



2019 ANNUAL REPORT



SOUTHWEST HEALTHCARE SERVICES
Complete Healthcare Today. For a Better Tomorrow

From the CEO

BOB LETSON

First I want to thank the board of directors for giving me the opportunity to lead Southwest Healthcare Service as the interim CEO. I feel very fortunate to have been chosen to come and work here for the good people of Southwest North Dakota.

I come to Bowman with 35 years of experience as the chief executive officer for small rural hospitals in Alaska and throughout the southeast United States. I have even previously spent some time here in North Dakota in Hazen and Beulah. I come to Bowman from South Carolina where my wife and I recently had relocated to be closer to family.

My most recent experience working for a healthcare organization was in Homer, Alaska; a town very similar to the greater Bowman County area with a population of about 5,000. Cristal and I spent 10 years working and living in Homer.

It's quite an interesting time to be in healthcare as the COVID-19 pandemic has challenged us and the rest of the country. But the management team at Southwest Healthcare Services has worked tirelessly every day to prevent the spread, and to prepare for the



treatment of coronavirus patients should we see an influx in people suffering from the respiratory illness.

Last year Southwest Healthcare Services invested in their future with the purchase of a brand new, state-of-the-art 3D mammography scanner for the radiology department. The new scanner will provide patients with higher resolution images while offering greater comfort during the scan. The purchase was made possible thanks to the city sales tax and a generous gift from an anonymous donor. We want to thank all those involved, including the voters for re-approving the 1 percent city sales tax benefit in 2018.

Southwest Healthcare Services also completed the Community Health Needs Assessment in 2019. This project must be completed every three years and gives a picture of potential needs

in the community. Among the needs the community recognized was the ability to hire and retain physicians and the availability of mental health services, both of which we hope to address after the COVID-19 situation becomes a little more balanced. We want to thank all those who took the online survey, and the select group of community members who participated in the group discussions.

The staff also completed year one of our three year service excellence plan for patients and staff. We started year two with a company called Capstone, and already the investment is paying dividends. There's been more interdepartmental communication and the teamwork exuded throughout the facility cannot go unnoticed. Our number one priority is to become the area's top place of employment and healthcare provider of choice. We are well on our way to achieving both of those goals.

I again want to thank the board of directors for giving me this opportunity. I want to thank the community for their support. And I want to thank the staff for the dedication they show to their patients each and every day.



“

Leadership is the art of giving people a platform
for spreading ideas that work.

/seth godin

Our Leaders

DEPARTMENT HEADS

Allison Engelhart

HUMAN RESOURCES

Amy Smyle

HOME HEALTH

Carol Cornelius

PHARMACY

Charlene Hansen

QI/EDUCATION/RISK

Cole Benz

MARKETING/PR

Helen Lorge

IT DIRECTOR

Jody Rajewsky

SOCIAL SERVICES COORD.

Lisa Knopp

CLINIC

Janel Bagley

RADIOLOGY

Jason Anderon

EMS

Jen Jahner

REHAB

Kim Honeyman

RESPIRATORY THERAPY

Melani Kline

COMMUNITY CARE

Adelina Ortiz

DIETARY

Barry Mason

ENVIRONMENTAL SERVICES

Connie Schorsch

CENTRAL SUPPLY

Jodi Brewer

LABORATORY

Maria Madrigal

HOUSEKEEPING

Tina Marmon

BUSINESS OFFICE

Melissa Walby

ACTIVITIES

Sara Bullis

MDS COORDINATOR

ADMINISTRATION



bob letson

CHIEF EXECUTIVE OFFICER



amanda loughman

CHIEF FINANCIAL OFFICER



amber umbreit

CHIEF OPERATING OFFICER

Thank you!

Agenda

6/2/2020

Call to Order	Julie Lockert, Board Chair
Opening Prayer	Bowman Lutheran Ministry
Welcome & Introduction	Julie Lockert, Board Chair
Approval of 2019 Minutes (A.R.)	Julie Lockert, Board Chair
Annual Reports	
<i>Chair Report</i>	Julie Lockert, Board Chair
<i>CEO Report</i>	Bob Letson, Interim CEO
<i>Financial Report</i>	Brad Schweitzer, Eide Bailly LLP
<i>Sunrise Foundation Report</i>	Ron Palczewski, Board President
Old Business	Julie Lockert, Board Chair
New Business	
<i>Election of Board Members (A.R.)</i>	Julie Lockert, Board Chair
Terms Expiring	Andrew Weiss (1st Term), Terran Doerr (1st Term)
Nominations	Julie Lockert, Board Chair
Benediction	Bowman Lutheran Ministry
Adjournment	Julie Lockert, Board Chair

DELEGATES Our voting delegates come from the congregations of 13 area churches. The churches include ***Bowman Lutheran, Lebanon Lutheran, Our Saviours Lutheran, Bethany Lutheran, First Lutheran, Peace Lutheran, St. John's Lutheran, Bowman Assembly of God, Seventh Day Adventist, St. Charles Catholic, Bowman United Methodist, St. Mel's Catholic, and Pierce Congregational.*** The delegates from these churches are the voting body of the annual meeting. Southwest Healthcare Services would like to thank you for your part with us.

2019 Minutes

18th Annual Meeting
April 2, 2019
Bowman Lutheran Church

Roger Walter, Board Chairman, called the meeting to order at 7:00 p.m. A quorum of delegates was present.
Pastor Ed Kvaale provided the opening reflection and prayer.

