

SIoux CENTER HEALTH ANNUAL REPORT 2021



Bringing Hope, Health, and Healing To Life

OUR MISSION

TO BRING HOPE, HEALTH, AND HEALING TO LIFE

1. | Sioux Center Health



VISION STATEMENT

Guided by Christian values, we commit to consistently deliver an excellent experience to every person at every encounter.

VALUES

Hospitality Compassion Respect Justice

KEYS TO EXCELLENCE

- Ministry - Be the hands and feet of Jesus' healing ministry
- People - Be the partner of choice for employees, physicians, and leaders
- Service - Consistently deliver an excellent experience to every person at every encounter
- Quality - Deliver the best outcomes for every person
- Financial Stewardship - Improve financial stability

OVERVIEW

Our annual report showcases some of the major achievements we've accomplished and the impact our organization has made by improving quality services to the communities we serve.

- Recruiting physicians, advanced practice providers, and specialists
- Collaboration with community members
- COVID-19 pandemic efforts
- Better access to health care
- Growing Community Building Project

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A MESSAGE FROM OUR CEO

CORY NELSON, MPA

2. | Sioux Center Health



To bring hope, health and healing to life. That is the mission of Sioux Center Health. I can't think of another time in the last 50 years of healthcare that the words of our mission ring more true. Closing out 2021, we are also 21 months into a pandemic that has taken lives, disrupted what we used to know as normal, and divided friends,

families, and communities. As a health ministry, we continually strive to provide the hope that we can move forward. Our focus remains on improving the health of our communities, and our people deliver healing care to each person who has entrusted their care to our dedicated team of health professionals. Our vision of delivering an excellent experience to every person at every encounter has remained at the forefront of each and every interaction.

Turning the page from 2021 to the new year allows us to really focus on many of the new and exciting opportunities ahead for our health ministry. Our expanded family medicine clinic will allow for even more patient access and opportunities to improve health outcomes. The enhancements to Crown Pointe Estates and additional capacity will create a new sense of community for our residents and their loved ones. We are excited to add several new healthcare providers to our teams in both Hull and Sioux Center as we continue to grow with our communities. This remains a high priority for Sioux Center Health as we see growth in our communities, schools, and region.

Creating new partnerships will also be a focus in 2022. Our history of collaboration continues to be a model for service delivery. During 2021

our relationship with Hegg Health Center led to the birth of over 30 babies here at Sioux Center Health. Without that partnership, those parents would have needed to change providers and leave our region to receive care. By working together, both organizations were able to help deliver high quality care right here in Sioux County. Innovative technology has created partnerships with both the Sioux Center Christian and Sioux Center public schools to provide virtual healthcare opportunities to students without ever leaving the school and parents having to leave work. We continue to work with other businesses to expand this new service as a way to provide essential healthcare to people where they are located and when they are available.

Challenges create opportunities. I say this phrase on a regular basis to help keep the focus on the possibilities instead of the problem. One new opportunity that we have is finding new ways to attract and retain the high quality employees. Our mission, our culture, and our service are all direct results of the incredible team of over 500 professionals that make up Sioux Center Health. There is not a business around that is not experiencing workforce challenges. We want to challenge ourselves to be the organization that people want to work for because it checks all the boxes for them personally, professionally, spiritually, and is the rewarding experience that makes them excited to come to work each day. Investing in our people is the greatest investment we can make and will create the best results for our organization. Our Board of Directors continues to demonstrate strong support for the people that truly are the hands and feet of our health ministry.

A new year...new opportunities...we are ready to serve our people and our ministry in 2022.

CONTINUUM OF CARE

SERVING OUR COMMUNITY

3. | Sioux Center Health



TAKING SURGICAL CARE TO THE NEXT LEVEL

An exciting addition at Sioux Center Health was the arrival of our Mako robotic assistant in December of 2020. The Robotic-Arm Assisted Technology is the first of its kind in our region and will allow our orthopedic surgeons to perform state-of-the-art procedures for total and partial knee replacement and hip replacement surgeries.

The addition of this technology will allow more people to have their specialized healthcare needs performed right here at Sioux Center Health instead of traveling out of our region for care. A total of 16 total hip replacements and 35 total and partial knee replacements were completed at Sioux Center Health in fiscal year 2021.

NEW FACES (Pictured L-R)

Isabella Garcia, ARNP (Family Medicine)
Bethany Scholten, ARNP (Family Medicine)
Matthew Blake, MD (Orthopedics)
Jonathan Buchanan, MD (Orthopedics)
Michelle Daffer, MD (Dermatology)
Patrick Safo, PhD, MD (Dermatology)



FAMILY MEDICINE

35,204 VISITS

As we look at ways to better serve our communities, we continue to recruit providers to help improve access in our Sioux Center, Hawarden, and Hull Medical Clinics. Sioux Center Health's top priorities are always creating an excellent experience for our patients and having access to our qualified physicians and advanced practice providers.

