Message from our President

This past year like so many other years, we heard of the compassion shown to our patients by our medical staff and by our wonderful clinics and support staff. We also learned of the way our patients and their families gave back to Ozarks Medical Center in appreciation for the care they or their loved ones received at OMC. The list of stories is long. After all, OMC is simply a collection of stories about people caring for people. Many stories will always remain unheard, only known by a single patient and caregiver. There are two stories that stick out in my mind and both come from the OMC Cancer Treatment Center.

First, a few years ago, Ruby Russell, RN at OMC’s Cancer Treatment Center (CTC), saw the need to celebrate. Maybe the reason for celebration was a patient’s birthday or anniversary, their last chemo treatment, or the yearly anniversary of their remission. Either way, Ruby thought every celebration needs a cake. So, Ruby began running to the OMC Cafeteria to get a cake for these special events. Over time, the more they celebrated, the more they saw a need for more celebrations, until Ruby just decided to bake the cakes herself.

Today, Ruby and co-worker Lori Cole bake lots of cakes. They do this on their own time and with their own money. Strawberry, spice, red velvet, pineapple upside-down, devil’s food, walnut, are waiting in the freezer in the employee break room at OMC’s Cancer Treatment Center, just in case someone needs to celebrate. Just because they care.

The second story is about Madison Essary from Willow Springs, who had a special request for her 10th birthday. In lieu of gifts and to honor the memory of her grandmother, Madison asked family and friends to donate money and crayons, coloring books and games. These gifts would be given to OMC. Madison’s grandmother, Joyce Essary, passed away in August from cancer. Madison and her family had spent some time at OMC’s 2 North Wing while she was hospitalized, and at the OMC Cancer Treatment Center. Madison knew what if felt like to be a kid in the waiting room at the hospital. Her mother, Tonya, made sure she had things to do, but Madison noticed there wasn’t much for other kids to do except to watch TV.

Madison and her friend, Madelyn Fair, along with her mom and her grandpa, David, visited the hospital to pass along her birthday gifts. Almost $140 in cash was collected and donated to the Cancer Treatment Center Emergency Fund. This fund is available for any cancer patient who cannot afford medication or who needs assistance with transportation.

Madison and Madelyn also collected crayons, coloring books and games which were given to the nurses on 2 North just in case other kids wanted something to do while they waited. Just because they care.

The most touching story of the CTC is the way the community rallied around our Nurturing Hope: A Community Cancer Project campaign. The community has donated over $900,000 so far. OMC’s Cancer Treatment Center touches so many lives of loved-ones, friends and acquaintances and the community overwhelmingly continues to support the work of the CTC in return.

These stories remind us of why our physicians, providers and caregivers do what they do on a daily basis. To simply serve with love and compassion. They are a testimony to our mission of providing exceptional compassionate care to all we serve.

Sincerely,

Tom Keller,
President and Chief Executive Officer
Ozarks Medical Center
### Free Community Health Events

<table>
<thead>
<tr>
<th>Event</th>
<th>2015 Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart Risk Screening: Cholesterol &amp; Glucose Blood Test</td>
<td>182</td>
</tr>
<tr>
<td>Thayer Health Fair</td>
<td>145</td>
</tr>
<tr>
<td>Biggest Loser Weight loss Wellness Competition Completers</td>
<td>163</td>
</tr>
<tr>
<td>Quarterly community health dinners with health topic speakers</td>
<td>75 -105</td>
</tr>
<tr>
<td>Heart Health Dinner</td>
<td>92</td>
</tr>
<tr>
<td>Fun Run Fitness Expo: Vendors offer health and fitness information</td>
<td>Over 250</td>
</tr>
<tr>
<td>Fun Run</td>
<td>458</td>
</tr>
<tr>
<td>Living With Diabetes: Education for newly diagnosed diabetics or diabetics with poorly controlled blood sugar</td>
<td>32</td>
</tr>
<tr>
<td>Athletic sports physicals sports physicals provided to area high school and middle school athletes students</td>
<td>411</td>
</tr>
<tr>
<td>Mash Camp</td>
<td>21</td>
</tr>
<tr>
<td>Mtn. Grove Health Fair</td>
<td>400</td>
</tr>
<tr>
<td>Stop Smoking Classes</td>
<td>75</td>
</tr>
</tbody>
</table>

