

2023 Annual Report

Our Commitment to Caring for Our Community



FIVE-STAR QUALITY RATED
Centers for Medicare & Medicaid Services

Message from Our CEO



As we reflect on the past year, many changes have occurred, whether in our leadership or at the national level of health systems and hospitals. 2023 was an exceptionally tough year for health systems and hospitals, especially in rural settings, and Logansport Memorial was not an exception. High inflation rates struck the nation, posing a threat to households and corporations alike. In addition, changing healthcare regulations and reimbursements took a major toll on us and forced us to reevaluate our processes and strategies across the board. 2023 required us to make a lot of major, and tough changes, but our resilience and dedication to serving our community never wavered.

Though we found ourselves faced with one hardship after another, our two greatest strengths never faltered: our staff and our quality of care. Perhaps one of our most significant achievements this past year was our Five-Star Quality Rating which is a direct reflection on the dedication and engagement of our staff to providing quality care to our patients and our community. This accomplishment could not have been possible without each and every staff member on our team.

Our leadership has undergone a tremendous transformation, both in the structure and the staff. We celebrated the retirement of a few tenured Executive Leaders and welcomed the promotion of other leaders to lead us through the ever-changing world of healthcare.

Thanks to increased transparency and communication between our financial team and our patient care team of the hospital, we were able to better align our strategies to maximize reimbursements and maintain our independence. In total, these efforts helped to reduce our costs by almost 5 million dollars in the latter half of 2023.

Above all, our goal is to ensure that healthcare is available in our community. We know how access to healthcare affects an individual's health and wellness, and we want to continue to offer accessible care that our community needs. Our status as an independent hospital plays a key role in the high-quality care that we provide to our patients, and we want to keep "Building Better Health" through growth and building relationships with our patients and community.

As our community and population grow, we need to grow and evolve alongside it. In 2024, we will continue to evaluate service lines to ensure that the services we offer align with the needs of our community. In addition, we are focusing on maintaining our capital, including regular maintenance to our facilities and keeping our advanced equipment serviced so that we can serve our community for the years to come.

From all of us at Logansport Memorial Hospital, we thank you for your continued support and look forward to being a partner you can count on for the care you and your family need.

A handwritten signature in black ink that reads "Tara P. McVay". The signature is fluid and cursive.

Tara McVay, President and CEO

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Statistics

Growing for You

1,421

Admissions

563

Babies Born

725

Number of Employees

4,079

Surgeries + Scopes

20,258

ER Visits

99,105

Outpatient Registrations

145,709

Physician Office Visits

1,057

Jobs Generated in
Cass County

\$64,859,680

Personal Income Generated

\$139,985,196

Total Value Economic Impact

Capital

Investing in our future

In September, crews replaced the roof over the Surgery Department to make it last longer and keep our facility up to date. In October, the parking garage was redone with new layers of cement and resealed to prevent damage from wind and water. Repairs were done in two phases by splitting the upper deck into two sections, and work on the lower level was done outside of normal business hours to decrease the effect on patient and visitor parking.



Equipment

\$133,414.00

Building Renovations

\$141,250.00

Other

\$153,040.25

Total 2023 Capital

\$427,704.25

New Physicians + Providers



**Scott Marsh,
DPM, FACFAS**

Dr. Scott Marsh, DPM, FACFAS is a board-certified foot and ankle surgeon offering comprehensive treatment for a variety of issues and conditions, including but not limited to traumatic injuries, sports injuries, bone and soft tissue deformities, diabetic wounds and limb salvage, dermatological conditions, and pediatric conditions. Additionally, he is board-certified in Forefoot, Reconstructive Rearfoot, and Ankle Surgery which enables him to provide total ankle replacements.

1201 Michigan Avenue, Suite 140
Logansport, IN 46947

Kylie is a board-certified Nurse Practitioner and has several years of experience in various healthcare settings, including Labor & Delivery. She sees children from birth to their late teens in LMPN Pediatrics, tracking their development at annual check-ups and caring for them when illness arises. Kylie enjoys being able to combine her passion for primary care with her love of working with children.