Roger Walter welcomed everyone to the 18th Annual Meeting of Southwest Healthcare Services (SWHS). He also thanked the Southwest Healthcare Auxiliary for serving refreshments and the Bowman Lutheran Church for hosting.
Minutes of the 17th Annual Meeting were presented and reviewed. Motion to approve the minutes was made by Agnes

Kitzan, seconded by Pastor Ed Kvaale. Motion carried.
Annual Reports
Roger Walter, Board Chairman, reviewed the Chairman's Report. In his written report he recognized the qualifications and the hard work of the Healthcare Providers as well as the leadership team. He also stated the decisions made were some-

times hard, but they were the correct ones. The Chairman's report also referenced the procedure followed in the Board meetings. He introduced the members of the board including their respective terms and years. He thanked Bowman and the surrounding community for their continued support of Southwest Healthcare Services

Jerry Wiesner, CEO stating "I am honored to serve on my first Board that starts and end with a prayer" began his report by thanking the community and directed the attendees to SWHS Mission Statement: "We are guided by faith-based leadership, we are a family of specialists, each performing a unique service. With a spirit of compassion, we provide excellence in healthcare to those we are privileged to serve".

In 2018 there were no staff reductions. With positive cash flows, Southwest was able to give all employees a cost of living raise effective in January of 2019.

In the 2018 year, Southwest Healthcare received high marks on all surveys across the board. Long Term Care continues to maintain the 5 STAR rating from Medicare as well as receiving the Pinnacle Insight's 2019 Customer Experience Award in 7 categories.

The Hospital was also recognized for reductions in Catheter-Associated UTI's and falls. Jerry also recognized the hard work and excellence in our Assisted Living Facility, Clinic, EMS, and all other departments in our organization. He additionally noted the other Healthcare Organizations, such as surrounding hospitals and other Ambulance Services for their assistance and cooperation throughout the year.

Jerry recognized the knowledge and experience our Healthcare Providers bring to the organization and community. Jessica Slone, FNP has joined our team of providers. Dr. Mathew Feller serving as Medical Director. Jerry also praised the team of visiting specialists that serve our patients. He also introduced the new partnership with RehabVisions in our Physical Therapy Department that has added Occupational and Speech Therapy.

He also announced the addition of Dr. Bill Arban, an American Board of Family Physicians certified physician. His anticipated

start date will be tentatively May 1st depending licensure in North Dakota. Dr. Arban and his wife Mary are in the process of moving to Bowman.

There is a plan in 2019 to have a Community Health Needs Assessment conducted, having been done in both 2013 and 2016. One of Southwest Healthcare's goals in 2019 is to restore the community's confidence. Expanding Inpatient Care, Population Health Management, and improving quality of life and chronic care management through our enrollment in a National Palliative Care Project are additional goals. Jerry introduced the Customer Service Initiative our employees and medical staff are engaged in. He expressed creating an atmosphere of tomorrow being more exciting than today as well the importance of being team players. This initiative has the end goal of Southwest Healthcare becoming the 5 STAR health system the community deserves.

Jerry closed by thanking the elected officials, the Board, the Foundation, the medical staff, the employees, the Auxiliary, the Volunteers and again the community for the opportunity to serve Bowman County. Sasha Ruggles, CFO introduced Brade Schweitzer, representing Eide Bailly, LLP, who gave a report of the 2018 financials accompanied by visual graphs. The overall cash flows have increased by \$250,000. There was a significant increase in Depreciation. The increase is due to the new hospital in service for the full year of 2018. The largest variable on the financial report was the Medicare 3rd party payer settlement. Brade and Sasha both fielded questions from the meeting attendees.

Barbi Narum, Director of the Sunrise Foundation, provided a summary of the past year for the Sunrise Foundation. The Sunrise Foundation participated in Giving Hearts Day for the third year in a row and raised \$17,000. All of these funds are designated for student loan repayments and scholarships. Barbi recognized all of the current members of the foundation, including new members Becky Brooks, Amy Smyle, and Van Honeyman. She also announced the retirement of Margie Hande after many years of service.

The Foundation has a new scholarship for

high school students. There have been advertisements and notices about this. The foundation also has a website, sunrisefoundationnd.org, where information can be found as well as donations may be made.

Giving in the 2018 year comprised of awarding \$6,500 in scholarships and loan repayments, \$20,000 in grants being awarded to Southwest Healthcare, and an update being done to Pioneer Park with the \$5,000 awarded to Sunrise Foundation from the ND Community Foundation.

Donor Wall: Roger Walter gave an update that the Donor Wall that is in process and is anticipated to be completed this spring.

New Business

Election of Board Members:

Board Chairman Roger Walter has a term expiring at this time and thanked the Board, Southwest Healthcare, and the community for his six years on the Board. Nominees for this year are Julie Lockert (2nd term), Duane Bowman (2nd term) and Chanell Walby (1st term). Roger called for nominations from the floor three times. Here no new nominations, he stated he would entertain a motion.

Dan Peterson made a motion for all nominations to cease and to cast a unanimous ballot for the nominees electing Julie Lockert (2nd term), Duane Bowman (2nd term) and Chanell Walby (1st term) to the SWHS Board of Trustees, seconded by Lyn James. Motion carried.

Service Award: Before the conclusion of business, Jerry Wiesner, CEO and Duane Bowman, Board Vice-Chairman and Jerry Wiesner, CEO presented Roger Walter with a service award for his years on the Board and thanked him for his leadership service. Pastor Renee Johnson provided a closing reflection and then led everyone in the Lord's Prayer.

Roger Walter called for a motion to adjourn.

Motion to adjourn by Kevin Thompson, seconded by Chuck Whitney Motion carried.