### Community Impact

- **Healthtran Rides to Clinic Visits**: 1174 Full Time Jobs
- **Annual Payroll**: $71.3 Million (Employed and contract)
- **Health-related Scholarships & Tuition Assistance**: $104,743
- **Community Education on Dangers of Second Hand Smoke**: 2,034
Inpatient Patient Satisfaction Scores (HCAHPS)
- Achieved the highest annual score in three of the nine Patient Satisfaction domains
- “Communication with Nurses” rating only 0.1% below highest score, holding consistently
- “Recommend the Hospital” rating also achieved the highest score
- Five of nine HCAHPS domains improved over 2014

Emergency Department Patient Satisfaction Scores
- Overall scores improved in the third and fourth quarter

Surgical Services Patient Satisfaction Scores
- Overall score improved in the third and fourth quarter, with the 4th quarter ranking in the 88th percentile

Clinics Patient Satisfaction Scores (CGCAHPS)
- Implemented patient satisfactory survey in June using an objective, confidential survey company
- “Rate the Provider” score improved in November and December
- “Recommend the Provider Office” score improved in October, November and December

Registration & Scheduling:
- Increased centralized scheduled tests and precertifications to include specialty clinics
- Improved registration processes and training resulting in much more accurate billing

OMC’s bright green six-passenger golf cart began providing rides to people to and from the parking lot and the nearby clinics.

OMC Cardiac Stepdown Unit 100% compliance in patient safety measures and a 100% Patient Satisfaction for Nurse Courtesy and Respect.
OMC is working hard every day to provide the safest environment for the community’s healthcare needs

- Completed and received JCAHO Accreditation in 2015
- In 2015, OMC began the journey toward being a Missouri Quality Award Winning Hospital. Our feedback report celebrated many strengths in OMC leadership, Board of Directors, Strategic Planning, and Work Processes. This journey will continue by putting into place what we learned through the process and applying for higher levels of quality awards
- OMC was designated a Level Two Stroke Center by the Missouri Department of Health and Senior Services reflecting the organization's commitment to stroke education, quick treatment and quality outcomes
- OMC Sleep Lab was re-accredited as a Sleep Center by the American Academy of Sleep Medicine
- OMC Wound Care Services was recognized with a national award for clinical excellence
- Hospital-wide, 100% compliance in patient safety measures for August
- Achieved ALS Certification (for treatment of Amyotrophic Lateral Sclerosis or “Lou Gehrig’s Disease”) in the Neuroscience Clinic

Heart Care
Door-to-balloon Time is a quality measure indicating the amount of time between a heart attack patient's arrival at the emergency room to the time that patient's blocked artery is reopened in the cardiac catheterization lab. In 2015, OMC performed 221 coronary interventions with a door-to-balloon time of 74 minutes, substantially better than the national standard of 90 minutes, set by American Heart Association.

Our ICU is a safe place to receive care.

**0%** Central Line Infections

**0%** Catheter Associated Infections • **0%** Ventilator Pneumonia Infections
Reduced Annual Turnover from greater than 19 percent to 17.74 percent

Total turnover and RN turnover continue to be below target levels

New Physicians

Magdy Giurgius, MD  
General Surgeon  
OMC Surgical Services

Taghogho Agarin, MD  
OMC Pain Management Clinic

Aniefiok Agarin, MD  
Psychiatrist  
Behavioral Healthcare

Jose Atiles, MD  
General Practice Physician  
OMC Urgent Care & OMC Mountain Grove Medical Complex

Susan Jolly, MD  
Orthopedic Surgeon  
OMC Orthopedics

To improve Emergency Department Physician staffing levels, Dr. Eli Denny, Dr. Jennifer Sadler, Dr. Philip Sadler, and Dr. James McDaniel joined the OMC ED staff in 2015

19% to 17.74 %  
Turnover Decrease

- Reduced Annual Turnover from greater than 19 percent to 17.74 percent
- Total turnover and RN turnover continue to be below target levels

Volunteer Chaplains Executive Committee

Bill Rave, President  
Marie Whiteside, Vice President

Cathyann Rave, Secretary  
Billy Cawthron, Chaplain at Large

Volunteers

180 volunteers who contributed 28,412.75 hours valued at $21.30 per hr. by the independent sector. This adds up to $605,191.57.
OMC received a grant worth $593,160 to focus on improving transitions of care, reducing hospital readmission rates, and reducing the unnecessary usage of the emergency department, each of which has been recognized by the Centers for Medicare and Medicaid Services as critically important to health care reform initiatives.