BEHAVIORAL HEALTH

3,363 VISITS

Sioux Center Health offers a variety of behavioral health services. Our behavioral health professionals work with individuals and families to meet their life-long goals and achieve emotional well-being. We offer medically-managed treatment plans for all ages: children, adolescents, and adults.



Spinning Babies: Sioux Center Health has 11 OB nurses trained in natural techniques that can aid pregnancy and support labor and delivery. Sioux Center Health finished FY21 with a 11% primary or first time c-section rate, which is 12.9% below the average rate for the state of Iowa.



Same Day Clinic Services: Sioux Center Health began offering Same-Day Clinic services on April 1, 2021. These services are staffed by our Advanced Practice Providers and allows for the expansion of same-day access for acute needs.



SANE Nursing Program: As of June 2021, Sioux Center Health has 3 SANE (Sexual Assault Nurse Examiner) nurses for our organization. eSANE is a grant program that Sioux Center Health was asked to participate in which includes a cart with camera and supplies needed to care for the victim. This is a great resource for Sioux Center Health to make sure we are doing everything we can for victims.

Touchtown: In January of 2020, Crown Pointe Estates launched Touchtown Community Apps, a new way for our residents and their families to see and know what is happening at the senior living campus! Each of the residents are able to see the latest information, construction updates, menus, activities, fun games, devotions, birthdays, weather, videos and music—all on their television. The Touchtown Community app allows families see what is happening too so they can visit with the residents about their day!



SPECIALTY CLINIC

7,880 VISITS

Our expanded Specialty Clinic offers specialized care and treatment without requiring you to travel outside of your community. Through partnerships with different specialists, we are able to provide a variety of specialists at our facility to ensure comprehensive care for you and your family.

THERAPY

14,262 VISITS

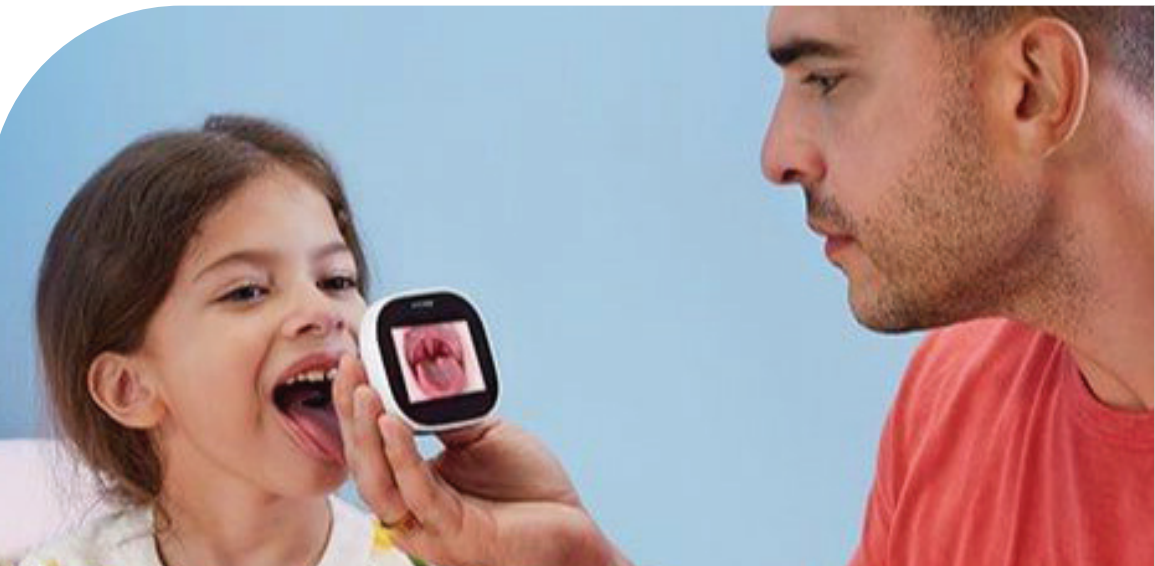
From pediatrics to geriatrics, our therapy services saw an increase in patients this past year. Expanded hours and noon hour appointments provide additional access to our services. Sioux Center Health also added additional therapists to the team who provide services for the residents of Crown Pointe Estates.

