

Always. Moving. Ahead.

Preparing for the Future

ANNUAL REPORT 2021



Floyd Valley
Healthcare

An Avera Affiliate

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Report to the Community

It is my honor to again pen the Report to the Community from the Floyd Valley Healthcare Board of Trustees. As trustees, we have the privilege to serve our communities as the stewards of our impressive local healthcare provider. Our job is normally an ever-evolving learning experience, and serving during a pandemic has been an eye-opening and humbling encounter.

Years 2020 and 2021 have certainly been ones that we will not soon forget! As COVID-19 reached our communities, no one was sure what to expect. I commend our leadership team and ALL of our staff members on adapting to new information, protocols and treatment options for our patients, sometimes on an hourly basis. Teamwork truly prevailed within the walls of Floyd Valley Healthcare. We are all optimistic to be at this point of the pandemic with ample vaccines available to hopefully put this pandemic behind us.

As we looked ahead to the future, it became clear to us that we needed to address growing needs within our facilities. As you will see in the center of this Annual Report, we are excited to be moving forward with an expansion project to enhance the specialty clinic and therapy service lines at Floyd Valley Healthcare.

In this busy world, having quality healthcare right in our communities to serve our patients has been priority one. As more patients look to us to provide local access to specialty care, we are excited to move forward to create a better space for our current outreach clinics and look to offer new services. The growth in our therapies has been tremendous, so we look forward to the patient efficiencies in positioning all services in a central location with additional room to expand treatment options.

We are glad you continue to choose Floyd Valley Healthcare as your team of choice and are excited as we work together for your health, your family's health and the health of our local communities, both medically and financially. If you should ever have any questions or concerns, please feel free to reach out to any of us. We are dedicated to making this our community hospital!



Ralph Klemme
BOARD PRESIDENT

INCOME STATEMENT 2021

	2020	2021
Patient Services Revenue	\$62,291,853	\$71,167,972
Deductions from Revenue	(26,263,830)	(28,642,673)
Other Operating Revenue	\$4,760,643	\$6,012,554
Total Operating Revenue	\$40,788,666	\$48,537,853
Expenses <i>Salaries, Benefits, Supplies, Purchased Services, Depreciation, Other</i>	\$42,806,983	\$46,583,795
Income/Loss for Operations	(2,018,317)	\$1,954,058
Total Non-Operating Revenue	\$2,930,849	\$4,321,442
Net Income/Loss	\$912,532	\$6,275,500

327 Total Number of Employees
\$22,448,000 Total Payroll

Annual Operating Budget \$46,600,000

Total Money Spent with Local Vendors \$1,300,000

Dollars in Uncompensated Care \$1,200,000

Dollars Invested in Equipment/Technology \$1,500,000

Operating Margin \$1,954,058

CEO Message

The annual report provides a great opportunity for me to reflect on where we have been and what lies ahead for Floyd Valley Healthcare. We continue to live by our mission as a progressive healthcare partner serving you with compassion, integrity and excellence.

Our team continues to battle COVID-19, from both an inpatient and outpatient perspective, and I continue to be in awe of their resilience and passion to care for our communities. No matter the challenge, our team stands ready to care for you. It is an honor to continue serving Plymouth County and the many patients from other areas who have chosen Floyd Valley Healthcare for their healthcare needs.

The growth we have continued to experience has led to the development and approval of a nearly \$10 million expansion to accommodate needed space for our specialty clinic practices and therapy department. The project will consist of new and remodeled space combining for over 13,000 square feet. Twenty new exam rooms, along with a specialty clinic entrance, will allow for current and future specialty practice growth. Keeping care local is and will continue to be a top priority for our Board of Trustees and Leadership Team. In addition, Floyd Valley Therapies will be expanded, which will double their current space. We have simply outgrown the current therapy space, so adding much needed square footage for equipment and exam rooms will help meet the needs of our communities.

