

2020 Annual Report



HILLSDALE
HOSPITAL

Caring. Commitment. Community.



LITCHFIELD

A Litchfield Health Clinic
535 Marshall Street

HILLSDALE

B Hillsdale Health & Wellness
240 W. Carleton Road

C Hillsdale Orthopedics
61 W. Carleton Road

D Hillsdale Home Oxygen & Medical Equipment
Hillsdale Home Care
49 E. Carleton Road

E Three Meadows Medical Building
451 Hidden Meadows Drive

F Hillsdale Hospital
168 S. Howell Street

G **READING**
Reading Health Clinic
143 S. Main Street

Our hospital, outpatient clinics and specialty services reach across Hillside County, a reflection of our commitment to providing high-quality care throughout our community.

Pictured on front cover: (Top Row L to R) Jamie Caldwell, Medical Imaging Manager; Parthiv Patel, MD, Orthopedic Surgeon; April VanCamp, RN, Obstetrics; (Bottom Row L to R) Brian Sinischo, MD, OB/GYN; Val Boyd, Cardiopulmonary & Sleep Center Manager; John Gadwood, Certified Registered Nurse Anesthetist



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People

The people who work hard everyday to care for our patients and their families are the heart of Hillsdale Hospital.

Nina Corser-Smith, a Hillsdale Hospital pharmacy technician, knows what it's like to be the patient's family.

Her son Jake and his wife Andrea were expecting their second child. They knew she was going to have a complicated birth, so she was seeing a specialist in another county and was planning to have a C-section there.

"As she was getting further along in her pregnancy, they found out the baby was breech," Nina said. "If she had any signs of delivery, she was going to have to seek the closest hospital possible."

One night around 1 am, Nina received

a call from Jake telling her Andrea's water broke and they were headed to Hillsdale Hospital's Birthing Center.

"The baby had new plans for us and the care they received here was bar none," Nina said. "When I went into the room to see our new granddaughter, Andrea's first words to me were, 'If I had known that this is how I was going to be treated, I would have come here first. I wouldn't have even tried to go to the other doctor. If I had known this was the kind of care I was going to receive, I would have just come here first.'"

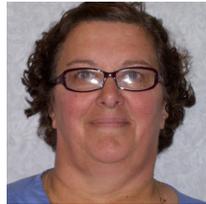


"I'm just glad baby Cecilia had different plans to bring her to Hillsdale Hospital."

Nina Corser-Smith

2019 YEARS OF SERVICE RECOGNITION

40 YEARS



Sylvia Smith

35 YEARS



Brenda Benjamin

30 YEARS



Sandi Carlin



Amy Stoll



Sarah Hicks

25 YEARS

Jenny Smith
Sheree Gibbs

20 YEARS

Margo Britton
Tammy Springborn
Tracy Miller
April VanCamp
Stephanie Irwin
Cathern Smith
Joni Arble

15 YEARS

Gail Tyler
Tonette Sharp
Nickie Adams
Beverly Rutz

10 YEARS

Amber Alexander
Leslie Goodlock
Kathryn Stych
Ruth Stebelton
Lyle Oiler
Bradley Hodshire
Kandy Unkle
Brittney Wagler
Meghan Campbell
Jessica Sheely
Molly Craig

5 YEARS

Joshua Brink
Kwasi Boakye
Jennifer Bayes-Gast
Olivia Imhof
Randal Podoll
Amberlynn Easterling

Madeline Cuff
Melinda McCullough
Elaina Coler
Brittany Shaffer
Karrie Thomsen
Brianna Aemisegger

Randi Ruder
Kaitlyn Bartley
Parthiv Patel
Dayna Stebbins
Morgan McCririe
Ella Mann

Hugh Brainard
Sarah Poling
Kristi VanAken
Ashley Roden
Sandra Monahan-Miller
Lois Spalding

Sierra Corona
Alecia Campbell
Kimberley Keys
Roxanne Cooney
Susan Campbell

TEAM ACCOMPLISHMENTS



299 winter clothing items collected and distributed to local families through the Salvation Army