1201 Michigan Avenue, Suite 330
Logansport, IN 46947



**Kylie Burton,
FNP-C**

Megan is a board-certified Nurse Practitioner and has a variety of clinical experience in nursing and primary care settings. She sees children from birth to late teens in LMPN Pediatrics and patients of all ages in LMPN Urology. Megan enjoys working with Pediatric patients and their caregivers to achieve their optimal health goals, and helping her Urologic patients regain their confidence in their daily lives.

1201 Michigan Avenue, Suite 330
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**Megan Krom,
FNP-C**

Urology

Led by Urologist Dr. Stephen Beck, our Urology team is highly-skilled and dedicated to helping you overcome any bladder, kidney, or prostate-related issues. Dr. Beck is a board-certified Urologist with fellowship training in the management of urologic cancers. His expertise extends to the surgical management of conditions like incontinence and impotency, where he has seen high success rates for recovery in over 95% of men seeking treatment.

Urology is a complex specialty not often found in small, rural communities, where patients and families often need to travel for access to care. At LMPN Urology, you can get the care you need from caregivers you can trust, right here at home.

“My goal is to bring specialized care closer to home to ease the burden on my patients facing complicated urologic conditions.”
- Dr. Stephen Beck

Megan Krom, NP and Trent Rees, PA will also see patients alongside Dr. Stephen Beck, assisting with comprehensive assessments and follow-up care for urological patients of all ages.

New procedures - Aquablation Therapy + Bulkamid

This year, Dr. Beck introduced two new procedures, Aquablation Therapy and Bulkamid.

In May, Dr. Beck began performing Aquablation Therapy which is a new type of surgical treatment for benign prostatic hyperplasia (BPH). Aquablation Therapy uses the power of water delivered with robotic precision to provide long-lasting BPH relief without compromise.

In December, Dr. Beck started his first cases of Bulkamid which is a safe, effective treatment for stress urinary incontinence (SUI). If you experience bladder leaks when you sneeze, exercise, laugh or cough, Bulkamid may be right for you. Though bladder leaks are common, especially after having children, they don't have to be a daily inconvenience. This procedure uses a water-based gel to “bulk” or narrow the closing of the urethra to prevent leaks.



Stephen Beck, MD



Trent Rees, PA



Megan Krom, NP



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STAR QUALITY CARE FROM OUR TEAM

Pictured (L-R):
Beth Hershberger,
NP, Benjamin
Anderson, MD,
Olusina Akande,
MD, Rose Ewing, NP



Interview with Benjamin Anderson, MD...

Logansport Memorial's Five-Star Quality Rating is the highest overall rating given by the Centers for Medicare and Medicaid Services. The rating is measured on five quality metrics which include patient outcomes such as mortality, safety of care, readmission, timely and effective care, and patient experience. Of these five factors, Dr. Benjamin Anderson contributes our five-star rating to an improvement in patient experience.

What does this Five-Star Quality Rating mean to you and to the organization as a whole?

"A lot of the score is driven by the HCAHPS scores which are patient experience scores," says Dr. Anderson. "Quality of care and patient outcomes are components that we've focused on for a long time. We've done well for a long time, but our patient experience scores had really not been as high as we had wanted them. Over the ten years that I've been here, I feel like we've consistently delivered really good quality care but the perception, or rather, the patient experience had not always been what we wanted it to be. I think we've done a lot of work to change that perception. It's a great thing to see that we're providing the good quality care that we've been providing for a long time and patients are recognizing that. I think it's a great thing for the organization because we're delivering great care and patients are seeing that."

As a nod to the efforts of our Environmental Services staff, Dr. Anderson also mentioned that the cleanliness of patient rooms plays a key role in the experience of patients. Patient experience is reflective of multiple departments and roles within the hospital, and we are thankful for all of our staff for their commitment to providing high-quality care for our patients and community.

Consistency and continuity of care make all the difference

Though being a small hospital in a rural community can have its challenges, our staff takes full advantage of our strengths. Our providers are familiar with their patients which makes patients feel more comfortable that they know who is taking care of them. In addition, Dr. Anderson says that having a smaller team of staff is also helpful because the same staff members are working with patients, whether it's the provider or the patient's case manager working with them on discharge plans.

