



20
23

WELLNESS *for* LIFE

ANNUAL REPORT TO THE COMMUNITIES

What does “wellness for life” mean? This four-generation family is an example of many families we serve in this region, from 40+ area zip codes. Read more on page 7.

This photo was shot at Landsmeer Ridge Retirement Community. Located on our Senior Care Campus, Landsmeer is undergoing some welcome renovations. Read more on the back cover.



Orange City Area
Health System

INTEGRITY • INNOVATION • INSPIRATION



MARTY GUTHMILLER,
CHIEF EXECUTIVE OFFICER
at his "place"

Your place. For wellness. For life.

A message from our CEO Marty Guthmiller

I wrote this column while at the one place in my world that "COVID" never reached: my hobby farm north of Alton along the Floyd River. This parcel of land serves as a "centering" place where I can reflect, renew, and recharge my batteries.

Do you have a "place" – whether an actual physical space or a state of mind – where you can retreat, to revisit a sense of perspective, keep the little things little, prioritize, and commit your energies in the right direction?

A place of wellness.

Orange City Area Health System serves as a *place of wellness* for thousands of people in this region ... for a lifetime of care. Our role in the communities we serve is to help you on your journey. From the birth of a baby, through youth sports. From age-appropriate screenings, through regular health maintenance. From annual physicals, diabetes education, surgical procedures, and women's healthcare ... through the golden years and senior care.

Wellness is not just physical activity or diet. It's not just medical or mental health. **Wellness for life** also includes social connectedness and trust in your healthcare partners.

We hope Orange City Area Health System will continue to serve as *your place* to receive that trusted care.

