

*Our* **REPORT** *to the community* 20  
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ANNUAL REPORT

# OUR VISION

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Boone County Hospital (BCH) is a community asset. As a not-for-profit governmental hospital, we exist for one reason and that is to provide the best healthcare services to our patients and the best workplace for our physicians and staff. We have no stockholders or investors who look to us for a return on investment. The decisions we make are made by an elected Board of Trustees who are unpaid volunteers whose motivation is to see that we live up to the promises we make to our community and that we constantly look for new and better ways to serve you. Their job, and ours, is to protect this important asset and to help BCH grow in the value that we provide to Boone County. This annual report should give you a look at some of the things that have been happening at BCH as we continue to strive to improve our community's healthcare.

Over the past year, healthcare reform took center stage nationally as healthcare reform legislation was passed that would significantly impact all of us. I suspect many, if not most, of you have some opinion as to whether or not you believe this legislation was a step in the right direction or not. As I write this, the future of healthcare reform is, at best, uncertain.

What is certain, however, is our commitment to be prepared for whatever changing circumstances face hospitals and physicians. From that

perspective, our philosophy is to stick to the basics—the fundamental things that help to assure success. In football, that's blocking and tackling. In a hospital it's assuring you have a strong financial base, and great physicians and staff that are committed to taking great care of their patients.

From a financial perspective, BCH has shown a positive bottom line for the past 17 years. While some years have exceeded expectation and others have fallen short, each year we have seen a "profit." This "profit" is used each year to reinvest in our hospital, both in terms of new equipment and in our physicians. Over the past few years we have made investments to bring quality obstetrics and gynecology, and orthopedics to our community on a full-time basis. These investments pay off when local residents are able to obtain quality services in Boone when once these services were only available by going to other communities. Our OB/GYN program has grown so much over the past five years, we have recruited a new physician, Dr. Emily Chang, who will be joining Dr. Tracey McIntire in February.

Our Specialty Clinic has grown in the number of visits by physicians in nearly every medical specialty. Our Emergency Department is now staffed by physicians that are employed directly by BCH. By employing these physicians we have been able to build a staff that is more consistent and more committed to our community. Patient

surveys continue to show an extremely gratifying level of patient satisfaction with the services we provide.

Finally, a new service is now available in the community that is providing essential care to many of our residents. The Free Clinic of Boone currently operates the first and third Tuesday of every month, 6 to 8 p.m., at the First United Methodist Church. At the clinic, individuals who lack resources can receive free medical care. While the Free Clinic is not related to BCH directly, I'm proud to say the push behind starting the clinic and those individuals who staff it are Boone County Hospital physicians and employees. Without their volunteer service, the Free Clinic would not be possible. I think this is a great example of what the people at BCH are all about.

Thanks for your support of our hospital throughout 2010 and best wishes for a healthy 2011.



*Joe Smith, CEO*

# NEW ADVANCED ULTRASOUND

*with Exceptional Picture Quality*



Boone County Hospital now offers the latest in ultrasound technology. The new, high-tech ultrasound unit from General Electric (GE) gives the Radiology Department the ability to view ultrasound images side-by-side with a patient's previous Mammography, Computed Tomography (CT) or Magnetic Resonance Imaging (MRI) study so BCH's doctors and staff have the benefit of previous exams to help them assess and diagnose. An ultrasound unit is typically used for breast, abdominal, vascular, urology, OB/GYN, musculoskeletal, and interventional procedures (biopsies and drainages).

"Volume Navigation," the name GE has given to this new capability, uses a technology similar to the one found in the Nintendo® Wii video game system. "Just like the Wii," says Craig Freeman, BCH's Radiology Director, "there's a way to sense the motion of the doctor or the ultrasound technician's hand. With Wii, I can move my hands to play bowling, golf, or whatever. On the new system, we use the technology to tell the ultrasound system precisely where we are scanning. This allows us to combine the best of CT or MRI with the best of ultrasound."