RESPIRATORY CLINIC

2,611 VISITS

Our Respiratory Clinic plays valuable role in health care, but has been even more important during the COVID-19 pandemic. Our talented team of professionals have become our COVID-19 subject matter experts when it comes to COVID-19 virtual visits, in-person visits, and testing.

COLLABORATION GROWING TOGETHER



VIRTUAL CLINICS IN SCHOOLS

Sioux Center Health is proud to partner with Sioux Center Christian and Sioux Center High School to provide students with access to care without having to leave school. Our virtual visit equipment allows our team to have access to real-time patient vitals, otoscope, stethoscope, and exam camera.



COVID-19 VACCINES AT NEW LIFE CHURCH

May 13, 2021 marked the final day of our public vaccination clinics at New Life Church. In total, we administered 4,193 COVID vaccines at New Life! We would like to thank New Life Church, our dedicated vaccine team, and the community for their support!

FY21 OVERVIEW

HOSPITAL ADMISSIONS	652
HOSPITAL PATIENT DAYS	3,329
MEDICAL CLINIC VISITS	35,204
BEHAVIORAL HEALTH VISITS	3,363
EMERGENCY ROOM VISITS	3,004
OUTPATIENT VISITS	59,586
BIRTHS	217
SURGICAL PROCEDURES	1,489
RADIOLOGY PROCEDURES	14,084
THERAPY VISITS	14,262
LABORATORY TESTS	216,893
CARE CENTER ADMISSIONS	44
CARE CENTER DAYS	23,806
INDEPENDENT LIVING DAYS	11,029
ASSISTED LIVING DAYS	10,355
HOME HEALTH VISITS	7,073
CHILD CARE HOURS	181,236
MEALS SERVED	168,736

TOTAL GROSS PATIENT SERVICE REVENUE	65,700,663
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GROWING COMMUNITY EXPANSION PROJECT



6. | Sioux Center Health

Medical Clinic Expansion:
The expansion of our family medical clinic includes the addition of 16 exam rooms in order to expand access to care for our patients. Likewise, this expansion will increase access for our behavioral health service line which has seen a 62.23% increase over the last fiscal year.



The addition of Main Street serves as a vital connection for the entire Crown Pointe Estates community and offers amenities such as a social club, salon and spa, community room, chapel, and cafe that will be enjoyed by our residents, their families, and visitors for generations to come.



This year, we have been developing plans to enhance the livelihood of our residents at Crown Pointe Estates. Our building project includes a stunning outdoor space just beyond the doors of Main Street. Residents will enjoy amenities such as a putting green, cozy firepit area, a comfortable gazebo, and gorgeous landscaping.

ONE COMMUNITY TO CALL HOME

In March of 2020, Sioux Center Health announced a new name for the senior living campus: Crown Pointe Estates. Royale Meadows and Crown Pointe have been established names for the campus and the identification of one name creates one community for all residents to provide a secure, compassionate, and vibrant environment that inspires continuous enthusiasm for life.

