

A Report to the Community

2007 ANNUAL REPORT



Bettering Our Communities Healthcare



Excellence

MISSION

Boone County Hospital will assume a leadership role in bettering our communities healthcare.

VISION

Boone County Hospital is the primary provider of healthcare services in Boone County and will demonstrate continuous improvement principles in its operations and relationships.

VALUES

We value:

- An atmosphere of cooperation with physicians, other healthcare providers, families and patients.
- Our employees. We are committed to their professional and personal development.
- The idea that each employee is a valuable asset who uniquely contributes to the success of the organization.
- The needs of our community and the ideal that each individual deserves our best regardless of their race, religion or socio-economic status.
- A conservative approach to hospital finances and a commitment to the long term future of healthcare in Boone County through responsible fiscal management.

"We live in Madrid and have the choice to go to Boone, Ames or Des Moines and chose Boone due to the minimal wait time to be seen, courtesy of staff and the fact that specialists are readily available either by referral or in the Specialty Clinic."

— Patient



Joe Smith, CEO

VIEW FROM THE HORIZON

Trust

Each year we evaluate our progress over the past 12 months by reviewing our mission statement of “Bettering our Communities Healthcare.” In a nutshell, we would like to share with you some of the improvements and highlights that have taken place at Boone County Hospital (BCH) to live up to that commitment.

First, our medical staff continues to grow. During the past year-and-a-half, BCH welcomed a number of new physicians to the community; some of those physicians are offering full-time services that have never been available in Boone before. In 2006, we added physicians Dr. Richard Unger, General Surgery, and Dr. Tracey McIntire, OB/GYN. Dr. McIntire’s obstetrical and gynecological practice has taken off and we are delighted to see it grow. In addition to Dr. McIntire’s arrival, the hospital began offering epidural anesthesia services for laboring moms. Dr. James Mueller, Orthopedics, began offering residents of Boone County orthopedic services in June 2007. He is now performing surgeries for total knee and hip replacements, ACL repairs and other sports-related injury services. The addition of orthopedic services has been a priority for a number of years and we are thrilled that Dr. Mueller chose BCH for his

orthopedic practice.

During the past year, we have also added a number of outstanding young family practice physicians. Dr. Laura Moeller recently began her practice with Boone Family Practice, Iowa Health Physicians, and looks forward to a broad range of family practice care that will include obstetrics and pediatrics. Dr. Amanda Moreno recently started her practice at the Madrid Family Practice Clinic. Dr. Moreno is an outstanding young physician that will be a perfect fit for the Madrid community. She also looks forward to a wide range of healthcare for patients of all ages, including obstetrics and pediatrics.

You may have noticed hospital construction over the past year. We are in the process of updating the areas of the hospital that were not a part of the 2000 addition. In particular, we will be relocating our Physical Therapy Department to BCH in the Spring of 2008. The new department will be completely updated and renovated to allow our patients the best care possible, close to home. In addition to the building renovation, we have been able to reinvest in a significant amount of new equipment over the past year. In particular, our Radiology Department now boasts some of the

most up-to-date equipment available in healthcare today. New equipment and added benefits include a Magnetic Resonance Imaging (MRI) system, Computed Tomography (CT), in-house nuclear medicine, and a fluoroscopy suite. In addition, and maybe most importantly, our Radiology Department is now fully digital and our Picture Archiving and Communications System (PACS) allows our physicians the ability to receive and analyze diagnostic images at any time of day from their office, and even from their homes. Important diagnostic decisions can now be made in a much more timely fashion.

The question then, at the end of the year is, “Have we improved our communities healthcare?” Our patients seem to think so. Once again, BCH has achieved very high marks in regard to our patient satisfaction scores in all areas. In particular, Press Ganey has once again awarded BCH and our Emergency Department the prestigious “Summit Award” given to facilities that demonstrate outstanding patient care satisfaction for at least three years in a row.

In summary, BCH has added a number of significant physician specialists and family practice physicians that our community can be proud of. We’ve added services and equipment that have previously been unavailable here and our patient satisfaction scores continue to tell us the community thinks we’re doing a great job.