The new ultrasound unit includes what GE calls a "Scan Assistant". This advanced software package is to ultrasound what speed dial is to a

# NEW WEBSITE

*"We are now able to ensure we provide the highest standard of care to every patient in every exam."*

*– Craig Freeman, BCH Radiology Director*

cell phone. "Instead of pressing dozens of buttons on the keyboard, the ultrasound tech can simply press one button and the system responds in pre-programmed ways," says Craig. Studies have shown more than 50 percent reduction in exam time due to this innovation. "This is an important quality improvement as well," he says. "We are now able to ensure we provide the highest standard of care to every patient in every exam."

In addition, the new system provides a remarkable level of ultrasound quality using a new technology called "Agile Ultrasound." The traditional ultrasound image is made using sound waves which travel through the body. Agile Ultrasound uses the same basic technique, but now accounts for differences in body density and tissue types while automatically adjusting the sound processing in response. The result is the quality of images is noticeably better on almost every ultrasound exam.

Volume 3D imaging, now a standard of care

in prenatal care, has many new applications beyond the ultrasound imaging of a baby. The system not only provides 3-dimensional imaging, but allows BCH's physicians to examine organs throughout the body from almost any angle. "We were previously limited to 2D imaging in performing examinations; we now can reformat images to 3D, improving evaluation of solid organs of the abdomen and pelvis. This is a patient benefit that we did not have until now," says Dr. Thomas Gleason, BCH Radiologist.

Ultrasound, also known as Sonography, creates images of internal body structures and organs for diagnostic medical purposes. Ultrasound uses high-frequency sound waves and advanced computing technology to create a real-time, multi-dimensional clinical image.

A physician's referral is required for an ultrasound. For more information, contact the BCH's Radiology Department at (515) 433-8160.



Log on to: [www.boonehospital.com](http://www.boonehospital.com).

Take a look at the newly designed Boone County Hospital website. The site is more user friendly, and offers many new features. All features are categorized under three areas: the top six most used links are in red, and Quick Links, and News and Events are in blue. Enjoy rotating pictures of hospital departments and employees across the front page.

A new addition, Pay Your Bill Online, allows you to make your hospital payment online rather than sending a check through the mail. Also, another nice feature is Greeting Cards. If you know of someone in the hospital you would like to send a card to, follow the steps on the Greeting Card link. Cards will be delivered to patient rooms Monday through Friday.

# ACCOMPLISHMENTS

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in 2010

- Boone County Hospital (BCH) kicked-off the 2010 year with a wellness program for employees (*pictured, page 7*) called Better Choices for your Health. The objective of the program was for participating employees to set wellness goals for 2010 and receive cash incentives for making healthy choices. The program and BCH provide a host of resources, tools, and support to help improve health from fitness center memberships, an on-site fitness room, on-site Weight Watcher's meetings, and other health educational opportunities. The wellness program is sponsored by the BCH Foundation.
- The BCH Foundation began offering monthly Educating and Empowering U programs (in 2009 the programs were offered bi-monthly).
- The Family Birth Center added an additional birthing suite and remodeled the existing suites due to a 25 percent increase in births over a three year time period.
- The Boone County Health and Safety Fair, "Boone Winter Olympic Games," was held in February at the Boone Middle School. Approximately 600 adults and children were in attendance and enjoyed 41 interactive booths, health and safety information, free bike safety helmets (*pictured, page 7*), and health-related prizes. Boone County Hospital played a major role in the fair which is held every three years and is sponsored by the Teaming Together for Children Committee, a group of Boone businesses who provide health and safety information for the benefit of children.
- New doctors who joined the BCH Medical Staff in 2010 were Brent Liebert, M.D., and Timothy Peterson, M.D.—both specialize in emergency services. Dr. Liebert received his Medical Degree from Indiana University School of Medicine, Indianapolis, Indiana. He completed a Residency in the Southern Illinois Family Practice Residency Program, Decatur Illinois. Dr. Peterson received his Medical Degree from the University of Iowa College of Medicine, Iowa City. He completed a Family Practice Residency at Broadlawn Medical Center, Des Moines. He is Board Certified in Emergency Medicine.
- The prestigious American Diabetes Association (ADA) Education Recognition Certificate for a quality diabetes self-management education program was awarded to the BCH Diabetes Center in early 2010. ADA believes BCH offers high-quality education that is an essential component of effective diabetes treatment.
- The BCH Auxiliary helped with the cost of the Birth Center expansion (*pictured, page 7*). The Auxiliary originally donated \$5,000 to help with the decor in all four rooms; an additional \$1,500 was also given to help with the cost of shades.
- BCH's Family MET (Medical Emergency Team) Program, a safety initiative for patients and their families, began on March 1st. The new program is an extension of the MET service that has been offered at BCH since February 2006. Family MET gives family members the ability to "call a MET" on their hospitalized relative or in some cases allows patients to call a MET on themselves. One way is for the patient or their family member to speak directly to the nurse caring for them—they can just simply say they'd like to call a MET. Another method is for the patient or family member to call the switchboard operator and say they'd like to initiate a Family MET.
- The HC Pro, patient safety monitor blog, recognized BCH's quilt idea for Patient Safety Awareness Week in March. A quilt entitled "We've got you covered" (*pictured, page 7*) was created out of fabric squares made up of questions BCH departments developed based off of the National Patient



