



Report to the Community 2017



PROWERS
MEDICAL CENTER

Your Place for Complete,
Compassionate Care

prowersmedical.com

Community First at Prowers Medical Center



Craig R. Loveless, CEO

If you know me, you know my mantra is: “Prowers Medical Center and the community are one.” This means our purpose is to serve the community. When thinking of future organizational goals, I always keep our community top of mind. As your community medical center, we are proud to be your healthcare home, and we continually strive to improve so we can serve you better.

In this report, you’ll read about the many different ways we contribute to the community as your local medical center. At every level, you will find our team members volunteering in the community; from civic, to church, to school activities, you will find us actively engaged. We are dedicated to helping our community thrive—not just when it comes to healthcare, but as a whole.

We continue to explore ways to provide better care at manageable costs to businesses and individuals. For example, in 2017 Prowers Medical Center received the rewards of our first full year in the federal government’s Accountable Care Organization or ACO—a national movement towards value-based care. To meet the program’s requirements, we have adopted practices to improve care, reduce healthcare costs and increase patient satisfaction.

To better serve our patients, we continuously expand our services to meet your healthcare needs. We are also taking a stronger lead in addressing the opioid epidemic, and we are exploring partnerships with other area providers to bring drug and alcohol addiction services to our community.

I am pleased that as an organization we were able to put into action our purpose of serving the community. Watch for more community-focused efforts to come from us in 2018.

In good health,

Craig R. Loveless, CEO

Quality Update

BridgeCare Health Network

In 2017, Prowers Medical Center helped form an innovative coalition between six regional hospitals with the shared goal of improving care by pooling resources and standardizing certain procedures. These efforts increase quality, improve data sharing and keep healthcare local.

DNV GL Accreditation

This achievement provides an effective yardstick for measuring quality and patient safety, and in making sure that care delivered is more consistent and systematic.

Progress Report: New Services

- **Clinic:** Started weight loss management program that provides coordinated care from a team of providers
- **Emergency Care:** Added several board-certified emergency physicians
- **Pediatrics:** Added board-certified pediatrician to team
- **Rehabilitation:** Increased certifications in leading-edge techniques, including TMR manipulation, CoreFirst Strategies, instrument-assisted soft tissue mobilization, and blood flow restriction therapy
- **Specialty Clinic:** Added providers, recently increased orthopedic capabilities
- **Women’s Health:** Enhanced gynecology services, including incontinence care and surgeries, hormone therapy, and weight loss therapy for adolescents and adults

Did you know?

Prowers Medical Center was named a **Top 100 Critical Access Hospital in 2017**, putting us in the **top 7.5% nationwide**, among like-sized hospitals.



Board of Directors

Julie Branes, *Chair*
Ronny Farmer, *Vice Chair*
Connie Brase, *Secretary/Treasurer*
Matt Snyder, *Member*
Ty Rushton, *Member*

Leadership Team

Craig R. Loveless, *Chief Executive Officer*
Karen Bryant, *Chief Operating Officer*
Audrey Kane, *Chief Financial Officer*
Tina Sandoval, *Chief Clinical Officer*

Patient Family Advisory Council Improves Patient Experience



The best way to provide great care to patients is to ask patients for their advice and suggestions. That's exactly what the Patient Family Advisory Council does at Prowers Medical Center. The Council is a partnership between the medical center and patients and their families that ensures the patients' point of view and experience are not only heard, but also integrated into quality improvements for Prowers Medical Center.

"We saw a need to have feedback from the community to help us better hear the voice of the patients and families," stated Tasha Spencer, PTA and Chair of the Cultural Competency Advisory Committee.

The Council is made up of six community members and four medical center liaisons (see box). Council discussions cover such topics as patient safety and quality, navigating the healthcare system, and removing barriers to care. Above all, the goals of PFAC are to have more transparency and give the community a voice.

The Council's current projects include developing a community resource manual, researching grant opportunities, determining wayfinding signage and recommending parking lot improvements.

"We have a really great team and we're improving care all the way around," Spencer said.

To learn more about PFAC or to share ideas, contact Kimberly Burgess at (719) 336-7391 or kimberly.burgess@prowersmedical.com, or Dotty White at (719) 691-8163 or dwhite1951@msn.com.

