

# EXCEEDING TODAY'S CHALLENGES



# REPORT *to the community*



**RALPH KLEMMME**  
Board Chair

First of all, I want to let you know what an honor it is for me to serve on the Floyd Valley Healthcare Board of Trustees. I was recently elected as chair of this dedicated board, so I have the privilege to pen this report to the community on behalf of the board.

FVH is second to none in quality and our ratings show just that. We have been recognized with two CMS Five Star ratings in less than a year, including overall care and patient satisfaction. We are blessed to employ the best and the entire team works together to try to do what is best for each and every one of our patients.

In addition to our kind, caring and compassionate staff that delivers service that is nationally recognized, FVH boasts some of the greatest technology for a hospital our size. As good stewards of our finances, FVH reinvests our profits back into new equipment and services for our patients. We are not supported by tax dollars, so we are blessed that so many people choose to support their local healthcare option.

I was fortunate enough to serve on the Board of Trustees when Mr. Mike Donlin was administrator and was on the board during the search process for a new administrator. I believe that this task is one of the most important jobs any board has to do. We received applications from many talented people and were blessed to hire Mr. Dustin Wright to lead us into the future.

What we didn't expect to have to do was endure a global pandemic. It is not only a tough time for FVH, but all the local businesses, schools and residents of our communities. We will continue to push through these tough times and will emerge even more resilient.

Again, on behalf of the Board of Trustees, I would like to say a BIG thank you to all that seek care at FVH. We offer many services that rival the offerings at other facilities, including those larger than us. We feel it is our expertise with a personal touch that gains your trust as a healthcare provider. I would respectfully ask you to give us the chance for your health care needs if you have not visited FVH.

*Be positive. Stay healthy. Choose FVH. God Bless!*

*Ralph Klemme*

## INCOME STATEMENT 2020

	2020	2019
Patient Service Revenue	\$ 62,291,853	\$ 63,272,258
Deductions from Revenue	(26,263,830)	(27,241,029)
Other Operating Revenue	6,602,396	4,367,065
<b>Total Operating Revenue</b>	<b>\$ 42,630,149</b>	<b>\$ 40,398,294</b>
Expenses	\$ 42,807,028	\$ 41,094,416
Salary · Benefits · Supplies		
Purchased Services		
Depreciation · Other		
Income/Loss for Operations	(176,879)	\$ (696,123)
Total Non-Operating Revenue	1,079,387	\$ 1,812,187
<b>Net Income/Loss</b>	<b>\$ 902,508</b>	<b>\$ 1,116,064</b>



## 2020 PATIENT STATISTICS

**2.9 DAYS**

Average Length  
of Hospital Stay

**96**

Obstetric  
Deliveries

**147**

Inpatient  
General Surgery

**638**

Inpatient Skilled  
Care Days

**604**

Inpatient  
Discharges

**2,017**

Outpatient Same  
Day Surgery

**1,489**

Inpatient Acute  
Care Days

**5,408**

ER Visits

**84,914**

Outpatient  
Visits

## Administrative **REPORT**

The Year 2020 will forever be marked by the COVID – 19 pandemic and the countless challenges it placed on our country, organization and personal lives. Even during these trying times, our Board of Trustees and entire team at Floyd Valley Healthcare were resolved to continue to place our focus on Floyd Valley Healthcare’s mission to be a progressive healthcare partner, serving you with compassion, integrity and excellence - especially during this season of uncertainty. Our vision to promise to continue developing relationships and strategically expand services in order to be recognized as a leader of healthcare for our community keeps our focus exactly where it should be, on you, our community members, with compassion and service excellence. This past year Floyd Valley Healthcare was awarded:

- 5 Star CMS facility for Patient Safety & Quality (1 of 14 in the State of Iowa);
- 5 Star CMS facility for Patient Satisfaction (1 of 16 in the State of Iowa) and also;
- Top 100 Critical Access Hospital (CAH) by the Charter Group; and,
- Floyd Valley Community Health was awarded a 5 Star rating for HHCAHPS scoring.
- Floyd Valley Community Health was recognized as a Premier Performer by SHPBEST.

To receive one of these awards would have been a great accomplishment but all five is a testament to our outstanding team at FVH!

I am extremely proud of our entire team at Floyd Valley Healthcare since the onset of the pandemic in March. We quickly established a Respiratory Care Clinic, COVID Task Force Team and Test Iowa Clinic. In the midst of navigating the pandemic a number of other exciting items have occurred in 2020 such as:

- Dr. Destiny Miller started her practice at Floyd Valley Healthcare in September.
- Floyd Valley Senior Life Solutions, an intensive outpatient program designed to meet the unique needs of older adults struggling with issues, began to see and treat seniors in our community during possibly the most difficult time of their lives, while quarantining to keep safe during the COVID-19 pandemic.
- Expansion of additional outpatient services in both orthopedic and ENT service lines
- eCARE Emergency Services, funded by a grant from the Helmsley Charitable Trust, provides the ability to extend and enhance emergency care in our community.