\$12,167 raised at Relay for Life for the American Cancer Society, a new record for Team Hillsdale Hospital



1,300 yard signs placed by area residents supporting healthcare heroes during the COVID-19 pandemic

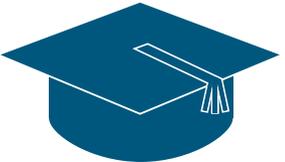
HEART OF HILLSDALE HOSPITAL RECIPIENTS

 Meghan Barnett January 2020	 Jessica Cook November 2019	 Shannon Grunden February 2020	 Kim Keys September 2019	 Effie Pringle January 2020 & March 2020	 Leann Summerlott July 2019
 Erica Brooks October 2019	 Heather Cooper October 2019	 Tarrah Harmon September 2019	 Kelsey Marshall September 2019	 Troy Rombyer December 2019	 Charity Taylor November 2019
 Tracey Bumpus November 2019	 Debbie Cooper February 2020	 Paul Hassenzahl February 2020 & June 2020	 Stella Mckelvey January 2020	 Renate Sadger October 2019	 Mackenzie Tipping November 2019
 Amber Caldwell October 2019	 Sherry Copeland December 2019	 Keyera Hodge September 2019 & November 2019	 Stephanie Miller January 2020	 Scott Sessions February 2020	 Letha Westfall April 2020
 Susan Campbell September 2019	 Brooke Cornila December 2019	 Brad Hodshire July 2019	 Candi Nieswander March 2020	 Sylvia Smith November 2019	 Michelle Wheeler March 2020
 Arden Cannon October 2019	 Tammy Gibson January 2020	 Tressa Hodshire January 2020	 Keegan Nodine November 2019	 Maureen Smith November 2019	 Julia Winter February 2020
 John Cargill October 2019	 Allison Graybill July 2019	 Kathrine Houlihan November 2019	 Katelyn Osborn July 2019	 Nina Smith February 2020	 Hillary Zimmerman July 2019
 Brenda Carpenter October 2019	 Diane Grubbs November 2019 & February 2020	 Marietta Kehoe September 2019	 Sarah Poling October 2019	 Trisha St. John February 2020	

Advancing Our Team's Education

Tuition assistance helps our team advance their education and enhance their skills

16 
in-progress
degrees or certifications

14 
completed
degrees or certifications

Service

At Hillsdale Hospital, our commitment is service excellence, where the patient always comes first.

Steve Isles felt that level of care and commitment as a sleep lab patient.

"I would sleep for 15 or 20 minutes at a time, wake up for a few minutes, go back to sleep," he said. "I was at a point where I was actually falling asleep while I was driving. I was passing out. I was having a lot of issues."

He finally decided to go to his doctor, who set him up with a sleep study at the Hillsdale Hospital Sleep Lab.

"The testing process here at the hospital was as comfortable as you can make something like that," Steve said. "Of course you have leads all over you and it's very uncomfortable, but the process itself was just very smooth. It was a fantastic

experience."

When Steve woke up that morning, he couldn't believe he had been sleeping as long as he had, because he hadn't slept that long in more than a year.

"When you don't get sleep and you're not feeling well, you're just always tense and you're always upset and you're always angry," he said.

After the sleep study, the team at Hillsdale Home Oxygen & Medical Equipment helped Steve find the right BiPAP machine and now he's getting a full night's sleep.

"My life is so much better for having done it," Steve said. "I was so well taken care of here."



"I feel like a human being today and I didn't before. That's what you gave me."

Steve Isles

Recognition & Achievements



Anderson Pavilion Dedication

In honor and recognition of retiring CEO Duke Anderson, Hillsdale Hospital held an attendance-limited, socially-distanced dedication event on June 26. The pavilion was funded by the Hillsdale Hospital Auxiliary.



Certified Professionals in Patient Safety (CPPS)

Five team members were recognized by the Certification Board for Professionals in Patient Safety as CPPSs, including Meghan Campbell, Loren Corbin, Karen Luparello, John Robertson and MacKenzie Tipping.