Operating Margin was 4.1 percent in 2015 compared to 3.8 percent in 2014.

- Increase in Days Cash on Hand to 131 in 2015 compared to 129 in 2014
- Billing and Collections:
  - Improved collection rates and implemented patient collections in Main Admissions, Outpatient Surgery and Shaw Building Services
  - Implemented a Bank Loan program for patients to help finance their care

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>5,326</td>
<td>5,595</td>
<td>5,685</td>
</tr>
<tr>
<td>Births</td>
<td>639</td>
<td>637</td>
<td>641</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>25,343</td>
<td>25,580</td>
<td>26,077</td>
</tr>
<tr>
<td>Inpatient Surgeries</td>
<td>853</td>
<td>876</td>
<td>791</td>
</tr>
<tr>
<td>Outpatient Surgeries</td>
<td>2,000</td>
<td>1,908</td>
<td>1,816</td>
</tr>
<tr>
<td>Riverways Home Health Visits</td>
<td>18,633</td>
<td>21,480</td>
<td>19,107</td>
</tr>
<tr>
<td>Visits by Riverways Aides</td>
<td>73,237</td>
<td>70,223</td>
<td>61,787</td>
</tr>
<tr>
<td>Riverways Hospice visits</td>
<td>6,717</td>
<td>6,459</td>
<td>5,588</td>
</tr>
<tr>
<td>Behavioral Healthcare Clinic visits</td>
<td>254,456</td>
<td>252,025</td>
<td>224,420</td>
</tr>
<tr>
<td>Physician Clinic Visits</td>
<td>132,131</td>
<td>127,404</td>
<td>119,052</td>
</tr>
<tr>
<td>Rehabilitation Services Procedures</td>
<td>121,543</td>
<td>128,117</td>
<td>109,268</td>
</tr>
<tr>
<td>Contracted Rehabilitation Services</td>
<td>31,346</td>
<td>33,379</td>
<td>37,659</td>
</tr>
</tbody>
</table>
2015 Accomplishments

- Information Technology
  - Infrastructure Upgrades - new storage and hardware
  - Telemedicine pilot program set up with other hospitals
  - Allscripts Electronic Health Record has been implemented in clinics

- Pharmacy
  - Added new contract pharmacies which brought in more affordable medications for patients
  - Opened OMC Employee Pharmacy to patients and public

- Facility Improvement - ‘Going Green’
  - OMC added energy efficient features including improved boiler system and light systems with a low interest loan from the Missouri Department of Economic Development

- OMC Behavioral Healthcare now offers access to mental health services at the Mountain Grove Medical Complex, Alton, Winona, Gainesville and Mountain View Clinics

- OMC announced the purchase of land located in Thayer, Missouri to be the future site of a new health care facility that will combine OMC Thayer and OMC Mammoth Spring Medical Clinic

- Alton Medical Clinic:
  - Expanded services to offer Physical Therapy and Speech Therapy
  - Began offering tele-psychiatry services

\[\text{Mountain Grove Medical Complex:} \]
\[\text{Services expanded to seven days per week} \]
\[\text{68\% increased volume in patient visits} \]
\[\text{(8,042 in 2015 versus 4,777 in 2014)} \]

\[\text{OMC broke ground July 14 for the new home of the OMC Orthopedic Center.} \]

\[\text{OMC ‘Goes Green’ celebration} \]

\[\text{Overall Clinic Visits} \]
\[\text{2015} \]
\[\text{2014} \]
On January 29, 2015 the OMC Foundation celebrated the official beginning of the “Nurturing Hope: A Community Cancer Project” which includes the expansion of the center's chemotherapy suite, construction of a healing garden, and new technology that will allow the center to treat lung cancer with the latest technologies. Over $900,000 raised to date.

25th Annual OMC Superhero Fun Run drew 410 participants and raised approximately $7,500 for the Cancer Treatment Center.