Dr. Anderson describes this, saying, "A lot of times at bigger hospitals, there's so many providers involved that patients can feel lost. Here, if they have just a few people that they need to talk to, I think they feel that consistency and it makes them feel reassured and that they're not getting lost in the shuffle...It's rare that I have no one that I know on my census. So there's a sense of familiarity that we get where it's like 'Yeah, I've seen you every time you've been sick in the hospital with this illness.' We know what the trajectory of the illness is, the things we've tried before, and what's worked in the past."



New Leadership

Over the past year, we have made several changes to the structure of our Leadership and Executive Leadership teams in an effort to realign with our organizational values. Many of our great staff members have risen to the occasion and have proven themselves to be capable Leaders. We are proud to announce the addition of two new members to our Executive Leadership team. Both Emilee and Barret joined our team in November and offer valuable knowledge and rich experiences to guide our organization through the unpredictable world of healthcare.

Emilee Albright ***VP Patient Services/Chief Nursing Officer***

In this role, Emilee focuses on our quality measures while also overseeing all nursing staff and managing administrative tasks in an effort to promote better patient care and more efficient operations. Emilee started her nursing career in 2007 as an RN and has served in various Nursing Leadership roles, including Quality Director at LMH. As Quality Director, Emilee led the Hospital's quality initiatives for inpatient and outpatient services.



Barret Rhoads ***Chief Financial Officer***

As Chief Financial Officer, Barret is responsible for managing and leading the financial initiatives of the organization. In addition to Revenue Cycle Management, he also has experience in the management of Information Technology and Facilities. Prior to starting his career in healthcare administration in 2015, Barret served in the United States Navy for 6 years where he collected signals intelligence for reporting, mission planning, and risk assessment.

Cultural Services Department



(L-R): Danny Serna (Manager), Julie Martinez, Mundaina Boisrond (Not Pictured)

Caring for our diverse community

At Logansport Memorial, we care for a diverse population of patients from across north-central Indiana, and it's important to us that we are inclusive and accommodating of the many different cultures and needs of the community. Language barriers pose challenges for our providers and patients in terms of achieving high levels of satisfaction, providing high-quality care, and maintaining patient safety.

Created in 2023, the Cultural Services Department is responsible for interpretation services and the translation of documents. Currently, we offer live interpreters for patients who speak Spanish and Haitian Creole. Danny Serna and Julie Martinez are full-time Spanish interpreters, and Mundaina Boisrond

works part-time as a Haitian Creole interpreter. Our live interpreters work in every hospital department, depending on where the greatest need for interpretation is at any given moment.

In addition to our Trained Medical Interpreters, Logansport Memorial also utilizes a third-party vendor, VOYCE, which provides medical interpretation services via audio or video in over 200 languages. To help fill any gaps in interpretation services, several bilingual staff members have undergone additional training, known as Bridging the Gap, to allow them to interpret within their departments. This helps promote greater continuity of care for our patients and ensures they have the best experience while we care for them.

Community Benefit

As a not-for-profit organization, Logansport Memorial Hospital reports on various activities defined as “community benefit” every year. Part of our responsibility as a community hospital is to promote health and wellness in our community and increase access to our care for those in need.

Year after year, Logansport Memorial Hospital is proud to show how millions of dollars were spent directly for the benefit of our patients. From student scholarships to safe patient care funds, the numbers below reflect our efforts to invest in and respond to our community’s health needs.