MEMORY CARE

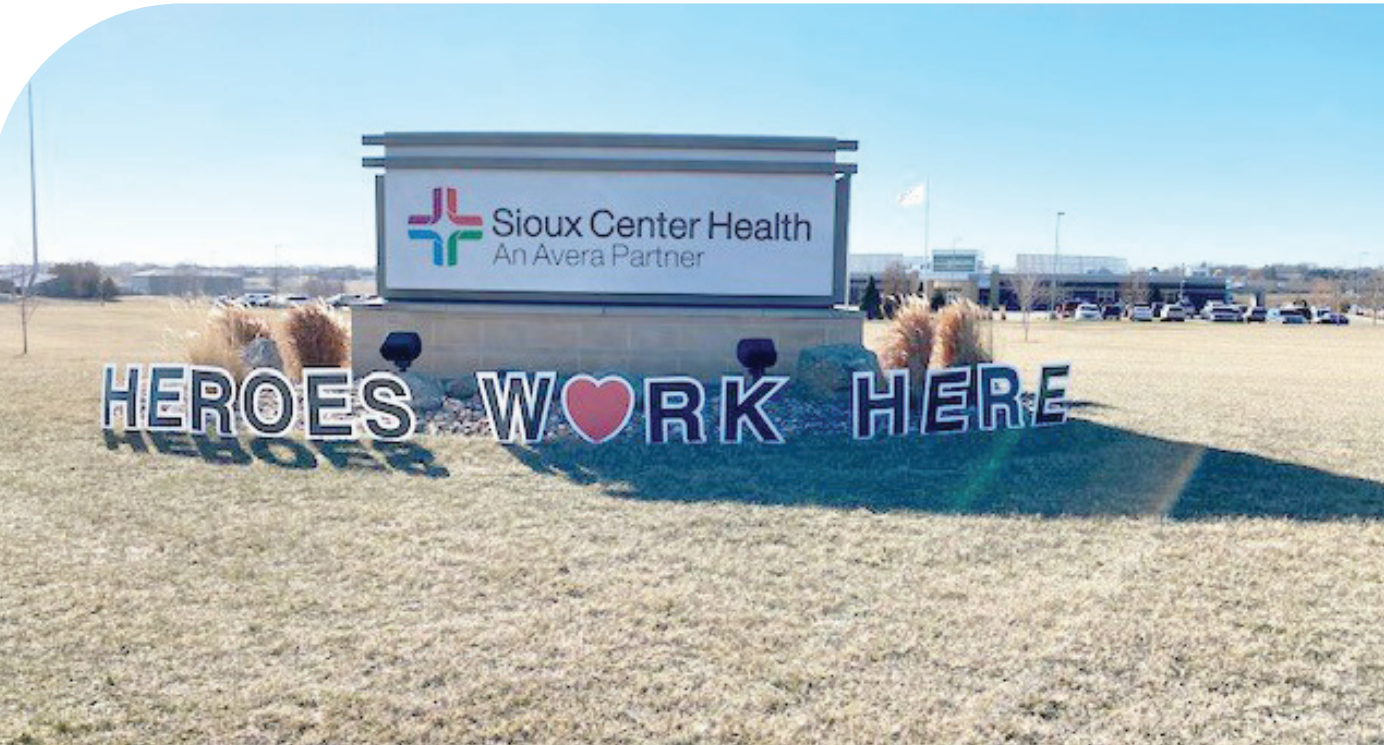
Coming in 2022! We anticipate the addition of an assisted living memory care household to Crown Pointe Estates will be the perfect accommodation to support our community's members. Our compassionate team is trained to provide the highest quality care to support families throughout the journey of caring for their loved one.



Crown Pointe Estates
Sioux Center Health

COVID-19 PANDEMIC

NEVER STOP FIGHTING



COVID-19 VACCINATIONS

Sioux Center Health administered our first COVID-19 vaccines on December 23, 2020. Since that day, over 6,314 staff members, residents, community members, and patients have been vaccinated.

COVID-19

By The Numbers

FY2021



**COVID TESTS
CONDUCTED**
5,422

**RESPIRATORY
CLINIC VISITS**
2,611



VIRTUAL VISITS
1,752

**VACCINES
GIVEN**
6,314

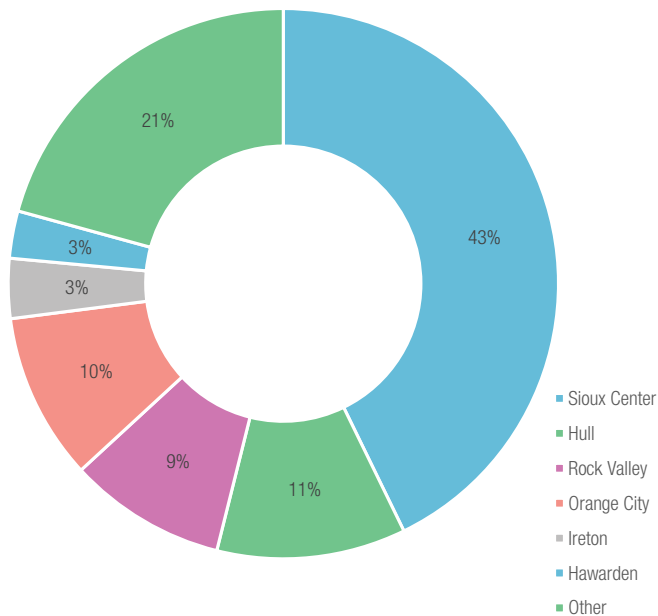


**COMMUNITY
AND EMPLOYER
VACCINE CLINICS**
30

ECONOMIC IMPACT

PLAYING A VITAL ROLE

EMPLOYEE ORIGIN BY CITY



540
EMPLOYEES



77
DEPARTMENTS



8
FACILITIES



1
MINISTRY

ACHIEVEMENTS

FOUR-STAR rating for Sioux Center Health from Centers for Medicare and Medicaid Services' (CMS) Hospital Compare

3.5-STAR rating for Hospice and Home Care from Centers for Medicare and Medicaid Services' (CMS) Home Health Compare

FIVE-STAR rating for Early Childhood Center from Iowa's Quality Rating System (QRS)

WOMEN'S CHOICE AWARD

Sioux Center Health has been named one of America's Best Hospitals for Emergency Care by the Women's Choice Award, America's trusted referral source for the best in healthcare. The award signifies that Sioux Center Health is in the top 5% of 4,542 U.S. hospitals offering emergency care services.