Meeting adjourned at 7:50pm

Minutes prepared and submitted by Kristy Hawkins, Executive Assistant.

What We Do

2019 Services

HOSPITAL

Stroke & Cardiac Care Certified
Inpatient & Outpatient Services

Swing Bed

- Skilled & Non-Skilled
 - Activities
 - Restorative Maintenance Therapy
- End of Life Care

Pharmacy

- Medication Review
- Order Entry
- Sterile IV Medication Preparation
- Dosage Reviews

IV Infusion Therapy

Colonoscopy & Endoscopy

RADIOLOGY

General X-Ray

Computed Tomography

Ultrasound

Mammography

Bone Density Scanning

Body Composition Scanning

Magnetic Resonance Imaging (Weekly)

Echocardiography (Specific Wednesdays)

LABORATORY SERVICES

In-House Testing

Siemens EXL Analyzer

- General Chemistry
- Cardiac Profiles
- Therapeutic Drug Monitoring
 - Vancomycin

Sysmex 1000XS Analyzer

- Hematology
 - Complete Blood Counts (CBC)

Siemens CA-600 Analyzer

- Coagulation Studies
 - Protime/INR
 - Coumadin/Warfarin

Monitoring

- D-Dimer

Opti CCA TS2 Analyzer

- Blood Gas Analyzer

- Oxygen/pH Levels In The Blood
Alere Triage Meter

- BNP
- Monitoring and/or Diagnostic Testing (Congestive Heart Failure)

Siemens DCA Advantage Analyzer

- A1C & Urine Microalbumin
- Monitoring Diabetic Control

Siemens Status Analyzer

- Urinalysis Testing

Quick Kits

- Rapid Strep Test
- Rapid Influenza A & B Test
- Respiratory Syncytial Virus (RSV)
- Pregnancy Test
- Mononucleosis Test
- Drug Screening

Blood Bank

- O Positive, A Positive, O Negative
- Fresh Frozen Plasma

Reference Labs

- Northern Plains Laboratory in Bismarck Under the Direction of Dr. Michael Laszewski
- North Dakota State Lab

The Lab also offers DOT & Non-DOT Drug and Alcohol Testing. Lab also Supervises the Southwest Healthcare Services Drug & Alcohol Testing for all Employees.

RESPIRATORY THERAPY

Spirometry

- Spirometers Used To Perform Pulmonary Function Tests to Check the Condition of Your Lungs and How They are Functioning and to Diagnose Your Lung

Problems.

Home Oxygen

(Accredited by The Compliance Team)

We Have Concentrators and Portable Units to Use for Supplementary Oxygen Therapy. The Concentrators Are Used to Give Supplementary Oxygen in the Patient's Home and the Portable Units Allow Patients to Leave Their Home to Perform Daily Tasks.

Nebulizers

(Accredited by The Compliance Team)

Nebulizers are Compressors Used to Deliver Your Inhaled Medications That Are Used for Lung and Breathing Complications.

Sleep Studies

ACHC Accredited Sleep Center
Overnight Oximetry Studies

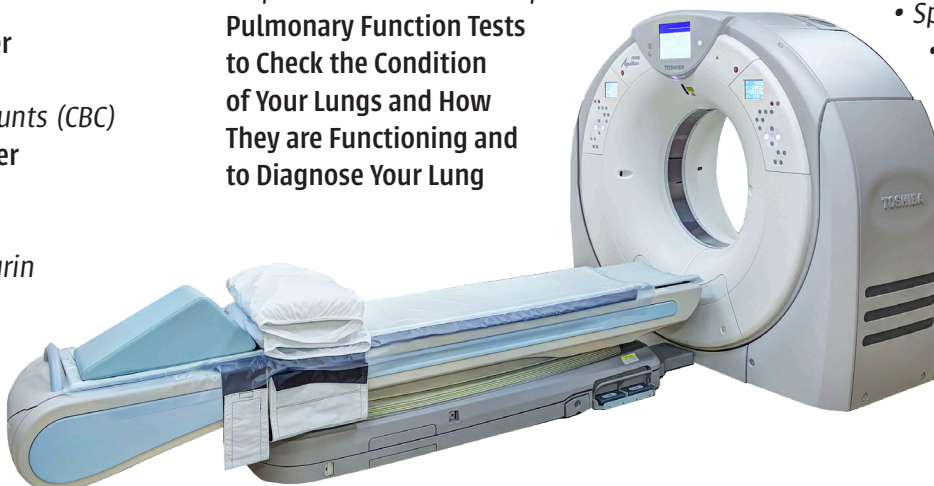
CARDIAC REHABILITATION

- Our Program Offers Focused Phase II and Phase III Programs to Help Cardiology Patients to Improve Their Fitness Levels and Return to as Much of a Normal and Healthy Lifestyle as Possible.

- Cardiac Rehabilitation is a Medically Supervised Program That Can Help Each Patient Restore Their Optimal Health After a Heart Attack, Heart Surgery, Stable Angina, and Other Pre-Existing Cardiac Conditions That Have Caused Damage to the Heart Muscle.

CLINIC

- Family Health Care
- Women's Health Care
- Allergy Testing
- Sports Physicals
- Sports Medicine
- Skin Cancer Screening
- Free Breast Exams in October
- DOT Physicals
- Wellness Exams
- Pediatric Wellness Checks
- Free Blood Pressure Screenings
- Child & Adult



Immunizations

- Diabetic Foot Care
- Concussion Testing
- Management of Acute & Chronic Illnesses

- Telepsychiatry

VISITING SPECIALISTS

- OB/GYN (Dr. Thomas Arnold)
- Cardiology (Dr. Nicholas Mahr)
- Pediatrics (Dr. Amy Oksa)
- Orthopedics (Dr. Emmet McEleney)
- Gastroenterology (Dr. Mark Peterson)

ASSISTED LIVING

Sunrise Village Assisted Living is a Combination of Independent Housing, Personalized Supportive Services, and Healthcare Designed to Respond to the Individual Needs of Those Who May Need Help With Activities of Daily Living (ADLs) But Do Not Need the Skilled Medical Care Provided in a Long Term Care Setting.