*I would like to thank everyone for their continued support and dedication to Floyd Valley Healthcare.*

*Dustin Wright*



DUSTIN WRIGHT  
CEO



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OB & Family Care



Andrew Geha, DO  
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OB & Family Care  
Le Mars & Marcus



Sheila Holcomb, MD  
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Jolene Meis, MD  
712.546.3645  
Pediatrician



Steven Meis, MD  
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Family Care



Destiny Miller, MD  
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OB & Family Care



Donald Odens, MD  
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Le Mars & Remsen



Paul Parmelee, DO  
712.546.3670  
OB & Family Care



Ashley Powell, DO  
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Cynthia Wolff, MD  
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David Wolff, MD  
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Addiction Medicine



Kay Kusters, PA-C  
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Family Care



Shannon Letsche, ARNP  
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Le Mars & Marcus



DeeAne Otto, ARNP  
712.546.3640  
Pain Services, CLC



Geri Lynn Schroeder, ARNP  
712.546.3615  
Le Mars & Remsen

## Welcome Dr. Miller!



Dr. Miller joined the Medical Staff on September 14th. As a family physician, she will provide all facets of family healthcare services from pre-conception to end of life services. She has special interest in obstetrics, preventative medicine, joint injections and dermatology procedures.

Dr. Miller grew up in Vail, Iowa and attended Ar-We-Va High School. She brings a wealth of education, training and experience with her. She earned her undergraduate at Briar Cliff University in Sioux City. She worked as a CNA and nurse at Manning Regional Healthcare Center. Dr. Miller then attended medical school at Ross University School of Medicine in Picard, Dominica.

# ALWAYS HERE FOR YOU- THROUGH ALL THE MIRACLES OF YOUR LIFE.



Personalized care provided by Floyd Valley Healthcare before, during and after delivery is our top priority for baby, mom and the entire family!

Moms can see one of our 6 family practice obstetric doctors from prenatal care through delivery. This provider will be with you every step of your journey making sure you are reaching your milestones and receiving the proper care and screenings in line with your birthing plan. In fact, your provider of choice is with you in the delivery room 99% of the time. A fact our providers pride themselves on!

Our full-service lab is available for screenings that may arise during your pregnancy. In addition to your diagnostic ultrasound, families can request a 4D ultrasound from our radiology department. After arriving home, our home health staff will check in on mom and baby to make sure things are going well and answer any questions or concerns.

FVH also has 3 Certified Lactation Counselors (CLCs) that will meet with you prior to delivery and provide breastfeeding support while in the hospital and after your dismissal. Knowing that breastfeeding is best for baby and mom, our staff will provide education and resources to help make this a positive and meaningful experience.



**In March,** life changed for people in a variety of ways. At Floyd Valley Healthcare, we depended even more on various departments to help our communities navigate the COVID storm. Much like any storm, it made its own path and the destruction has been vast. Our communities, businesses and citizens will certainly never be the same. Though we have prepared diligently for emergencies, none of us expected a pandemic. We would be remiss if we did not give a shout out to our most affected clinical departments.





## Floyd Valley Clinics

In addition to the well clinic that remained open for all patients seeking care for acute and chronic conditions, Floyd Valley Clinics provided care via a dedicated Respiratory Care Clinic located on the north side of the hospital. In August, a Test Iowa Clinic was also opened to provide more testing opportunities for our communities. Through these two additional clinics, patients have been able to be seen in the environment most tailored for their needs. As the pandemic continues, so does the diligent work of the clinic staff.

## Floyd Valley Community Health

Floyd Valley Community Health, also known as Plymouth County Public Health, has been at the center of the COVID storm from the very beginning. They have led the local response such as notifying positive cases and contact tracing. As the pandemic grew, they worked many hours helping local citizens, government, businesses and schools through many activities such as communication, recommendations, educations and resources. They have been there for the entire county during this need.

## Floyd Valley Hospital

### Emergency Department

On the front line of emergencies, the ED was ready to help, whether that was seeing patients in the ED Respiratory Care Area for testing, or those experiencing adverse effects from COVID to the point that they needed medical intervention. The doctors and nursing staff worked tirelessly to help patients in need in addition to the “normal” cases they would see in the ED.

### Inpatient

As the pandemic continued, we knew it was inevitable that we would need to care for COVID positive patients. Because of continual preparation, negative pressure rooms were available to house COVID patients. Staff were trained in specialized care and utilized appropriate personal protective equipment (PPE) to protect themselves and the patients.

