



# **BUILDING** HEALTHIER COMMUNITIES

2016-2017 ANNUAL REPORT



Regional Health’s purpose serves as the compass that guides our 5,000 physicians and caregivers by clearly defining what we do. Our vision sets a goal that inspires and empowers our team to be a part of that journey, while our values describe who we are and characterize the behavior that will help us fulfill our purpose.

What we do  
**PURPOSE**

**Help Patients and Communities Live Well**

Why we do it  
**VISION**

**We aspire to be the best healthcare system in America**

Who we are  
**VALUES**

**Compassion | Innovation | Courage | Mutual Respect | Integrity**

How we get it done  
**PRIORITIES**



Dear Friends,

It is with great pleasure and gratitude that I present the 2016-2017 Regional Health Annual Report. I am pleased to share this annual report because it shows the progress we have made toward our goal of becoming the best health care system in America. Likewise, I am grateful for the trust shown by our patients and families, the generosity of Regional Health Foundation donors, and the active involvement of our community leaders. All of these parties recognize the importance of excellent health care and the role Regional Health plays in positively impacting western South Dakota, and beyond.

Even with our many successes, we recognize the importance of taking a long-term view – one that includes building a future Regional Health that is able to meet the changing needs of our growing communities. For example, there is a good chance that a child born in one of our delivery rooms today will return in 25 years to have their own child. Given this, our patients deserve the best that medical technology and human compassion has to offer, which is why Regional Health must evolve accordingly and continually seek opportunities to enhance the experience and environments for all patients.

Although quality health care relies on modern healing environments and the latest technology, these advances will never replace the human touch, kindness and competence of our caregivers and physicians. This is why we must strive to excel in everything we do – every day, with every patient – to meet the needs of the many communities we serve.

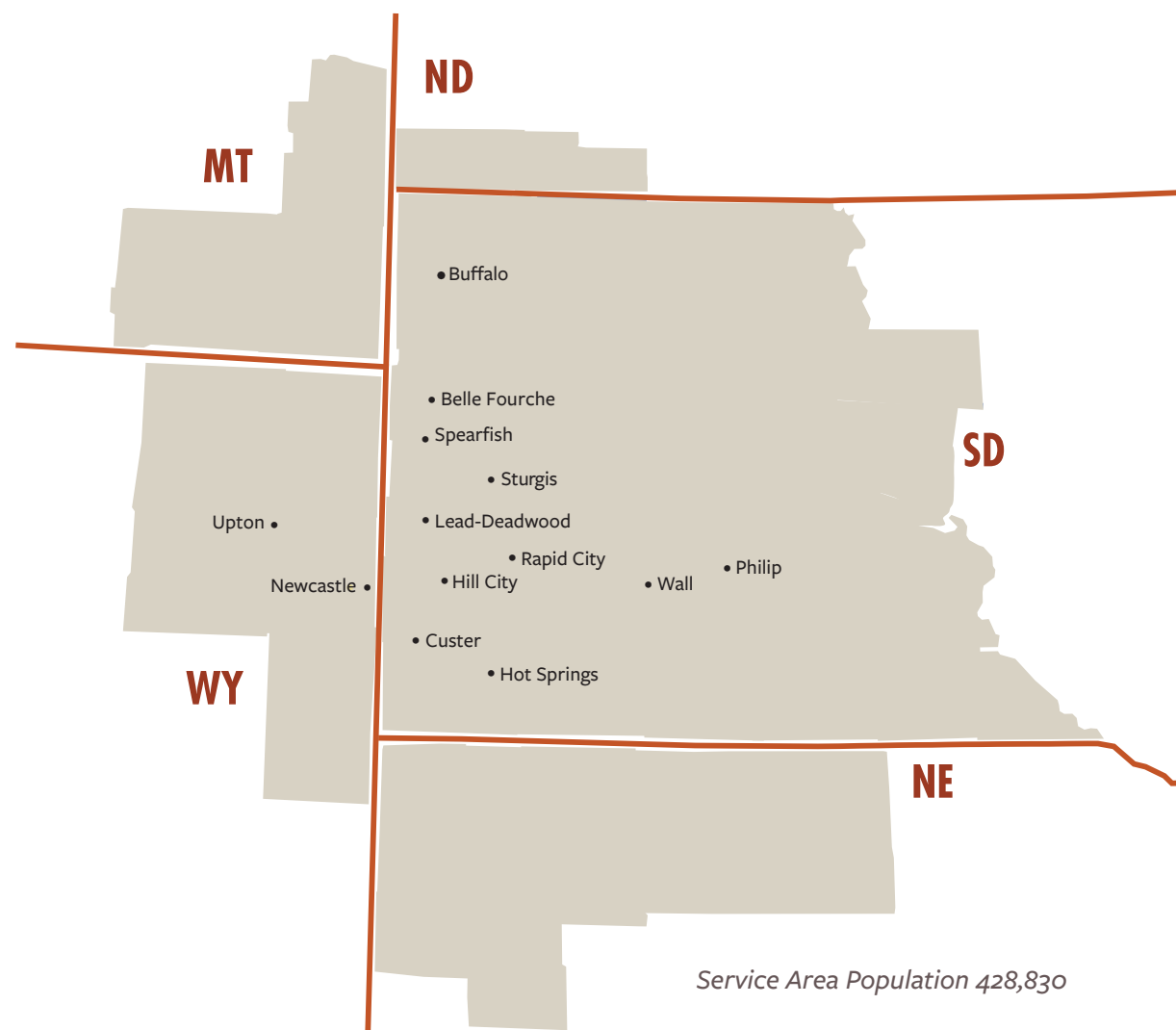
Our purpose as a health care system is to help patients and communities live well; and I believe we are doing a good job of this. However, as individual caregivers, physicians and leaders, I believe our purpose is to be a part of something bigger than ourselves. In short, we must contribute to the lives of others in ways that heal more than broken bones.

I am so proud of what our team has already accomplished; and I look forward to seeing what we will accomplish in the future as we continue to work together on building upon the strong foundation Regional Health has already built.

Thank you for your support of Regional Health,

Brent R. Phillips  
President and CEO





## LARGEST HEALTH CARE SYSTEM IN WESTERN SOUTH DAKOTA

- 5** Acute Care Hospitals
- 2** Managed Hospitals
- 25** Clinics
- 1** Assisted Living Facility
- 2** Care Centers (Previously Senior Care)
- 6** Urgent Cares
- 7** Specialty Treatment Centers:
  - John T. Vucurevich Cancer Care Institute, Heart & Vascular Institute, Rehabilitation Institutes (2), Behavioral Health Center, Dialysis Centers (2), Surgery Center

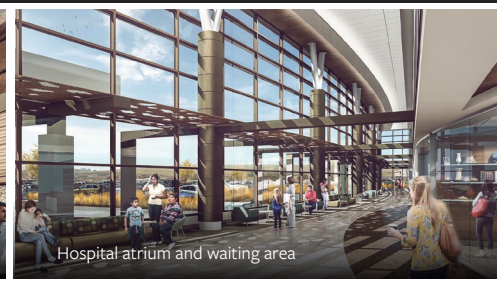
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Advanced Orthopedics & Sports Medicine Institute groundbreaking



# BUILDING FOR THE FUTURE

Regional Health is moving forward with a number of transformational construction projects that will modernize and expand the care we provide to our growing communities. An example of this is our \$283 million investment in health care infrastructure, which highlights Regional Health's role as a Black Hills economic leader.

"We are doing more than just constructing buildings," said Vice President of Facilities Management Westley Paxton. "Our campus transformation projects in Custer, Rapid City and Sturgis exemplify that. We are meticulous in the design, layout and overall ambience of our environments so that we can provide a place of all types of healing."

## RAPID CITY

### HOSPITAL EXPANSION ESTIMATED COMPLETION: 2020

Construction began on a \$200 million expansion that will transform the hospital's appearance, capacity, efficiency and range of services. The main entrance will move to the south side of the existing hospital. Here visitors will be greeted by a sunlit, three-story glass atrium with ample space for families and caregivers to meet, dine, shop or find a quiet space for spiritual healing. A four-story hospital tower and a four-story outpatient building will be constructed, and a second parking structure is also planned.

The expansion project will also include:

- | A new, 36,000-square-foot Emergency Department with 34 private exam rooms, five state-of-the-art trauma rooms, three resuscitation rooms and a drive-through ambulance garage to accommodate six ambulances.
- | A rooftop helipad with elevator access directly to trauma and emergency services.
- | Integrated outpatient/clinic space for the Heart and Vascular Institute.
- | Space for future clinic growth.
- | 1,300 parking spaces, more than half covered spaces to protect from snow and rain.