INDEPENDENT LIVING

For the Elderly Individual Who Can Live Independently, We offer 11 Unfurnished Apartments Adjacent to the Long Term Care Facility. In Addition to Meals (Which Are Offered Daily), Housekeeping, Laundry Services, & Activities are Available.

LONG TERM CARE

- Skilled Nursing
- Activities
 - Independent & Group Programs
 - One-On-One Visitations
 - Community Service Projects
 - "Snoezelen" Multi Sensory Room
- Dietary Services
- Housekeeping
- Therapy Services
- Pastoral Care
- Social Services
- Laundry/Maintenance
- Beauty Shop

VISITING NURSE

SERVICES

Visiting Nurse Services

- Nurses Provide Skilled Care to Individuals in Their Homes

Extended Care Nursing Services

- Nurses Provide Unskilled Care to Individuals As a Contracted Service With the Individual

Extended Care Home Health Aid Services

- Aides Provide Assistance with ADLs to Individuals As a Contracted Service

REHABILITATION THERAPY

RehabVisions

- Pre & Post Surgical Rehabilitation
- Injury Prevention & Rehabilitation
- Modalities Such as Iontophoresis,, Phonophoresis, Ultrasound, and Electric Stimulation
- Alternate Manual Techniques Such as Cupping & SASTM
- Lymphedema Treatment
- Custom Orthotics
- Bracing & Taping Techniques
- Pediatric Therapy
- Geriatric Therapy
 - Mechanical Traction
 - Occupational Therapy
 - Speech Therapy
 - Worksteps & Fit For Duty Screenings
 - Functional Dry Needling

EMERGENCY AMBULANCE SERVICES

Level IV Trauma Certified

The Ambulance Service Provides Emergency Transport Patients in Bowman & Slope Counties and Also Provides Interfacility Transfer Services to Hospitals in North Dakota, Montana, and South Dakota. We have a Mixed Staff of Paramedics, AEMTs, EMTs, and EMRs to Help Cover Our Large Service Area. The Ambulance Staff Provides CPR Training Staff and Community, and Both BLS & ALS Training to Area Healthcare Providers.

**Complete
Healthcare
Today
For A Better
Tomorrow**



Board of Directors

Julie Lockert

As I reflect on the past year at Southwest Healthcare Services I remain committed, hopeful, and determined to keep moving toward our Vision. The Rural Healthcare industry continues to be challenging in all aspects of healthcare and I believe we have made great strides. A few of our recent successes include an improved financial position, a completed Community Health Needs Assessment, an Accountable Care Organization, and expansion of the Sub-Acute and inpatient Care Services. We also welcomed a new Occupational Therapist and Speech Therapist to our staff.

Looking to the future, our 2020 Strategic Initiatives include: **1)** Capturing Success- Creating an Employer and Provider of Choice Health System to retain valuable staff, residents, and patients. **2)** Improving Financial Performance- Focus on long term care efficiencies, swing bed volumes, and



pharmacy programs. **3)** Risk Management Program/ Grievance Policy- Practice and follow our policies to Improve quality. **4)** Reduce the need for Contracting Staff- Focus primarily on recruiting licensed nurses and nursing aid staff. **5)** Reduce Turnover. **6)** Restructure organizational departments.

At the beginning of 2020 our CEO, Jerry Wiesner, submitted his letter of resignation to retire due to family health issues. Jerry worked for SWHS for two years and made positive changes to our financial position. We recently hired an interim CEO, Robert (Bob) Letson, and his first day at

SWHS was March 16th; just in time to help with COVID-19. Needless to say, healthcare is an ever-changing environment and preparing for the unknowns of a pandemic is a surreal experience for Bob and our staff. We are very excited to have Bob as the leader of the SWHS team and we welcome him to Bowman.

It has been my pleasure to serve as president and work with caring, forward thinking, and enjoyable board members. The Board of Trustees appreciates and thanks the employees of SWHS for their service to our community, and most recently for working tirelessly during this COVID-19 pandemic. This keeps us committed, hopeful, and dedicated to the longevity of Southwest Healthcare Services. We ask you to keep Southwest Healthcare Services in your prayers, so we can continue providing excellent Healthcare to our communities now and in the future.

Change is the law of life. And those who look only to the past or present are certain to miss the future.
John F Kennedy

/john f. kennedy

SWHS Board of Directors

Julie Lockert (C)	Dan Powell	Andrew Weiss
Duane Bowman (VC)	Chanell Walby	Christine Peterson
Schonda Schwartz (Sec.)	Teran Doerr	Tami Gilbert

Our Vision

We will distinguish ourselves as a unified healthcare family commanding excellence from each other in providing personalized care.

The Future

3D Mammography

In August, Southwest Healthcare Services advanced patient care and added a 3D mammography scanner to our radiology services. The purchase was made possible thanks to the city sales tax benefit and to a generous gift by an anonymous donor.



High-depth resolution and high-quality images from from your local experts dedicated to improving patient care



Designed for Comfort – Our system applies exactly the right amount of compression for your breast type.



Lowest possible radiation dose automatically selected based on each patient's unique breast characteristics.