Safety Foundation's "Ask Me 3" Program. "Ask Me 3" is a campaign to promote education by arming patients with three questions they should ask their caregivers.

- Cathy Wetzeler, Wound Clinic, (pictured, page 8) was recognized as one of the "100 Great Iowa Nurses" in May at the Iowa Events Center, Des Moines. The program recognizes outstanding nurses whose exceptional contributions to patients, colleagues and the profession are truly remarkable. Nurses chosen for this prestigious honor are to be commended for advancing and leading the profession of nursing, and for demonstrating excellence in direct-care delivery.
- The Story County Project Linus Chapter donated handmade blankets to BCH to distribute to children in the hospital in need of comfort, security, and to let them know someone cares. The mission of the program is to provide love, a sense of security, warmth and comfort to children who are seriously ill, traumatized, or otherwise in need through the gifts of new, handmade blankets and afghans, lovingly created by volunteer "blanketeers." Project Linus is comprised of hundreds of local chapters and thousands of volunteers across the United States.

- The BCH Diabetes Center was recertified by the Iowa Department of Public Health. Certification is evidence of having complied with all of the requirements of the Iowa Administrative Code to conduct and maintain an outpatient diabetes self management education program. The Diabetes Center renews their certification every three years.
- New Auxiliary Board members were installed at the BCH Auxiliary's Annual Spring Meeting in April. Volunteers contribute approximately 1,100 hours of their time each month to Boone County Hospital.
- Beckwith Family Adult Day Services hosted Business After 5 with the Boone Area Chamber of Commerce in April. The event was an opportunity for area business personnel to tour Beckwith and to learn more about what they have to offer the Boone community.
- Tim Buckner, long-time member of the BCH Board of Trustees, stepped down in April; Dr. Dennis Kollbaum replaced him; Bruce Anderson replaced Tim as Board Chair.
- The BCH Auxiliary and Foundation sponsor 1st grade tours (pictured, page 8) every Spring. 1st graders have the opportunity to view the inside of an ambulance, learn about the Lab and Surgery, as well as other areas of the hospital.

- BCH employees celebrated National Hospital Week in May. During the week, BCH employees were treated to a delicious meal prepared by the Dietary Department and the Beef Producers, massages, reflexology, healing touch, a Recognition Dinner for employees with milestone anniversaries, and popcorn and healthy snacks.
- The BCH Foundation held their 1st Duathlon, a run, bike, run event, (pictured, page 8) in May. Participants enjoyed good music, healthy food from Hy-Vee, and fanfare from the roadside.
- Boone County Family Medicine and the Boone Area Chamber of Commerce hosted Business After 5 at the clinic in June. Physicians, staff and hospital personnel were on hand to greet Boone business members at the event.
- In the summer, the BCH Volunteer Auxiliary was recognized by the Blood Center of Central Iowa with an award in recognition of the outstanding service to the volunteer blood program. The Auxiliary assists with the blood drives that are held in Boone each month.



