An eventful year with many changes that will put us on course for a better future.
Over the past year, 2018, we have made major accomplishments in improving the patient and family experience.

This report showcases the many recognitions and milestones achieved by Ozarks Medical Center (OMC) and the significant achievements of our people. We are a community of citizens with great awareness and strong commitment to working together to move our organization and the communities we serve forward, and the results are inspiring.

We are training our caregivers to provide exceptional service through the implementation of an ambitious service excellence initiative. OMC coworkers are transforming our service delivery by creating a culture of engagement and accountability throughout the entire healthcare system. When the best interests of our populations are combined with the effort and talent of those who serve, the patient experience is elevated.

OMC Medical Group is a team who is able to care for more patients utilizing their collective resources beyond what any individual clinic could offer. Our OMC Medical Group made up of 77 multi-specialty employed physicians and mid-level providers has grown significantly from when it was first established in 2017.

Our flourishing and successful collaborations with healthcare providers and civic organizations are bolstering OMC as we pursue one of the largest expansions in OMC history. We are investing approximately $70 million to expand the existing OMC facility in West Plains by 100,000 square feet to house our multi-specialty OMC Medical Group, to open a new Women’s Center, and to move to a single healthcare record, leveraging the latest technology for instant communication between caregivers.

At OMC we’re finding innovative ways to better serve including increasing our specialties, recruiting top physicians and growing our national rankings for safety and quality. Every improvement, every step forward, every moment of every day is inspired by our communities. As you look through this annual report, you will see that at OMC we have a clear direction for our health care system and we have the commitment and the expertise to get there.

Sincerely,

Tom Keller
President & CEO
OMC received the Business of the Year Award from the West Plains Chamber of Commerce.

521 community members participated in OMC’s Heart Month events including educational dinners and free screenings.

A birthday party was held on March 2 to celebrate OMC’s 59th Birthday.

OMC opened an 8,700 sq. ft. state-of-the-art clinic in Thayer to combine the Thayer and Mammoth Spring clinics.

National Hospital Week was celebrated by OMC coworkers with a street party complete with games & food trucks.

The 2nd Annual OMC Dice Run of the Mills was held with 98 motorcycles riding through the Ozarks.
OMC announced that Meditech Expanse will be the new organizational-wide consolidated Electronic Health Record vendor.

Service Excellence Initiative was in full swing with a kick-off at the August Forums.

OMC Foundation raised over $79,000 at the 10th Annual Blue Jean Ball.

OMC received approval for federal funding for the largest expansion in its history.

OMC opened a school-based healthcare clinic at Willow Springs School.

Ozzie the Elf spent 12 days at OMC and visited several departments. He shared his journey on OMC Facebook page.
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.

VALUES
Accountability: Accepting personal responsibility for doing the right thing.

Superior Service: Providing the highest quality of care, consistently exceeding our customer’s expectations.

Teamwork: Having a unified commitment to demonstrate pride, responsibility, and accountability in working together to achieve excellence.

Integrity: Maintaining the highest standards of behavior, encompassing honesty, ethical practices, and doing the right things for the right reasons.

Compassion: Expressing care and concern for others through our attitudes and actions.

Enthusiasm: Inspiring others by displaying a positive attitude in all we say and do.

Respect: Having a regard for life, dignity and uniqueness of those served and serving.

PILLARS
Service | Quality | People | Growth | Community | Finance
OMC Begins Service Excellence Initiative

Ozarks Medical Center (OMC) partnered with Custom Learning Systems on our journey to become The Provider of Choice and The Employer of Choice.

### Service Excellence Initiative

**ACCOUNTABILITY DASHBOARD**

<table>
<thead>
<tr>
<th></th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication with Nurses (L. Carter)</td>
<td>89.9</td>
<td>70.8</td>
<td>77.6</td>
</tr>
<tr>
<td>Responsiveness of Hospital Staff (M. Reardon)</td>
<td>77.9</td>
<td>52.8</td>
<td>69.0</td>
</tr>
<tr>
<td>Communication with Doctors (Dr. McGee)</td>
<td>87.8</td>
<td>75.9</td>
<td>82.6</td>
</tr>
<tr>
<td>Quietness of Hospital Environment (J. Reeves)</td>
<td>93.0</td>
<td>57.4</td>
<td>74.6</td>
</tr>
<tr>
<td>Communication about Pain (T. Gregg)</td>
<td>69.0</td>
<td>40.9</td>
<td>56.6</td>
</tr>
<tr>
<td>Communication about Medication (T. Garrison)</td>
<td>61.0</td>
<td>51.2</td>
<td>57.4</td>
</tr>
<tr>
<td>Discharge Information (J. Corman)</td>
<td>95.9</td>
<td>74.8</td>
<td>85.7</td>
</tr>
<tr>
<td>Transition of Care (A. Wright)</td>
<td>65.3</td>
<td>36.9</td>
<td>45.4</td>
</tr>
<tr>
<td>Overall Rate the Hospital (0-10)</td>
<td>69.5</td>
<td>55.3</td>
<td>61.3</td>
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</table>