Thanks again for your trust in us and for allowing us to provide quality healthcare to you and your family.

— Joe Smith, Boone County Hospital CEO



Kari Houser, Radiology, performs a fluoroscopy exam with the new Digital General Radiographic and Fluoroscopy Unit

Quality

PRIDE OF ACCOMPLISHMENTS IN 2007

- Dr. James Mueller, Orthopedic Surgery, Dr. Laura Moeller, Family Practice, and Dr. Amanda Moreno, Family Practice, joined the Boone County Hospital Medical Staff in 2007. Dr. Richard Unger, General Surgery, and Dr. Tracey McIntire, OB/GYN, joined in 2006.
- The 5 Million Lives Campaign was implemented to protect patients from incidents of medical harm over a 24 month period and will end December 9, 2008. The campaign builds upon the success of the 100,000 Lives Campaign which ended June 2006.
- At the end of 2006, the Diabetes Program was awarded an Education Recognition Certificate for quality diabetes self-management education by the American Diabetes Association. The program was originally recognized in 2003.
- The Radiology Department added new state-of-the-art equipment—Computed Radiography (CR), a digital imaging process that eliminates the need for film; a Radiographic Room in the Boone Orthopedic Center with CR capabilities;

a Digital General Radiographic and Fluoroscopy Unit, an X-ray that allows quick viewing of areas such as the digestive tract; a Magnetic Resonance Imaging (MRI) system that uses strong magnet and radiofrequency waves to produce pictures of internal organs and structures; a Picture Archiving and Communications System (PACS) that allows physicians to view images from various locations; and a Nuclear Medicine Room allowing doctors to view nuclear medicine images in-house instead of in a mobile unit.

- The west end of Boone County Hospital (BCH) was under construction in 2007. The new renovated areas house the Boone Orthopedic Center, Health Information Management, the physicians lounge, Information Systems, the Business Office, Boone Community Services, Administration, and a large conference room.
- In February, Respiratory Care earned Quality Respiratory Care Recognition for helping patients and families make informed decisions.

- The Laboratory was awarded accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP). The Lab is one of 6,000 CAP-accredited laboratories nationwide.
- In March, local race car drivers came to BCH to give paramedics and the Boone Fire Department an overview of the different styles of race cars, safety precautions and properly extricating a driver from a car. The BCH Ambulance Department provides paramedic coverage at the Boone Speedway each weekend throughout the racing season.



400 free bike safety helmets were fitted and given away at the Boone County Health and Safety Fair in March

*Right, left to right:
Char Wilkening, Cathy Wetzeler and
Ruth Anderson are nationally known
for their wound care presentations.*

*Far right: Approximately 160 individuals
enjoyed an elegant evening at the
BCH Foundation's first ever Gala Event.*