- A hospital-wide communication system (*pictured, page 8*) was put into place at BCH in 2010. Thanks to donations of \$20,000 from the BCH Foundation, a \$10,000 grant from the L. Good Trust and \$16,000 from the BCH Auxiliary, the new wireless telephone system now allows physicians and other hospital staff to contact nurses directly.
- In 2010, BCH began participating in a statewide initiative to reduce, prevent, and eventually eliminate the burden of health-care-associated infections to Iowans. The program titled “Building and Sustaining Programs to Prevent Healthcare-Associated Infections in Iowa” is managed through the Iowa Department of Public Health (IDPH) and will run until 2012. BCH Infection Control collected and reported data on specific infections during the first year of the program; during the second year of the program, they will focus on implementing a prevention collaborative as directed by IDPH.
- The BCH Events Planning Committee collected school supplies from employees for their Annual Back to School Supply Drive in August.
- Three doctors joined Boone County Family Medicine (BCFM) on an interim basis in 2010. Dr. Arthur Doenecke, who is retired and lives in Clive, attended the Royal College of Surgeons in Dublin, Ireland. He practiced in Lancaster, Pennsylvania, for most of his career, and later moved to Eagle Grove, Iowa, to work in a family practice clinic. Dr. Malhar Gore lives in Ames and is a full-time physician at the Iowa State University Thomas B. Thielen Student Health Center; he has worked there since 1994. Dr. Gore received his Medical Degree from the University of South Florida College of Medicine. Dr. Orville Jacobs lives in Altoona and enjoys farming. He received his Medical Degree from Des Moines University. After medical school, Dr. Jacobs worked in private practice for 20 years; over the past 20 years, he has been working as a locum tenens in Iowa.
- The Boone County Hospital Foundation held their 11th Annual “Best Shot” Golf Tournament in August. Ninety-six people golfed making 24 teams.
- In recognition and in celebration of the 10 year anniversary (*pictured, page 9*) of the east end addition at BCH, Administration celebrated with a pancake breakfast for employees.
- BCH donated the former Heartland Health Center building to the YMCA of Greater Des Moines.
- The BCH Specialty Clinic began offering advanced intravenous therapy on a regular basis.
- Many BCH employees offered their time to provide first aid coverage at the Farm Progress Show (*pictured, page 9*) in August. In the three days of the fair, staff time equaled 546 hours.
- BCH employees take part in county and statewide events throughout the year. Two big events employees participated in the summer of 2010 were RAGBRAI and Puffer-billy Days.
- Throughout the year, the Auxiliary holds various activities to help raise money for the hospital. Activities include two Jewelry Fairs, a Summer Solstice project, and the Festival of Trees and Holiday Open House.
- The BCH Foundation held their 2nd Annual Harvest Festival (*pictured, page 9*) in October at Snus Hill Winery, Madrid. The silent and live auctions net profited over \$11,000 which will benefit the Electronic Medical Record Boone County Hospital will be purchasing in the near future.



# NEW DOCTOR

- Boone County Hospital is fortunate to have a very active Volunteer Auxiliary. From October 2009 through September, 2010, the Auxiliary contributed over \$30,000 to help with the valet service, new air conditioning, the Family Birth Center remodel, a new communication system for the nursing floor, a Wii game system for Beckwith Family Adult Day Services, and toys for children in the hospital.
- Avenelle Olson, BCH volunteer, received the “Shining Star” award from the Iowa Hospital Association as an outstanding volunteer.
- Ruth Anderson, RN, CWS, and Cathy Wetzel, RN, CWOCN, BCH Wound Clinic, attended the Clinical Symposium on Advances in Wound and Skin Care in Orlando, Florida, in late September/early October. Abstracts of case studies were submitted related to impressive wound healing. Ruth and Cathy were selected to participate in presenting poster abstracts for Southwest Technologies and Dermagraft.
- Joe Smith, Boone County Hospital CEO, was selected as the Iowa Hospital Association (IHA) Board of Trustees Chair for a one year term. Joe's primary responsibilities are to preside over meetings of the IHA Board, which provide general direction to the Association and ensure financial viability.