So Long to Recalls – High-image quality means physicians get the information they need the first time... reducing the chance a patient will need to come back for another exam.



Fundraising

Celebrity Waiter

The 11th annual Celebrity Waiter Dinner fundraiser was a great success. With over 125 unique donors, the event raised more than \$40,000!

Celebrity Waiter was organized by a committee of 12 that included Cole Benz, Chrissy Blankenbaker, Debbie Patterson, Tifhany Rex, Amanda Loughman, Lindsey Schaaf, Lauren Sense, Amber Umbreit, Kathryn Yockim, Melissa Walby, Chessa Sell and Allison Engelhart.

Mud Butte Band entertained the crowd after dinner by Home Cooking Catering was served. Andy Mrnak and Scott Bachmeier emceed the event and Pifers Auction ran the live auction.

There were 16 tables this year featuring themes that included The Benchwarmers, Big Bang Theory, The Beverly Hillbillies, Visions of Rehab, Saturday Night Live, Despicable Me, 101 Dalmations, Biker Gang, Margaretville, Remember When, Sleepover, Roaring 20s, Gone Fishin' and World Wrestling Entertainment/Nacho Libre.

The Roaring 20s, hosted by Jennifer Sarsland, won the inaugural 'Outstanding Table' award.

Celebrity Waiter!
February 29, 2020



Thank You Supporters





Sunrise Foundation

Barbi Narum

Our sole fundraiser for Sunrise Foundation is Giving Hearts Day. This is the fourth straight year we have participated in GHD, which is always held the 2nd Thursday of February. We raised almost \$50,000 – all of which is designated for employee loan repayments and student healthcare scholarships. What a giving community we live in!!! One generous donor gave \$25,000.

Sunrise Foundation board of directors voted to approve a VISION statement: ***“Our Vision is investing in health-care for the future.”***

Our Mission is to provide financial assistance and support to any and all



employees are aware of Sunrise Foundation's mission. More than half of the employees know ways of supporting Sunrise Foundation.

Sunrise Foundation Director Job

aspects of healthcare in our service area.

In an employee survey done with All-Staff of SWHS, 89% of employees

responsibilities and tasks were revised last winter and implemented as of January 1, 2020. Sunrise Foundation is an entirely different entity from SHWS; therefore many changes have been implemented into the Director responsibilities.

Bruce Bowman served on our board for twenty-two years. We thank Bruce for MANY years of service on both Sunrise Foundation and SWHS board of directors.

We welcome Sasha Ruggles to our Board of Directors. She brings us a wealth of knowledge to Sunrise Foundation.

2019 GIVING

13 Scholarships/\$12,250

\$4,000
High School
Seniors

\$5,550
College
Students

\$2,700
Healthcare
Workers

Sunrise Foundation Board

Ron Palczewski (P)
Jim Stafford (VP)
Leah Benz (Treasurer)
Wayne Nelson

Van Honeyman
Sarah Stuchl
Jennifer Sarsland
Becky Brooks

Ila Kelner
Amy Smyle
Sasha Ruggles
Julie Lockert

Great Care For You

Our Providers



Chris Peterson, FNP

Chris Peterson earned her Bachelor of Science in Nursing at North Dakota State University in Fargo and earned her nurse practitioner degree at Pacific Lutheran in Tacoma, Washington. Chris can see a variety of patients with her practice.



Matthew Feller, MD

Dr. Feller is Board-Certified in Internal Medicine. He's a graduate of Columbia University in both undergraduate school and Medical School and completed his Residency at Albert Einstein University in the Bronx, NY.



Patty Gilbert, PA-C & L/ATC

Patty Gilbert earned her a BSN from North Dakota State University and completed the physician assistant program at the University of South Dakota. Patty specializes in allergy treatment and sports medicine.



Jennifer Jahner, PT/DPT

Jennifer earned her doctorate of physical therapy in Iowa from Des Moines University. She treats a multitude of illnesses and injuries. She's certified in functional dry needling and sound assisted soft tissue mobilization.



Darren Criswell, PT/DPT

Darren earned his bachelor's degree in exercise science and his doctorate of physical therapy from the University of Montana. He became a certified lymphedema therapist in 2013. He also is a part of the sports medicine team.



Thomas Arnold, MD
OB/GYN



Amy Oksa, MD
Pediatrics



Emmitt McLeleney, MD
Orthopedics



Nicholas Mahr, MD
Cardiology



Mark Peterson, MD
Endoscopy

Southwest Healthcare Services also partners with vRad, Avera, and Rural Psychology Services for our telemedicine services.

From The Community

2019 Community Health Needs Assessment

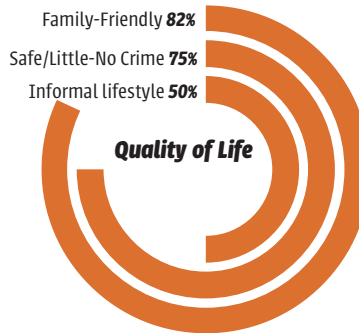
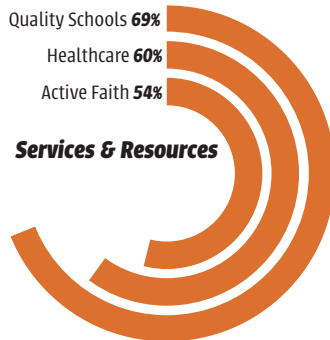
As a part of the Affordable Care Act, critical access hospitals are required to conduct a Community Health Needs Assessment. Overall we had 167 area residents take the online survey.