### Lab

Ensuring that staff had the correct testing protocols, test kits and appropriate test submission fell on the work of Floyd Valley Laboratory. And, as you may imagine, all this changed quickly because of new protocols and supply shortages. It took the work of many to keep the testing process running smoothly and without the consistent oversight of our lab team, patients would not have had the efficient return of results from The State Hygienic Lab or the Avera Reference Lab.

We would not have been able to weather this storm without the excellent work of materials management working diligently to keep our PPE and cleaning/disinfecting supplies available for staff, the housekeeping staff keeping everything sanitized and the dietary department keeping everyone fueled and ready to take on the challenges.



Troy Henrich, PT  
712.546.3377  
Physical Therapy Manager



Ben Green, DPT  
712.546.3377  
Physical Therapist



Genise Jentz, PT  
712.546.3377  
Physical Therapist



Megan Nelson, PT  
712.546.3377  
Physical Therapist



Tony Peyton, PT  
712.546.3377  
Physical Therapist



JD Pluim, DPT  
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Physical Therapist



Megan Struck, DPT  
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Physical Therapist



Amanda Conrad, PTA  
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PT Assistant



Julie Schwickerath, PTA  
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PT Assistant



Nicole Thoms, PTA  
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PT Assistant



Alison Vileger, OT  
712.546.3377  
Occupational/Speech  
Therapy Manager



Sheri Ahlrich, OT  
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Occupational Therapist



Christin Konz, OT  
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Connie Hanson,  
MA CCC-SLP  
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Speech Therapist



Jess Martinez,  
MA CCC-SLP  
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Speech Therapist



Alissa Paulsen,  
MA CCC-SLP  
712.546.3381  
Speech Therapist

## THE LEADERS IN THERAPY

In July, Floyd Valley Therapies (FVT) announced the retirement of manager Jerry DeWit after 23 years at FVH. **Troy Henrich, PT** has been named as Physical Therapy Manager and **Alison Vileger, OTR/L** has been named Occupation and Speech Therapy Manager. They continue to focus on providing excellent therapy services for our communities.

FVT has a staff of 7 physical, 3 occupational and 3 speech therapists in addition to 3 physical therapy assistants along with 5 technicians that provide inpatient, outpatient and home health therapy. With a large variety of therapists here for our patients, our staff cares for patients after total joint procedures, occupational injuries, athletic injuries, women's health, pediatric therapy and many other issues related to weakness, pain and loss of mobility.

# Thankful FOR OUR SURGERY TEAM!



**We are proud that we have one of the best Surgery Centers in the area.** Just ask our patients!

From complicated orthopedic procedures, such as total joints replacements and hip arthroscopy to ENT procedures for pediatric patients, there is a good chance you can be cared for right at Floyd Valley Healthcare. Our Surgery Center houses a pain management team, two general surgeons and a host of area visiting specialists that can perform surgery in Le Mars. Before you drive a distance to see a specialist, ask your provider if FVH can help you too!

## VISITING SPECIALISTS

**Audiology · East Entrance**  
*Siouxland Hearing Healthcare*  
**Mike Sloniker, AuD**  
 712.546.3332

**Cardiology · East Entrance**  
*Cardiovascular Associates (CVA)*  
 712.239.4702

**North Central Heart**  
 605.977.5000  
**Thomas Waterbury, MD**

**Dermatology · East Entrance**  
*Tri-State Specialists*  
**Raymond Kuwahara, MD**  
 712.224.8677

**Ear, Nose & Throat · East Entrance**  
*Ear, Nose & Throat Consultants*  
**Thomas Kenny, MD**  
 712.546.3332

*Wagner Ear, Nose & Throat Consultants*  
**David Wagner, MD**  
 712.546.3332

**General Surgery · West Entrance**  
*Floyd Valley Healthcare*  
**Nicholas Mouw, MD**  
**Shahid Naqvi, MD**  
 712.546.3332

**Nephrology · East Entrance**  
*Renal Associates*  
 712.546.3332

**Oncology · East Entrance**  
*Siouxland Hematology Oncology Associates*  
**Santiago Moscoso, MD**  
 712.546.3441

**Orthopedics · East Entrance**  
*Tri-State Specialists*  
**Aaron Althaus, MD**  
**Ruslan Safarov, MD**  
 712.224.8677

**Pain Services · West Entrance**  
*Floyd Valley Healthcare*  
**DeeAne Otto, ARNP**  
**Gary Tillman, CRNA**  
**Steve Saulsbury, MD**  
 712.546.3640

**Pediatrics · West Entrance**  
**Jolene Meis, MD**  
 712.546.3645

**Podiatry · NEW LOCATION · 200 Plymouth St SE**  
*Siouxland Podiatry Associates*  
**Sara Oelke, DPM**  
 712.546.7490

**Urology · East Entrance**  
*Siouxland Urology Associates*  
**Craig Block, MD**  
 712.546.3332

**Vascular · East Entrance**  
*Midlands Clinic*  
**Chad Laurich, MD**  
 605.217.5500

# CARING IS ESSENTIAL

This year, COVID has been an enormous, unforeseen challenge that has resulted in every person working in long term care to step up and go above and beyond expectations. Park Place Estates has been no exception. The incredible care provided by essential caregivers in assisted living communities gave the feel of family to the residence long before COVID was on the scene, but became even more important as we worked to protect our vulnerable population. With the dedication of staff and the resilience of the individual residents, deep connections have formed in the absence of quality family time.