- The Boone County Hospital website has a new look. Log on to [www.boonehospital.com](http://www.boonehospital.com). The site was redesigned to be more user friendly, to offer a fresh new look and new online services.
- In November, the Auxiliary held their Annual Festival of Trees and Holiday Open House. Approximately 30 trees and wreaths were on display in the BCH Atrium through the month of November to bid on.
- In November and December, the BCH Surgery Department worked in conjunction with the Free Clinic of Boone County on the “The Healthy Way Pantry” by asking for donations of much needed health items for the Free Clinic.
- The BCH Employees Events Committee and employees made Christmas a little brighter for underprivileged children in Boone County. Employees had the opportunity to pick a child from the BCH “Angel Tree” and sponsor them during the holidays by buying them needed items such as clothes, toys, etc.

Boone County Hospital (BCH) is pleased to welcome Dr. Emily Chang, D.O., OB/GYN, to the BCH Medical Staff. Dr. Emily Chang will begin providing obstetric and gynecology services at Boone County Hospital in February. She will be joining Dr. Tracey McIntire, OB/GYN.



Dr. Chang received her Doctor of Osteopathic Medicine Degree from Nova Southern Medical College, Fort Lauderdale, Florida. She completed two Residencies at Mercy Hospital and Medical Center, Chicago, Illinois. She is Board Certified by the American Board of Obstetrics and Gynecology.

Most recently, Dr. Chang worked at Northwest Community Hospital in Arlington Heights, Illinois. She is excited to begin practicing at BCH and looks forward to meeting her patients.

To schedule an appointment with Dr. Chang or Dr. McIntire, call 432-7766.

# STEWARDSHIP

## STATEMENT OF OPERATIONS *Year Ending June 30, 2010*

The health benefits of having Boone County Hospital in Boone County are immeasurable. Professional, skilled services, conveniently located close to home benefit our community's quality of life. Following are some of the services provided at Boone County Hospital.

### FISCAL YEAR 2008-2009

### 2009-2010

Patient Revenue.....40,006,149  
Property Tax Revenue  
.....979,605

**Total  
Revenue .....40,985,754**

#### Expenses

Salaries.....20,623,251  
Supplies .....6,990,680  
Other .....8,269,472  
Depreciation .....1,874,496  
Bad Debt.....2,145,629  
Charity .....468,673

**Total  
Expenses .....40,372,201**

Operating Income .....613,553  
Other Income .....115,003

**Net Income .....728,556**

<b>Inpatient Admissions</b> .....	1,234	.....	1,120
Births .....	147	.....	155
Skilled/Swing.....	265	.....	276
<b>Department Statistics</b>			
Ambulance Trips .....	2,214	.....	2,187
Emergency Room .....	9,966	.....	9,398
Home Health .....	14,539	.....	15,365
Laboratory .....	106,181	.....	109,642
Physical Therapy .....	30,827	.....	31,526
Radiology			
CT Scans .....	2,520	.....	2,401
MRI .....	763	.....	719
Nuclear Medicine .....	674	.....	406
Radiographic Procedures .....	8,997	.....	9,856
Ultrasound .....	2,432	.....	2,397
Specialty Clinic .....	7,039	.....	7,242
Surgery .....	1,826	.....	1,657
Technical Services			
Cardiology Tests .....	3,348	.....	3,215
Respiratory Tests .....	10,024	.....	8,806
Stress Tests .....	277	.....	291

# PROVIDERS

## BOONE COUNTY HOSPITAL

- Joe Smith, CEO .....433-8481
- Main Number .....432-3140
- Beckwith Family Adult Day Services .....432-2275
- Boone County Family Medicine, Boone .....432-2335
- Ogden.....275-2417
- Boone Orthopedic Center .....433-8500
- Business Office .....433-8142
- Cardiac Rehab.....433-8120
- Comprehensive Specialty Care.....433-8700
- Diabetes Education .....433-8624
- Family Birth Center.....433-8400
- Foundation.....433-8470
- Gifts Galore Gift Shop .....433-8180
- Home Care Services .....432-1127
- Madrid Family Practice Clinic .....795-4300
- Medical/Surgical .....433-8230
- Rehabilitation Services:
- Occupational Therapy .....433-8686
- Physical Therapy .....432-7729
- Speech Therapy.....433-8625
- Sleep Disorders .....433-8260
- Specialty Clinic .....433-8300
- Wound Clinic .....433-8337

## BCH MEDICAL STAFF

- Anesthesia** .....433-8358
- Rebecca Clark, CRNA, MS, ARNP
- Larry Lee, CRNA, ARNP
- Clinical Psychology**
- William Martin, Jr., Ph.D. ....433-0343
- Emergency** .....433-8150
- Tammy Chance, D.O., ED Medical Director
- Rick DesCamps, D.O.
- Brent Liebert, M.D.
- Timothy Peterson, M.D.