We also invited 25 community members from various industries and city and county agencies to participate in two group discussions and individual interviews. All of this data compiled was in an effort to determine the community's biggest needs.

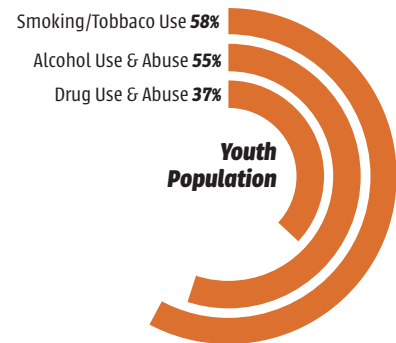
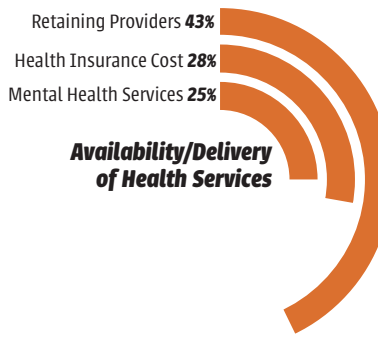
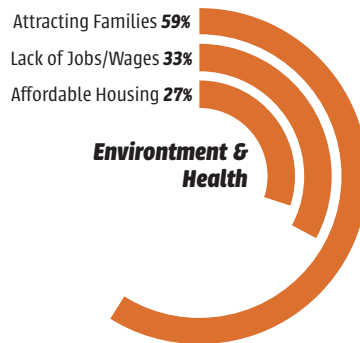
While the complete report is quite comprehensive and can be found on our website, here are some statistics gleaned from that report.

Participants in the survey were asked to make multiple choices in each category.

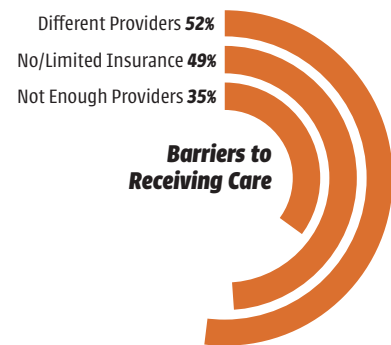
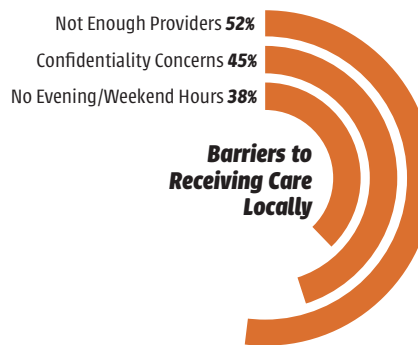
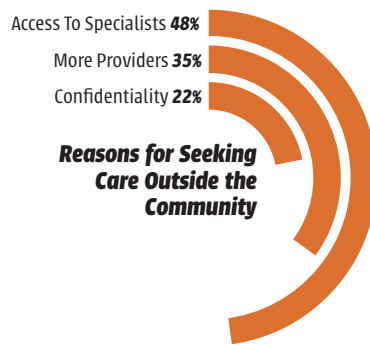
BEST THINGS IN THE COMMUNITY



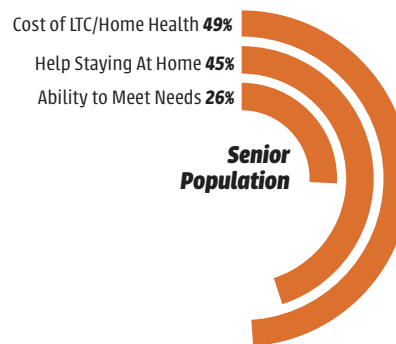
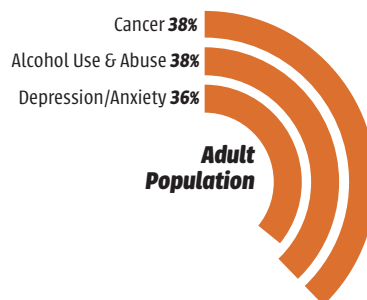
CONCERNS IN THE COMMUNITY



BARRIERS TO HEALTHCARE



CONCERNS IN THE COMMUNITY



The Numbers

2019 Financials

Assets

December 31, 2019 & 2018

	2019	2018
Assets		
Current Assets		
Cash and cash equivalents	\$ 546,470	\$ 686,320
Receivables		
Patient and resident	1,848,446	2,160,553
Pledges	20,122	21,400
Other	124,327	42,565
Supplies	273,764	269,851
Prepaid expenses and other	39,734	51,425
Total current assets	2,852,863	3,232,114
Assets Limited as to Use		
By Board for expansion and replacement	951,941	823,817
Under loan agreement	236,569	129,020
Total assets limited as to use	1,188,510	952,837
Property and Equipment, Net	31,752,143	33,687,333
Other Assets		
Receivable from Sunrise Foundation, Inc.	736,860	574,475
Long-term investments	157,256	124,322
Other receivable	26,667	-
Pledges receivable	-	11,107
Total other assets	920,783	709,904
Total assets	\$ 36,714,299	\$ 38,582,188

The Numbers

Financials Cont.

Liabilities & Net Assets December 31, 2019 & 2018

	2019	2018
Liabilities and Net Assets		
Current Liabilities		
Current maturities of long-term debt	\$ 992,360	\$ 978,433
Accounts payable		
Trade	797,491	447,568
Estimated third-party payor settlements	271,000	409,000
Accrued expenses		
Salaries and wages	299,714	251,631
Paid time off	327,948	311,224
Interest	26,981	26,981
Payroll taxes and other	30,524	17,838
Total current liabilities	2,746,018	2,442,675
Long-Term Debt, Less Current Maturities, and unamortized debt issuance costs of \$167,361 in 2019 and \$172,760 in 2018	27,805,961	28,793,563
Total liabilities	30,551,979	31,236,238
Net Assets		
Without donor restrictions	5,296,164	6,642,179
With donor restrictions	866,156	703,771
Total net assets	6,162,320	7,345,950
Total liabilities and net assets	\$ 36,714,299	\$ 38,582,188

The Numbers

Financials Cont.