PFAC Members

Dorothy (Dotty) White, Co-Chair, community member
Kimberly Burgess, Co-Chair, Prowers Medical Center
Stephanie Martinson, Secretary, Prowers Medical Center
Kenny Maestas, community member

Alicia Mungaray, community member
Melissa Peterson, community member
Nancy McReavy, community member
Lois Schroeder, community member
Karen Bryant, Prowers Medical Center
Meagan Hillman, PA, Prowers Medical Center

By the Numbers, 2017

16,581

Medical clinic visits

4,794

Specialty clinic visits

6,240

ER visits



171

Deliveries

12,434

Imaging scans (MRIs, CT Scans, Ultrasounds, Nuclear Medicine, X-rays, Mammograms, Dexa scans and Fluoroscopes)



98,606

Lab units

763

Surgeries



1,012

Patient admissions

5,260

Respiratory therapy procedures

13,680

Rehabilitation visits (PT, OT, ST)

6,349

Home Health visits

2017 Financial Highlights

Paid off Construction Debt

In 2017, Prowers Medical Center paid off the revenue bond obtained for facility improvements made in 2015, including a new rehab gym, enhanced and expanded Emergency Department, and new operating suites. With money generated from the medical center's operations, that's a free-and-clear gift to the community!

\$14 million invested

0 debt remains

Invested in Capital Improvements

Did you know that each year Prowers Medical Center spends **up to 2 million on equipment and facility improvements?** Doing so keeps us current on technology and care.



Community Connections

At Prowers Medical Center, we are committed to not only improving your health, but the health of the entire community. That's why we have several community partnerships and sponsor health-related events. Here's a list of key community connections and our role in supporting their efforts.

Big Timbers Community Alliance

Multiple healthcare entities collaborate on overall community wellness, active participant

City of Lamar - Parks and Recreation

Partner to help coordinate community events

Colorado Alzheimer's Association

Provide space for support group plus media support

Lamar Area Hospice

Collaborate on providing services

Lamar Chamber of Commerce

Active member, coordinate community activities

Lamar Community College

Provide clinical training for nursing students, serve on advisory board, share athletic trainer

Prowers County Public Health & Environment, Southeast Health Group, High Plains Community Health Center

Conduct community-wide health needs assessment every three years

Prowers Economic Prosperity (PEP) - Economic Development Group

Active participant with this county subgroup



Community members enjoy the activity provided by Prowers Medical Center at the 2017 Family Fun Day held in Willow Creek Park.

Prowers Medical Center Health Fair

Onsite, annual community health fair for the public; in May 2017 a total of 741 people attended the 3-day event and received low-cost lab panels. Also provided health and wellness fairs throughout the community to 359 participants. Total annual attendees = 1100

Prowers Medical Center Patient Family Advisory Council (PFAC)

Planned in 2016 and launched in 2017 to give the community a voice in their care

To learn more about our community connections and wellness efforts, contact Karen Bryant at (719) 336-5147.

Prowers Medical Center complies with applicable Federal and civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sexual orientation or gender identity. Prowers Medical Center values the diversity and inclusion of all who enter our doors. Our full statement can be found on our website at prowersmedical.com.

Services

- Acute Inpatient Hospital Care
- New Beginnings Birth Center
- Cardiopulmonary Care
- Prowers Medical Center Clinic
- Emergency Services
- Family Medicine (primary care)
- General Surgery
- Home Health Skilled Services
- Imaging Services
- Infusion Therapy
- Lab Services
- Language Access Services
- Occupational Health/Workers' Compensation
- Occupational Therapy
- Pediatrics
- Physical Therapy
- Specialty Clinic
- Speech Therapy
- Surgical Services
- Swing Bed - Transition of Care
- Telemedicine (Neurology & Stroke Care, Psychiatry)
- Women's Health (Gynecology & Obstetrics)

Specialty Clinic

- Audiology/Hearing Aids
- Breast Specialty Care
- Cardiology
- Ear, Nose & Throat
- General Surgery
- Oncology
- Ophthalmology
- Orthopedics
- Podiatry
- Prosthetics
- Pulmonology & Sleep Studies
- Urology
- Vascular Surgery

Prowers Medical Center at a Glance

200 Total team members

69 Nurses, CNAs, MAs

14 Providers

117 Support Staff

19 Specialty Clinic Providers

25+ Auxiliary Members



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