## Family Practice

- Frank Downs, M.D. ....432-2335
- Caleb Glawe, M.D. ....432-2335 (Boone)
- .....275-2417 (Ogden)
- Brian Mehlhaus, M.D. ....432-4444
- Laura Moeller, M.D. ....432-4444
- Sascha Parsons, M.D. ....432-4444
- Eric Peterson, M.D. ....432-2335
- Jerald Phipps, D.O. ....432-2335
- Scott Thiel, M.D. ....432-2335
- Alexandra Vander Meide, M.D. ....432-4444
- Joel Vander Meide, D.O. ....432-4444
- Richard Vermillion, D.O. ....275-2417
- Paul Volker, M.D. ....432-4444
- Nicole Goliber, PA-C .....432-2335 (Boone)
- .....795-4300 (Madrid)
- Kris Shaver, PA-C .....432-2335

## General Surgery

- Richard Unger, Jr., D.O. ....433-8500

## OB/Gyn

- Emily Chang, D.O. ....432-7766
- Tracey McIntire, D.O. ....432-7766

## Orthopedic Surgery

- James Mueller, M.D. ....433-8500

## Pathology

- John Cook, M.D. ....433-8173

## Radiology

- Tom Gleason, D.O. ....433-8160

## BCH OUTREACH SERVICES

### General Surgery

- Jeffrey Maire, D.O. ....433-8500

### Podiatry

- Todd Miller, D.P.M. ....433-8500

### Ophthalmology

- Nicolas Hamouche, M.D. ....239-4460

## BCH SPECIALTY CLINIC, 433-8300

### Allergy

- Jay Brown, M.D., McFarland Clinic

### Audiology

- Kent Weaver, AuD, Woodard Hearing Center
- Lisa Gardner, MS, CCC-A, Mercy ENT

### Cardiology

- Jeffrey Boyd, M.D., Iowa Heart
- Jennifer Britten, ARNP, Iowa Heart

### Dermatology

- Kathy Cook, M.D., Skin Solutions Dermatology

### Ear, Nose, Throat

- Matt Morgan, M.D., Mercy ENT

### Nephrology

- Jacob Alexander, M.D., McFarland Clinic
- Robert Smith, D.O., Associates in Kidney Care, PLC

### Neurology

- Michael Kitchell, M.D., McFarland Clinic
- Seldon Spencer, M.D., McFarland Clinic

### Oncology

- Joseph Merchant, M.D., McFarland Clinic

### Ophthalmology

- Daniel Vos, M.D., Wolfe Eye Clinic

### Orthopedic Surgeons

- Craig Mahoney, M.D., Iowa Orthopaedic Center
- Daniel McGuire, M.D., Iowa Spine Care
- Brian Haults, PA-C, Iowa Orthopaedic Center

### Pain Management

- Thomas Klein, D.O., Medical Center Anesthesiologists
- Clay Ransdell, D.O., Metro Anesthesia & Pain Management
- Christopher Stalvey, D.O., Metro Anesthesia & Pain Management

### Podiatry

- Charles Gilarski, D.P.M., McFarland Clinic
- Mark Wetzel, D.P.M., Foot & Ankle Center

### Physical Medicine and Rehab

- Todd Troll, M.D., Iowa Clinic

### Plastic/Reconstructive Surgery

- Kyle Ver Steeg II, M.D.

### Pulmonary Medicine

- Greg Hicklin, M.D., The Iowa Clinic
- Katrina Guest, M.D., The Iowa Clinic
- Steven Wanzek, M.D., McFarland Clinic

### Urology

- Brian Gallagher, M.D., The Iowa Clinic

### Vascular Surgery

- Doug Massop, M.D., Iowa Clinic



1015 Union Street  
Boone, Iowa 50036

NON PROFIT  
ORG  
US POSTAGE  
PAID  
FORT DODGE, IA  
PERMIT #4

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