- BCH helped to coordinate and was well represented at the Boone County Health and Safety Fair, "Treasure Your Health," at DMACC in March. Over 40 booths were on display; approximately 700 individuals were in attendance. Four hundred free bike safety helmets were given away.
- In the spring, a new parking lot with 100 parking spaces was added west of the hospital.
- New entrances on the west end and the southwest corner of the hospital opened in the spring.
- In the spring and fall, Wound Care nurses Ruth Anderson, Cathy Wetzeler and Char Wilkening presented abstracts at two National Wound Care Conferences. The nurses are nationally known for their presentations on products they use to help heal wounds. They are asked each year to make abstract presentations.
- In June, a Senior Resource Fair was held at Boone County Hospital. Approximately 150 seniors attended. The first 50 in attendance received a free \$10 wellness profile to the BCH Laboratory.
- On June 27th, Congregate Meals celebrated 30 years of serving Boone County. A celebration was held at the Boone Senior Citizens Center. The program is facilitated by Home Care Services of BCH.
- In July, the American Cancer Society recognized BCH for their two-year anniversary of being a tobacco-free campus. The hospital made the move to a tobacco-free campus in an effort to better serve patients and their families.
- In August, the BCH Foundation held their 2nd Annual Golf Event. One hundred thirty-two players participated. Nearly \$13,000 was raised and will benefit the Lila Carpenter and Cid Metcalf Scholarship Funds, and the Donor Endowment Fund.
- The BCH Foundation held their first ever Gala Event, "Fire and Ice," at the National Guard Armory, Boone, in October. The nearly 160 individuals in attendance enjoyed an elegant evening with a four-course meal, music, a raffle and dancing.
- The Boone Orthopedic Center opened the doors to a new clinic on the west end of BCH in October.
- Healing Touch, a healing that uses hands-on and energy-based techniques to balance and light the human energy field was implemented at the hospital in October. The BCH Foundation received a grant from the Boone F.O.R.C.E. Board to help cover the cost of training BCH nurses in this new healing technique.
- In November 2007, BCH was awarded the prestigious Press Ganey Summit Award for their outstanding care and service in the Emergency Department. BCH also received the award in 2006. The award is the healthcare satisfaction industry's most coveted symbol of achievement bestowed annually.
- Throughout the year, the Volunteer Auxiliary made a huge presence at the hospital. They held a successful painted chair project in June, a Masquerade Jewelry Sale in August, and their Annual Holiday Open House and Festival of Trees in November. The Auxiliary not only gives to the hospital financially, but the volunteers share their time in many departments throughout the hospital.

"The personnel and overall care is so much better than the big hospitals. This made my stay there all the better."

— Patient

Care

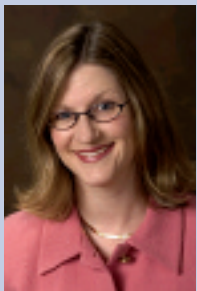
NEW PHYSICIANS 2006/2007

Boone County Hospital added five new physicians to the Medical Staff in 2006 and 2007.



Most recently, **Amanda Moreno, D.O., Family Practice**, began her practice at the Madrid Family Practice Clinic. She began offering healthcare services in mid-October. Dr. Moreno received her degree from Des Moines University College of

Osteopathic Medicine and Surgery, Des Moines, and completed a Family Practice Residency at Iowa Lutheran Hospital, Des Moines. Her special interests include women's health, pediatrics and obstetrics.



Laura Moeller, M.D., Family Practice, began providing healthcare services at Boone Family Practice at the beginning of September. Dr. Moeller received her Medical Degree from the University of Iowa College of Medicine, Iowa City. Most

recently, she completed a Family Medicine

Residency from Memorial Family Medicine Residency Program, South Bend, Indiana. Dr. Moeller is Board Certified in Family Practice and also has a Master's Degree in Nutritional Science from Iowa State University. Her areas of interest include: rural/underserved medicine, women's health, obstetrics, pediatrics, skin procedures, international health, and patient education on nutrition and wellness.



James Mueller, M.D., Orthopedic Surgery, began providing orthopedic services in the new Boone Orthopedic Center in June. Dr. Mueller received his Medical Degree from the University of Michigan, Ann Arbor, Michigan. He

completed an Internship in Internal Medicine, and a Residency in Orthopedic Surgery at the Henry Ford Hospital, Detroit, Michigan, and a Fellowship in Hand Surgery at the Cleveland Clinic, Cleveland, Ohio. Dr. Mueller is Board Certified in Orthopedic Surgery. His medical specialties include: hips and knees, total joints, hands, arms and shoulders, sports medicine, and orthopedic services for children.



Tracey McIntire, D.O., Obstetrics/Gynecology, began her medical practice at Boone County Hospital in September 2006. Dr. McIntire received her Medical Degree from Chicago College of Osteopathic Medicine-Midwestern University,

Downer's Grove, Illinois, and completed an Obstetrics/Gynecology Internship and Residency at Midwestern University, Olympia Fields, Illinois. She is Board Eligible in Obstetrics/Gynecology. Her specialties include obstetrics, gynecology and women's health issues. In addition to Dr. McIntire beginning her practice, the hospital began offering epidural services for laboring mothers.