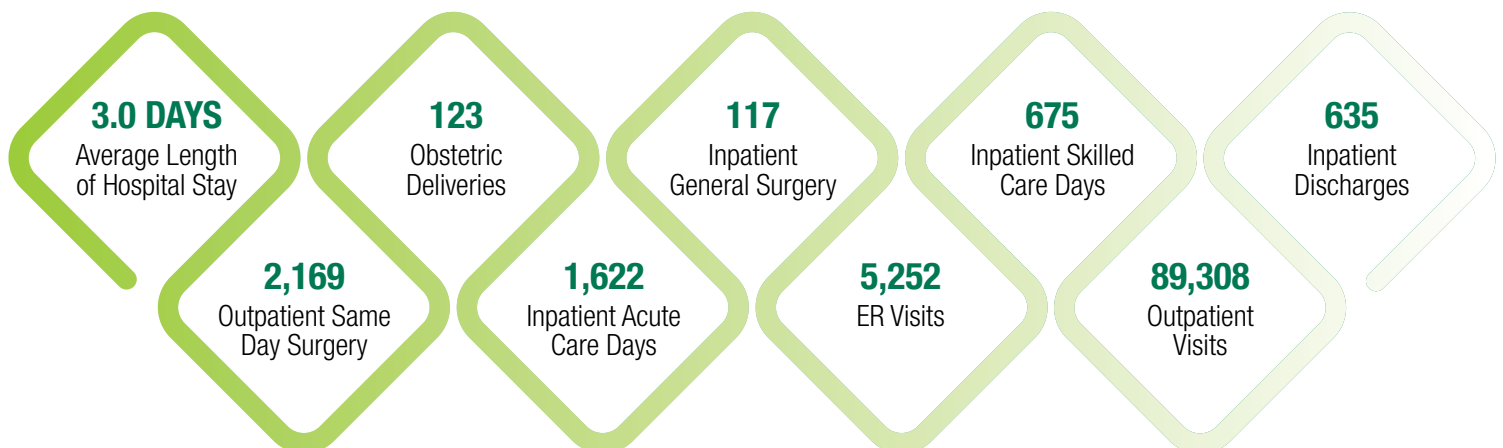
Last, and always most important, the success and growth we have seen over the last year is a direct testament to our talented and dedicated team members. It is truly the people at Floyd Valley Healthcare who set us apart from others.

On behalf of everyone at Floyd Valley Healthcare, **thank you** for your trust, loyalty and support over the past year.



Dustin Wright
CEO

2021 PATIENT STATISTICS



Floyd Valley Clinics

Floyd Valley Clinics is ready to serve the healthcare needs of families, whether they are seeking prenatal care to welcome a new little one or making end-of-life care decisions. Our providers are blessed to see multiple generations of families which means the world to us and offers unique insights to a patient's health history. In addition to nationally recognized family practice care, Floyd Valley Clinics offers our patients unique specialized services including:

- Addiction Treatment
- Breastfeeding Support from a Certified Lactation Counselor
- Family Medicine Obstetric Services
- Hormone Replacement Therapy (Pellet Therapy)
- Osteopathic Manipulative Therapy (OMT)
- Pain Services
- Pediatric Services

Just further testament that Floyd Valley Clinics is treating the entire patient and providing the continuum of care they deserve!



Ellen Aquino, MD
712.546.3610
OB & Primary Care



Andrew Geha, DO
712.546.3680
OB & Primary Care
Le Mars & Marcus



Sheila Holcomb, MD
712.546.3630
OB & Primary Care



Jolene Meis, MD
712.546.3645
Pediatrician



Steven Meis, MD
712.546.3660
Primary Care



Destiny Miller, MD
712.546.3636
OB & Primary Care



Donald Odens, MD
712.546.3685
Le Mars & Remsen



Paul Parmelee, DO
712.546.3670
OB & Primary Care



Ashley Powell, DO
712.546.3620
OB & Primary Care



Cynthia Wolff, MD
712.546.3665
Primary Care



David Wolff, MD
712.546.3655
Addiction Medicine



Kay Kusters, PA-C
712.546.3650
Primary Care



Shannon Letsche, ARNP
712.376.4181
Le Mars & Marcus



Cara Meins, ARNP
712.546.3660
Primary Care



DeeAne Otto, ARNP
712.546.3640
Pain Services, CLC



Geri Lynn Schroeder, ARNP
712.546.3615
Remsen

Better for Baby, Better for You

For new moms, deciding to breastfeed is a very personal decision. Not only does breastfeeding provide the baby with unmatched health benefits, it also creates an emotional bond between mom and baby while promoting quicker postpartum healing for mom. We know that breastfeeding is not always easy; that is why Floyd Valley Healthcare is ready to support you and your family. Our Certified Lactation Counselors® (CLCs) are here to assist with education prior to the birth, while in the hospital and after you have gone home.

The CLC designation is a national certification in lactation management in the US. CLCs are required to pass core competencies and skill verification as well as pass an exam based on job task analysis.



