

# 2024 COMMUNITY BENEFIT REPORT

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



**KILEY FLOYD, CEO**

## LEADERSHIP MESSAGE

We are proud to serve our community and feel a deep sense of pride and commitment to all those who place their trust in our care. Our mission of providing personalized, compassionate care while promoting wellness in the communities we serve. every day. Through our continuum of healthcare services, our patients have access to high-quality, person-centered care that is coordinated and conveniently located close to home.

Our **CARE** values guide us in how we serve our patients, their families and each other. We focus on providing **Compassionate** care, all the time, in every situation; **Achieving** excellence through accountability; **Respecting** the dignity of each patient and their family; and **Enriching** the lives of those we serve by investing in education, technology and our staff.

It is a privilege and an honor to be a part of an exceptional team of people who are passionate about providing the very best care for our patients and their families. Thank you for considering Nemaha Valley Community Hospital for your healthcare needs.

# Community Health Worker

*The bridge to a healthy community*



Research has shown that health is broader than the activities which take place in a hospital, clinic or a health care provider's office. Many social factors impact an individual's and a community's health status before they get sick. These include access to health care resources, the quality of care received, and overall health outcomes. These social determinants of health are key to quality health throughout a community.

Nemaha Valley Community Hospital is proud to have Megan Hartley, NVCH Community Health Worker as part of our team. "Megan serves as a liaison between community members and the healthcare and social service systems," said Jane Sunderland, NVCH Care Coordinator.

Megan is a valuable resource in helping individuals complete program applications including Medicaid and food, rental and utility assistance.

"I also help with the disability application and paperwork that comes with filing for disability.

"Megan has embraced a lot of different roles over the last two years, but one thing for sure, she works to help educate and improve the health of our family, friends and neighbors. Healthy families allow for healthy and thriving communities."

This includes follow-up calls to Social Security for status updates, any appointment changes that may be scheduled or questions the individuals may have throughout the process," added Hartley.

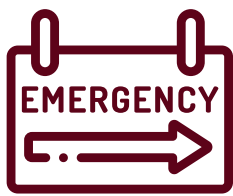
Megan also often works with local, state and national organizations to assist with appointment transportation scheduling and costs as well as medical and medication expenses.

"Megan has embraced a lot of different roles over the last two years, but one thing for sure, she works to help educate and improve the health of our family, friends and neighbors. Healthy families allow for healthy and thriving communities," added Sunderland.



# Patient Care HIGHLIGHTS

*Patients treated in the ER*



1,907

*Swing Bed Days*



633

*Inpatient Care Days*



837

*Babies Delivered*



38

*Hours of Average Length of Stay*



68

*Outpatient Service Occasions*

43,431





# Caring for ALL our Patients

## *Community Benefit by the Numbers*

**\$15,158,962**

Uncompensated Care Total

**\$197,318**

Financial Assistance & Charity Care

**\$14,403,170**

Unreimbursed Adjustments & Other Discounts

**\$558,474**

Bad Debt

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## Community Health Education and Outreach:

In 2023-2024 more than 100 Nemaha Valley Community Hospital (NVCH) employees gave their time and talents to area non-profits and other organizations. Over 50 area organizations have received assistance, and over **4,000** volunteer services hours have been given by NVCH employees and our Volunteer Services Program.

Employees spent their hospital outreach time educating area residents on topics such as Stop the Bleed & CPR/AED, Fall Prevention, Diabetes Education, Preventative Care and other healthcare related topics. Their volunteer hours were also served through area churches, schools, 4-H clubs, Legions, blood drives, making mats for the homeless and other community events.

“Community” is an intentional, foundational element of Nemaha Valley Community Hospital. All we do to support the communities we serve through patient care, education and volunteer time is a motivational driver that helps ensure the health of our friends, family and neighbors. When employees take the time to volunteer with other organizations whose goals align with ours, it not only demonstrates commitment, but it is also an investment.

**\$147,236**

NVCH Community Health Programs & Education Outreach

# Improving Patient Safety & Access to Care

Equipment management is a critical aspect of hospital operations that directly impacts patient care quality, staff efficiency, and financial performance. Nemaha Valley Community Hospital relies on a wide range of medical devices and equipment to diagnose, treat, and monitor patients. From imaging machines and surgical instruments to patient monitors and infusion pumps, we must ensure that their equipment is up-to-date, well-maintained, and functioning properly to deliver optimal care our friends and family deserve.

The quality of medical equipment directly affects patient outcomes, as it plays a crucial role in diagnosing conditions, monitoring vital signs, and delivering treatments. Investing in our hospitals has kept Nemaha County near the top of the Kansas County Health Rankings for the last several years and ensures that our residents don't need to travel for excellent healthcare services.

A few of the major equipment upgrades include:

- Upcoming and included in our construction and remodel project - **On-site MRI unit**. MRI is one of the most commonly used imaging techniques in modern medicine. The unit offers shorter scan times for patients, higher image quality to support diagnostic accuracy, and a larger opening than our mobile unit to help claustrophobic patients.
- **Pyxis MedStation**: The MedStation is an automated medication dispensing system supporting decentralized medication management. It helps our staff safely and efficiently dispense the right medications, for the right patients at the right time.
- Facility wide and included in our construction and remodel project - **Upgrade to Mechanical Systems**: 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.



Melissa Love with our Ultrasound Unit



Dawn Osterhaus with our Vapotherm



Andrea Deters with our Hematology Unit



# Community Benefit Priorities

To help Nemaha Valley Community Hospital (NVCH) improve health through outreach, prevention, education, and wellness efforts, we conduct Community Health Needs Assessments (CHNA) every three years. We work with a wide range of community partners to help identify and prioritize the greatest health care needs in the communities we serve.

NVCH develops a CHNA Implementation Plan based on the data and results of CHNA of the communities we serve. The Implementation Plan serves as a strategy for meeting the identified needs of our communities and includes goals and objectives for implementing these community benefits.

Community benefits are programs or activities that provide treatment and/or promote health and healing and are offered without regard to profit.

The CHNA Implementation Plan reflects NVCH's longstanding commitment to partnering with our communities to ensure we continue to provide impactful care to the people we serve.

Consistent themes from previous years continue to emerge including mental health, chronic disease management and youth health education. *To review our current CHNA and Implementation Strategy please visit our website at [nemvch.com](http://nemvch.com).*

**Mental Health:** NVCH regularly provides mental health education to the staff of NVCH and the public. We continue to offer youth and adult 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.

**Chronic Disease Management:** NVCH is proud to offer care coordination which helps monitor and coordinate patients' treatment plans, provides education about their condition, connects them with health care providers, and evaluates their progress. The goal of a care coordinator is to ensure that patients have the

benefit of a resource to assist, as needed, in helping coordinate their care among multiple health care facilities and providers.

**Youth Health Education:** NVCH recognizes that youth health education is essential for empowering young people to make healthy choices, develop essential life skills, and build a strong foundation for lifelong well-being. We have partnered with area schools to provide accurate information to our youth about the importance of mental health awareness and resilience, balanced nutrition, the benefits of regular exercise and the risks associated with unhealthy behaviors such as vaping, alcohol, and drug use.



# 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.



**Please contact us with any questions.**



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## THANK YOU !

We would like to express our gratitude for our doctors, nurses, ancillary and supporting staff members. We also wish to thank everyone throughout Nemaha County and the surrounding communities for trusting us with your medical care this past year. Whether it was welcoming little ones into the world, helping you through a surgery, caring for those in their golden years, or anything else in between, it is always our pleasure to be here for you and your family.