Richard Unger, D.O., General Surgery, began a general surgery practice at Boone County Hospital during the summer of 2006. Dr. Unger received his D.O. from Kirksville College of Osteopathic Medicine, Kirksville, Missouri. He

completed an Internship from Metropolitan Medical Center, St. Louis, Missouri, and a Residency from Deaconess Hospital West, St. Louis, Missouri. Dr. Unger is Board Certified by the American Osteopathic Board of Surgery. Prior to joining the BCH Medical Staff, Dr. Unger worked for Mid-Iowa Surgery. Dr. Unger's specialties include: gallbladders, hernias, colonoscopies, evaluation for reflux, hysterectomies, biopsies, hemorrhoids, tubal ligations, c-sections and breast masses.

"Patient comfort and satisfaction is of utmost importance which is why our patients come back as well as recommend us to family and friends."

— Tacy Morlan, Emergency Director

ABOVE AND BEYOND

Success

Boone County Hospital (BCH) is once again a Summit Award winner. The Summit Award recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years. The award is the healthcare satisfaction industry's most coveted symbol of achievement bestowed annually, and Boone County Hospital is one of the nation's organizations to receive this honor. This is the second year BCH has been recognized for this prestigious honor. The hospital ranked in the 99th percentile for the overall facility rating; one year ago, the hospital ranked 98th.

Award winners are determined in July by reviewing the overall percentile rank of each database report within the three-year period; BCH's rank has not dropped below the 95th percentile at any point.

On November 27th, representatives from the BCH Emergency Department went to the Press Ganey National Conference in Kissimmee, Florida, to be recognized and accept the award.



"We were very honored to receive the award last year," says Tacy Morlan, Emergency Department Director. "Over the past year our patient numbers have increased so we have been very busy. Staff has worked exceptionally hard to provide excellent patient care. The



Summit Award shows just how hard we've been working. The registration staff, nurses, doctors, and techs are extremely dedicated team players and make our Emergency Department run smoothly and efficiently. Patient comfort and satisfaction is of utmost importance which is why our patients come back as well as recommend us to their families and friends. We are very pleased to know that our efforts have not gone unnoticed."

Some of the ER staff contributing to the success of the department, left to right: Tacy Morlan, ER Director, Heather Addy, Jason Carlson, Dr. Leighton, Cindy Cellucci, Jody King; inset: Shaunae Overturf



STATEMENT OF OPERATIONS

Year Ending June 30, 2007

Patient Revenue32,423,660
 Property Tax Revenue861,648

Total Revenue.....33,285,308

Expenses

Salaries16,115,130
 Supplies5,105,108
 Other7,042,656
 Depreciation.....1,467,010
 Bad Debt1,769,146
 Charity364,300

Total Expenses31,863,350

Operating Income1,421,958
 Other Income244,208

Net Income1,666,166

FINANCIAL STEWARDSHIP

The health benefits of having Boone County Hospital in Boone County is 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 2005-2006 | 2006-2007 |
|-----------------------------------|------------------------------|------------------|
| Inpatient Admissions | 1,419 | 1,309 |
| Births | 123 | 106 |
| Skilled/Swing | 238 | 285 |
| Department Statistics | | |
| Ambulance Trips | 2,054 | 2,062 |
| Emergency Room | 10,008 | 9,233 |
| Home Health | 11,527 | 13,315 |
| Laboratory | 107,718 | 118,809 |
| Physical Therapy | 30,897 | 28,039 |
| Radiology | | |
| CT Scans | 2,336 | 2,387 |
| MRI | 818 | 800 |
| Nuclear Medicine | 893 | 760 |
| Radiographic Procedures | 9,544 | 8,728 |
| Ultrasound | 1,503 | 1,854 |
| Specialty Clinic | 9,620 | 9,102 |
| Surgery | 1,816 | 1,830 |
| Technical Services | | |
| Cardiology Tests | 3,309 | 3,194 |
| Respiratory Tests | 12,031 | 11,909 |
| Stress Tests | 391 | 383 |

Growth

Right: Home Care Services provides a wide range of health promotion programs. Far right: One of the many benefits of Beckwith Family Adult Day Services is the interaction the adults have with the children from Childcare Junction.