A Certified Lactation Counselor can:

- Assess breastfeeding using a multifaceted approach
- Provide support to breastfeeding mothers and babies
- Educate, counsel and support families with complex breastfeeding situations
- Assist mothers in successfully breastfeeding exclusively and for longer duration
- Assist mothers with increasing and maintaining a milk supply, especially for moms who are pumping

FLOYD VALLEY CERTIFIED LACTATION COUNSELORS



DeeAne Otto, ARNP, CLC
Floyd Valley Clinics
712.546.3640



Cherie Varenhorst, RN, CLC
OB Supervisor
712.546.3433



Jess Martinez, CCC-SLP, CLC
Floyd Valley Speech Therapy
712.546.3381



Alissa Paulsen, CCC-SLP, CLC
Floyd Valley Speech Therapy
712.546.3381

Floyd Valley Pediatric Therapies

Floyd Valley Pediatric Therapy is a multidisciplinary team, bringing together physical, speech and occupational therapists to help young patients reach their highest level of function in every area of development. If the patient would benefit from additional services, the team also collaborates with Dr. Jolene Meis, pediatrician; Kelly Weise, RD, LD, CDE, dietician; and Mark DeRuyter, LMSW, social worker.

Children who face physical or developmental challenges can benefit from specialized therapies that allow them to more fully participate in every aspect of their young lives. Children frequently learn through play, so Floyd Valley Healthcare's team provides care that is both fun and functional to help their patients reach their fullest potential.

Specialized therapy plans can help with gross motor skills, fine motor skills, communication skills, eating and feeding to progress towards achieving developmental milestones.



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



Justin Phelan, DPT
712.546.3377
Physical Therapist



Dana Rohrs, DPT
712.546.3377
Physical Therapist



Megan Struck, DPT
712.546.3377
Physical Therapist



Amanda Conrad, PTA
712.546.3377
PT Assistant



Julie Schwicklerath, PTA
712.546.3377
PT Assistant



Nicole Thoms, PTA
712.546.3377
PT Assistant



Alison Vlieger, OT
712.546.3377
Occupational/Speech
Therapy Manager



Sheri Ahlrich, OT
712.546.3377
Occupational Therapist



Christin Konz, OT
712.546.3377
Occupational Therapist



**Connie Hanson,
MA CCC-SLP**
712.546.3381
Speech Therapist



**Jess Martinez,
MA CCC-SLP, CLC**
712.546.3381
Speech Therapist



**Alissa Paulsen,
MA CCC-SLP, CLC**
712.546.3381
Speech Therapist



FLOYD VALLEY THERAPIES provides therapy and rehabilitation services for patients at all stages of life. Look for further development of therapy services as the proposed specialty clinic and therapy expansion provide a new, larger home for the department.

Specialty Clinic and Therapy Expansion Project Addition

September 2021

Demolition of former Senior Center (additional parking) – Completed

Spring 2022

Additional wells drilled for the geothermal system

Spring 2022

Foundation work and building construction begins

Fall 2023

Addition completed



Quick Facts

13,123 square foot addition

10.3 million dollar addition

North parking area

First floor – Visiting Specialty Clinic

- Separate, dedicated entrance
- Twenty additional exam rooms
- Room for specialty clinic growth and recruitment

Second floor – Floyd Valley Therapies

- Complete remodel of current department
- Relocate Speech Therapy to this area
- Multipurpose track
- New exam rooms
- Additional space for therapy and exercise equipment

Floyd Valley Radiology

Floyd Valley Radiology performs approximately 18,000 exams a year, offering a full spectrum of general and advanced imaging and radiology services including:

- General imaging
- Bone density screening
- CT scans
- Fluoroscopy
- Mammogram (3D)
- MRI scans
- Nuclear medicine
- Scoliosis imaging
- Ultrasound (3D and 4D)

Designed to detect, diagnose and treat diverse health conditions, these innovative tools support our comprehensive approach to continuous care. And you benefit from the skilled image interpretation provided by our experienced doctors and technologists.

Floyd Valley Healthcare's expert radiology team provides a full suite of diagnostic imaging services, from x-rays to MRIs, to help guide the best treatment for you and your family.



Visiting Specialists

Audiology • East Entrance
Siouxland Hearing Healthcare
Mike Sloniker, AuD
712.546.3332

Bariatric Weight Loss • East Entrance
Steven Udelhofen, MD
712.546.3332

Cardiology • East Entrance
Cardiovascular Associates (CVA)
712.239.4702

North Central Heart
Thomas Waterbury, MD
605.977.5000

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
Bill Samuelson Jr, 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

Urology • East Entrance
Siouxland Urology Associates
Craig Block, MD
712.546.3332

Vascular • East Entrance
Midlands Clinic
Chad Laurich, MD
605.217.5500



**Be assured that
you or your loved
one** stays active, healthy,
happy and safe with
multiple levels of care,
amenities and more at
Park Place.