### ADVANCED ORTHOPEDIC AND SPORTS MEDICINE INSTITUTE ESTIMATED COMPLETION: FALL 2018

From performance-driven athletes to weekend warriors seeking to regain their mobility, the Advanced Orthopedic and Sports Medicine Institute currently under construction at Buffalo Crossing will specialize in orthopedics, sports medicine, pain management and rehabilitation.

This new institute will integrate orthopedics-based services into a centralized state-of-the-art facility. Physicians, surgeons, physical therapists, occupational therapists, wound care specialists, athletic trainers and other caregivers will work collaboratively to provide high-quality care.

The \$55 million building will include surgery suites, an integrated physician specialty clinic, inpatient beds, physical rehabilitation areas, retail space, a bistro and an outdoor dining area. The institute's economic impact is expected to be \$17 million per year, according to Rapid City Economic Development.

RAPID CITY HOSPITAL  
WILL GROW BY  
**266,000**  
SQUARE FEET

NEW AND EXPANDED  
EMERGENCY  
DEPARTMENT

**\$17 MILLION**  
PER YEAR  
ECONOMIC IMPACT  
FROM NEW ADVANCED  
ORTHOPEDICS & SPORTS  
MEDICINE INSTITUTE

**1,300**  
NEW PARKING SPACES





Paulette Davidson (left), Rapid City Market President



Interdisciplinary Rounding



Automated Lab Ribbon Cutting



Healthgrades Award Celebration

# 2017 HEALTHGRADES TOP 5% SAFEST HOSPITALS IN THE NATION

## INVESTMENT IN A NEW AUTOMATED LABORATORY

“If I had to use one word to describe the last year it would be ‘transformational.’ The work and collaboration to build and strengthen the orthopedics and sports medicine program at Regional Health is laying the foundation for excellence.”

- Paul Miller, M.D.  
Regional Health Orthopedics  
and Sports Medicine

## RAPID CITY

Every day our caregivers and providers dedicate their greatness and passion to making a tremendous difference in the lives of our patients and their families, as well as each other. Last year, we made advances on a number of fronts in the Regional Health Rapid City Market.

### MATTERS OF THE HEART



Kelly Airey, M.D.

For heart patients throughout the Black Hills, a life-changing device known as the world’s smallest pacemaker, Micra® Transcatheter Pacing System by Medtronic, was introduced by Cardiologist Kelly Airey, M.D. Dr. Airey implanted the device, the first in the Dakotas, in August 2016 at Rapid City Hospital. Micra is completely self-contained within the heart. This next generation of pacemakers can substantially improve a patient’s quality of life by minimizing risk associated with conventional pacemaker systems.



Joseph Tuma, M.D.

Our heart and vascular team took great strides to introduce innovative procedures and technologies to our communities. Cardiologists Joseph Tuma, M.D., and Jose Teixeira, M.D., introduced the Watchman Device. The tiny device is implanted into the heart, and it greatly



Jose Teixeira, M.D.

improves the lives of patients with non-valvular AFib. For these patients, the device provides an alternative to continual use of blood thinners.

“For medical matters of the heart, every minute counts,” said Regional Health Rapid City Hospital and Market President Paulette Davidson. “These innovations are examples of the advanced technology and quality care provided by our physicians and caregivers.”

### INTERDISCIPLINARY ROUNDING

Several of our transformative strategies to enhance patient care have received recognition from organizations across the country. The Rapid City Hospital Intensive Care Unit (ICU) was selected by the Society of Critical Care Medicine as one of 63 ICUs in the nation to work with the Patient Centered Outcome Research Institute. The objective is to share information, best practices and lessons learned to enhance patient-and-family-centered-care. Through multidisciplinary rounding in the ICU, families are invited to gather information on the care plan for their loved one from all members of their care team.

“My background as a physician is in internal medicine and critical care. I understand what families go through when they have a loved one

in the Intensive Care Unit,” said ICU Medical Director Sri Ganganeni, M.D. “There are a lot of questions regarding the care plan, and multidisciplinary rounding helps to alleviate stress and emphasize patient-and-family-centered-care.”

### AUTOMATED LAB

To enhance efficiencies and effectiveness in our laboratory at Rapid City Hospital, we invested in a new automated laboratory, the first of its kind in South Dakota when it was installed. More recently, we installed the same system at Spearfish Hospital. The innovative, state-of-the-art automated laboratory decreases the turnaround time for laboratory testing, which allows physicians to make timely, often life-saving decisions. The automated lab also helps address the shortage of laboratory professionals by reducing some of the routine, manual tasks that previously consumed significant time.

### COMMUNITY COLLABORATION

The opioid crisis in America, and locally here in the Black Hills, was recognized by our providers and caregivers. Through collaboration across disciplines, we developed systemwide pain education and treatment protocols to address this growing

concern. Multidisciplinary teams worked together to find alternatives to opioid prescriptions, including physical therapy.

### NEW AND FUTURE PHYSICIANS

It’s imperative to train, attract and retain outstanding physicians and caregivers to continue innovation and evolution. We are proud to offer a three-year Family Medicine Residency training program to medical students. In the past year, six physicians graduated from the program. Since it was established, 111 physicians have graduated. All six graduates from this year are practicing in South Dakota; two are employed as faculty at Regional Health Family Medicine Residency Clinic. Also, we expanded several service areas with the addition of 21 new physicians (listed at right) and 19 new advance practice providers to Rapid City.

### 2016-17 NEW PHYSICIANS

- Shahid Ahmad, M.D.
- Shakeel Ahmed, M.D.
- Blake Alexander, M.D.
- Doreen Aryee, M.D.
- Mudit Arora, M.D.
- Hossein Ghofrani, M.D.
- Chad Hanna, M.D.
- Drew Jorgensen, M.D.
- Sabieli Kabeli, M.D.
- Patrick J. Kenney, D.O.
- Joshua M. Matthews, M.D.
- Travis J. Menge, M.D.
- Sudhir Movva, M.D.
- Ebima Okundaye, M.D.
- Chirag C. Patel, M.D.
- Laura Peno-Green, M.D.
- D. Eric Sizemore, D.O.
- Greg Vigna, M.D.
- Matthew Werpy, D.O.
- Matthew J. Wideroff, M.D.
- Allison Wood, M.D.



The **Endobronchial Ultrasound Bronchoscopy (EBUS) Technology** was introduced this past year and is used to diagnose lung cancer, infections and other diseases causing enlarged lymph nodes in the chest.

The Emergency Department implemented a **new stroke alert process** that decreases the door-to-treatment time to under 45 minutes, exceeding the new CMS Stroke Certification Standard.



Britney Brouillette and Dr. Petereit



RAPID CITY PATIENT STORY: BRITNEY

Regional Health’s HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) score in a key **patient experience category increased 143%** from the previous score.

Two Regional Health Urgent Care locations in Rapid City received the **Certified Urgent Care designation** by the Urgent Care Association of America (UCAOA)



The **Medical Imaging Department launched a program to cross train our technologists** on a wide range of platforms such as CT, MRI and X-Ray. Technologists can increase their knowledge base and skill level, and the Medical Imaging Department can more efficiently serve patients.

**More than 100 leaders received training on incident command center roles and responsibilities** at the Federal Emergency Management Agency’s Emergency Management Institute.

**PATIENT STORY**

Britney Brouillette first noticed a lump in her breast when she was in her third trimester of pregnancy and preparing for the arrival of her first child. Five weeks after her son, Ace, was born, Britney was told she had stage 4 breast cancer.

“I was on such a big high after I had Ace. It was devastating to find out shortly after that I had breast cancer,” said Britney. “I wanted to be sure I was around for him. He has a lot of time ahead of him and I didn’t want my time with him cut short.”

After chemotherapy and a double mastectomy, Britney was introduced to Dr. Petereit.

“It’s always alarming to see a young woman like Britney who just experienced the joys of pregnancy and had her first child, and all of a sudden she’s dealing with

aggressive breast cancer,” said Radiation Oncologist Daniel Petereit, M.D. “We took a deep breath and made a comprehensive evaluation and treatment recommendation that was appropriate for her. At the end of the day, we want you cured, that’s the goal.”

In March 2017, just four months after her diagnosis, Britney received the news that she was cancer-free and officially in remission.

“The John T. Vucurevich Cancer Care Institute at Regional Health is everything,” said Britney. “I don’t know where I would be if I didn’t get the care I got there. The future is bright and our little family can’t wait to enjoy life’s moments together.”

“THE  
FUTURE IS  
BRIGHT AND  
OUR LITTLE  
FAMILY  
CAN’T WAIT  
TO ENJOY  
LIFE’S  
MOMENTS  
TOGETHER.”