<table>
<thead>
<tr>
<th>PATIENT ENGAGEMENT</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic Rate the Provider (CGCAHPS)</td>
<td>88.5</td>
<td>77.8</td>
<td>82.1</td>
</tr>
<tr>
<td>ED Overall (Non-CAHPS)</td>
<td>75.5</td>
<td>47.7</td>
<td>60.5</td>
</tr>
<tr>
<td>Surgery Overall (OAS CAHPS)</td>
<td>84.5</td>
<td>77.8</td>
<td>81.3</td>
</tr>
<tr>
<td>Home Health Overall</td>
<td>95.7</td>
<td>74.5</td>
<td>85.1</td>
</tr>
<tr>
<td>Behavioral Health Overall (Non-CAHPS)</td>
<td>93.1</td>
<td>32.3</td>
<td>74.8</td>
</tr>
<tr>
<td>Imaging Services Overall (composite)</td>
<td>N.A</td>
<td>N.A</td>
<td>63.5</td>
</tr>
<tr>
<td>Lab Services Overall (composite)</td>
<td>N.A</td>
<td>N.A</td>
<td>64.4</td>
</tr>
<tr>
<td>Registration Overall (composite)</td>
<td>N.A</td>
<td>N.A</td>
<td>82.2</td>
</tr>
<tr>
<td>Food and Nutrition Overall (composite)</td>
<td>N.A</td>
<td>N.A</td>
<td>47.4</td>
</tr>
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<table>
<thead>
<tr>
<th>EMPLOYER OF CHOICE</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
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</tr>
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<tbody>
<tr>
<td>INTERNAL SUPPORT SERVICES</td>
<td>N.A</td>
<td>N.A</td>
<td>3.62</td>
</tr>
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<table>
<thead>
<tr>
<th>CO-WORKER TURNOVER</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall (all co-workers)</td>
<td>26.0%</td>
<td>20.8%</td>
<td>24.0%</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>N.A</td>
<td>24.0%</td>
<td>24.0%</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>CO-WORKER ENGAGEMENT</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Rate</td>
<td>75%</td>
<td>74%</td>
<td>83%</td>
</tr>
<tr>
<td>Overall Satisfaction (percentile rank)</td>
<td>45th</td>
<td>56th</td>
<td>47th</td>
</tr>
<tr>
<td>Mean Score</td>
<td>3.17</td>
<td>3.20</td>
<td>3.17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PHYSICIAN ENGAGEMENT</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2018</td>
<td>2019</td>
<td>2020</td>
</tr>
<tr>
<td>Participation Rate</td>
<td>38%</td>
<td>44%</td>
<td>50%</td>
</tr>
<tr>
<td>Overall Satisfaction (percentile rank)</td>
<td>126</td>
<td>126</td>
<td>126</td>
</tr>
<tr>
<td>Mean Score</td>
<td>2.82</td>
<td>2.98</td>
<td>N.A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CULTURE OF PATIENT SAFETY</th>
<th>Prior Year: June 2017 - May 2018</th>
<th>2018</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>2017</td>
<td>2018</td>
<td>Goal</td>
</tr>
<tr>
<td>Hospital Overall</td>
<td>85%</td>
<td>80.4%</td>
<td>85.4%</td>
</tr>
<tr>
<td>Clinic Overall</td>
<td>75%</td>
<td>65.6%</td>
<td>70.1%</td>
</tr>
</tbody>
</table>
As a system, and within individual departments, Ozarks Medical Center continues to meet and exceed national benchmarks for safety and quality.

**Zero**

- Zero Ventilator-Associated Pneumonia since July 2013.

---

**Ozarks Medical Center Receives an “A” for Patient Safety in Spring 2018**

The Leapfrog Group, a Washington D.C.-based organization aiming to improve healthcare quality and safety for consumers and purchasers, released on April 24 the new Leapfrog Hospital Safety Grades. Ozarks Medical Center was one of 750 awarded an ‘A’ for its efforts in protecting patients from harm and meeting the highest safety standards in the U.S.

**Ozarks Medical Center Receives an “A” for Patient Safety in Fall 2018**

The Leapfrog Group, a nonprofit organization committed to driving quality, safety, and transparency in the U.S. healthcare system, on November 8, released new Leapfrog Hospital Safety Grades, which assign A, B, C, D and F letter grades to hospitals nationwide. Ozarks Medical Center was one of 832 (32%) hospitals to receive an “A” for its commitment to reducing errors, infections, and accidents that can harm patients, the safest hospitals in the United States.
OMC Receives Business of the Year Award

OMC was given the Business of the Year award in recognition of noteworthy accomplishments and contributions to the community over the last year. Tom Keller, President and CEO and Kevin Gleghorn, Chair of the OMC Board of Directors accepted the honor on behalf of all OMC employees.