Compassion. Community. Caring.

While the pandemic was hard on everyone, it was especially hard on our older population. Used to lively visits from family and friends with laughter echoing through the hallways, the doors of Park Place Estates had to be closed to protect our residents. Compassion, community and caring reflect the hard work and dedication our caregivers gave over the last year and highlights the importance of family remaining connected to your loved ones, even if it is through new channels.

Our staff have always treated the residents like family, but it became even more special during the pandemic. While we helped families stay in touch through window visits or technological means such as phone calls, Zoom parties and Skype, our staff were the caregivers with an extra-large hug when it was needed. Caring for our residents is so much more than just assessing their physical health, but making sure their emotional health is also being cared for.

As we had to shift from communal dining, we offered meals served door-side so the residents could converse down the hallways at a safe distance. This also worked well for playing bingo! We strived to continue to provide a home-like atmosphere through the seclusion that the pandemic dealt us.

Over the lives of our residents, they have had to deal with many adversities such as the Great Depression, the Dust Bowl and a number of wars. They took all of this in stride and made us thankful each day that we had the pleasure to take care of them. As we work to move beyond COVID-19, we know that the human spirit can get us through anything!

A Small Ripple

“No act of kindness is too small. The gift of kindness may start as a small ripple that over time can turn into a tidal wave affecting the lives of many.” – Kevin Heath

This statement rings true through the generosity and kindness of many hands during the pandemic. With large events and fundraisers put on hold, it was the perseverance of many individuals rolling up their sleeves and doing what our communities do best – helping any way they could.

From those who toiled at their sewing machines making masks, gowns and shoe coverings by the hundreds to those dropping off items from home, like masks, gloves and anything you could spare to help the cause, we thank you for your gift of protection!

We are grateful to the kids in the community who organized the donations of stuffed animals, tie blankets, inspirational signs and snacks to help raise the spirits of staff and patients; and to the businesses that pitched in and offered our COVI-19 warriors a chance to have a warm meal – all these acts of kindness did not go unnoticed and kept us resolute in our mission!

As we have heard many times over in the last year, not all superheroes wear capes! We are profoundly thankful to have the best community “sidekicks” to help support our mission. Thank you for providing us the items we needed to do our jobs and the strength to keep going. To all who helped us, we thank you from the bottom of our hearts!



Thank you for providing us the items we needed to do our jobs and the strength to keep going.

SAVE THE DATE

**SATURDAY,
NOVEMBER 13
6:00 PM**

P'S PIZZA HOUSE
630 8TH AVE SW
LE MARS, IA

Join us as we honor our heroes who make our community happier, safer and healthier!

- Floyd Valley's providers, nurses and staff
- Le Mars Fire & Rescue
- Le Mars Police Department
- Plymouth County Sheriff

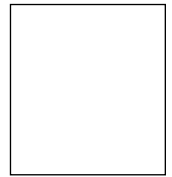


Celebrating Our **HEROES**

FLOYD VALLEY FOUNDATION ANNUAL WINE AND CRAFT BEER FUNDRAISER



We plan and hope to host an in-person event; however, if circumstances change, we are prepared to shift to a virtual event with to-go food and drinks available. Follow FVH on social media for the most current info.



**LOCAL
POSTAL CUSTOMER**

Floyd Valley Auxiliary

One of the easiest ways to help the Floyd Valley Auxiliary is to become a member! With a simple membership donation, you are supporting a great cause – our local healthcare provider. Better yet, your donation helps the scholarship fund supporting local students entering the healthcare field. While there are a number of opportunities for involvement throughout the year, it is entirely up to you whether you would like to participate in many things, simply donate to the mission or anything in between. We are happy with any level you could support. Our membership drive will begin this fall, so we hope to hear from you soon!



Please support the Floyd Valley Auxiliary by purchasing holiday frozen cut-out cookie dough. Take the hassle out of Christmas baking and support your local hospital! This year you may choose between sugar cookies (snowman, star, and Christmas tree shapes) or gingerbread cookies (gingerbread man shape). Cookies come frozen. All you have to do is take them out of the box, bake and decorate ... it's that easy!

3 dozen frozen sugar cut-out cookies – \$17.00/box
16 frozen gingerbread man cookies – \$17.00/box

Order your cookies by Dec. 6th
Pickup cookies 2 pm – 6 pm on December 10
at 610 3rd Ave SE, Le Mars