- Britney, patient





Architectural drawings of the new Regional Health Custer Hospital



From left, Chad Ronish, Dr. Joshua Sole and Todd Satter

**\$22  
MILLION  
INVESTMENT**

**44,000  
SQUARE-FOOT  
HOSPITAL  
& CLINIC**

“The name of the game is change -- with purpose. We will keep our eyes on the goal of how to best deliver care and take care of our caregivers, physicians and advanced practice providers.”

- Lisa B. Brown, M.D.  
Regional Health  
Medical Clinic

## CUSTER

### NEW HEALING ENVIRONMENT

**ESTIMATED COMPLETION: SPRING 2018**

Custer, the oldest city in the Black Hills, will soon be able to boast one of the newest hospitals in the state. Construction began on Regional Health Custer Hospital and Clinic in 2017, and the new healing environment is scheduled to open its doors in early spring 2018. Through a collaborative partnership between Regional Health, the City of Custer and the Custer Community Health Services, we broke ground on the new, state-of-the-art hospital and clinic.

The one-story, 44,000 square-foot design will bring improved caregiver efficiency, an enhanced patient care environment, larger public spaces and added privacy in patient care rooms. The location is ideal for better parking, ambulance access, helicopter access and future expansion.

“Custer is an incredible community, and we’re honored to be part of it,” said Regional Health Custer Hospital and Market President Mark Schmidt. “This new project demonstrates Regional Health’s commitment to serve the health care needs of Custer and the Southern Hills for decades to come.”

### BEYOND BRICKS AND MORTAR

Custer’s growth involves more than brick and mortar. We expanded our family medicine care



Nathan  
Chappelle, M.D.



Brandyn  
Tarap, M.D.

team with the addition of South Dakota native Nathan Chappelle, M.D., and California native Brandyn Tarap, M.D. Both are passionate about providing high-quality, compassionate care to patients and families of all ages.

Regional Health Custer Hospital’s new digital mammography service (launched in 2016) has far exceeded all expectations. Southern Hills women have received more than 700 mammography screenings in the first year – twice the projected number.

### PERFORMANCE AWARD

Regional Health Custer Hospital and Clinic received the Performance Leadership Award for patient satisfaction from iVantage Health Analytics and the National Organization of State Offices of Rural Health (NOSORH). This type of award exemplifies the dedication from our providers and caregivers to continually enhance our patient care and experience.

### COMMUNITY INVOLVEMENT

To help support the new digital mammography service, Regional Health caregivers Joni Hill and Becca Steadman organized the first Mammo or

Bust 5K run/walk event on the Mickelson Trail. More than 75 participants from four states joined together to raise awareness of early detection and prevention.

During the Crazy Horse Volksmarch, Regional Health Custer Hospital and Clinic volunteers helped organizers serve the more than 4,000 participants. The volunteers kept coolers filled with water and signed tickets for the walkers.

### PATIENT STORY

“It feels like walking on needles,” said Chad Ronish. “There was pain in both of my feet and it prevented me from doing the things I love.”

Chad, Hill City High School’s football coach, was experiencing excruciating pain in his feet due to plantar fasciitis. His friend and colleague, Hill City High School Principal Todd Satter, was also suffering from plantar fasciitis. It was affecting their careers, personal lives and overall quality of life. Both had tried numerous non-surgical alternatives to combat the pain, but none seemed to work.

“I had tried the boot, the orthopedic sock, physical therapy, and all those things failed to work for me,” said Todd. “I learned from

our athletic trainer that Dr. Sole at Regional Health had brought a new procedure, the Tenex procedure, to the Black Hills. I made an appointment right away and after the procedure, the pain was gone.”

The pain associated with plantar fasciitis doesn’t go away on its own. It typically gets worse over time. It’s a degenerative process that happens over many years and causes immense pain.

“It’s challenging when you’re a football coach or high school principal, and you can’t keep up with your players and students,” said Sports Medicine Director Joshua Sole, M.D. “Having Principal Satter and Coach Ronish as patients has been the highlight of my career out here. Getting them back to their quality of life and enjoying the activities they love is the most rewarding part of my job. It’s awesome.”

Since Todd and Chad had the Tenex procedure, they are both enjoying life pain-free. They are no longer making decisions based on how bad their feet will hurt.

“Dr. Sole and Regional Health gave me my life back,” said Chad. “I’m back to normal and back to being a better coach, teacher, husband and dad.”

**700+  
MAMMOGRAPHY  
SCREENINGS**

**FAMILY  
MEDICINE  
CARE TEAM  
EXPANDS**

“I’M BACK  
TO NORMAL  
AND BACK  
TO BEING  
A BETTER  
COACH,  
TEACHER,  
HUSBAND  
AND DAD.”

- Chad, patient





Celebrating 120 years



Urgent Care Services Ribbon Cutting



New "sprinter" style ambulance



Patient Kim George is grateful for her care from Regional Health

## CELEBRATED 120 YEARS

## FAMILY MEDICINE CARE TEAM EXPANDS

"Since we began interdisciplinary rounding at the hospital, it's been easier to communicate with other providers and with patients and families. Our patients really appreciate that."

- Thomas Groeger, M.D.  
Regional Health  
Medical Clinic

### LEAD-DEADWOOD

In 1897, local miners and businessmen built a new hospital to support the thriving Lead-Deadwood community. 120 years later, the Lead-Deadwood hospital continues to provide quality, compassionate medical care to the area.

"120 years of service is a remarkable accomplishment, and it's a great incentive for us to provide extraordinary care for our residents and visitors every single day," said Regional Health Lead-Deadwood Hospital and Market President Mark Schmidt.

#### ADVANCES IN CARE



Mark Ptacek, M.D.



Nadia Tymkowych, M.D.

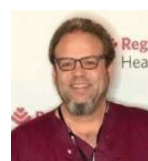
During the last year, the Lead-Deadwood Market has advanced in a number of areas, including Urgent Care services, Wound Care services, implementation of a rapid response team and development of a new staffing model that provides additional support from clinical resource nurses.

We also recruited two new family medicine providers, Mark Ptacek, M.D., and Nadia Tymkowych, M.D., who bring an abundance of experience.

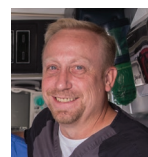
The hospital's 316 hospital admissions mark the highest admission number since Fiscal Year 2011. In addition, interdisciplinary rounding has been introduced to the Lead-Deadwood Hospital. This enables our providers and caregivers to collaborate and communicate more efficiently and effectively as a care team and also with patients and families.

#### NURSING EXCELLENCE

Physicians and caregivers throughout our healing environments are truly the reason



Jim Lawler, R.N.



Todd James, R.N.

we're able to provide high-quality, compassionate care. During the last year, several of our caregivers were recognized for their outstanding efforts. Two Lead-Deadwood nurses, Jim Lawler, R.N., and Todd James, R.N., received the DAISY Award for their dedication to the health and wellness of their patients.

Matt Stinson advanced in his career by accepting a position as Director of Nursing for the Lead-Deadwood and Custer Markets.

#### NEW AMBULANCE

In February 2017, we welcomed a sleek, advanced and more maneuverable ambulance to our fleet. The European "sprinter" style of ambulance is more compact, making it better for negotiating mountain roads, especially in winter conditions.

#### GIVING BACK

Throughout the year, the nursing staff volunteers with the community meals program. Through this program, seniors who may not otherwise eat properly are provided meals that help them achieve balanced nutrition.

#### PATIENT STORY

Common signs of a heart attack include chest pain, shortness of breath and lightheadedness. Or at least for most people these are the normal symptoms. For Kim George, she woke up one morning and was experiencing pain between her shoulder blades and didn't feel well overall.

"My husband and I are avid walkers. We decided to go on a walk and see if it got better," said Kim. "After a couple of miles, the pain in my upper back became more severe. I thought I was getting the flu. As we were driving to Regional Health Lead-Deadwood Hospital, my hands started

going numb. That's when I knew it was a heart attack."

When Kim and her husband entered the Emergency Department, they were met by Todd James, R.N., and several other providers and caregivers who whisked her away to the cardiac room.

"She flat lined in the cardiac room," said Todd. "That's when I began CPR and we got her back. Within 15 minutes she was out the door on her way to Rapid City via ambulance. It was critical for her to come in when she did." Kim received specialized heart care and returned home five days later. Searching for a way to express her gratitude, Kim was told about the DAISY award that is presented to outstanding nurses. "I submitted a letter about Todd and had the opportunity to come back and present the award to him. The DAISY award is a small token of my appreciation," said Kim. "Life is short. When someone gives you more time, how can you thank them enough?"

"The DAISY award is an honor, but it's not just me who should receive recognition. It's our entire team. It takes a team to care for our patients and communities," said Todd.

