can be a part of creating a lasting legacy of high-quality care in our community.



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Find us online...



**Scan to
find us!**



Van Buren County
Hospital and Clinics
304 Franklin St.
Keosauqua, IA 52565

www.vbch.org
Main: 319.293.3171
Scheduling: 319.293.8732

Clinics Located in:
Keosauqua, Birmingham,
Cantril, and Farmington