COMMUNITIES WE SERVE

Boone County Hospital (BCH) owns and operates Boone County Family Medicine in Boone and Ogden, the Madrid Family Practice Clinic in Madrid, Beckwith Family Adult Day Services and Home Care Services. BCH also works in partnership with physicians and staff from Boone Family Practice, an Iowa Health System affiliate. Our physicians also collaborate with the finest specialists in central Iowa who hold clinics for patients at the BCH Specialty Clinic.

The physicians at **Boone County Family Medicine (BCFM) in Boone and Ogden**, and the **Madrid Family Practice Clinic (MFPC)**, treat acute and chronic illnesses, provide preventive care and health education, care for hospitalized patients, perform minor surgeries, and several deliver babies. To schedule an appointment with a physician at BCFM, Boone, call 432-2335; BCFM, Ogden, call 275-2417; and MFPC, call 795-4300.

Home Care Services of Boone County Hospital provides a wide range of home care and health promotion programs to better the community's healthcare. Since 1938, Home Care Services has served the Boone community and surrounding area and has grown through the years. The program offers skilled

nursing, home care aides, physical, occupational and speech therapy, medical social services, nutritional programs, community health, and Lifeline. Services are provided in the comfort of your own home. For more information on Home Care Services, call 432-1127.

Beckwith Family Adult Day Services is a certified program available to adults, Monday through Friday, who do not need 24-hour care, but who cannot be left alone for long periods of time. The staff sees participants with a wide-range of illnesses or disabilities. Beckwith provides a vibrant environment for adults requiring assistance, support and involvement with others throughout the day to be happy, active, productive and safe. Participants will enjoy a variety of activities such as cooking, creative arts, exercise, music, activities with children, and much more. To request a tour of Beckwith Family Adult Day Services or for more information, call 432-2275.

Boone County Hospital has an excellent relationship with consulting medical staff that provide our community with quality, specialty care in the **Specialty Clinic**. This service allows residents of Boone County to make their doctor visits in Boone rather than traveling to another town. In cooperation with other area medical centers, BCH offers regularly-scheduled outpatient clinics for a wide variety of specialty services. The physicians at the Specialty Clinic travel to Boone to see their patients. For a list of specialists, refer to page 11 or call the Specialty Clinic at 433-8300.

For more information on these services or other services available through Boone County Hospital, visit www.boonehospital.com

"All of the nurses were very good. One even gave me a back rub in the night when I had trouble getting to sleep."

— Patient

Compassion

"Everyone was so thoughtful and kind; I'd recommend Boone County Hospital to anyone!"

— Patient

WORKING TOGETHER TO SERVE OUR COMMUNITIES



Board of Trustees

(pictured, left to right)

Dave Grant, Vice Chair ● Bruce Anderson
Maxine Redeker, Secretary ● Tom Good
Pat Henkel, Treasurer ● Keith Kudej
Tim Buckner, Chair

Boone County Hospital (BCH) has been providing high quality, cost-effective healthcare to residents in and around Boone County for more than 100 years.

With nearly 400 employees, 20 full-time physicians, 27 part-time specialty physicians, and 25 beds/14 skilled beds, Boone County Hospital serves the communities of Boone, Madrid, Ogden and beyond.

The BCH Board of Trustees is comprised of seven individuals that live in Boone County with a

vested interest in the success of the hospital. With diverse backgrounds, each member of the Board brings a new perspective to the table.

Because Boone County Hospital is not-for-profit, the Board is legally and ethically

responsible for the hospital and the service it provides. They are responsible for ensuring that proper healthcare services are being delivered in a quality manner consistent with the needs of the Boone community and surrounding areas, while remaining financially viable in order to continue to render needed services.