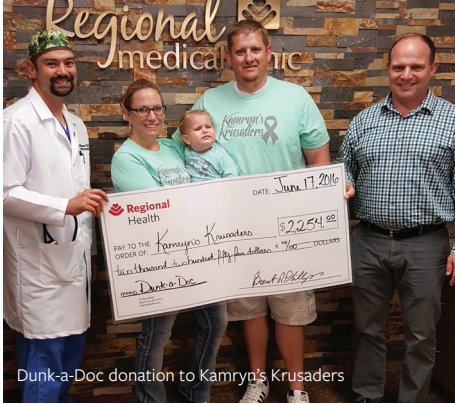
"LIFE IS  
SHORT.  
WHEN  
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- Kim, patient





Regional Health lost a leader, colleague and friend on Nov. 4, 2017. Larry Veitz, President of Regional Health Spearfish Hospital and Spearfish and Belle Fourche Market, was killed in an accident. Larry's contributions to Regional Health and the greater Spearfish community over the past 15 years will have a lasting impact.



Dunk-a-Doc donation to Kamryn's Crusaders



Dunk-a-Doc Crew



Forrest Brady, M.D., Spirit of Spearfish Award



Dunk-a-Doc donation to Spearfish Community Food Pantry



Brady Thompson at home with his family near Buffalo

NAMED  
AMONGST THE  
**TOP 100**  
RURAL HOSPITALS

**SAME-DAY  
TOTAL JOINT  
REPLACEMENT**  
IS INTRODUCED

INTRODUCTION OF  
**URGENT  
CARE  
SERVICES**

“We are pleased to offer a growing number of services in Spearfish and surrounding communities. This is a growing community, and we welcome the opportunity to grow with it.”

- Christopher Gasbarre, D.O.  
Regional Health Dermatology

**SPEARFISH**

The countryside that stretches from Spearfish and Belle Fourche to Buffalo and on into Wyoming represents a broad swath of life from ranchers on horseback to bicyclists riding scenic curves. One thing these people have in common is access to quality, advanced health care through Regional Health's 15 healing environments in the Northern Hills.

**ACHIEVEMENTS**

Becker's Hospital Review named Regional Health Spearfish Hospital to its list of top 100 Rural Hospitals in America for 2017. In addition, the Centers for Medicare & Medicaid Services gave the hospital a 4 Star Overall Hospital rating.



Forrest Brady, M.D.

Forrest Brady, M.D., a family medicine physician at Regional Health Medical Clinic on 10th Street, won the Spearfish Area Chamber of Commerce 2017 “Spirit of Spearfish” award.

**NEW OFFERINGS**

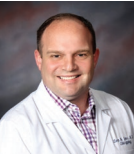
Regional Health Medical Clinic on 10th Street in Spearfish added Urgent Care services to meet the day-to-day medical needs of our patients. If patients need additional care, they receive seamless, efficient transfers to

Regional Health healing environment offering an appropriate level of care.



Kip Gould, D.O.

Regional Health Orthopedics and Sports Medicine began same-day surgery for total joint replacement, led by Kip Gould, D.O. Regional Health Medical Clinic on 10th Street began an anticoagulation clinic.



Loren Jones, M.D.

Loren Jones, M.D., an ear, nose and throat physician at the Regional Health Medical Clinic on North Avenue, introduced the Acclarent balloon sinuplasty procedure.



Andrew VanOsdol, M.D.

General Surgeon Andrew VanOsdol, M.D., introduced a new LINX procedure for treating gastroesophageal reflux disease. He is the only surgeon in western South Dakota performing the LINX procedure. VanOsdol also reintroduced bariatric surgery in Spearfish.

Another milestone achievement for Spearfish was the implementation of the automated lab, which automates the testing process and frees laboratory staff to focus on technical analysis.

In addition to an expansion of services offered, the Spearfish Market welcomed five new physicians to deliver patient care in a variety of specialties, including Garrett Cox, M.D., Heath A. Eggleston, M.D., Bonnie B. Omdahl, M.D., Kristen Prescott, M.D., and Andrew Van Osdol, M.D.

**COMMUNITY CONNECTIONS**

The first annual Regional Health Spearfish Community Health Fair was a success. Regional Health also planned and hosted an Advanced Planning Conference, “Honoring Patient Choices.” It featured a national speaker and drew more than 75 participants. Regional Health caregivers made 56 blankets for children in the Court Appointed Special Advocate (CASA) program. And Spearfish doctors raised more than \$10,000 for charity with a “Dunk-a-Doc” tank at the Downtown Friday Nights in Spearfish.

**PATIENT STORY**

Brady Thompson was born with hypoplastic left heart syndrome, which means the left ventricle of his heart didn't develop correctly. He would have to undergo three open heart surgeries: at just 2 days old, at 6 months and at 2 1/2 years.

“One afternoon, about a month after we brought Brady home from his final open heart surgery, he started crying and was grabbing at his chest,” said Terisa Thompson, Brady's mother. “His heart rate was low, down in the 30s. We called 911 immediately

and then scooped Brady up to meet the ambulance. He was completely limp.”

The Regional Health team in Buffalo, including Crystal Page, PA-C and Jennie Glines, R.N., rushed to meet the Thompsons at the highway near their house. “The name Brady Thompson alerts everybody. So when we saw his name, we all worked together to make sure his trip to Regional Health Spearfish Hospital was safe and fast,” said Crystal.

Brady was later flown to a pediatric specialty hospital, and weeks passed before he grew strong enough to come home. Once Brady returned home again, the Thompsons were fearful that they might have to say goodbye to their 100-year-old family farm and relocate to receive care, but the Regional Health team set their minds at ease and allowed them to feel comfortable continuing Brady's care in Buffalo.

Brady has weekly visits to the Regional Health Medical Clinic in Buffalo, where Jennie and Crystal test his blood. They received enhanced training and prepared equipment to care for Brady's condition.

“He's a super ninja when he's here, he gets through everything without crying,” said Crystal. “He will show us his ninja moves sometimes. He's a tough little boy with a bright future.”

“BY REGIONAL  
HEALTH  
SHOWING US  
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SUCH GOOD  
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BRADY, WE'RE  
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HERE. OUR  
LIVELIHOOD  
IS RANCHING  
AND THIS IS  
WHERE WE  
WANT TO BE.”

- Terisa,  
Brady's mom





Architectural drawings of the Sturgis Medical Clinic



Rikki Plaggemeyer, Black Hills Parent Nurses of Excellence Award



CT Scanner Ribbon Cutting



Architectural drawings of the Sturgis Medical Clinic



Architectural drawings of the Sturgis Medical Clinic

**\$10.4  
MILLION  
INVESTED IN  
NEW CLINIC**

**26,000  
SQUARE FOOT  
ADDITION**

**INTRODUCTION OF A  
64-SLICE  
CT SCANNER**

“Our providers are really looking forward to the new Regional Health Sturgis Clinic. This will provide a state-of-the-art environment in which to treat and care for our patients.”

-Charles Lewis, D.O.  
Regional Health  
Medical Clinic

## STURGIS

The story of Sturgis is a tale of two cities. The year-round Sturgis is a quiet town of 7,000 people. It serves as the trade center for many of the region’s farmers, ranchers and manufacturers. However, for 10 days each August, Sturgis becomes South Dakota’s largest city, its population swelling to more than 500,000 as motorcyclists from around the world gather for the famed Sturgis Motorcycle Rally.

### HOSPITAL EXPANSION

**ESTIMATED COMPLETION: FEB. 2018**  
To meet the diverse needs of the Sturgis Market, Regional Health is expanding the Regional Health Sturgis Hospital campus located off Junction Avenue. In October 2016, we broke ground on a \$10.4 million Regional Health Medical Clinic attached to the hospital in Sturgis. When completed in early 2018, the project will add:

- More than 24,000 square feet to the hospital, which includes 1,800 square feet of physical therapy expansion.
- A new front entrance for the hospital with centralized patient check-in.
- An expansion to the Emergency Department.

“The new Regional Health Medical Clinic in Sturgis is an exciting addition to our community. This project will advance our culture of safety and quality care with the added convenience of a collocated clinic and hospital,” said Regional Health Sturgis Hospital and Market President Mark Schulte.

### IMAGING ADVANCEMENT

Regional Health Sturgis Hospital introduced a 64-slice CT scanner, an upgrade from the previous 16-slice scanner. This technological advancement allows caregivers to quickly determine a patient’s health status and select the appropriate course of treatment. This non-invasive application of CT technology offers fast scanning capacity not previously available. In a single rotation, the CT scan creates 64 high-resolution anatomical image cuts.

