

ANNUAL REPORT

FY25



An Affiliate of

MERCYONESM

A year of Change

During FY25 our facility went through a 9 million dollar remodel project.



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

-Helen Keller

A message from the CEO...

As we reflect on the past year at Van Buren County Hospital, we are filled with gratitude—for our patients who place their trust in us, for our community that continues to support us, and for our dedicated team who come together every day with one purpose: to serve their families, friends, and neighbors with compassion and excellence.

Our mission, to provide a superior experience by “working as one” to deliver personalized healthcare close to home, remains the foundation of everything we do. Every success we celebrate is because of the loyalty of our patients and the commitment of our staff who embody our vision—to set the standard for compassionate, personalized care and become the trusted choice in our service area and beyond.

Over the past year, we have continued to grow and strengthen our services. Renovations and facility improvements have made our hospital more welcoming and efficient, while investments in new technology and equipment ensure that our patients receive the best care possible without having to leave the community they call home. These advancements reflect our ongoing promise to reimagine what is possible in rural healthcare.

We are inspired daily by our communities. Our “why” is clear: we strive to make a positive difference in the lives of those we serve. The opportunity to care for our neighbors fuels us to innovate, improve, and remain steadfast in putting patient needs first. Together, as one team, we are building a stronger future for healthcare in Van Buren County.

As we look ahead, we remain committed to continued growth, to providing exceptional experiences, and to serving with compassion. With gratitude for your trust and support, we are honored to walk alongside you in health and in life.

Thank you for allowing us the privilege of caring for you and your loved ones. It is truly our honor to serve.

-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



Lori Gaydusek
Interim Chief
Nursing Officer

We are d...

**TOP
WORK
PLACES
2025**

Des Moines Register
PART OF THE USA TODAY NETWORK

**TOP
WORK
PLACES
2017**

**TOP
WORK
PLACES
2018**

**TOP
WORK
PLACES
2021**

**TOP
WORK
PLACES
2022**

**TOP
WORK
PLACES
2023**

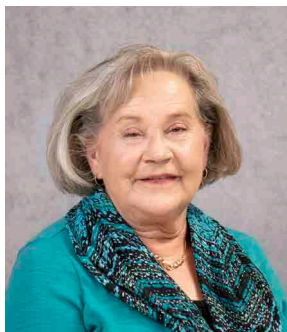
**TOP
WORK
PLACES
2024**

Des Moines Register Des Moines Register Des Moines Register Des Moines Register Des Moines Register Des Moines Register

MORE INFORMATION ONLINE:



-Board of Trustees-



**Ann
McBride**
Chairperson
5 years



**Quenton
Dodson**
Vice Chairperson
10 years



**Heather
Charbonneau**
Secretary
8 years



**Benjamin
Sherod**
Treasurer
15 years



**Michael
Thomas**
37 years



**Richard
Nichols**
1 year



**Pat
Tucker**
3 years

Van Buren County Hospital: At-A-Glance FY25

PATIENT DAYS OF CARE

1,008

FY24- 1,439

FY23- 1,461

FY22- 1,703



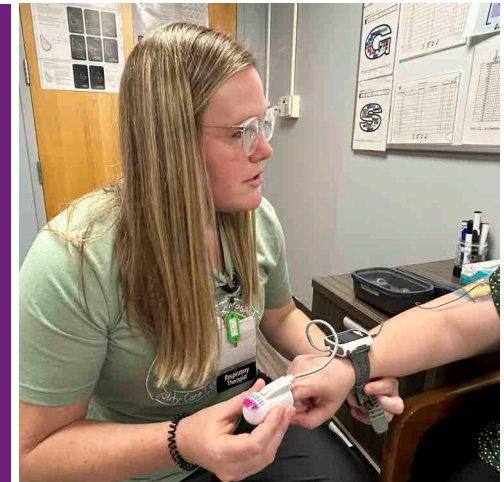
OUTPATIENT VISITS

30,932

FY24- 26,573

FY23- 24,651

FY22- 25,236



OR PROCEDURES

627

FY24- 614

FY23- 550

FY22- 444



SKILLED NURSING DAYS OF CARE

441

FY24- 761

FY23- 698

FY22- 947

ER VISITS

2,531

FY24- 2,500

FY23- 2,521

FY22- 2,724



CLINIC PATIENT VISITS

19,336

FY24- 15,884

FY23- 17,686

FY22- 19,616



PERFORMANCE INDICATORS

Patient Stories

Matt W. and Heidi S. (in PT) are my heroes! When I first came in Matt saw that I could hardly walk-limped with every step- constant severe pain. He stretched and massaged my muscles and nerves.

He worked me through a lot of exercised and showed me what to do to be able to lessen the pain and what I can do to keep getting stronger. Heidi kept showing me even different stretches that I can continue. She is also great at finding just the right nerves to calm. Such instruction along with their knowledge has given me the chance to be able to move without hurting with every move! I still have pain but nothing like before I had Matt and Heidi. They have been wonderful! Thank you.
- Gloria S.



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Patient Stories

We LOVED Dr.Abid!!
He was fantastic!!! Thank you for the referral. I will definitely be recommending him to people. We had a great experience from check in to check out. Piper was the gal at the desk our nurse was Mallory and she was amazing as well!! 10 out of 10!!

-Amanda B.



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Patient Stories

My doctor thought Complex Care would be a good fit.

Bethany, Rhonda, Liz and Haley are helping me with all types of different items.

They are kind, fun to be around, and very caring. I really enjoy going to see them.

-Raye H.



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Patient Stories

TESTIMONIALS

Patient Stories

First and foremost, I would like to thank Van Buren County Hospital for the best therapy I have ever had. I've been through 5 therapy places, but these people really care! I have seen them help people get in their cars and get out of their cars and they are always happy to help you. I wobbled in but I came out walking! It doesn't get any better than that! Thanks to the scheduler, the two ladies that help me, and all the people in the department they're fantastic! They don't put you on a time schedule like you are just a cash flow, they work with you to get the job done. For that I'm very grateful, thanks to the staff of your therapy department.

-Terry N.



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Patient Stories

I would not have the quality of life I have today without the help and care of the Physical Therapy Teams. We are now able to go watch our grandkids play in sports and do things like eating out with friends and family that I haven't been able to do since I was injured. Thank you.

-Terry S.



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Patient Stories

I started at the VBCH Daycare in 2022 after the in-home daycare we were at closed. I was very nervous about sending them to a center fearing they would just be a number. Caitlyn made the transition so easy. She was quick to respond, so helpful, and welcoming. My daughter has been timid going to daycare but every person we encounter is so helpful with her and making her feel important and included. My son has really grown into the family there as well. They all appear so excited to see my kids each morning that I know they are well taken care of and loved. My daughter loves to play daycare at home since she has been at this center. Caitlyn, Cammie, Bobbi, Angie, Kathy, Deb, Tammy, Felicia, Libby, Paje, Shae, and the rest of the VBCH daycare team hold a very special place in my and my children's heart.

- Ally C.

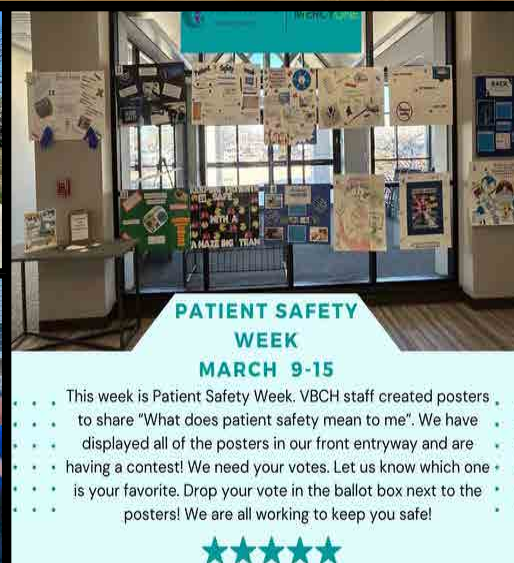


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Updates & New Services in FY25

- Repaved Franklin Street
- Stroke Recognition from American Heart Association
- Iowa Healthcare Collaboration Recognition
- Southern Iowa Electric supports remodel project
- Moved gazebo to front trail
- Received donation from Hill Phoenix for daycare, plus new cubbies
- SIM IA truck at VBCH
- Cardiac Dysrhythmia class offered
- Chartis Award
- Clinic and PT receive Dammy Awards
- Kaizen project with Hill Phoenix
- Orthopedics & full joint replacement begins at VBCH
- Cardiology services available
- Awarded 5 graduating seniors with scholarships in 2025
- Lunch and Learn sessions at Hill Phoenix and Senior Meal Site
- Golf tournament raised \$11,000



New Providers



Roger Millhouse, DO
Family Practice



Thomas Gorsche, MD
Orthopedics



Rob Shaver
Dermatology



Muhammad J. Ansari, MD
Cardiology



Dr. Iqbal Khan, MD
Neurology



Michael Quirk, PA-C
Emergency Dept.



Dr. Cheryl Quinn, DO
Family Practice



Ashleigh Matthews, ARNP
Cardiology



Jenny Mazza, ARNP
Emergency Dept.

Roger Millhouse, DO- Family Practice-

Dr Millhouse graduated from AT STILL School of Osteopathic Medicine in 2019, and came to Kirksville MO for his Family Medicine Residency, completing that in June of 2024. Rural communities are his preference as he prefers the slower, more peaceful setting of life rather than the hustle and bustle of bigger cities where he has lived.

Thomas Gorsche, MD- Orthopedic Surgeon-

Dr. Gorsche, MD has been practicing since 1986, and has practiced in the Cedar Valley since 1990. He is a founding member of Cedar Valley Medical Specialists at its inception.

Rob Shaver- Dermatology-

Rob comes to us from the University of Iowa to provide Dermatology services once a month in our Keosauqua clinic.

Muhammad J. Ansari, MD- Cardiology-

Dr. Ansari joined the VBCH specialty clinic in September. He serves patients in need of Cardiology Services.

Iqbal Khan, MD-

Michael Quirk, PA-C- Emergency Department-

Michael Graduated from Kirksville College of Osteopathic medicine in 1997. Worked in Emergency medicine, Orthopedic trauma and in palliative/hospice care.

Cheryl Quinn, DO- Family Practice-

Dr Quinn earned her Bachelors of Science degree from the University of Nebraska in 1998 then her doctorate from Des Moines University Medical School in 2004. After an initial residency in obstetrics and gynecology (OB), she transitioned to Family Medicine in 2007. She began working with patients in Van Buren County in March of 2025.

Ashleigh Matthews, ARNP- Cardiology-

Ashleigh graduated from Graceland University with her Master of Science in Nursing in 2024. She loves the complexity and challenge of cardiology. She works with patients with coronary artery disease, cardiac arrhythmias, and heart failure.

Jenny Mazza, ARNP- Emergency Department

Jenny worked at University of Iowa Hospital for 15 years before changing into rural healthcare. Jenny began with VBCH in July of 2025

BUSINESS DEVELOPMENT

In healthcare, growth isn't a milestone, it's a continuous promise. As our community's needs evolve, we commit to learning, adapting, and improving so we can care for you with greater compassion and strength every day.

- Renovated many portions of the facility; the Lab Draw Room, Keosauqua Clinic, Pre-post Operating Room, Moving CT to Radiology suite, repaving parking lot and Franklin Street.
- Completed our first total knee joint replacement in over 50 years with Dr. Gorsche.
- Tele-Psychiatry through the University of Iowa started in 2025.
- Completed a Bronchoscopy in the operating room with Pulmonologist, Dr. Jarbou.
- New Cardiologist Dr. Ansari started in 2025 and completed first cardioversion at VBCH.
- Wound clinic expansion.
- Implementing AI technology for use in clinic between physicians and patients.
- Purchasing a new Pulmonary Function Test machine in Respiratory Therapy.

COMING SOON:

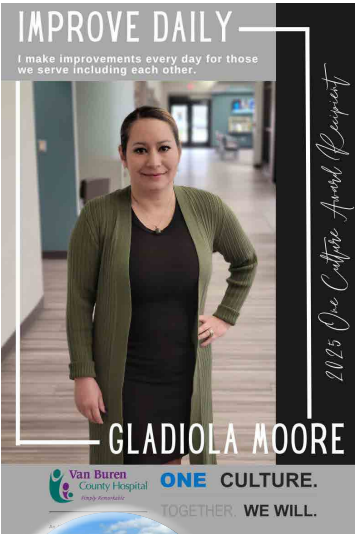
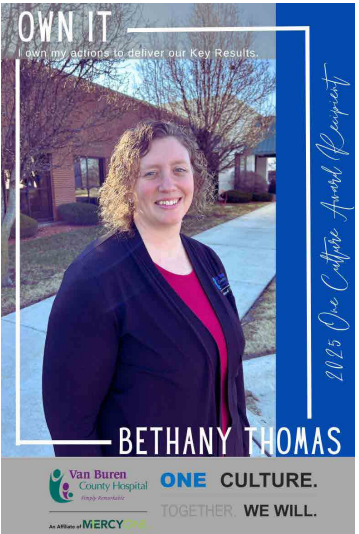
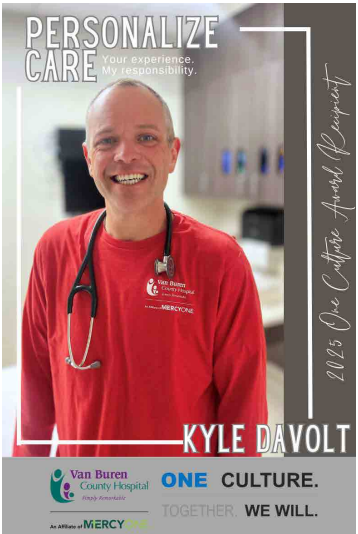
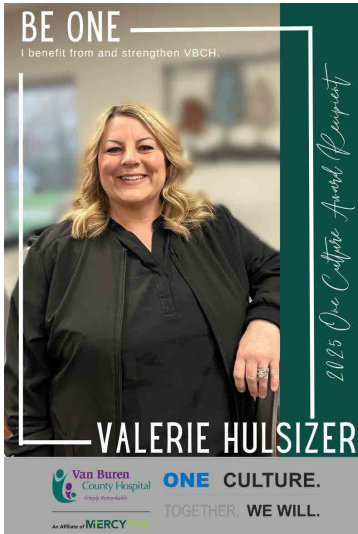
- Transitioning to a new Orthopedic Surgeon, Dr. Homedan in 2026.
- Starting a new Tele-Endocrinology clinic service in 2026.
- Continued recruitment of additional specialties.
- Continued recruitment of Family Medicine and Internal Medicine Physicians.
- Exploration of additional Pharmacy services in 2026.
- Being completed in early 2026 the \$8.4 million Emergency Department, Dietary, and Infrastructure remodel project. Worked with local banks, 1st Iowa State Bank, Libertyville Savings Bank, Southern Iowa Electric, and USDA to complete the funding of the project. Invision Architects and Carl A Nelson along with many other contractors were involved in the project.



ONE CULTURE AT VBCH

One Culture at VBCH gives us a unique advantage. Our culture is shaped every day both by how we act and what we choose to dedicate our efforts toward. It is showcased in the way we treat our patients and each other. We are blessed to have a group of employees who want to make VBCH the very best it can be for our community. Every day we work to get a little bit better than we were the day before. Our staff truly is our greatest asset and the key that allows us to provide value to the community that we love. Please join the VBCH Administrative Team and Board of Trustees in thanking our staff for the wonderful work that they do each and every day. The 2025 One Culture Award Recipients were announced in FY25 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.



FY25 ONE CULTURE MOMENTS



CELEBRATE | CULTURE

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

Staff Recognition

Staff Longevity

July-

Ally Chilton- 5 years
Miranda VanAusdall- 5 years

September-

Charissa Hickenbottom- 15 years
Laura Powers- 15 years
Kelsey Nank- 15 years
Ashley Deck- 5 years

October-

Jake Mitchell- 5 years

November-

Curtis Nelson- 5 years
Sarah Warner- 10 years
Gloria Starnes- 10 years*
Lynndsey Moore- 10 years
Dixie Daugherty- 5 years*

December-

Dustin Goehring- 10 years

January-

David Lane- 5 years

February-

Tonya Anders- 5 years
Wendy Ward- 20 years
Heidi Scott- 25 years

*from rehire date

(Continued --->)



Staff Longevity (cont)

March-

Elizabeth Wilson- 5 years
Marissa Linn- 5 years
Bethany Thomas- 5 years
Trista Arnold- 5 years
Randy Bates- 10 years
Jessica Goehring- 10 years

April-

Dana Brecount- 15 years

May-

Blake Scott- 10 years
Doug Thompson- 10 years
Melissa Daugherty- 20 years

Staff Recognition

- **Bethany Millard**
Daisy Award Winner
- **Sara Eggleston & Carisa Allison**
LSVT BIG Certified
- **Julie Ludwig**
Retirement- 26 years
- **Ashley Moyer**
Rand Fisher Rural Leadership Award
- **Jeanne Erickson**
Board Retirement- 28 years
- **Kristen Wellman**
Clinical Informatics Certification
- **Tanya Harness**
CEIV Certification
- **Erica Eastin**
MQSA Certification

...s itself on their Recognition Program and Community Involvement!

Volunteer Efforts



Career Fair at VB School



Golf Tournament Sponsor



Science Fair Judges



Trunk or Treat- Engage Keosauqua



Concession Workers



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 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
- VBC School CPR Training
- PT Spring Blood Drive
- Participated in the Keosauqua Volunteer Fire Dept. Golf Fundraiser
- Job Fairs at Indian Hills Community College & VBCC
- Back to School Supplies



Gift Giving Donations



Concessions at Various Community Events



Health Expo at SCC



Kaizen Event at Hill Phoenix

Alone we can do so little together we can do so much. -Helen Keller

Grant Funding During FY25

Van Buren County Hospital continued to receive grant funds during FY25 for a few key programs and initiatives.

Southeast Iowa Complex Care Network-

The Complex Care program officially began enrolling patients in July of 2024. Across this past year staff in the program have provided support to 88 patients. In order to qualify for the program, patients must be at least 55 years of age, have multiple complex health conditions, and have at least one other risk factor that could make it difficult for them to navigate the healthcare system on their own. Once patients are admitted to the program, the Complex Care team provides customized support designed to both help patients navigate the health system and deal with any other hurdles that may prevent them from accessing healthcare or leading healthy lives. This program was initially made possible by a federal HRSA grant and is now being expanded through a state Center of Excellence grant. In addition to the work being done here at VBCH, the program has also created formalized partnerships with other local healthcare organizations through the Southeast Iowa Complex Care Network.

Iowa United First Aid-

The Iowa United First Aid grant had its first full year of operation in fiscal year 2025. At the end of the fiscal year, 20 individuals had signed up to receive notifications when emergency medical support was needed across the county. Volunteers are trained in CPR, Stop the Bleed, basic first aid, and the use of Narcan. Throughout the year they responded to many different types of emergencies, including: falls, car accidents, and even unresponsive individuals. This program is proving to be a great support to our formal EMS system and there are plans to continue to grow the number of participating volunteers in fiscal year 2026. This grant was received through the Empower Rural Iowa program and made possible by a matching donation from the Van Buren County Board of Supervisors.

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



Parents as Teachers-

The Van Buren County Parents as Teachers (VBPAT) program is in its 24th year of operation. VBPAT was established to serve all families who live in Van Buren County who are expecting a child or have a child/children newborn through age 5 (or kindergarten entry). The goal is to provide the information, support and encouragement parents need to ensure that their children are safe, healthy, and ready to succeed in school. In fiscal year 2025 the program provided support to 34 families. The program receives funding through through Early Childhood Iowa (ECI), Nurturing Families Community Partnership for Protecting Children (CPPC), Van Buren County Foundation, Community Foundation of Van Buren County, and the Hoaglin Foundation

VBCH Childcare Center-

Van Buren County Hospital Childcare Center was the recipient of a donation from Hill Phoenix. They childcare center plans to use these funds to purchase curriculum & playground resurfacing. Hill Phoenix also built and donated 38 new cubbies for their center. Thank you to Hill Phoenix for supporting the local childcare center.

Van Buren County Hospital Foundation



VBCH Foundation

ABUS Fundraiser

The Van Buren County Hospital Foundation is actively raising money for an Automated breast ultrasound (ABUS) breast scanning system. They are seeking donors and sponsors to help make this machine a reality for the patients of VBCH. The goal is to raise \$200,000.



What is ABUS

A comprehensive breast scanning system that uses high-frequency sound waves to produce a 3-D volumetric image of the entire breast. While mammography is still the standard of care for breast cancer screenings and is proven to reduce deaths due to breast cancer, it may not be enough for patients with dense breasts.

Why ABUS

Used for dense breast tissue. Allows radiologists to check the breast from multiple angles, which may reveal tumors that were invisible or difficult to find in 2-D mammography. 35% of breast cancer goes undetected by mammography alone in women with dense breasts.

Donate Now:
www.vbch.org/about/foundation
More Information: 319-293-8747



SCAN HERE

To donate by check:
Van Buren County Hospital Foundation
Attn: Ashley Moyer
304 Franklin St. | Keosauqua, IA 52565

In the spring of 2025 hospital staff and a group of local volunteers started to work toward revitalizing the Van Buren County Hospital Foundation. The Foundation was originally formed in the late 90s as a separate 501c3 that functioned solely to support the work being done at the hospital. During COVID, the Foundation was largely inactive as both our hospital and community concentrated on getting through that unique and trying time.

As our hospital is now experiencing a period of growth, with many new patient services being offered and many spaces being refreshed, it seemed the perfect time to once again make sure community members who expressed interest in supporting our work have an easy way to do so. The sole purpose of the Foundation remains to support the patient and community services being offered through the Hospital.

The Foundation allows community members to make gifts directly to specific hospital projects, or if the donor so chooses, discretionary gifts which can be directed by the hospital to the area(s) of greatest need. Current Foundation priorities can be found online at www.vbch.org/about/foundation. This page also details the many ways that individuals or groups can give.

The first major funding priority for the Foundation is the funding of an ABUS machine. This priority will be ongoing into the first half of FY26 and further details on that funding will be provided in next year's annual report.

VBCH wishes to extend a sincere thanks to the volunteers that make up the Foundation Board of Directors. In FY25 these individuals are: Dr. Richard Breckenridge, Jeanne Erickson, Dave Sherod, and Joan Syfert.

Anyone who is interested in learning more about the Van Buren County Hospital Foundation is welcome to contact Ashley Moyer, Culture Director, at 319-293-8747 or ashley.moyer@vbch.org

To learn more about the VBCH Foundation you can scan this code with your phone or tablet. --->



Small daily improvements over time will create stunning results. V

Financial Report FY25

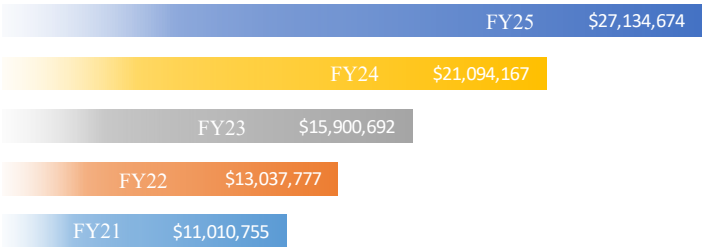
VBCH had seen another great year of grow with Revenue increasing 18% from 2024 to 2025. Expenses increased by 10%. Growth in outpatient services for 1 year was at 21%, while inpatient revenue decreased by 8%. Over the last four years revenue growth has been 54%. While the political landscape continues to change for all industries including healthcare, VBCH has taken an aggressive goal for growth to provide safe, high quality patient care close to home with a culture of compassion and teamwork. This along with the great community support that VBCH has will continue VBCH’s sustainability for many generations to come.

VBCH’s biggest asset are our patients, families, clients, and staff. We can’t thank them enough for all of the amazing work and support in 2025.

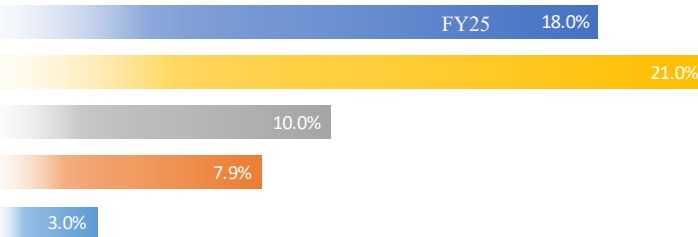
Thank you to our community for another great year at VBCH. We want to be your preferred healthcare provider. We would love to hear from all of you on what services you need to stay healthy and happy for years to come.