60 Rural Hospital CEOs to Know

Becker's Rural Hospital CEOs to Know

CEO Duke Anderson was named one of 60 Rural Hospital CEOs to Know by Becker's Hospital Review for the sixth time. Upon his retirement in June, he received a plaque recognizing his consecutive achievements.



Certified Healthcare Environmental Services Professionals (CHESP)

Environmental services team members Erica Brooks, Paul Hassenzahl, Kerri Marsh, Matt Price Tony Stubbins and Alecia Waldo were certified by the American Hospital Association.

Admissions

376

Psychiatric Unit

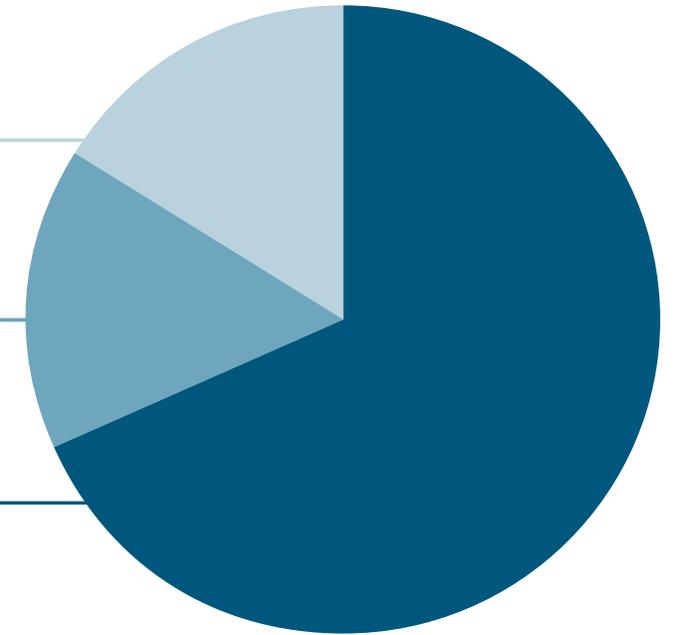
377

Skilled Nursing Facility

1,437

Acute Care

Average Length of Stay: 2.7 days



Visits



352
Deliveries



8,638
Home Care
Visits



100,301
Outpatient
Visits



19,058
Emergency
Room Visits



2,066
Surgeries

Quality

Hillsdale Hospital provides high-quality care patients trust, setting the standard for rural healthcare.

As a Hillsdale Hospital team member and cancer patient, Kathie Ward knows how important that quality is—especially when a patient needs emergency care.

Kathie receives her cancer treatments with an oncologist at another hospital, but when her health was in immediate crisis, she came to Hillsdale Hospital.

"I came in because I had a fever, and that's an automatic 'go to the ER,' and there's a protocol that's performed for cancer patients with a fever," she said. "I was put in a room immediately and my temperature was actually higher than I thought it was."

The ER team sprung into action and the ER doctor on-call had immediate contact with Kathie's oncologist to discuss her case and

make sure that she was in agreement with everything they wanted to do.

"The nurses that attended were just fantastic and so compassionate," Kathie said. "They shared some of their experiences with their family members who are going through or have gone through treatments."

Kathie knew she needed specialized care during this health emergency and she trusted Hillsdale Hospital to provide that.

"I certainly could have gone to the hospital where I get my treatments, but it never even crossed my mind," she said. "I wanted to get here as soon as I could and I just never felt like there was any other place I should consider going."



“They were just as kind and compassionate as I could have ever expected. I just left with gratitude.”

Kathie Ward

EMERGENCY ROOM STATS

AVERAGE WAIT TIMES & LENGTH OF STAY IN 2020 COMPARED TO 2017



WAIT TO SEE A PROVIDER

31%
shorter



GET ADMITTED TO THE HOSPITAL

15%
sooner



GET TREATED & GO HOME

3%
faster

THE PATIENT EXPERIENCE

17%↑

The area around my room was always quiet at night.