Sturgis Hospital was one of 41 Critical Access Hospitals in the seven-state region to receive a Leona M. and Harry B. Helmsley Charitable Trust’s Rural Healthcare Program grant which funded the purchase of this scanner.

### RECOGNITION



H. Thomas  
Hermann, M.D.

H. Thomas Hermann, M.D., longtime Sturgis family medicine physician, completed a one-year term as the 135th president of the South Dakota State Medical Association (SDSMA). He has been practicing medicine in South Dakota since 1987.



Rikki  
Plaggemeyer, R.N.

Rikki Plaggemeyer, R.N., acute care nurse manager at Regional Health Sturgis Hospital, was named by Black Hills Parent Magazine as one of five 2017 Nurses of Excellence Award winners. She was praised as a leader, mentor, teacher, confidant and friend to caregivers at the hospital.

### COMMUNITY FOCUS

Regional Health Sturgis Hospital launched the Patient/Family Experience Team made up of families, caregivers, patients and providers throughout the community. Members help the health care team see their work through the eyes of the patient and family. This perspective is valuable for continuous improvement in the delivery of care in the Sturgis Market.

### STURGIS MOTORCYCLE RALLY

The annual Sturgis Motorcycle Rally presents unique health care challenges for the emergency medical teams, caregivers and volunteers at Regional Health Sturgis Hospital and Clinic as well as the other Regional Health healing environments. With as many as 500,000 Black Hills visitors motorcycling, camping and celebrating, the incidence of accidents and illnesses increases significantly.

Long before August, emergency responders from Sturgis, Rapid City and other markets participated in full-scale realistic drills and scenario planning. Organizers staged a highway accident involving a bus and a motorcycle. As many as 40 volunteers portrayed accident victims.

Sturgis EMS has also introduced the AmbuBus, a school bus customized for medical care. It’s a triage center on wheels where patients can be stabilized and prepared for transport by helicopter or ambulance to a hospital. The AmbuBus has the capacity to treat up to 17 patients at one time.





**BUILDING PATIENT RELATIONSHIPS**  
 THAT WILL PROVIDE EXCEPTIONAL  
 EXPERIENCES AND SUCCESSFUL RECOVERIES.

# PATIENT AND FAMILY EXPERIENCE

Being a patient in a hospital or clinic setting can be a stressful and intimidating experience. Regional Health understands these feelings, and every day we take steps to put our patients and their families at ease. With every procedure or visit, our caregivers and physicians take the time to explain what is being done, and what the patient will likely experience. We make sure patients and their families have a say in their care.

Enhancing patient and family experience is a priority in all Regional Health healing environments, because a quality patient experience is key to a successful recovery.

To ensure our caregivers and physicians have the tools to provide the best possible patient experience, Regional Health partnered with HealthStream Engagement Institute, a best-in-class leader for patient experience coaching. HealthStream provided “train-the-trainer” Master Physician Coaching and certification for 10 key physicians and support trainers. This program has renewed and strengthened our patient experience resources for providers systemwide.

In addition, we created a full-day immersion session, the Patient and Family Experience Training Lab. More than 1,700 of our caregivers completed the program.

Regional Health implemented a new CG-CAHPS survey on Oct 1, 2016. This new survey, administered by HealthStream, provides a modern and patient-centric survey method. Instead of answering

questions via phone call, the new 10-question survey provides our patients a quick, easy and convenient option to provide feedback at their convenience via email or text message.

More than 62 percent of our units and departments showed significant improvements in overall patient experience, demonstrating that our efforts are focused in the right direction. Comments we receive show that patients and families truly appreciate the exceptional care and compassion that providers and caregivers are delivering every day.

Same Day Surgery Center received a 5 Star rating from the Centers for Medicare & Medicaid Services (CMS) for the unwavering commitment from providers and caregivers to enhancing the patient experience. Same Day Surgery Center was one of only 13 HealthStream clients to receive this rating from 936 eligible clients.

Regional Health Hills Markets (Custer, Lead-Deadwood, Spearfish and Sturgis) had two top performing areas: Overall Inpatient in the 89th percentile and Overall Emergency Department in the 92nd percentile.

“Regional Health is committed to creating a culture that strives to always provide an exceptional experience,” said System Director of Patient Experience and Community Relations Tiffany Smith.

MORE THAN  
**62%**  
 OF UNITS &  
 DEPARTMENTS  
 SHOWED  
 IMPROVEMENTS

**SAME DAY  
 SURGERY  
 CENTER  
 RECEIVED A  
 ★★★★★  
 RATING**

MORE THAN  
**1,700**  
 CAREGIVERS  
 COMPLETED THE  
 PATENT & FAMILY  
 EXPERIENCE  
 TRAINING LAB





EPIC launch team



Multidisciplinary rounding team



BY COMBINING ADVANCED  
TECHNOLOGY WITH HUMAN  
COMPASSION, WE ARE **BUILDING A  
CULTURE OF QUALITY CARE.**

# CULTURE OF SAFETY & QUALITY CARE

Regional Health maintains a constant focus on advancements in our clinical settings to improve patient safety, outcomes and delivery of care. Through multidisciplinary collaboration and commitment over the past year, we have invested in new systems and technologies that redefine the way we care for our patients.

Through a systemwide effort, an interdisciplinary team launched a new outpatient Pain Management program that utilizes new tools, processes and pathways for patients with chronic pain.

Over the last year, Regional Health invested in a new electronic health record (EHR), called Epic. “The investment in Epic was truly a unanimous decision from the hundreds of caregivers, leaders and physicians involved in the selection process,” said Chief Performance Officer Nicole Kerkenbush. “The integration of information will substantially strengthen our communication across care settings and improve our coordinated delivery of care.”

Similar to inpatient interdisciplinary rounding, patients receiving care outside of our hospitals can take an active role in their healthcare decision making through MyChart. This new online patient portal replaces the four portals we previously had making it easier for patients to see all of their health care information in one place. Patients will be able to participate in their care in ways they haven’t previously been able to, including simple access to appointment scheduling, prescriptions, test results, billing and more via the MyChart patient portal or mobile application.

As part of the planning process for the numerous building projects throughout our communities, the 2017 Strategic Priority Objective Technology Design in New Healing Environments Team developed and implemented an evaluation process to assess the impact of technology across our organization. The team also created core information technology (IT) infrastructure standards that will be incorporated into all new or redesigned healing environments. These core standards will ensure that we have the IT backbone to support the current and future needs of our patients, caregivers and providers.

We developed our FY 2018 System Goals and have shared them with providers caregivers in order to allow them to be involved in helping us reach our vision of become the best health care system in America. Every provider and caregiver contributes to our success, and sharing our progress with them is a key component of our approach to quality and safety. We will be further developing our focus on systemwide goals via a Quality and Safety Framework in 2019. This framework will be informed by the key measures we establish to ensure we continuously find ways to advance health care in the communities we serve.

“We are committed to providing the highest quality care to the communities we serve,” said Vice President of Safety and Quality Jeanne Galbraith. “Our caregivers put patients and their safety at the heart of every decision, and we continuously prioritize best practices to ensure the best outcome for every patient every time.”

INTRODUCED  
NEW ELECTRONIC  
HEALTH RECORD  
SYSTEM  
**EPIC**  
INCLUDING A NEW  
PATIENT PORTAL  
**MYCHART**

RAPID CITY HOSPITAL  
**ICU**  
SELECTED  
TO WORK WITH  
THE PATIENT  
CENTERED OUTCOME  
RESEARCH INSTITUTE





Healthgrades award presentation



Shahid Ahmad, M.D. with medical students

# AWARDS AND RECOGNITION

“The awards and recognition that Regional Health has received this past year demonstrate our relentless determination to provide top level quality of care,” said Chief Operating Officer and President of Rapid City Hospital and Market Paulette Davidson.

Rapid City Hospital Hospitalist Shahid Ahmad, M.D., was awarded the Anton Hyden Award from the USD Sanford School of Medicine. The award is given to a School of Medicine professor who has inspired, supported and mentored students during their clinical rotations.



Shahid Ahmad, M.D.

“I’m extremely grateful to be a part of this great institution,” said Ahmad. “It was an absolute honor to win this award. I come from an academic family, and my father always told me that one of the best ways to give

back to medicine, to really make a difference in this amazing profession, is by contributing to the training of those following you. I not only want students to learn medicine but to learn the art of truly caring for humans that are trusting us with their lives.”

**Get with the Guidelines (GWTG) Stroke Gold Plus Quality Achievement Award** recognized Rapid City Hospital’s commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized guidelines. 2017 was the second consecutive year we have received this award.