fy2023

Health system revenue
\$90,467,254

Uncompensated care
\$27,644,968

Health system expenses
\$62,602,767

Non-operating revenue
\$641,870

Inpatients admitted
762

Outpatient visits
76,074

Surgical and endoscopy procedures
2,149

Radiology/imaging procedures
19,140

A HEALTHY BOTTOM LINE

Laboratory procedures
366,168

Births celebrated
202

Emergency room visits
4,580

Ambulance runs
480

Medical clinic visits
51,729

Home Health visits
6,229

Cafeteria meals served
61,799

Average cost per day to operate OCAHS
\$171,514

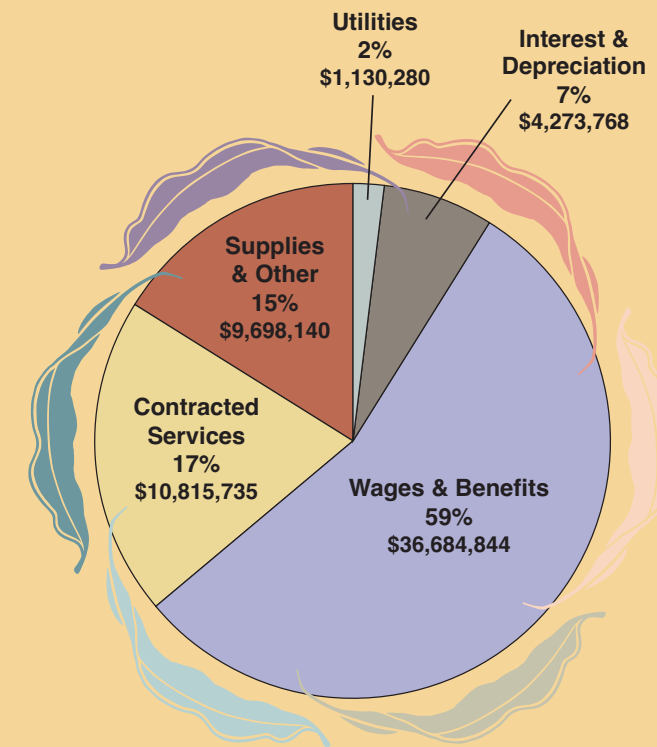
MOVING us forward

Board of Trustees

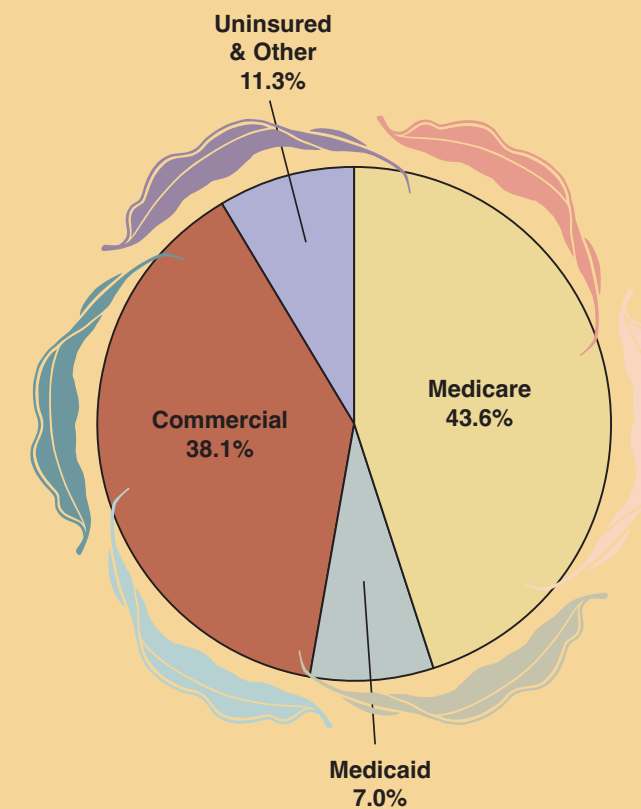
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fit to SERVE



FY2023
Health system
expenses
by category



Inpatient
discharges
by payor

Here to help *you* thrive

"I was getting nowhere with my diabetes. My A1C was 9.1% and I was in danger of losing a job I love. After four months working with Dee, my A1C was down to 6.8%. She has given me hope."

MORE AT: 

82% Percent of diabetes patients who saw a decrease in their A1C after working with Dee Meerdink, our Diabetes Care Coordinator/Educator.

100+ Patients currently using continuous glucose monitors.

Types of diabetes among our patients:
 Type 2 - 85%
 Type 1 - 6%
 Gestational diabetes - 7.5%
 Prediabetes - 1.5%



Amy Van Gorp (right), one of our Clinical Pharmacists, consults with Kim Gosling in our Behavioral Health Clinic.

6,351
 Number of patient encounters with our Clinical Pharmacists this past year.

605 patients were monitored and managed on blood thinners ...

83 medication reviews are done for nursing home patients each month.

1,478
 Number of visits in our Behavioral Health Clinic during FY23.

73% Increase from prior year



Our Behavioral Health Clinic services expanded this past year with the addition of Kim Gosling, ARNP, and Nicky Menke, LISW. They serve patients in our Orange City Family Medicine Clinic along with Dr. Donlin, and also see patients at our Hospers and Paullina clinics.

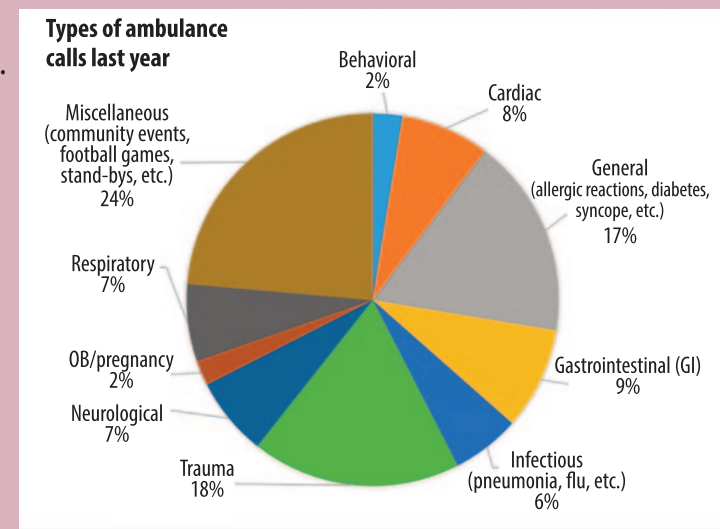
Jonathan Engbers, MD (center) joined Orange City Area Health System's medical team on February 1, 2023. He serves in the hospital's ER as an Emergency Medicine physician exclusively. Dr. Engbers works closely with our paramedics, EMTs, and nurses. Our ER is also served by our family medicine physicians, providing you with trusted 24/7 care.

4,580
 Total number of patients seen in our Emergency Room (ER) in FY23.

4,224 were medical

357 were trauma

22% were pediatric patients



Orange City Area Health System is a comprehensive health system encompassing three family medicine clinics, a walk-in clinic, ER/emergency medicine, sports medicine clinic, behavioral health clinic, award-winning hospital, birth center, surgical center, radiology and laboratory services, occupational health services, specialty outreach services, physical, occupational, and speech therapy, home health and hospice, a retirement community, and a senior care center. A team of family medicine providers, along with dedicated nurses, medical specialists, and support staff, are committed to serving the region with the Core Values of Integrity, Commitment to Excellence, Dedicated Colleagues, and Extraordinary Customer Experience.