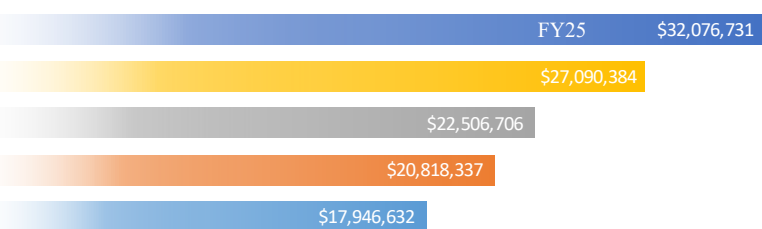
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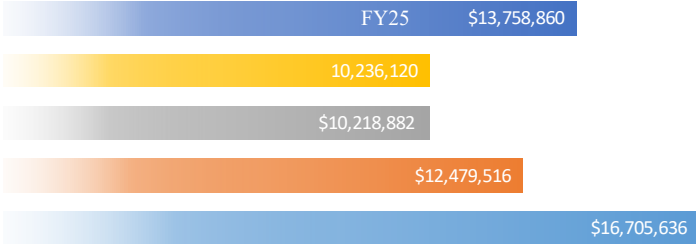
TOTAL MARGIN



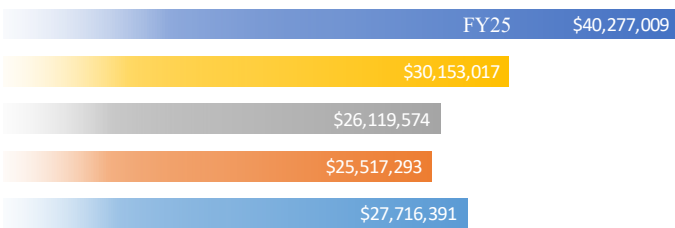
TOTAL NET OPERATING REVENUE



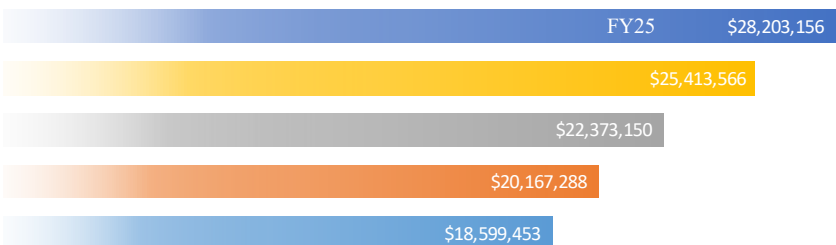
TOTAL LIABILITIES



TOTAL ASSETS



TOTAL OPERATING EXPENSES



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

FY25 Construction Updates

This past year marked an exciting milestone for Van Buren County Hospital as we completed an \$8.5 million renovation project designed to enhance the quality of care and comfort for our patients, visitors, and staff.

At the heart of this project is our newly renovated Emergency Department — a welcoming, modern space that includes a new reception area, additional exam rooms, and a dedicated behavioral health room to better meet the diverse needs of our community. A new vestibule entrance and expanded parking area make access more convenient and patient-friendly.

Beyond the Emergency Department, the project also brought a complete redesign of our kitchen and dining area. This bright, functional space will now be open to the public, providing a warm and inviting place to gather and enjoy a meal while visiting the hospital.

The renovation also addressed critical infrastructure improvements, including new HVAC and plumbing systems and the removal of the original 1951 boiler — an important step in ensuring our facilities are safe, efficient, and prepared for the future.

While this project represents a major investment in our hospital's future, it is just the beginning. Our goal is to continue improving our facilities to provide exceptional experiences for our patients and community members. We are proud to offer care in a space that reflects the same compassion, excellence, and commitment that define Van Buren County Hospital.

The photos presented here are the images of our facility before the renovation. In FY26 we will be able to share the after photos and the remarkable changes that we made for our patients.



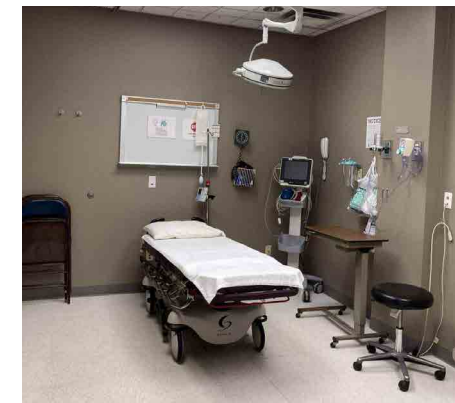
Emergency Department Entrance



Dietary Space



Main Hallway/Corridor



Emergency Room



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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