**Healthgrades 2017 Distinguished Hospital Award for Clinic Excellence** places Rapid City Hospital among the top 5% safest hospitals in the nation for delivering high-quality care in at least 21 of the 32 most common inpatient conditions and procedures.

**The Centers for Medicare & Medicaid Services (CMS) 5-Star Rating** went to Same Day Surgery Center for an unwavering commitment from providers and caregivers to enhancing the patient experience.

**Performance Leadership Award** for Patient Satisfaction from iVantage Health Analytics and the National Organization of State Offices of Rural Health (NOSORH) for all four of Regional Health’s critical access hospitals.

**ASCEND Peak Performance Award** recognized Regional Health for outstanding clinical and supply chain performance.

Recognized by the Society of Thoracic Surgeons as a  
★★★  
CABG surgery program  
(out of 3 stars)

**Top 5%**  
in the nation for coronary intervention  
- Healthgrades

**Top 100 heart programs**  
in the country  
- Healthgrades

**Best specialty top 100**  
for coronary intervention  
- Healthgrades

★★★★★  
rating for repair of abdominal aorta for the last 9 years (vascular surgery)  
(out of 5 stars)  
- Healthgrades

**Platinum Performance Award** for the Action NCDR registry for the fifth year in a row.





Reality-Based Rules and Leadership Training



Project Search student



Project Search class



Project Search student

# PHYSICIAN & CAREGIVER EMPOWERMENT

In her book, “Reality-Based Leadership”, author Cy Wakeman said, “Once we stop focusing on what’s happening ‘to’ us and focus instead on what we can do within our current circumstances to succeed, we will get the results we’re looking for.”

In the last year, more than 500 providers and caregivers participated in Cy’s Reality-Based Rules and Leadership Training. The philosophies discussed during this training may be applied in the professional and personal lives of our physicians and caregivers every day to actively promote a drama-free, highly accountable workplace.

Regional Health continues to place emphasis on the growth and development of new providers and caregivers, beginning with the first day on the job. In the last year, we successfully launched Right Start Next Steps, as part of the 365-day onboarding program, which builds a stronger connection between our executive leaders and new caregivers and providers.

“At the heart of our organization are the providers and caregivers that dedicate their lives to caring for others,” said Vice President of Human Resources Tresha Moreland. “We want to provide them with every opportunity to grow as leaders in our organization and throughout the communities we serve.”

Our Rapid City Hospital partnered with Project SEARCH, a business-led transition program for students with disabilities, to

provide internships to local students ages 18-21. The internship consists of rotations in the hospital as well as educational opportunities and resources to prepare these students for competitive, full-time employment. In May 2017, Regional Health and Project SEARCH were honored to graduate six students from the program. All six students are now employed in our community.

The growth, development and wellness of our providers and caregivers, both professionally and personally, has been the focal point of several initiatives that launched in the last year, including the introduction of Workday. This program enables the human resources and finance departments to leverage technology to deliver high-quality support and service. The new LiveWell portal was also introduced to the system as a tool for providers and caregivers to track and manage their well-being.

“As we look back at the last year, it’s challenging to find one moment that stands out,” said Vice President of Talent Development Jared Narlock. “That’s because all of the moments stand out. I have witnessed providers and caregivers from across the system make tremendous strides in their professional and personal growth, and I believe we have cultivated a culture of empowered individuals who are striving for greatness every day.”

**29 NEW PHYSICIANS & 26 NEW ADVANCED PRACTICE PROVIDERS**

**INTRODUCTION OF WORKDAY**

**RAPID CITY HOSPITAL PARTNERED WITH PROJECT SEARCH & SUCCESSFULLY GRADUATED SIX STUDENTS**

**LIVWELL PORTAL LAUNCHED**

**CY WAKEMAN BRINGS REALITY-BASED LEADERSHIP TO REGIONAL HEALTH**

EMPOWERING OUR CAREGIVERS AND PHYSICIANS **TO BUILD** UPON THEIR ABILITIES.





“The caregivers in our different care teams are extremely talented and have developed relationships with our patients and their families.”  
-Mike Tilles  
Home+ President

HOME+

When it comes to home care, simple access to services can alleviate stress for patients and their families. That’s the idea behind Home+, an innovative new service line by Regional Health. It’s a one-stop resource for home care that combines home-health nursing, medical equipment, pharmacy, home infusion and other services into a convenient offering for patients and their families.

Care doesn’t end once patients leave the hospital. The focus of Home+ is to provide a continuum of care to ensure transitions are smooth and streamlined and patients get the care they need where they need it.

**Home+ Home Health** nurses, therapists, aides and specialists provide care to promote independent living and rehabilitation.

**Home+ Home Medical Equipment** offers a full range of medical equipment and supplies to make home care easier for patients and their caregivers.

**Home+ Home Infusion** provides medication, supplies and professional care for home infusion therapy services, working closely with the patient’s health care providers.

**Home+ Hospice** provides comfort care for terminally ill patients in their homes, nursing homes, hospitals, other supervised living facilities, or a hospice house.

- Home+ Pharmacy:** Prescriptions, consultations and convenient pharmacy services are offered in Home+ retail pharmacies. Prescriptions can also be picked up at self-service ScriptCenter® kiosks in Rapid City and Hill City. In addition, the Home+ outpatient retail pharmacy now provides bedside prescription and over-the-counter medication delivery to patients before discharge.
- Home+ Specialty Pharmacy:** The specialty pharmacy team focuses on the medication needs and therapy management for patients with chronic, rare or complex conditions requiring specialty medications.
- Home+ Long-Term Care Pharmacy:** Residents of nursing homes, assisted-living facilities and other institutional settings benefit from innovative technology used to manage unit-dose medications.

“The caregivers in our different care teams are extremely talented and have developed relationships with our patients and their families,” said Home+ President Mike Tilles. “We have also been working to cross-train our caregivers to further develop skill sets and to enhance the care experience of patients and their families. It’s incredible to see a multidisciplinary team working together to further our purpose of helping patients and communities live well.”

THANK YOU FOR 40+ YEARS

We are grateful for your commitment and passion to health care as we continue on our journey of becoming the best health care system in America. We could not do this without you.



Janice Bunge  
Rapid City Hospital



Lana Bussell  
Rapid City Hospital



Mary Buom  
Rapid City Hospital



Rhonda Diane Chihak  
Lombardy



Linda Cook-Boernke  
Rehabilitation Institute



Colleen DeRosier  
Spearfish Hospital



Wendy Engelhardt  
Rapid City Hospital



Jeanne Galbraith  
Rapid City Hospital



Patricia Guerttman  
Rapid City Hospital



Fay Herrington  
Rapid City Hospital



Joyce Hoyer  
Rapid City Hospital



Lowell Husman  
Rapid City Hospital



Deborah Kelly  
Lombardy



Lana Likness  
Rapid City Hospital



Janet McArthur  
Spearfish Hospital



Carol Mc Masters  
Rapid City Hospital



Sharon Neumiller  
Rapid City Hospital



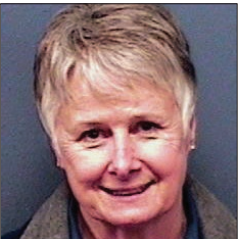
Bergetta Osterloo  
Rapid City Hospital



Dorothy Sauter  
Rapid City Hospital



Wanda Schummer  
Sturgis Hospital



Mary Lou Sessions  
Rapid City Hospital



Francis Shepersky  
Rapid City Hospital



Lynn Sogge  
Rapid City Hospital



Carol Staedtler  
Heart and Vascular  
Institute



Marcia Taylor  
Rapid City Hospital



Annette Tompkins  
Rapid City Hospital



Cynthia Townsend  
Spearfish Hospital





Caregivers participating in the Native American Day Parade



Flags for Fallen Vets



United Way Day of Caring



Regional Health's Paulette Davidson, left, and Tresha Mooreland at the Native American Day Parade



United Way Day of Caring luncheon



Feeding South Dakota check presentation

# COMMUNITY STEWARDSHIP

At Regional Health, the community is at the center of everything we do. Our providers, caregivers and leadership team emphasize the importance of serving the diverse communities, cultures and organizations that make up the greater Black Hills region.

One of Regional Health's priorities is to collaborate and partner with national, state and local organizations, such as the American Heart Association, Feeding South Dakota, the South Dakota Association of Healthcare Organizations (SDAHO) and United Way.

Last year, Regional Health caregivers and providers participated in the United Way Day of Caring. The event brings together volunteers and agencies to paint houses, sort donated food, deliver food to the elderly, clean up yards and make our communities a better place to live. This active and involved volunteerism enables our health care system to build deeper relationships to better serve our communities and make lasting impact.