Wellness is a *you-niversal language*

WALKING THE TALK

Annual reports are all about numbers and statistics. But if this report to the communities we serve is truly a reflection of our mission to offer Wellness for Life, that includes enriching our own team as well – and offering solid employment in a healthy work environment. Sometimes that means welcoming talented “newcomers” to this region. **But getting back to numbers ... we are excited to have five Ukrainian immigrants** as part of our staff, serving in Dining Services and Environmental Services.



Ulia Popova (Prairie Ridge Cook) and Inna Kupriyenko (Prairie Ridge Environmental Services) are recent newcomers from the country of Ukraine.

FLEXIBILITY: *adapting our communications to meet the needs of diverse populations*

Vanessa Regalado (pictured here) is one of our valued interpreters, working in Clinic Patient Access and also serving in the hospital, ER, birth center, financial services ... wherever she is needed. She also translates our patient education materials and forms.



732

Number of Spanish language interpreter appointments this past year throughout the health system.

51,729

Total clinic visits during Fiscal Year 2023

28

Number of family medicine providers serving in our three family practice clinics and Walk-In Clinic

**YOUR FAMILY.
OUR PRIORITY.
FOR WELLNESS.
FOR LIFE.**

ON THE COVER

The Scorzas are an example of just one multi-generational family that trusts Orange City Area Health System for a lifetime of care. Phyllis is a resident of Landsmeer Ridge Retirement Community (where this photo was shot). She and her husband also spent quality time at Prairie Ridge Care Center. Son Phil and his family utilize a variety of services at our clinic. His daughter Kassie welcomed Charlea, Oliver, and Luca in our Birth Center. (Other family members trust us for healthcare and birthcare as well.)

“I’m so grateful for the care given in all areas of this health system,” says Phyllis.



Doing the heavy lifting

586

Number of employees serving throughout our health system ... clinics, hospital, home health and hospice, support services, and ancillary services

97 employees are part of our “20 Year Club,” representing over 2,500 years of service.

\$29,086,104

Gross annual wages in Fiscal Year 2023

\$7,598,740: benefits costs including health insurance and IPERS retirement investments.

\$109 million

Health system impact on the local economy in calendar year 2022. Impact on total wages was over \$56 million, when factoring in jobs created because of health system presence and direct employment. In addition, the health system contributed over \$1.1 million in community benefits, which includes free or reduced services, as well as charity care and bad debt.



WELLNESS for LIFE INCLUDES the “GOLDEN YEARS.”

A LIFETIME OF CARE is more than our mantra. It’s our mission. One of the ways we make good on that promise is with “senior” care and living services. From independent and assisted living options at Landsmeer Ridge Retirement Community, to skilled nursing care at Prairie Ridge Care Center ... we help meet your needs at these stages of life and living. We extended that continuum this year with the construction and upcoming opening of Kanaal Huis at The Canals, a 55-plus community that offers peace of mind, rich social experiences, and some extra health and wellness amenities for its residents. Another life-enriching initiative that launched this past year, with an expected completion date of Fall 2024, is “Landsmeer the Next 25.” As this retirement community celebrates its 25th year serving seniors, we are making welcome updates and big upgrades, including in our dining facilities, to enhance the experience for those in assisted and independent living. **For wellness. For life.**



The one- and two-bedroom condos at Kanaal Huis are designed for bright and spacious, comfortable living for those seeking to “downsize” and simplify ... or be more socially connected (the main floor community area offers opportunities for all kinds of connections, even in the wildest winters!) ... or have a solid sense of safety and security to help them “age in place” healthily.



Landsmeer Ridge Retirement Community is undergoing welcome renovations, including the dining room that serves Independent and Assisted Living residents with a healthy and wholesome menu of options. In addition, five assisted living apartments and a new community room are being added, along with a re-configured “main street.”

CAN i
just ask **HAVE IT**
HERE

YOU are our Stakeholders. Partners. Patients. Volunteers. Employees. Residents. Families. Vendors. Lenders. Outreach providers. Fellow community members.

We may be just one health system among many in this region. Some rural, some more ... urban. But it is **OUR mission to stand apart as we walk together with you** – through every stage of life, every medical challenge and health triumph. And to that end, Orange City Area Health System strives to offer comprehensive services, from birth care to senior care, so you can “have it here.” What better way to save time – and gas! – by taking advantage of some of these services that, quite frankly, differentiate us. Close to home. We will continue to explore ways to serve **YOU** and earn your trust, year after year.

ANNUAL REPORT
to the communities **2023**