first year
retention rate



employed more
than 10 years



of employees would
highly recommend
working at Sioux
Center Health



of employees agree
that they understand
how their jobs support
our mission



of patients would
recommend Sioux
Center Health services

\$45 MILLION IMPACT TO SIOUX COUNTY

EMPLOYMENT

- 531 DIRECT JOBS
- 520 INDIRECT JOBS

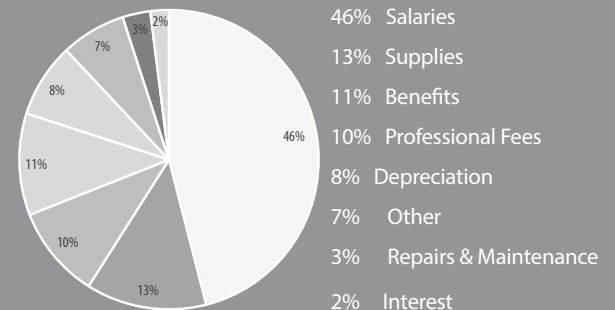
COMPENSATION

- \$28.4 MILLION DIRECT WORKER INCOME
- \$37 MILLION INDIRECT WORKER INCOME

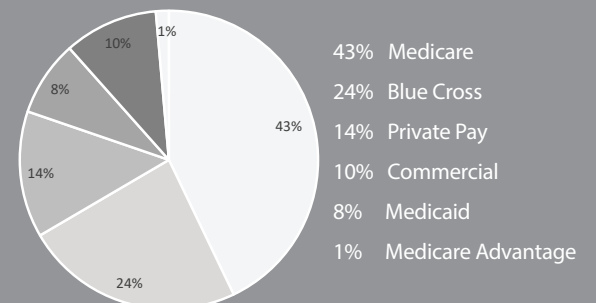
TAXES

- \$7.2 MILLION IN TAXABLE RETAIL SALES
- \$434,000 IN STATE SALES TAX REVENUE
- \$83,412 IN PROPERTY TAXES

HEALTH SYSTEM EXPENSES BY CATEGORY



INPATIENT DISCHARGES BY PAYOR



MEDICAL TEAM

FAMILY MEDICINE PHYSICIANS



LoriAnne Andersen, MD
SIOUX CENTER



Robert Clemens, MD
SIOUX CENTER



Alanna Janssen, DO
SIOUX CENTER



David Janssen, MD
SIOUX CENTER



Jason Koelewyn, MD
SIOUX CENTER



M. Yvonne Rayborn, MD
SIOUX CENTER



Scott Rens, MD
*MEDICAL DIRECTOR
HULL*



Daniel Vanden Bosch, MD
SIOUX CENTER/HAWARDEN

SPECIALISTS



Nicholas Mouw, MD
GENERAL SURGERY



Shahid Naqvi, MD
GENERAL SURGERY



Julie McKay, MD
RADIOLOGY



Michael Tadlock, CRNA
ANESTHESIA



Abby Van Zee, ARNP
WOUND/OSTOMY

ADVANCED PRACTICE PROVIDERS



Sarah Cam, ARNP
SIOUX CENTER



Isabella Garcia, ARNP
SIOUX CENTER / HULL



Leslee Graff, PA-C
HAWARDEN



Anne Hooyer, ARNP
HAWARDEN



Jeanne Kleinhesselink, DNP,
PMHNP, FNP
SIOUX CENTER/BEHAVIORAL HEALTH



Morgan Meissner, PA-C
SIOUX CENTER



Claire Rozeboom, PA-C
SIOUX CENTER/HULL



Bethany Scholten, ARNP
SIOUX CENTER/HULL



Jill Van Otterloo, PA-C
SIOUX CENTER



Valerie Van Zandbergen, ARNP
SIOUX CENTER

SPECIALTY CLINICS

- ALLERGY
- BEHAVIORAL HEALTH
- CARDIOLOGY
- DERMATOLOGY
- EAR-NOSE-THROAT
- GENERAL SURGERY
- MEMORY CENTER
- NEPHROLOGY
- NEUROLOGY
- NEUROSURGERY
- OPHTHALMOLOGY
- ORTHOPEDIC
- PAIN CLINIC
- PEDIATRIC CARDIOLOGY
- PODIATRY
- RADIOLOGY
- UROLOGY
- VASCULAR CLINIC
- VEIN CLINIC
- WOUND CARE

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Sioux Center Health
An Avera Partner

OUR MISSION | BRING HOPE, HEALTH, AND HEALING TO LIFE