While we know our staff is not a replacement for family and friends, we are very honored to fill some of the “family” needs for our residents. While adhering to safety requirements and precautions in place for COVID, we continue to encourage families to reach out to their loved ones in unique ways. Whether a visit through a window or at our door, Facetime/Skype, a car parade, a card party, flowers, writing letters or phone visits, it is important for families to stay connected. These touch points can be a rewarding experience and make a tremendous difference in the residents’ lives, especially during this time.



# GRATEFUL & BLESSED

We continued to see such wonderful support through community events, annual gifts, and an estate gift over the past fiscal year! Our foundation is truly grateful and blessed for commitments from generous hearts!

- **2020 Golf Tournament** – was held July 14th due to pandemic concerns. With a limited number of teams, we were very fortunate to have a great response in sponsorships and general donations to this tournament in spite of the challenge of holding a community event. Proceeds were over \$21,000 and will be designated for the purchase of a wireless fetal heart monitoring system.
- **Annual Wine and Craft Beer Tasting Event - *An Evening in Tuscany*** there was an increase in attendees from the previous year to over 300. The event netted nearly \$60,000 for the future purchase of IV Smart Pumps.
- We were notified of the overwhelming generosity of **Dennis Groetken with an Estate Gift of nearly \$950,000.** This gift, placed in our Greatest Needs fund, will be used for future departmental and building equipment upgrades.

Though we face a challenge with the arrival of a pandemic this past spring, our commitment to supporting the needs of Floyd Valley Healthcare remain the same, to raise funds for patients needs. We are moving forward with our annual Wine and Craft Beer Tasting – Home Party Style! Please plan to join us virtually for a very fun night! Funds from this event will be placed in The Greatest Needs for future medical equipment and building additions.



Amy Harnack  
Foundation Manager  
712.546.3348

## VIRTUAL Annual Wine & Craft Beer Tasting Fundraising Event

Sat · Nov 14 · 2020



Invite friends over to watch our event, including an auction, from the comfort of your home. There are no tickets to purchase to attend this online fundraising event! Register to view live streaming and bid on awesome auction items at [floydvalley.home.qtego.net](http://floydvalley.home.qtego.net). For more information or to reserve tasting to go: Call Amy Harnack 712.546.3348 or [amy.harnack@floydvalley](mailto:amy.harnack@floydvalley).

### Tasting To Go Options:

**Brought to you by: Iowa BBQ Co · Wise I Brewery · Cork IT!**

**8 guests:** 1 rack ribs · 1 whole chicken · 1 lb jalapeno sausage · 1 lb mild sausage  
1 lb pulled pork · 1 quart potato salad · 2 bottles of wine · 2 craft beer crowlers  
\$240 · No spirits: \$220

**6 guests:** 2 lb brisket · 1 dz slider bun · 6 pieces of cornbread  
1 quart of potato salad · 1 pint beans · 2 bottles of wine · 2 craft beer crowlers  
\$180 · No spirits: \$160

**2- 4 guests:** 2 lb pulled pork · 1 dz slider bun · 1 quart of potato salad  
1 pint beans · 1 bottle of wine · 1 craft beer crowler  
\$80 · No spirits: \$60

**Add-on:** *A la Carte smoked salmon filet- 2lbs - \$10 per person*

\*Iowa BBQ Co will provide all sauces for meats and butter/honey for bread.

# The True GIFT

In March many of the daily happenings for the Auxiliary grinded to a halt. In mid-March, all events were cancelled and the Gift Shop was closed. With many precautions in place, the Gift Shop opened May 1 to staff, and eventually the public again. The

Auxiliary cannot express enough how thankful they are for all the shoppers that continue to support their mission! In addition to no sales tax on purchases, all proceeds are invested in equipment and services at FVH.

A win-win for all! Also, be sure to thank the volunteers for coming in and sharing joy as they work!



**Floyd Valley**  
Healthcare

714 Lincoln Street NE  
Le Mars, IA 51031

## COOKIES

Orders due December 6th  
Pick up December 11th from 2 – 6 p.m.  
Sandy LaBahn Residence Driveway  
610 3rd Ave SE • Le Mars