After a Spearfish Advisory Board member suggested that Regional Health participate in the Flags for Fallen Vets program before Memorial Day at the Black Hills National Cemetery, over 130 providers, caregivers, friends and family members placed flags at the graves of those who served our country.

As one of the largest employers in western South Dakota, we appreciate and value the variety of cultures that make up our great region. The Native American community is a big part of western South Dakota, and there is much we can learn about

this unique culture. Last year, 45 Regional Health leaders, physicians and caregivers from across the system attended the Lakota Lands and Identities Tour to build relationships and gain further understanding and appreciation of Native American culture and history.

"Each member of each community has their own story and so much to offer. I'm thankful to have the opportunity to better understand the variety of cultures in our region," said Manager of Community Relations Michele Loobey-Gertsch.

Within our surrounding communities, there are numerous opportunities to support our youth and provide resources that help enhance their educational opportunities. At the Youth & Family Services 21st Annual Kids Fair, caregivers provided interactive materials and activities for parents and their children to build awareness and education on health and wellness. In our Lead-Deadwood Market, the Health Occupation Students of America partnered with Lead-Deadwood High School and Regional Health to provide 15 students with hands-on health care experiences at our Lead-Deadwood hospital and clinic.

Serving our communities is the cornerstone of everything we do as a health care system. We remain committed to developing and sustaining new partnerships and continuing to enhance the delivery of care in the communities we serve.

**45 LEADERS PHYSICIANS & CAREGIVERS ATTEND THE LAKOTA LANDS AND IDENTITIES TOUR**

**15 STUDENTS GET HANDS ON HEALTH CARE EXPERIENCE**

**PARTICIPATED IN THE UNITED WAY DAY OF CARING**

THROUGH PARTNERSHIP AND COLLABORATION, WE WILL **BUILD A STRONGER** HEALTH CARE NETWORK AND STRONGER COMMUNITIES.





# PHILANTHROPY

The Regional Health Foundation is responsible for all fundraising programs, and it serves as the liaison between Regional Health and our family of benefactors. Gifts make the greatest possible impact on health care in our communities.

All donated funds are allocated according to the donors’ wishes, and 100 percent of the gifts are used to develop programs, purchase state-of-the-art medical equipment and expand facilities to continue to help Regional Health remain at the forefront of medicine.

### Children’s Miracle Network

Children’s Miracle Network helps fund medical equipment, services and programs for ill and injured children throughout the Black Hills. The Neonatal Intensive Care Unit (NICU) makes medical miracles happen every day with specialized equipment provided by the Children’s Miracle Network. Money is raised through the annual Great Black Hills Duck Race, the Children’s Miracle Network Radiothon, direct donations and other fundraisers.

### Cancer Care Institute

The Regional Health John T. Vucurevich Cancer Care Institute performs more than 43,000 diagnostic and treatment procedures each year. Events such as the Tough Enough to Wear Pink campaign during the Black Hills Stock Show & Rodeo help the Center treat more than 1,000 newly diagnosed patients and 3,500 previously diagnosed patients each year.

### Home+ Hospice

Regional Health’s Home+ hospice programs provide compassionate, palliative and supportive care for terminally ill patients and their families. The Regional Health Foundation supports hospice programs through the annual Hospice of the Northern Hills Benefit Ball, the Tree of Lights holiday programs, memorial gifts and individual donations.

Through your continued support, the Foundation has been able to provide patients and families with the comfort and care they need, along with the leading-edge health care technology they deserve.



Priscilla Romkema, Ph.D.

### Welcome, Priscilla

In June 2017, we welcomed Priscilla Romkema, Ph.D., as the new President of the Regional Health Foundation. She comes to Regional Health from Black Hills State University, where she served 10 years as the Dean of the College of Business and Natural Science.

In the decade before, the veteran educator served on the Black Hills State University faculty and in a number of administrative roles. Over the past 20 years, Priscilla has been actively engaged in community service on the local, state, regional and national levels.

“As the new president of the Regional Health Foundation, I welcome and celebrate my professional transition from higher education to health care,” she said. “The opportunity to join a tremendous team of dedicated caregivers and providers at Regional Health with a shared vision of becoming the best health care system in America is an exciting transition for me.”



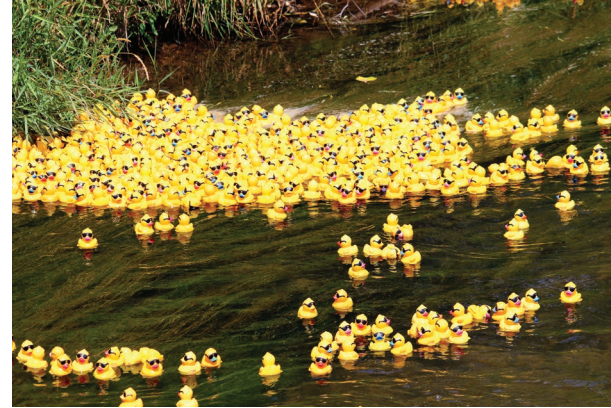
Pat Burchill

### A Message from Pat Burchill, Regional Health Foundation Board Chair

“As the incoming Chair of the Regional Health Foundation, I am honored to serve. The Regional Health Foundation has accomplished a great deal and has additional goals to meet. Our success in assisting hospice care, cancer treatment and children’s services has truly been rewarding.”

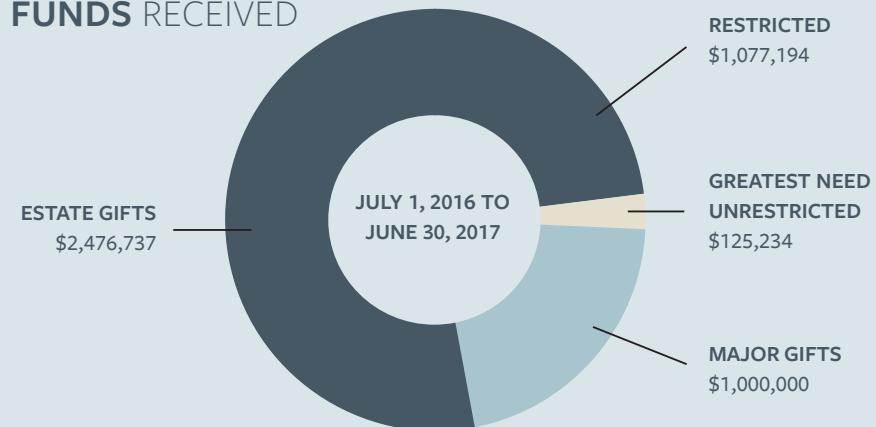
### Pat Burchill

Regional Health Foundation Board Chair  
Senior Vice President, US Bank



The community’s generosity shows itself in less visible ways, with direct contributors large and small stepping forward to help Regional Health achieve its goal of becoming the best health care system in America. In the last year, your contributions totaled nearly \$4.7 million. **The generosity included:**

### FUNDS RECEIVED



The Regional Health Foundation strengthens the health of our communities by building a culture of generosity.

In partnership with Regional Health, we aspire to excellence in health care through gifts of engagement and generosity.

We share the values of Regional Health and maintain a high level of accountability and dedication.

## EVERY GIFT MAKES A DIFFERENCE

**Funds donated to the Regional Health Foundation have been used to support the following areas throughout the Regional Health system:**

Advanced Care	Dialysis Services	Nursing Scholarships	John T. Vucurevich
Pediatrics	Endoscopy Services	Neonatal Intensive	Cancer Care Institute
Behavioral Health	Home+ Hospice	Care Unit	Regional Rehabilitation Institute
Cardiac Services	House	Pain Management	Respiratory Services
Children’s Helmet	Hospice of the Hills	Patient and Family Crisis	Stroke Care Education
Safety Program	Labor and Delivery	Patient Mobility Services	USD West River Medical
Diabetes Services	Northern Hills Hospice	Pediatrics	Student Scholarships





Chef Scott Brinker



Regional Health Gardens



Regional Health Gardens



# BUILDING A BETTER ENVIRONMENT

Regional Health is in a position to reduce consumption in ways that have far-reaching impact on the environment.

To ensure that patients receive the best possible care, Regional Health uses a large quantity of paper, plastic, metal, water, electricity and other materials. Because we require so many resources, our conservation efforts add up quickly, substantially reducing our impact on the environment.

We have taken steps to:

- | Minimize energy consumption and maximize the use of renewable, non-polluting, natural resources, particularly in buildings and transportation.

- | Eliminate waste by reducing, re-purposing and recycling.
- | Eliminate, minimize and contain toxic materials used in construction, finishes, and equipment.
- | Establish benchmarks and standards to measure our progress.
- | Educate the community about the ways they, too, can reduce consumption.
- | Engage national leaders in sustainable health care to support and educate Regional Health in the pursuit of these goals.