Statements of Operations December 31, 2019 & 2018

	2019	2018
Revenues, Gains, and Other Support Without Donor Restrictions		
Patient and resident service revenue	\$ 12,551,305	\$ 12,330,959
Other revenue	769,162	923,532
Total revenues, gains, and other support	13,320,467	13,254,491
Expenses		
Salaries and payroll taxes	7,138,471	6,757,595
Benefits	708,500	599,239
Supplies and other	1,659,985	1,564,200
Purchased services	825,602	766,395
Professional fees	1,546,560	1,290,830
Rentals	168,818	156,961
Utilities	323,124	324,350
Interest	506,490	508,925
Depreciation	2,539,714	2,528,431
Bad debt	76,686	-
Goodwill impairment	-	160,686
Total expenses	15,493,950	14,657,612
Operating Loss	(2,173,483)	(1,403,121)
Other Income		
Contributions without donor restrictions	109,635	273,370
Investment income	122,484	34,788
Reclassification of cumulative unrealized gains and losses on investments	110,926	-
Other	1,000	-
Other income	344,045	308,158
Expenses in Excess of Revenues	(1,829,438)	(1,094,963)
Reclassification of Cumulative Unrealized Gains and Losses on Investments	(110,926)	-
Contributions for Long-Lived Assets	564,549	29,784
Net Assets Released from Restrictions	29,800	3,656,482
Change in Unrealized Gains and Losses on Investments	-	(76,821)
Change in Net Assets Without Donor Restrictions	\$ (1,346,015)	\$ 2,514,482

The Numbers

Financials Cont.

Statements of Changes & Net Assets December 31, 2019 & 2019

	2019	2018
Net Assets Without Donor Restrictions		
Expenses in excess of revenues	\$ (1,829,438)	\$ (1,094,963)
Reclassification of cumulative unrealized gains and losses on investments	(110,926)	-
Contributions for long-lived assets	564,549	29,784
Net assets released from restrictions	29,800	3,656,482
Change in unrealized gains and losses on investments	-	(76,821)
Change in net assets without donor restrictions	(1,346,015)	2,514,482
Net Assets With Donor Restrictions		
Restricted contributions	29,800	94,500
Change in receivable from Sunrise Foundation, Inc.	162,385	(138,599)
Net assets released from restrictions	(29,800)	(3,656,482)
Change in discount on pledges	-	582
Write-off of pledges receivable	-	(3,374)
Change in net assets with donor restrictions	162,385	(3,703,373)
Decrease in Net Assets	(1,183,630)	(1,188,891)
Net Assets, Beginning of Year	7,345,950	8,534,841
Net Assets, End of Year	\$ 6,162,320	\$ 7,345,950

The Numbers

Financials Cont.