7%↑

Nurses always treated me with courtesy and respect, listened carefully to me and explained things in a way I could understand.

7%↑ 6%↑

Overall Rating of 9 or 10 for the Emergency Room *Overall Rating of 9 or 10 for Hillside Home Care*

INCREASE IN PERCENTAGE OF PATIENT RESPONSES FROM THOSE SURVEYED IN 2019 VS. 2020

Commitment to Excellence

MISSION

To provide high-quality, compassionate healthcare throughout the communities we serve.

VISION

As a leader in health services, Hillside Hospital encompasses all of your healthcare needs utilizing state-of-the-art technology while embracing a future of organizational growth.



Influenza Honor Roll Recognition

99% of Hillside Hospital team members received the flu shot, earning a spot on the Influenza Honor Roll for the second year in a row.



U.S. News & World Report Best Nursing Homes

McGuire & MacRitchie units were top-ranked for the seventh year in a row in the category of Short-Term Rehabilitation.



National Presentation at Becker's Healthcare Conference

CEO Duke Anderson spoke on the topics of physician burn-out and engagement at Becker's Healthcare Conference in Chicago.

Finance

Hillsdale Hospital continues to thrive, standing out in a challenging rural healthcare climate.

Bill Butler experienced a full continuum of care at Hillsdale Hospital.

"I was playing with my kids and I tripped and fell and landed on my shoulder," he said. "As soon as I landed on it, I knew something was wrong."

Bill's wife Sarah, Hillsdale Hospital's clinical director for behavioral health services, picked him up and brought him to the emergency room.

"From the time you check in until they actually get you back, it's all within five minutes, so that was really nice," Bill said. "I didn't have to go to the x-ray room—the x-ray tech and machine came to my room."

After seeing the x-ray, he assumed emergency surgery would be the next step, but the ER team reassured him that it wasn't

as severe as he thought.

"I'm active-duty military. I have three little kids that want to be picked up all the time," he said. "I need my shoulder for that."

Bill left the ER with a sling and information to follow up with Hillsdale Orthopedics.

"Dr. Patel's office set me up with the surgery date," Bill said. "They did quite a bit of work. It was a three-hour surgery and there's just one simple line. The surgeons there, I think they're top-notch surgeons."

Hillsdale Orthopedics set Bill up with Hillsdale Hospital Physical Therapy, who got him the therapy he needed, including equipment for at-home recovery.

"Everything was perfect as far as the process went," he said. "It was a great experience."



"When you're hurt and you come into the hospital, it's not always the best time of your life. When somebody walks in the room that you know, that's always comforting."

Bill Butler

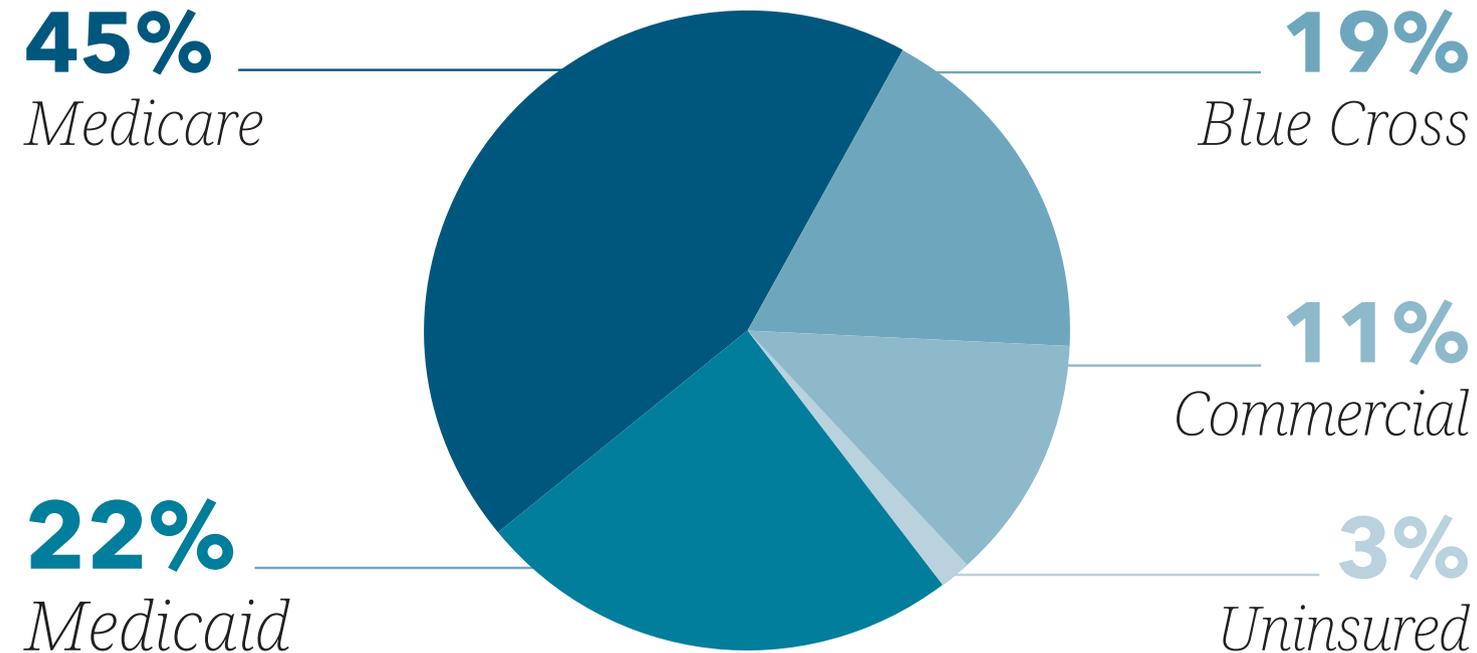
BY THE NUMBERS

Hospital Revenue
+\$63.15
MILLION

Hospital Expenses
-\$63.68
MILLION

293
Days Cash On-Hand

PAYER MIX



Economic Impact



\$25,299,390
Salaries & Wages



\$5,300,806
Employee Benefits



\$2,093,551
Capital Investments

Growth

We are continually adapting and advancing to meet the needs of our patients and their families.

Suzanne Hurst's life changed drastically when she started going to the Hillsdale Hospital Pain Management Clinic.

After several years of encouragement from her rheumatologist, Suzanne decided to try a pain clinic to help manage chronic pain in her back and leg.

"I have had two fractures in my back, at L3 and L5," she said. "My leg would actually give out on me. I would go down."

With this level of pain, Suzanne was limited in what she could do and sometimes couldn't do anything.

"I can't have any narcotics," she said. "I have reactions to them all, so

these injections have made a world of difference for me."

Since working with Andy Biegner, CRNA, at the hospital's pain clinic, Suzanne's life has changed drastically.

"It has really given me more freedom," she said. "I can walk better. I can move around and bend easier. I don't have to use my cane as much."

Suzanne looks forward to seeing the entire team at the pain clinic because she doesn't feel like just another patient.

"They're wonderful," she said. "They take such good care of whatever you need. It's always nice to see them, not only just to get the injection, but the personal relationship."



"I thank the Lord everyday that I can do this. It's just wonderful to be able to do more."

Suzanne Hurst

Thought Leadership

During the COVID-19 pandemic, Hillsdale Hospital grew its influence and established itself as a thought leader in the healthcare industry, particularly in the area of rural hospitals and healthcare providers.



111K Facebook Live Overall Reach



31 State, Local & National Media Mentions



35K Hillsdale Hospital Website Hits



25K Unique Website Visitors

Data reflects activity from March 18-June 30, 2020

Provider Transitions & Additions



Rachel Stump, FNP moved to Litchfield Health Clinic in Litchfield.



Emergency department physicians were contracted through SCP Health.



Urology was established with Dr. Eric Stockall, adding laser lithotripsy.



Vascular care was established with Dr. Abedelkarim Abushamaies.

Partnerships



PHO to PO Transition

The physician hospital organization (PHO) with Consortium of Independent Physician Associations (CIPA) transitioned to a physician organization (PO) with Integrated Health Partners (IHP).



Hospice of Hillsdale County

Hillsdale Hospital's skilled nursing facility began a partnership with Hospice of Hillsdale County for hospice and respite care services.



Sparrow Labs

Sparrow Labs in Lansing was established as Hillsdale Hospital's reference lab and began providing lab management services.

Technology Improvements



Virtual Visits

Hillsdale Hospital launched Virtual Visits to expand access to care during the COVID-19 pandemic, including outpatient primary and specialty care, as well as telehealth physician rounding for the behavioral health unit.

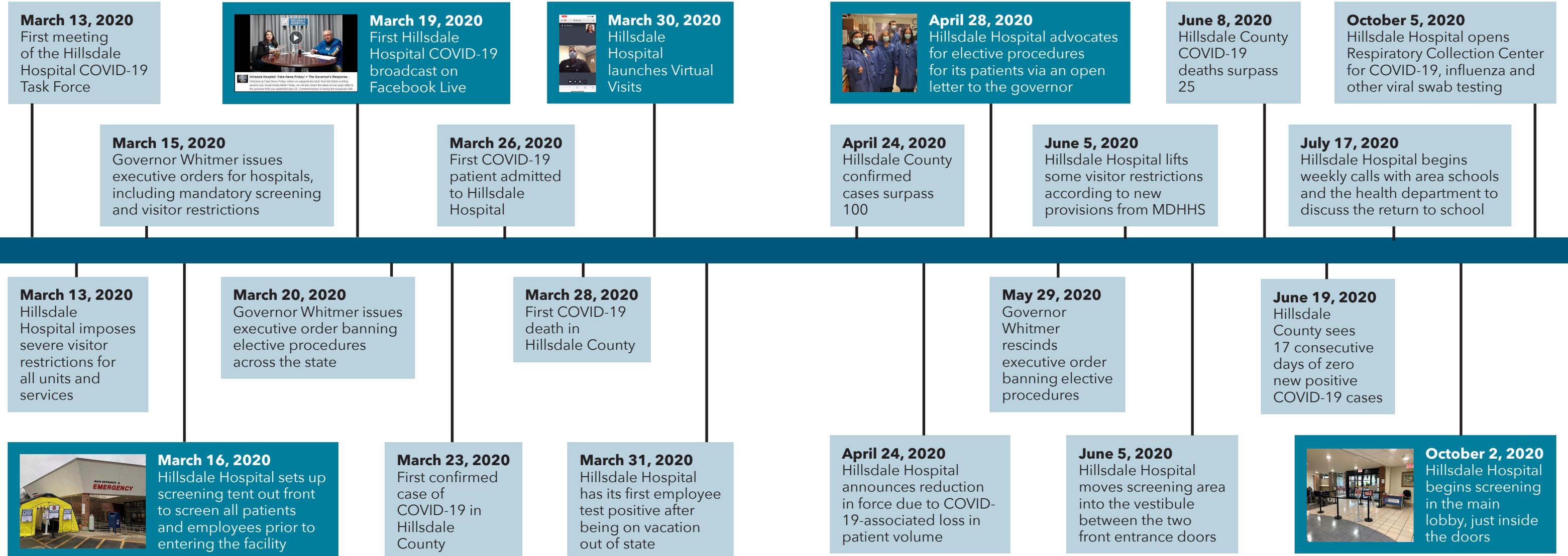


New X-Ray & Room Renovation

A new x-ray was installed along with a complete renovation of the x-ray room to accommodate the new technology and improve the patient experience.

COVID-19 Timeline

As the COVID-19 pandemic began in the U.S., Hillsdale Hospital acted swiftly to implement protocols to keep patients safe, strategies to sustain operations and plans for a strong recovery. This timeline shows how the pandemic's first seven months played out in real time.





HILLSDALE HOSPITAL

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HILLSDALE
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