Community Benefit includes things like:

- Clinicals for nursing students and other healthcare professions
- Internships for medical students
- High school student scholarships
- Athletic Training services provided on-site across six local school corporations

By the Numbers:

Financial and In-Kind Contributions	\$782,718.50
Community Health Improvement	\$566,417.00
Community-Building Activities	\$1,551,528.88
Health Professions Education	\$1,428,536.61
Charity Care	\$1,955,497.00
Bad Debt Expense	\$7,743,289.00
Unreimbursed Cost of Medicare	\$23,271,017.00
Medicaid Shortfall	\$3,724,451.00

Total Community Benefit: \$41,023,454.99

Community Resource Fair

Our purpose remains the same in this ever-changing world of healthcare – to help improve the health and well-being of our community for all who call it home. To honor that, we started the Community Resource Fair in September to share and promote the resources that our community offers. The event was held on September 21st at Riverside Park and was attended by several vendors, including but not limited to: Indiana Health Clinic, Area Five Agency, Woodbridge Health Campus, and Cass County Online. Insurance navigators from Logansport Memorial were also present to help anyone with health insurance applications. Spanish interpreters were available to assist in any communications and ensure that the event was accessible for multiple cultures.



“The Community Resource Fair was an opportunity to connect the people in our community with the important resources that we offer, beyond the walls of the hospital. High-quality care starts in the community, in the home, in our schools, and on our streets,” says Emilee Albright, VP Patient Services/CNO.

From the Foundation

As a community hospital Foundation, it is important that we give back in meaningful ways to support and help meet the needs of those we serve. For us, Gifting for Health does not stop once our patients walk out the door; rather, it means we meet them where they are. In 2023, through many generous donors honoring the late Dr. Charles E. (Ned) Montgomery, the Logansport Memorial Hospital Foundation was able to donate \$89,653 towards the opening of the new Logansport Memorial Pain Management Center and to name Operating Room 3 after him, a room he loved during his tenure.

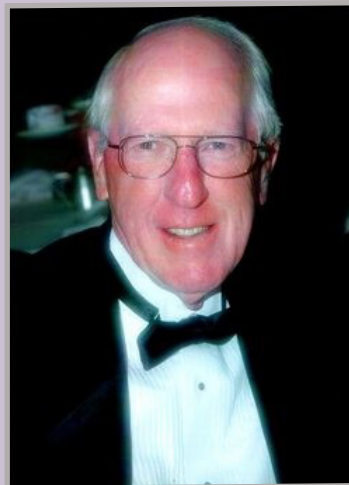
On June 21, we held our annual golf tournament, which raised over \$20,000 for our unrestricted fund. We also hosted over 100 runners/walkers for our River Bluff Run. This year's event raised over \$4,900 for our Breast Care Fund, which helps provide mammograms to those in need and raise awareness for breast cancer.

In October, the Foundation approved and funded the purchase of a new EMR Interface ONCO EMR for our Cancer Care Center from our Equipment and Technology Fund totaling \$32,196. This new system will allow for better continuity of care for our patients, while providing improved safety measures for treatment.

To supplement the community support we received in 2023, our employees played an equally important role in our mission of Gifting for Health. With fundraising initiatives such as our Annual Employee Campaign, Bid for Baskets, and Go Red Day, LMH employees contributed over \$35,000 to the Logansport Memorial Hospital Foundation in 2023.

Together, with everyone's support, we can continue making impactful contributions that support the Hospital's mission to serve as the region's partner in both wellness and treatment.

Pain Management Center	\$89,653.00
Cancer Center Chairs + ONCO EMR	\$32,196.00
Equipment + Technology (ER Light, Training Manikins, MRI Safe Wheelchair)	\$13,834.27
River Bluff Trail Maintenance	\$8,640.00
Mammograms	\$4,245.97
Student Scholarships	\$3,000.00
Charitable Services (Patient equipment, medication, and/or transportation)	\$1,264.38
Education - PALS Manuals	\$500
Total given back to LMH and Community	\$153,433.62



Charles E. (Ned) Montgomery

In 1979, Dr. Montgomery moved his practice and family to Logansport where he was the first Orthopedic Surgeon in the city. He built a thriving practice in Logansport and was the team physician for the Logansport High School Berries for many years. During his years in practice, he served as Chief of Staff and Medical Director of Logansport Memorial Hospital. He enjoyed taking care of the community until his retirement in 2011 and continued to support the Foundation for the remainder of his life.





Our Mission LMH serves as the region's partner in both wellness and treatment.

Our Vision LMH will be the preferred choice of patients, employees, and providers in north central Indiana.

Our Values Human Dignity • Integrity • Justice • Service Excellence • Stewardship



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