## ENERGY SAVINGS

Last year, Regional Health reduced energy usage by 9.1 percent. The financial benefit: \$432,000 in savings. This was accomplished through new HVAC controls, LED lighting, energy efficient motors and other efficiency measures.

## SOLAR POWER

Regional Health is partnering with GenPro Energy Solutions of Piedmont to install a solar array at Regional Health Rapid City Hospital. Electricity generated by the solar panels will offset our electrical consumption and reduce the rate we pay for electricity. First-year savings is estimated at \$183,000. We are also considering installation of solar panels at other Regional Health healing environments.

The total size for Phase I of the solar project will be 1.5 megawatts. It will be the largest private solar array in South Dakota. Two of our locations will have 70 percent of their electricity supplied by solar through this initiative.

## BEEHIVES

Honey bees do more than produce a sweet alternative to processed sugar. They pollinate the crops that produce fruits, vegetables, nuts and animal feed. The hillside overlooking Regional Health Rapid City Hospital is home to several new beehives. The honey will be given to patients in jars labeled with Regional Health's Commitment to Sustainability philosophy statement.

Bees impact one in three bites of food we consume and the honey they make is a remarkable healing agent. Honey is a natural cough syrup, an energy source, a treatment for wounds, an antioxidant and an effective way to prevent allergy symptoms.

## GREENHOUSES

Near the beehives, we have a new greenhouse and raised garden beds. Food, flowers and herbs will be grown for use in our culinary services and café. Regional Health

also purchases produce from local growers and farmers.

Benefits of farm-to-table eating:

- | Food that is shipped may be picked before it is ripe to lengthen the lifespan, resulting in reduced nutrients. Local, fresh food retains greater nutritional value.

- | Local food is better for your health and for the environment. On average, a 18-wheeled semi-truck travels about 5 miles per gallon. 500 gallons of diesel fuel would be needed to haul produce an average distance of 1,500 miles.

- | Purchasing local supports local growers and farmers.

## HEALTHY LIVING

In health care it's important to practice healthy habits. Through several projects spearheaded by our dietary and food service teams, we have seen outstanding commitment to providing healthy, nutritious options for Regional Health physicians, caregivers, patients, residents and their families. Regional Health Head Chef Scott Brinker and Dietitian Cindy Gates offer a monthly cooking class, called New You Through Nutrition. In addition, Brinker created a garden outside the hospital to grow herbs and vegetables.

"Our purpose as a health care system is to provide care to our patients and their families, as well as our own people. Through creativity, collaboration and dedication, our caregivers have built several programs that help our community to live well," said Scott Brinker.

## CONVOY OF HOPE

Regional Health contributes to Convoy of Hope by giving new purpose to outdated or expired medical supplies, furniture and equipment. This keeps several tons of material out of the landfill and provides supplies to impoverished regions of the world.

**\$4 MILLION  
GALLONS  
OF WATER SAVED**

**34,000  
POUNDS OF  
SCRAP METAL  
RECYCLED**

**62 TONS  
OF CARDBOARD  
RECYCLED**

**\$432,000  
IN ENERGY  
CONSUMPTION  
REDUCTION  
SAVINGS**

**43 TONS  
OF WASTE  
SAVED  
FROM THE  
LANDFILL  
THROUGH OUR  
PARTNERSHIP  
WITH STERICYCLE**



# FINANCIAL STEWARDSHIP

## Financial Summary

Regional Health Financials

Financial Summary (in 000's)	FY 2016	FY 2017
<b>Revenue and Expenses</b>		
Net Patient Services Revenue	\$663,099	\$685,055
Other Operating Revenues	\$26,904	\$28,404
<b>Net Operating Revenues</b>	<b>\$690,003</b>	<b>\$713,459</b>
<b>Operating Expenses</b>		
Payroll and Benefits	\$338,556	\$361,453
Medical Supplies	\$112,216	\$130,078
Purchased Services	\$81,726	\$93,474
Bad Debt	\$56,605	\$42,138
Other Operating Expenses	\$43,296	\$52,410
Depreciation	\$28,588	\$33,587
Interest	\$3,719	\$3,226
<b>Total Expenses</b>	<b>\$664,706</b>	<b>\$716,366</b>
<b>Net Revenue from Operations</b>	<b>\$25,297</b>	<b>(\$2,907)</b>
<b>Balance Sheet (in 000's)</b>		
<b>Current Assets</b>		
Funds for Building, Equipment Replacement and Debt Repayment	\$510,852	\$489,155
Other Restricted Use Investments	\$29,194	\$34,462
Land, Building, and Equipment	\$248,674	\$317,823
Other Assets	\$19,408	\$22,380
<b>Total Assets</b>	<b>\$965,494</b>	<b>\$1,009,174</b>
<b>Current Liabilities and Fund Balance</b>		
Current Liability	\$73,598	\$72,529
Long-term Debts	\$133,127	\$123,963
Other Liability	\$55,798	\$52,173
Unrestricted Fund Balance	\$684,142	\$737,370
Restricted Fund Balance	\$18,829	\$23,139
<b>Total Liabilities and Fund Balance</b>	<b>\$965,494</b>	<b>\$1,009,174</b>

## Service Data

	FY 2016	FY 2017
Hospital Admissions	22,937	23,160
Patient Days	97,886	96,025
Visits to Emergency Department	74,907	72,371
Surgery Cases	9,737	10,531
Babies Delivered	2,634	2,607
Hospital Beds	534	517
Long-term Care Resident Beds	160	160
Medical Staff Members	414	495
Clinics	23	25
Clinic Visits	283,435	302,527

## Community Benefit Statistics

(in 000's)	FY 2016	FY 2017
Payroll + Benefits	\$338,556	\$361,453
Charity Care, Unreimbursed Medicaid & Bad Debt at Cost	\$57,638	\$58,050
Other Community Benefit & Community Building Expenses	\$3,199	\$11,110
Regional Health Cost to Operate Per Day	\$ 1,821	\$1,963



# BOARDS OF DIRECTORS

## Regional Health Board of Directors

Lia Green (Chair)	Terry Graber, M.D.	Hani Shafai
Priscilla Romkema (Vice-Chair)	Ross McKie	Heidi Strouth, M.D. *
John Brewer	Brent R. Phillips +	Richard Tysdal
Glenn Fosdick	Dusty Pinske	Donald Warne, M.D.
Steven Frost, M.D.	Paula Santrach, M.D.	

## Regional Health Rapid City Hospital Board of Directors

Jack Lynass (Chair)	Timothy Frost, M.D.	M. Troy Nesbit, M.D. *
Lisa Seaman (Vice-Chair)	Lia Green	Brent R. Phillips +
Deidre Budahl	Mark Harlow, M.D. *	Dennis Popp
Sandra Burns	Richard Kinzley	Tamara Riddle-Schumacher
Paulette Davidson *	Stephen Kovarik, M.D.	Amad Zineldine, M.D. *
Bruce Eaton, M.D. +	Robert Mudge	

## Regional Health Network Board of Directors

Richard Tysdal (Chair)	Christopher Gasbarre, D.O.	Dusty Pinske
David Thom (Vice-Chair)	Robert Haivala	Kyle Richards *
Lee Bailey, M.D.	Ross Lamphere	Donovin Sprague
Paul Bisson	Brent R. Phillips +	Clinton “Pat” Walker

## Regional Health Foundation Board of Directors

Pat Burchill (Chair)	Susan Hincey	Sharon Lee
Robert Mudge (Vice-Chair)	Joe Jorgensen	Brent R. Phillips
Linden Evans	Wayne Klein	Alicia Stephenson

Unless otherwise noted, these individuals served on their respective boards for the Fiscal Year 2017.

\*Ex-Officio/Non-Voting      +Ex-Officio/Voting

As a nonprofit organization, Regional Health is charged with building healthier communities. Our health care system is honored to serve patients and communities throughout western South Dakota, eastern Wyoming and beyond.

Our transformational construction projects throughout our communities are not just about bricks and mortar. We are bringing purposeful change to the Black Hills and enhancing the delivery of care for our patients, residents and communities.

To our providers and caregivers, thank you for all that you do every day to care for our patients, their families and each other. And to our community, thank you for trusting Regional Health to provide care to you, your loved ones, friends and neighbors.



“I am proud to be part of Regional Health. The physicians, caregivers and leadership care deeply for our communities, and it shows. We are building a health care system that will serve the needs of tomorrow. These are exciting times for Regional Health.”

- Lia Green  
Regional Health Board of Directors Chair





PO Box 6000  
Rapid City, SD 57709-9910

# **BUILDING**

## HEALTHIER COMMUNITIES

2016-2017 ANNUAL REPORT