The BCH Board sets corporate goals and policies, and delegates the responsibilities for the day-to-day hospital operations and medical care to Joe Smith, Chief Executive Officer (CEO), and the Medical Staff.

The BCH Board is proud to be a part of a hospital that has seen continued growth and success through the years. Each member of the Board is committed to being the kind of healthcare leader worthy of the community.

Administration

Joe Smith, CEO ● Dave Mellett, CFO
Howard Eikenberry ● Sandy Puntenney
Jackie Reutter ● Kim Schwartz

Chief of Medical Staff

David Koenig, M.D.

Leadership



Knowledge

"We are so fortunate to have such a great facility with an excellent medical staff."

— Patient

OUR PHYSICIANS

BOONE COUNTY HOSPITAL (BCH) PHYSICIANS

Clinical Psychology

- William Martin, Jr., Ph.D.433-0343

Emergency Director

- Brian Mehlhaus, M.D.433-8150

Family Practice

- Frank Downs, M.D.432-2335
- James Hardinger, D.O.432-2335
- Brian Mehlhaus, M.D.432-4444
- Laura Moeller, M.D.432-4444
- Amanda Moreno, D.O.795-4300
- Sascha Parsons, M.D.432-4444
- Eric Peterson, M.D.432-2335
- Jerald Phipps, D.O.432-2335
- Scott Thiel, M.D.432-2335
- Peter Vasconcellos, D.O.432-2335
- Richard Vermillion, D.O.275-2417
- Paul Volker, M.D.432-4444
- Kris Shaver, PA-C432-2335

General Surgery

- Richard Unger, Jr., D.O.432-7766

Internal Medicine

- David Koenig, M.D.432-4444

OB/Gyn

- Daniel Gabrielson, D.O.866-426-4188
- Tracey McIntire, D.O.432-7766

Orthopedic Surgery

- James Mueller, M.D.433-8500

Pathology

- John Cook, M.D.433-8173

Podiatry

- Todd Miller, D.P.M.432-7766

Radiology

- Tom Gleason, D.O.433-8160

BCH SPECIALTY CLINIC PHYSICIANS, 433-8300

Allergy

- Jay Brown, M.D., McFarland Clinic

Cardiology

- Jeffrey Boyd, M.D., Iowa Heart
- Imran Dotani, M.D., McFarland Clinic
- Ryan Young, PA-C, Iowa Heart

Dermatology

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

Ear, Nose, Throat

- Matt Morgan, M.D., Mercy ENT

Eye

- Daniel Vos, M.D., Wolfe Clinic

Nephrology

- Jacob Alexander, M.D., McFarland Clinic
- Jobinson Thomas, M.D., Des Moines Kidney Assn.

Neurology

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

Oncology

- Thomas Buroker, D.O., Medical Oncology and Hematology
- Joseph Merchant, M.D., McFarland Clinic

Orthopedic Surgeons

- Craig Mahoney, M.D., Iowa Orthopaedic Center
- Daniel McGuire, M.D., Iowa Spine Care

Pain Management

- Christian Ledet, M.D., Des Moines Orthopaedic Surgeons, P.C.

Podiatry

- Scott Freschi, D.P.M., Des Moines University Foot & Ankle
- Charles Gilarski, D.P.M., McFarland Clinic
- Dennis Kessler, D.P.M., Iowa Orthopaedic Center
- James Mahoney, D.P.M., Des Moines University Foot & Ankle

Physical Medicine and Rehab (EMG)

- Todd Troll, M.D., Iowa Clinic

Plastic/Reconstructive Surgery

- Timothy Schurman, M.D., Iowa Clinic

Pulmonary Medicine

- Katrina Guest, M.D., Iowa Clinic-Iowa Lung
- Steven Wanzek, M.D., McFarland Clinic

Urology

- Stephen Piercy, M.D., Urology Associates, P.C.

Vascular Surgery

- Doug Massop, M.D., Iowa Clinic



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Visit our web site at www.boonehospital.com