The Seventh Annual Blue Jean Ball, sponsored by RKL Construction, drew a crowd of more than 675 people and raised approximately $71,000 for local health care through the Ozarks Medical Center Foundation.

OMC Lights of Life Christmas tree shined as a tribute in honor and memory of hundreds of individuals after the 26th annual community tree lighting ceremony on Dec 1.

Women With Heart committee donated $12,000 for Sleep Study Machine for OMC Sleep Center.

Foundation Board of Directors

Roger D. “Dusty” Shaw - Chairman

- Newt Brill
- Ken Joplin
- Marge Slayton
- Shawn Marhefka
- Deanna McNew
- Tom Keller
The ALS Association Mid-America Chapter and Ozarks Medical Center (OMC) hosted the first-ever Light of Hope ceremony in West Plains.

OMC honored its many talented individuals who choose to serve OMC as volunteers at a Gilligan's Island themed dinner.

411 area student athletes received free athletic physicals at Ozarks Medical Center's Shaw Medical Building and rural clinics.

The OMC float took the Grand Prize in the December 12 West Plains Christmas parade. The theme of the float was The OMC Tree Lot. The float featured 13 beautiful and unique trees decorated by OMC departments in a snow-covered tree lot setting.

OMC Clinics participated in the Mountain Grove Health Expo. Free screenings and health education information were available at the booths.

OMC's Annual M*A*S*H (Medical and Science Health) Camp is a three-day “hands-on” camp for students who will enter 10th through 12th grades. Instructors included health professionals, health educators, and other faculty from OMC.
2015
Board of Directors

Marge Slayton
Chair

Kevin Gleghorn
Vice-Chair

Judy Ingalsbe
Secretary

Bill Wood
Treasurer

Dan Corman

Greg Beykirch

A. K. George, MD

Aaron Mills, MD

Charles Morgan, MD

Jason Spurling, MD

Kathryn Egly, MD

Travis Morrison

Roger D. Shaw, III, DVM

Travis Smith

Melissa Stewart

Medical Staff Officers

Jason Spurling, MD
Chief of Staff

Jeffrey Dryden, DO
Secretary/Treasurer

Kathryn Egly, MD
Chief-Elect
(Jan. - Sept.)

Rodney Zimbelman, MD
Chief-Elect
(Oct. - Dec.)

Administrative Leaders

Tom Keller
President and CEO

Kimberly H. Thompson
Vice President and CFO

Connie Schott
Vice President of Human Resources

Walter “Rick” Holloway, MD
Chief Medical Officer

Jeffery Jones, MHA, FACHE
Vice President of Clinics

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Ozarks Medical Center is a system of care encompassing a 114-bed acute care hospital, 8 primary care and 15 specialty clinics, along with complete rehabilitation and home care services. We are a not-for-profit medical referral center with over 1100 employees, serving an 8-county area in south central Missouri and north central Arkansas.

- 114 Beds
- Approximately 1,100 employees
- 8-county service area serving a market of 160,000 people
- More than 100 physicians on medical staff

**OMC Family Care Clinics**
- Alton Medical Clinic
- Gainesville Medical Clinic
- Mammoth Spring Medical Clinic
- McVicker Family Healthcare, Mountain View, MO
- Mountain Grove Medical Complex
- Shannon County Medical Clinic, Winona, MO
- Thayer Medical Clinic
- Urgent Care Clinic, West Plains, MO

**OMC Specialty Clinics**
- Allergy/Immunology
- Behavioral Healthcare
- Cancer Treatment Center
- Heart Care Services
- Internal Medicine Clinic
- Lung Care Services
- Nephrology Clinic
- Neurosciences Center
- Orthopedic Clinic
- Ozark Works/Occupational Medicine
- Pain Management Clinic
- Pulmonology
- Rheumatology Clinic
- Surgical Specialists Clinic
- Urology Clinic
- Women’s Health Care Clinic
- Wound Care Services

**OMC Services**
- Heart of the Ozarks Medical Equipment (H.O.M.E.)
- Rehabilitation Services
- Riverways Homecare
- Sleep Center
- West Plains Imaging

Our 8-County Service Area

**Mission**
To provide exceptional, compassionate care to all we serve.

**Vision**
We will change lives by nurturing hope, improving health and encouraging wellness – every person, every time.