OMC’s nomination read: The health care system provides 1,200 jobs in eight primary care and 15 specialty clinics, has brought 15 new medical providers, improved safety and quality care and earned Leapfrog’s “A” rating, expanded the Cancer Treatment Center and continued to host educational outreach dinners.
In 2018, OMC welcomed 11 new providers to our team.

**PHYSICIANS**

**CAROLYN ELLSWORTH, MD**  
Pediatrics

**REX GOODMAN, DPM**  
Podiatry

**ALAN KORBETT, DC, DO**  
Psychiatry

**EDWIN M. ROEDER, MD**  
Orthopedic Surgery

**SARAH WILLIAMS, MD**  
Family Medicine  
Mountain Grove | Winona

**RYAN ROBERTS, MD**  
Anesthesia

**NURSE PRACTITIONERS**

**BRIDGETTE HENDRIX, APN**  
Pediatrics

**SUZANNE HUDDLESTON, APN**  
Urgent Care

**ASHLEE SMITH, APN**  
Pediatrics

**TRISHA VIGNA, APN**  
Gainesville

**JANA BRILL, APN**  
Behavioral Health
2018 BOARD OF DIRECTORS

KEVIN GLEGHORN
Chair

BILL WOOD
Vice-Chair

JUDY INGALSBE
Secretary

MELISSA STEWART
Treasurer

JACK BATES

CHRISTOPHER COCHRAN, MD

DAVID M. GOHN

SHAWN MARHEFKA

CHARLES MORGAN, MD

TRAVIS MORRISON

ROGER D. SHAW, III, DVM

TRAVIS SMITH

JASON SPURLING, MD

CHARLES N. SWIFT, DO

RODNEY ZIMBELMAN, MD
LEADERSHIP

MEDICAL STAFF OFFICERS

CHARLES MORGAN, MD
Chief of Staff

RODNEY ZIMBELMAN, MD
Chief Emeritus

ADMINISTRATIVE LEADERSHIP

TOM KELLER
President and Chief Executive Officer

KURT ABBEY
Vice President, Chief Operating Officer, and Chief Nursing Officer

KIM THOMPSON
Vice President and Chief Financial Officer

CONNIE SCHOTT
Vice President of Human Resources

PAM REAM
Vice President of OMC Medical Group
Ozarks Medical Center presented its annual Pillar Awards for excellence in Service, Quality, People, Finance, Growth, and Community. Volunteer of the Year was also awarded at the OMC May Quarterly Forums. To be considered, nominees must demonstrate OMC’s mission, vision, and values; are respected by peers and leaders; appreciated by patients and guests; and exceed expectations.

**SERVICE**

Gena Brucker, Patient Access Manager

Criteria for the award included that the recipient is an example of the highest standard of caring for patients, guests, and coworkers. The recipient should have a positive attitude and are always willing to help. They should have a sensitivity to the needs of others.

“Not only did Gena help to spearhead the Customer Service program, but also shared her very personal, heartbreaking OMC story many times. I have watched her show such incredible compassion and her sensitivity to patients and their families. I would earnestly say helping patients, their families and co-workers is her passion.

**QUALITY**

Andrea Polen, OMC Neuropsych Unit

Andrea’s nomination read, “When I think of quality care, I think of Andrea Polen. This nurse, co-worker, and friend provides the highest quality of care in all aspects of her job duties. She recognizes patient needs before many others. She exceeds in patient care in all aspects. She is diligent to providing the right care, right here to every single patient, no matter the circumstances. She knows our policies and procedures better than most staff and works diligently to follow all standards of care. If you want your loved one cared for with the utmost respect, quality, and compassion then you want Andrea to take care of you.”

**PEOPLE**

Jay Harris, Practice Manager for OMC Mountain Grove, OMC Gainesville, and OMC Pediatrics

Jay’s nomination read, “Jay came to Mountain Grove in the middle of staffing changes and turnover when employees were not always happy with the changes. He worked hard to stay positive and prove himself. He keeps the patient needs first and reminds staff to show compassion to each patient we serve. He says if we are treating our patients like we would treat our own grandmother, they will return. Jay is very approachable and staff appreciate they can drop in to speak with him with problems or just to chat. He is easy to work with and has a great sense of humor!”

**FINANCE**

Amy Lipford, Applications Analyst

Criteria for the award required the recipient excel at managing resources to achieve the hospital’s financial
goals. They should regularly find ways to improve financial performance. Their peers seek their advice and assistance with financial matters.