Statements of Cash Flows December 31, 2019 & 2019

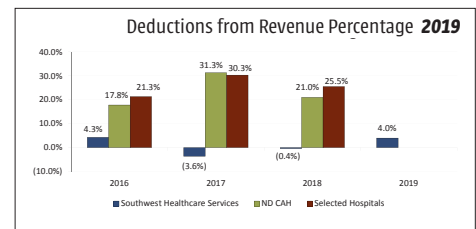
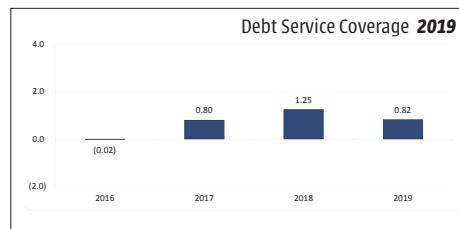
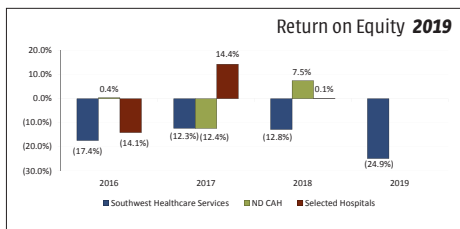
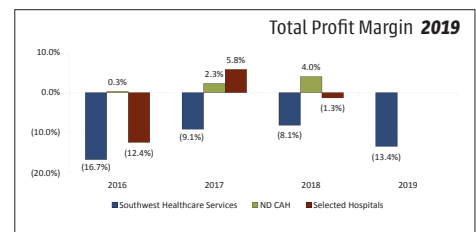
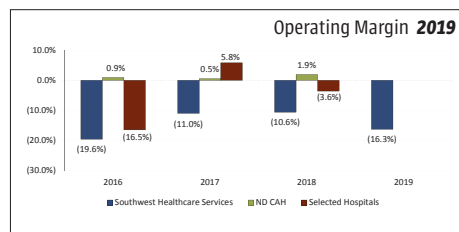
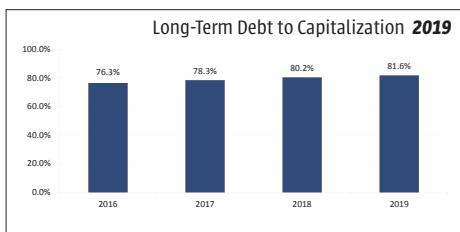
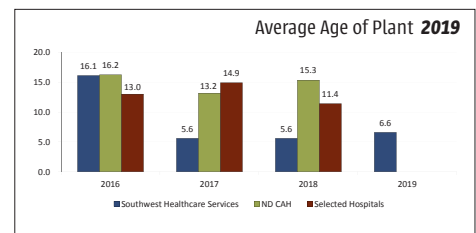
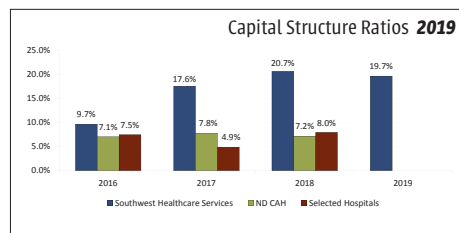
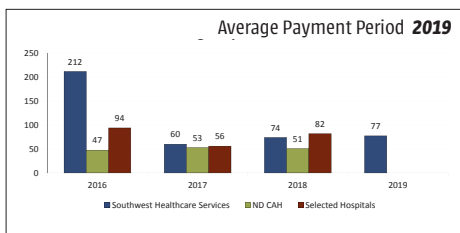
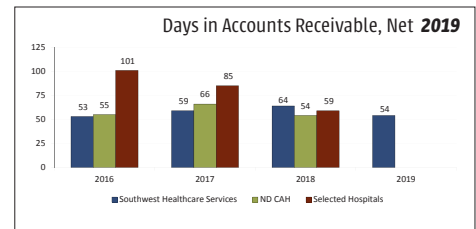
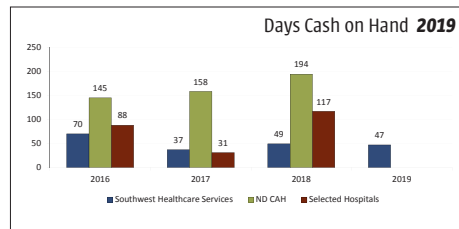
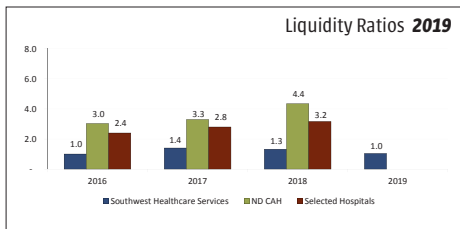
	2019	2018 (restated)
Operating Activities		
Change in net assets	\$ (1,183,630)	\$ (1,188,891)
Adjustments to reconcile change in net assets to net cash from operating activities		
Depreciation	2,539,714	2,528,431
Goodwill impairment	-	160,686
Interest expense attributable to amortization of debt issuance costs	5,399	5,399
Provision for bad debts	76,686	-
Net realized and unrealized gains and losses on investments	(109,877)	53,171
Restricted contributions	(29,800)	(94,500)
Contributions for long-lived assets	(564,549)	(29,784)
Gain on disposal of property and equipment	-	(1,000)
Write-off of pledges receivable	-	3,374
Changes in assets and liabilities		
Receivables	166,992	(331,083)
Estimated third-party payors	(138,000)	336,000
Supplies	(3,913)	(32,721)
Prepaid expenses	11,691	(24,755)
Accounts payable	349,923	24,803
Accrued expenses	77,493	48,063
Net Cash From Operating Activities	1,198,129	1,457,193
Investing Activities		
Purchase and construction of property and equipment	(604,524)	(383,647)
Purchase of assets limited as to use	(360,956)	(380,641)
Sales and maturities of assets limited to use	311,273	170,829
Purchases of long-term investments	(1,498)	(1,593)
Increase in note receivable	(40,000)	-
Proceeds from the sale of property and equipment	-	1,000
Net Cash Used For Investing Activities	(695,705)	(594,052)
Financing Activities		
Principal payments on long-term debt	(979,074)	(1,041,000)
Change in receivable from Sunrise Foundation, Inc.	(162,385)	138,599
Change in pledges receivable	12,385	144,982
Restricted contributions	29,800	94,500
Contributions for long-lived assets	564,549	29,784
Net Cash Used For Financing Activities	(534,725)	(633,135)

The Numbers

Financials Cont.

Statements of Cash Flows December 31, 2019 & 2019

	2019	2018 (restated)
Net Change in Cash, Cash Equivalents, and Restricted Cash	\$ (32,301)	\$ 230,006
Cash, Cash Equivalents, and Restricted Cash, Beginning of Year	815,340	585,334
Cash, Cash Equivalents, and Restricted Cash, End of Year	<u>\$ 783,039</u>	<u>\$ 815,340</u>
Cash and Cash Equivalents	\$ 546,470	\$ 686,320
Cash Restricted under Loan Agreements	<u>236,569</u>	<u>129,020</u>
Total cash, cash equivalent, and restricted cash	<u>\$ 783,039</u>	<u>\$ 815,340</u>
Supplemental Disclosure of Cash Flow Information		
Cash paid during the year for interest	<u>\$ 501,091</u>	<u>\$ 506,936</u>



Community Services

2019 Community Health Improvement Report

As a Critical Access Hospital (CAH), we are required to report our community benefit activities (programs and services that provide treatment and/or promote health in response to identified community needs) to the Internal Revenue Service.

Southwest Healthcare Services defines community health improvement services as activities or programs carried out or supported for the express purpose of improving community health and are subsidized by Southwest Healthcare Services. Such services do not generate inpatient or outpatient revenue, although there may be a nominal patient fee or sliding scale fee for these services.

The following are examples of the programs Southwest Healthcare Services has provided to the community at large:

