

2023 COMMUNITY BENEFIT REPORT

EVERYONE BENEFITS FROM A VITAL COMMUNITY HOSPITAL

Here for our Communities

Community well-being is determined by the health of its people and the organizations that serve them. NVCH is deeply committed to helping the people of Nemaha County and the surrounding communities live healthy, thriving lives.



Leadership Message

Kiley Floyd, CEO

For 80 years, Nemaha Valley Community Hospital (NVCH) has been committed to improving the health of Nemaha County and the surrounding communities. As our organization grows, we continue to expand and strengthen our Community Benefit programs and services.

We are driven to provide exceptional Community Benefits to all the communities we serve. Creating healthy, thriving communities is paramount to our organization's mission, vision and values.

The impact NVCH makes on our communities is at the core of who we are and what we do. Day in and day out, our staff members are in our communities serving through volunteer activities, working alongside other organizations promoting the health and well-being of our families, friends and neighbors.

I am incredibly proud to be included in the leadership of this exceptional health care team who are dedicated to improving the communities we serve.

Community Benefits

A mission centered on helping others is the foundation of everything we do at NVCH, and extends from the care we provide to the communities we serve through a broad spectrum of community benefit initiatives.

We work closely with schools, community organization, places of worship, area businesses, local government and others with first-hand knowledge of community needs, providing support in ways that expand their capabilities and maximize our collective impact.

Through our community benefit activities, we expand access to care, especially preventative care, through screenings and education, with a goal of improving overall health. Our efforts often reach those who face unique challenges in accessing necessary care.



Who We Are

Mission: *To provide personalized, compassionate healthcare while promoting wellness in the communities we serve.*

However, improving health involves so much more than what takes place in the clinics and at the bedside. NVCH's commitment to improving the health of the communities we serve also means:

- Offering financial assistance to those with no or limited ability to pay for care.
- Providing healthcare services that are not fully reimbursed by commercial plans or state and federal governments.
- Assessing our community's specific health needs and developing strategies to address them.
- Partnering with other organizations to make our community a healthier and more vibrant place to live.

At NVCH, we are driven to create a healthier tomorrow for the residents of Nemaha County and the surrounding communities.

Local Families Benefit from Care Coordination

Given the multiple, overwhelming tracks that healthcare can take, from inpatient to outpatient and even to community settings, NVCH saw a need for a care coordinator to be the bridge of communication and support for our patients and their family to help navigate the increasingly difficult healthcare industry. NVCH is grateful for our Care Coordinator, Jane Sunderland, RN.

Jane plays a vital role in patient care at NVCH. At no expense to patients, she monitors and coordinates patients' treatment plans, educates them about their condition, connects them with health care providers, and evaluates their progress.

Care Coordination has been identified as an important way to improve how the healthcare system works for patients and their families, especially in terms of improved efficiency, safety and peace of mind.

Jane has helped many patients and their families during her time at NVCH. According to one local family, Jane is a "MIRACLE WORKER". This local family had been caring for their aging father who had multiple health issues when another family member had a stroke and required assistance with therapy and many other appointments.



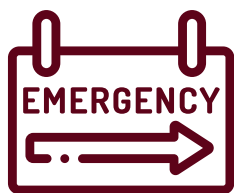
It was very overwhelming and difficult for this family to navigate the details and transportation for all the appointments for the father and son. A family friend had suggested they reach out to Jane for assistance.

After a phone conversation with the family, Jane took the lead and organized the details of every appointment for the father and son, she explained to the family what the appointments were for and she assisted with securing transportation for the son to and from his appointments.

NVCH sees this as an incredible service to the communities we serve. Jane does a phenomenal job at ensuring that our patients and their families have the benefit of a resource to assist, as needed, in helping coordinate their care among multiple health care facilities and providers.

Patient Care HIGHLIGHTS

Patients treated in the ER



1,777

Swing Bed Days



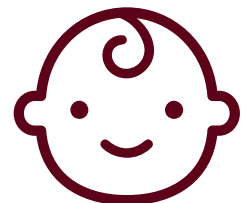
725

Inpatient Care Days



887

Babies Delivered



42

Hours of Average Length of Stay



57.6

Outpatient Service Occasions

41,915



Caring for our Communities

Community Benefit by the Numbers

Uncompensated Care: **\$11,914,361**

- Financial Assistance & Charity Care: **\$193,262**
- Unreimbursed Adjustments & Other Discounts: **\$11,176,832**
- Bad Debt: **\$544,267**

Broader Community Health: **\$236,413**

- Community Health Programs and Education: **\$211,913**
- Estimated Staff & Volunteer Community Service Hours: **4,000**
- Community Support and Partnerships: **\$23,500**

We are pleased to partner with area businesses and organizations to help our community stay healthy, prevent illness and manage chronic disease by providing resources, education, tools and services.



Increasing and Improving Access to Care

NVCH Expansion and Remodel Project

Progress continues with our expansion and remodel project! These improvements will strengthen our capabilities and provide the infrastructure necessary to continue the level of service and quality of care vital for our rural hospital. There will always be change in the world of healthcare and adapting to that constant change is essential for us to continue to provide the level of service and high quality of care our patients and their families deserve. This is an essential investment in our healthcare team, the success of our organization, and the continued growth of our community.

The design will integrate new technology, create an environment that improves the patient experience and efficiency for staff, and ensure a sustainable future for health care in our area. Additions and upgrades to critical improvement areas throughout the facility include:

- New nursing wing with 14 patient rooms, private family room and direct access to the Emergency Department.

- Expanding and upgrading the Emergency Department to meet the needs of today's technology in addition to privacy and security requirements. Critical 'safe' areas are also being created for staff, patients, and visitors.
- Enhancing the surgical and radiology departments to meet regulatory and equipment standards.
- New services including Oncology and Pulmonary Rehabilitation.
- Updating mechanical systems facility wide. The air handling units, medical air system, boilers and hot water heaters, and our electrical system have all outlived their life expectancy and are not suitable for meeting regulatory demands.

These enhancements ensure that our patients can stay close to home when seeking the best medical care available. We are always looking for ways to improve the patient experience while delivering the highest quality of care possible.

This new design will help centralize patient care as well as enhance patient safety, privacy and comfort—all very important when it comes to delivering first-rate nursing and emergency care service.



Our Impact

Every year, in accordance with government requirements as a non-profit critical access hospital, we prepare a community benefit report to define our financial benefits for the community. But, NVCH's efforts expand far beyond quantifiable financial benefits. This report highlights the countless ways our team - physicians, nurses, administration, ancillary staff, volunteers and beyond - fulfill our purpose to make a positive difference in every life and every community we touch.



According to the Kansas Hospital Association's *The Importance of the Health Care Sector to the Nemaha County Economy 2023 Report*, the health care sector in Nemaha County generates significant employment and income for local residents and generous tax revenue for local governments. Health care businesses in Nemaha County provide about 897 jobs and nearly \$42.7 million in labor income and supports an estimated \$351,700 in local sales tax revenue.

Community Outreach Programs

As a part of our ongoing efforts to better serve our communities, we continue to offer a range of outreach activities including:

- Quarterly Lunch and Learns
- Industrial Wellness Program
 - Workplace Health Surveys
 - On-Site Biometric Screenings & Follow ups
 - On-Site Health & Wellness Presentations
 - Stop the Bleed Trainings & CPR refresher
- Fall Prevention Program
- Support Groups
- Learn to Ride Bike Camp
- Sports Physicals
- Flu Shot Clinics
- Community Health Needs Assessment
- Community Blood Drives
- Department Specific Events

Community Health Needs Assessment

Every three years Nemaha Valley Community Hospital (NVCH) partners with Sabetha Community Hospital (SCH) to identify and prioritize the greatest health needs for the communities we serve. This comprehensive process is our Community Health Needs Assessment (CHNA).

We recognize the health needs of patients coming through our doors may not represent the wider health needs of our communities. Therefore, we collaborate with area stakeholders and leaders throughout our communities to analyze and identify gaps and priorities within our communities. We then take that information and establish a three-year implementation plan to guide us through developing action items that will have the greatest impact on the communities we serve.

Consistent themes from previous years continue to emerge including access to mental health needs, health education and cancer care.

Since our 2020 assessment, we have worked endlessly to address significant health needs of the communities we serve to maximize our resources and access in response to those needs.

Mental Health: NVCH regularly provides mental health education to the staff of NVCH and the public. We recently added Behavioral Health Therapy tele-health service in our rural health clinic, Seneca Family Practice. We also continue to update mental health screenings and placement procedures, resources and contacts in the emergency room and other necessary areas of the hospital.

Health Education: NVCH regularly provides health and wellness education to the public through in-person presentations, social media, print media and radio ads. We also maintain communication with current and potential Industrial Wellness businesses by offering various health and wellness opportunities at the workplace.

Cancer Care: NVCH has made great strides in Cancer Care collaboration, education and community outreach in our community and surrounding communities. We are offering dermatology services, early detection screenings and oncology services are coming soon!

To review our current CHNA and Implementation Strategy please visit our website at nemvch.com.