Amy’s nomination read, “Amy has worked many hours with billing, nursing, and materials departments to implement a charge capture process that is driven from nursing documentation completed in Meditech. Through this process, Amy has done her best to make sure the documentation is intuitive and easy to capture. Amy has not only done the build behind the scenes but she has also prepared presentation and facilitated meetings with key stakeholders.”

Certificates of Recognition also were given to Sarah Wiggs, Melody Simpson, and Jodee Clarkson, who were members of the team.

**GROWTH**

**Kimberly Shaw, OMC Nurse Residency Program Coordinator**

Kimberly’s nomination read: “Kimberly Shaw was given the green light by Kurt Abbey to create and implement our successful Nurse Residency Program. The first cohort had a total of eighteen residents, seventeen of which are currently employed at OMC. The second cohort had 6 residents and all are currently employed at OMC as well. There has been a lot of positive talk from Joint Commission, Nurse Leaders, Administration and Physician input into the increased confidence, compassion and knowledge of the new nursing staff that will serve to influence the improved culture of the organization.”

**COMMUNITY**

**Chris Henson, MS, RD, LD, OMC Dietician**

Criteria of the award requires that the recipient be an excellent representative of OMC in the community. They not only represent OMC in the community, but also serve the community. Their service has a positive impact on the perception of OMC.

Chris’ nomination read, “Chris is an excellent representative of OMC in the community. He understands not everyone can come to West Plains for nutritional advice so he spends his time going from town to town offering his nutritional classes to the community to show OMC cares and is willing to reach out. His passion for helping people to become healthier while still getting to enjoy food is very compassionate and contagious. He also works here at OMC to help promote positivity and teamwork, which then others can spread out into the community as well.”

**VOLUNTEER OF THE YEAR**

**Nelda Cardwell**

Nelda’s nomination read, “I love coming into work and seeing Ms. Nelda at the volunteer’s desk. I always stop for a few minutes to check in with her. She is very kind, generous and jumps at the opportunity to help others. When she is given a mission she always has such pep in her step on the way to the destination. I believe the volunteers are the heart of our hospital because they know there is a need and they volunteer their time to help and leave a positive impression on our patients.”
Ozarks Medical Center presented The DAISY Award For Extraordinary Nurses which recognizes those who display dedication to the health and wellness of their patients. The national award is presented to nurses across the U.S. who go above and beyond for their patients and community. Wade was nominated by a patient’s family for her kindness, patience and care. The DAISY Award was established by the DAISY Foundation in California in memory of J. Patrick Barnes, who died at age 33 of an autoimmune disease. DAISY is an acronym for “diseases attacking the immune system.” The DAISY Award continues to recognize and celebrate the outstanding professionalism and compassion that nurses bring to patients and their families every day.

Brittany Wade, RN, Intensive Care Unit

Brittany’s nomination was submitted by a patient’s family member: “Brittany was a sweetheart that provided exceptional care to my dad while he was in [intensive care unit] ICU. Her smile lit up the room every time she entered, even when my dad had made a mess that needed cleaned up. Her witiness was equal to what dad gave her. He loved to pick at her. They talked about deer hunting and cooking deer meat. The day after dad was moved to the second floor, she brought him cooked deer meat just like she had promised him from conversations in ICU. This young lady is a huge asset to the nursing staff of the hospital. I wish all nurses were as compassionate and caring as she is.”

Trish Bullock, RN, Emergency Department

Trish’s nomination was submitted by a coworker for the meaningful difference she made one night while caring for a patient: “On this night, Trish was the primary nurse for a patient in the Emergency Department. She was scheduled to go home at 7 p.m., but her patient was very critical and needed transfer to another facility. Instead of leaving and turning over her duties to another nurse, she offered to stay with the patient and spoke to the parents regarding every aspect of the patient’s care. She stayed with the patient because she wanted to see the transfer through, and she had developed a rapport with the patient’s mother that assisted the mother with her concern for the patient.”
VOLUNTEERS & CHAPLAINS

The compassion, time and service that volunteers contribute to OMC enhances the high quality care given to patients and their families.

2018 VOLUNTEER HOURS AWARDS

500 HOURS
Charles Montgomery, OMC, 534
Noval Willbanks, OMC, 554
Barbara Thompson, WPTS 655.25
Debbie McCary, WPTS, 623
Devynn Knight, WPTS, 730.5
Thomas Morris, EPC, 783
Patty Wright, WPTS, 784
Ada Kohler, WPTS, 932.5

1,000 HOURS
Kevin Lott, Rehab, 1,060

2018 LONGEVITY AWARDS

30 YEARS
Joyce Maguffee, Front Desk

25 YEARS
Jerry Hambelton, Hospice

20 YEARS
Jean Childers, Front Desk
Barbara Thompson, WPTS

15 YEARS
Trudy Miley, MVTS
Wilma Puckett, Front Desk
Nona Oaks, Front Desk
Phyllis Reece, Front Desk
Joreta Wheeler, BHC

10 YEARS
Mary Mulford, Gift Shop
Marguerite Svenson, Wellness
Pat Prosser, OPS

5 YEARS
Katelyn Atwell, BHC
Beth Barks, Gift Shop
Lonnie Gillette, WPTS
Melissa Heath, Front Desk
Jayne Kane, Front Desk
Janet Kirchner, Front Desk
Norval Merrick, Back Desk
Charles Montgomery, Back Desk
Steven Norberg, Front Desk
Dottie Summers, Gift Shop
Angela Voyles, MVTS
Marina Yakovleva, Front Desk

2018 STATISTICS

146 volunteers donated their time and expertise
22,425 total hours donated
$553,673.25 cost savings

OMC Celebrated 30 Years of Volunteer Chaplaincy

OMC Volunteer Chaplains have been a vital part of healthcare at OMC for the past 30 years and continue to be so today. OMC Chaplains provide spiritual care to the patient and family, recognizing that injury and illness have a significant relationship with spiritual needs and practices of faith. They believe in the healing of mind, body and spirit. The spiritual care is non-denominational in its approach and focuses on a person’s spirituality rather than on denominational or religious affiliated beliefs. OMC Chaplaincy Department is made up of local ministers and spiritual leaders in their churches. These individuals have a heart for ministry, desire to meet the spiritual needs of others, and give of their time and talents.

Full Time Chaplain Hired

Michael Parrott was hired in August. He is the first full-time salaried Chaplain in OMC history.
Ozarks Medical Center (OMC) Thayer/Mammoth Spring Clinic held its ribbon cutting and grand opening ceremony on April 18 in front of the new clinic located at 1375 Nettleton Avenue in Thayer, at the Missouri/Arkansas stateline. The 8,700 square foot state-of-the art clinic combines OMC Thayer and OMC Mammoth Spring clinics.

Meditech Chosen as EHR

With guidance from the IT Steering Committee, HIT committee, NOC IT subcommittee, and EHR selection core team members, MEDITECH EXPANSE (6.16) has been selected to be the organizational-wide consolidated EHR vendor.

GROWING FOR OUR FUTURE

OMC Expands Services with Podiatry Clinic

OMC expands services with a new podiatrist and Podiatry Clinic. Rex Goodman, DPM was hired to head the clinic. The clinic is housed in the OMC Orthopedics clinic at 1210 N. Kentucky Ave. in West Plains.

OMC Announced Federal Funding Approval for Expansion

Ozarks Medical Center (OMC) has received approval for federal funding for the largest expansion in the history of the medical system. The United States Department of Agriculture (USDA) Rural Development has approved a $52.8 million Community Facility Direct Loan.

This Rural Development investment along with local private banks, hospital funds and other private gifts and contributions will be used to expand the existing OMC hospital facility in West Plains along with upgrading the electronic health record and refinancing prior loans. The total investment will be approximately $70 million.

OMC Pediatrics and Family Medicine Open Side-by-Side in Remodeled Building

OMC Pediatrics and Family Medicine clinics held a ribbon cutting and grand opening in their newly remodeled space at 312 N. Kentucky Ave., in West Plains.

OMC opens School-based Healthcare Clinic at Willow Springs School

Ozarks Medical Center (OMC) opened a new healthcare clinic located on the Willow Springs School District R-IV campus.

OMC Willow Springs is a unique healthcare model in which comprehensive physical and preventative healthcare services are provided to school-aged youths and school staff in the school setting. It is a result of a collaboration between the Willow Springs School District and OMC, in order to support the healthcare needs of the student population.
BY THE NUMBERS

ADMISSIONS
- 2016: 5,326
- 2017: 5,464
- 2018: 5,792

BIRTHS
- 2016: 599
- 2017: 587
- 2018: 650

EMERGENCY DEPARTMENT VISITS
- 2016: 26,515
- 2017: 26,919
- 2018: 26,965

INPATIENT SURGERIES
- 2016: 712
- 2017: 762
- 2018: 901

OUTPATIENT SURGERIES
- 2016: 1,813
- 2017: 1,977
- 2018: 2,377

HOME HEALTH VISITS
- 2016: 14,856
- 2017: 11,469
- 2018: 18,719

REHABILITATION SERVICES
- 2016: 103,310
- 2017: 106,171
- 2018: 129,338

- 2016: 57,727
- 2017: 57,727
- 2018: 68,313

Growth
**BY THE NUMBERS**

**FAMILY MEDICINE CLINICS VISITS**

- Alton: 2016 - 5,315, 2017 - 5,371, 2018 - 8,401
- Mountain Grove: 2016 - 5,315, 2017 - 5,441, 2018 - 8,816
- Mountain View: 2016 - 6,156, 2017 - 7,143, 2018 - 8,896
- Thayer/Mammoth Spring: 2016 - 6,406, 2017 - 6,636, 2018 - 9,637
- Urgent Care: 2016 - 9,628, 2017 - 10,246, 2018 - 10,641
- Urgent Care Family Med: 2016 - 2,891, 2017 - 4,488, 2018 - 6,309

**SPECIALTY CLINICS VISITS**

- General Surgery: 2016 - 5,352, 2017 - 5,916, 2018 - 6,788
- Internal Medicine: 2016 - 3,577, 2017 - 5,017, 2018 - 5,970
- Orthopedics: 2016 - 5,520, 2017 - 7,135, 2018 - 9,897

**ALL CLINICS VISITS**

- 2016: 109,685
- 2017: 125,474
- 2018: 137,573
OMC COMMUNITY EVENTS

Ozarks Medical Center Hosted Seven Community Education Dinners in 2018

A total of 964 members of our communities attended OMC’s Community Education Dinners in 2018. Topics included: Heart Health, Colon Cancer Awareness, Arthritis Education, Headache Disorders and Stroke Warning Signs, Podiatry Education, Obesity Education, and Cancer Prevention. Fifty-two people requested a follow-up phone call to either make an appointment or schedule a procedure. Based on surveys, at least 293 people were first-time attendants.

38 People Participated in OMC’s Couch to 5K Program

For the third year, OMC offered the Couch to 5K program to encourage participants to prepare for the OMC Fun Run. Thirty-eight people participated in the program that consists of 3 days per week of walking/running training for 8 weeks.

Over $4,000 raised for Local Cancer Patients at 28th Annual OMC Hollywood Hustle Fun Run

A total of 240 individuals participated in the OMC Hollywood Hustle Fun Run raising over $4,000 for the Emergency Fund at the OMC Cancer Treatment Center. This money is used to help local cancer patients. The 28th annual Fun Run included 5K, 1.5 mile, and dog show events with a Hollywood movie theme and was held April 28 at OMC Parkway Center.

196 Kids Participated in the OMC’s First Every Kid Healthy Field Day

OMC held its first Every Kid Healthy Field Day. This free event allowed families to visit booths with wellness and activity information for children and participate in field events for fun. West Plains Elementary School received the participation trophy for having the most children representing their school at the event.

98 Motorcycles Rode in the 2nd Annual OMC Dice Run of the Mills

OMC held its Second Annual OMC Dice Run of the Mills on June 9 with a total of 98 motorcycles and 22 cars participating. The fundraiser raised over $6,000 which was be used to purchase cribs and bassinettes for the OMC Newborn Nursery.

The event was sponsored by Great Rivers Distributing, West Plains Daily Quill, Mega Motorsports, Outpost Motorsports, Ozark Electrical Solutions, Landmark Bank, Q94, Bartlett Moving Services, Hughes Towing, and KHOM The Train.

2018 Walk from Obesity

OMC Bariatric Program hosted the ASMBS Foundation’s 2018 Walk from Obesity on Saturday, October 27. The Walk raised funds to support important obesity and bariatric surgery research, educational programs, and access to quality care and treatment initiatives. Thank you to everyone that came out to support the Walk from Obesity and Bariatric Surgery program.
OMC “Gilligan’s Island Chili” Booth Wins Booth Award

A team from OMC recently competed in the West Plains Public Library’s 13th Annual Chili Cook Off and won the award for “Best Booth.”

Child Advocacy Celebrity Dinner

Connie Schott, VP of Human Resources was a Celebrity Waiter at the Fifth Annual Child Advocacy Center Celebrity Dinner held at Rubydoo’s Vintage Event Center. Connie’s “Island Paradise” themed table won Second Place.

OMC Nurse Residents Donated to School Backpack Program

Members of OMC Nurse Residency program recently donated food and hygiene supplies to the school backpack program.

Dr. Applegate Presented to Fourth Graders

OMC Neurologist Dr. Clara Applegate presented to fourth graders at the West Plains Elementary School. Her presentation included education on the brain and stroke. She also answered some very intelligent questions from the students like, “What part of the brain controls when we cry?” and “What part of the brain stores our memory?”

OMC Attends Boys & Girls Club Career Fair

OMC had the pleasure to participate in a career fair and visited with kids from the Boys & Girls Club about the different types of careers that are needed at a healthcare system.

Several School Groups Toured OMC Throughout the Year

OMC is pleased to give tours to various school groups. Some of those participating in tours included Friendship Circle Preschool, West Plains High School JAG, West Plains Middle School 5th Grade Science Class, and many more.

OMC Began Free Weekly Breastfeeding Support Group

OMC began sponsoring a BIBS (Breast is Best Support) support group. The group features sessions on breast feeding and a lactation consultant is on-hand to answer questions. A guest speaker is featured on the first Wednesday of each month, and conducts 15-minute presentation on topics ranging from boosting milk supply to proper latching techniques.
## OMC IN THE COMMUNITY

### Clean-Up Day at the Child Advocacy Center

A team of OMC leaders landscaped, pressure washed, laid bricks, window washed, and more at the Child Advocacy Center in May.

### 361 Students Received Free Athletic Physicals at OMC

On July 19, OMC provided free athletic physicals to 361 area middle and high school students from 15 different schools.

Athletic physicals are required for students who plan to participate in any school-sponsored sport. Local physicians and providers conducted the physicals for student athletes 7th through 12th grade attending local schools.

### OMC Nursing Council Gives Back

OMC Nursing Council organized several food drives in 2018. Their donation to the Bridges Program was the single largest donation to Bridges.

### OMC Participated in Area Back-To-School Fairs

OMC participated in several area Back-To-School Fairs. School supplies, personal hygiene products, and health and wellness information were distributed.

### OMC @ Pink Out Games

OMC Coworkers were present at several local high school pink out games. They handed out information about mammograms.

### OMC Leadership Gives Back

OMC Leadership planted flowers at Health Haven Botanical Gardens in West Plains. Health Haven is a horticultural environment providing a place for all members of our rural communities the opportunity to enjoy a beautiful space for creativity, recreation, and relaxation.
OMC IN THE COMMUNITY

2018 Trunk or Treat

Several OMC departments participated in the 2018 Trunk or Treat. The event offers a safe setting for children to trick-or-treat.

OMC Veterans Participate in Parade

Veterans who work at OMC were honored by riding the OMC Veteran’s Day float in the West Plains Veteran’s Day Parade.

OMC Christmas Tree Contest Provided Trees for Local Families

Twenty-seven OMC departments and clinics participated in the Christmas tree decorating contest this year. All the decorated trees were donated to Ozark Action who gave them to local families that don’t have a Christmas tree.

OMC in the Community

OMC Gainesville hosted Bulldogs Basketball Tailgate

OMC Gainesville Family Medicine held a pregame tailgate party recently before the Bulldogs basketball game. About 100 members of the community attended the free event, including the entire Gainesville Bulldog Basketball Team, and OMC providers. Attendees enjoyed BBQ courtesy of OMC.

OMC collects donations for Toys for Tots

OMC presented several boxes of toys to the local Marine Corps League as part of its annual Toys for Tots drive. Donation boxes were placed at locations throughout the hospital and clinics for staff and visitors who wished to give donations.

OMC Pediatrics Sponsored Holiday Decoration for Downtown West Plains

OMC Pediatrics sponsored a Joy light display for the holiday season. The light display was on the court house lawn in historic downtown West Plains at the first Downtown in December festival on December 15.

Riverways Home Care Donated PJs

Riverways Home Care of Ozarks Medical Center recently provided 65 pairs of pajamas as a donation to Shepherds Tree House, an Alton daycare, for their Night Before Christmas pajama drive.
Willow Springs Senior Donated to OMC

Over 300 baby items were donated to the OMC Labor and Delivery department by Willow Springs High School senior Kaitee Wheeler as part of a senior project. Wheeler said she chose the project after job shadowing an obstetrical nurse at OMC, and that making the items was related to a research paper on breastfeeding she had completed. Wheeler, who was taught the technique by her grandmother Louise, loom-knitted 104 hats and made 100 burp cloths and 91 blankets using a serger.

Willow Springs Student’s Senior Project

OMC Foundation accepted a donation from Waylon Woolsey, a senior from Willow Springs High School. For Waylon’s senior project, he built a flat-bed trailer and sold tickets totaling $3,020. The trailer was painted pink in honor of Waylon’s grandmother who lost her battle to breast cancer. The contribution will benefit the OMC Cancer Treatment Center. The winning ticket was drawn at Willow Springs Homecoming and Hoop Shoot. Bo Pace of West Plains had the winning ticket.

Women With Heart Luncheon

The Women With Heart Luncheon was held on February 10. Money from the fundraiser was used to purchase a temporary pacemaker for OMC Heart Care Services.

Local Girl Scouts Donated to OMC BHC

OMC Behavioral Healthcare received a large donation of hygiene supplies from Girl Scout Troop. BHC offers these items to clients in need through the generous donations of coworkers and community members.

OMC hosted an art reception in the main lobby in appreciation of the Rosie Freeman Family for their generous gift. “Mills of the Ozarks,” featuring the works of artist Rosie Augusta Grandt Freeman, are on display in the main lobby of OMC. The original paintings of Turner Mill, Hodgson Mill, Dawt Mill, Greer Mill, Alley Spring Mill, and a winter barn scene have been loaned to OMC by Rosie and her family.

The paintings on display were painted in the late 1960s to early 1970s. The canvases were mounted on Rosie’s dining room walls and remained there until recently when her children, Patrick and Christine removed them. The paintings were cleaned and restored before being placed at OMC for everyone to enjoy.
Hospital Week’s Highlight was a Street Party on Kentucky Avenue

The highlight of Hospital Week was a Street Party on Kentucky Avenue complete with Food Trucks and fun and games for OMC coworkers and their families.

Nursing Council Honored Nurses

Nursing Council was busy in 2018 honoring nurses who had met employment milestones at OMC. They honored nurses who had worked at OMC for 5, 10, 15, and 20 or more years.

Santa’s Sleigh of Goodies

Santa was kind enough to drop his sleigh off by the Administration Office and provided some delicious treats to all of the OMC Coworkers.

OMC Holiday Party

OMC coworkers were treated to a Holiday Party with lunch catered by Bootlegger’s and a visit by Santa and Mrs. Claus.

Coworker Appreciation Roadtrip

OMC coworkers were treated to breakfast to show appreciation for all they do. Everyone received a #IamOMC t-shirt and a free breakfast. Leaders went on the road to all rural clinics and most in-town clinics to provide breakfast.

The First Group of Service Excellence Advisors Completed Training

Seventy-two front-line coworkers were chosen to be Service Excellence Advisors to help lead the new Service Excellence Initiative. They completed extensive training to empower them to teach Service Excellence workshops.
KEY INDICATORS

OPERATING MARGIN

2018 4.23%
2017 5.10%
2018 FOUNDATION BOARD OF DIRECTORS
Ken Joplin, Chair
Newt Brill
Bob Eckman
Kevin Gleghorn
Tom Keller
Deanna McNew
Nancy Shaw
Robin Morgan
Carol Silvey, Vice President for Advancement

OMC Foundation

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Ozarks Medical Center Celebrated
59 Years

OMC celebrated its 59th Birthday on March 2. The party was emceed by Bob Eckman, OMC Foundation Board Member with guest speakers Travis Smith, OMC Board of Directors Member and Tom Keller, OMC President and CEO. The lobby was filled with OMC coworkers, nurses and physicians, past and present board members, and community members.

OMC Foundation Blue Jean Ball raises $79,026.00 for local health care

The Tenth Annual Blue Jean Ball drew a crowd of more than 570 people and raised $79,029.00 for the OMC Expansion Project and the Women’s Center that will support the delivery of local health care through the Ozarks Medical Center (OMC) Foundation. The evening of food, fun and entertainment was held Sept. 29, at the West Plains Civic Center.

OMC Foundation’s Ozarks Cancer Crusade Raises Funds for Local Cancer Patients

The Ozarks Cancer Crusade was a lovely Gatsby-themed gala which was held Saturday, Oct. 20, at the West Plains Civic Center. It was a festive evening of food, patient testimonials and entertainment. Proceeds from the event go to the Ozarks Cancer Crusade Fund which is set up as an emergency fund for cancer patients who are treated at OMC.
OMC SPECIALTY CLINICS
- Behavioral Healthcare
- Cancer Treatment Center
- Heart Care
- Internal Medicine
- Neurosciences
- Neurosurgery
- Orthopedics
- Pain Management
- Pediatrics
- Podiatry
- Rheumatology
- Sleep Center
- Surgical Specialists
- Urology
- Weight Loss Surgery
- Women’s Health Care
- Wound Care

OMC FAMILY CLINICS
- Alton
- Gainesville
- Mountain Grove
- Mountain View
- Thayer/Mammoth Spring
- West Plains
- Willow Springs
- Winona

OMC SERVICES
- H.O.M.E. Medical Equipment
- Hospitalist Team
- Rehabilitation Services
- Retail Pharmacy
- Riverways of Ozarks Medical Center
- Sleep Center
- West Plains Imaging

8-COUNTY SERVICE AREA
- Howell County
  - West Plains
  - Mountain View
  - Willow Springs
- Oregon County
  - Alton
  - Thayer/Mammoth Spring
- Shannon County
  - Winona
- Texas County
- Wright County
  - Mountain Grove
- Douglas County
- Ozark County
  - Gainesville
Ozarks Medical Center is comprised of nine family medicine clinics and 16 specialty clinics, along with complete rehabilitation, behavioral healthcare and home care services.

While the 114-bed acute care hospital cares for more than 5,400 admissions, the entire medical system has more than 364,000 patient visits annually. For more information about OMC, visit www.OzarksMedicalCenter.com.