



**Glendive
Medical
Center**

COMMUNITY BENEFIT REPORT 2023

CEO MESSAGE

As we close out another remarkable year, I am both proud and grateful to share the highlights and achievements of our company over the past twelve months. 2023 has been a year of transformation, growth, and resilience. Our collective efforts have positioned us strongly for the future, and I am excited to present our progress and our vision moving forward.

This year, Glendive Medical Center achieved several notable milestones, including designation as a Community Trauma Hospital by the Montana Department of Health and Human Services to provide advanced trauma life support to trauma patients upon arrival at GMC.

We have provided more services to families with the inauguration of “The Nesting Place”, a class for parents of newborns to provide a safe place to discuss and educate about the emotional and mental challenges in the postpartum months. We also instated Annual Wellness Visits for Medicare patients to create Personalized Prevention Plans with their health care team.

Recruitment efforts broadened this year as we pursued new avenues to attract skilled providers and caregivers to our organization. Our staff attended many community and regional events and provided outreach services to patients through blood drives, health fairs, public school events, and clinics.

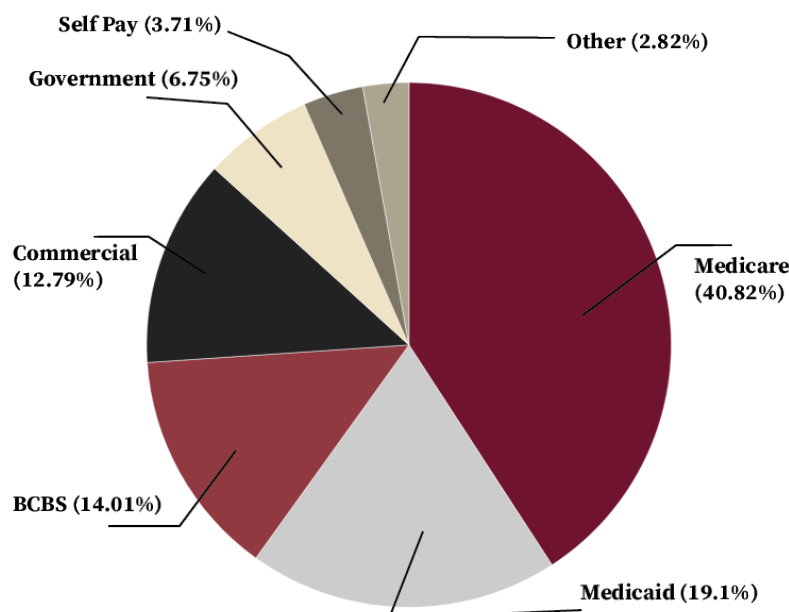
Dr. Greene, Podiatrist, and Falecia Rader, FNP for Orthopedics began outreach clinics to Miles City and Baker allowing patients greater access to specialized medicine as well as to provide referrals to GMC Surgery. Dr. Dinnan, General Surgeon is scheduled to begin her outreach clinic in Miles City in March 2024.

We are positioned for great growth and opportunity as we close 2023 and I am very honored to work with an amazing team of skilled professionals.

-Parker Powell, CEO



REVENUE PAYOR MIX



TOTAL ANNUAL OPERATING EXPENSES

| | | |
|--|--------|------------|
| Salaries & Benefits | 50.54% | 31,648,322 |
| Cost of drugs, food, supplies, and other | 24.08% | 15,082,131 |
| Purchased services and contract labor | 19.15% | 11,989,917 |
| Depreciation | 5.14% | 3,221,571 |
| Interest | 1.09% | 683,410 |
| | | 62,625,351 |

PATIENT VISITS

| Fiscal Year | 2023 | 2022 | 2021 | 2020 | 2019 |
|----------------------|--------|--------|--------|--------|--------|
| Emergency Department | 4,212 | 4,311 | 3,456 | 3,592 | 3,865 |
| Gabert Clinic | 26,228 | 25,461 | 22,625 | 22,366 | 19,568 |
| Surgical Services | 1,273 | 1,067 | 1,015 | 919 | 774 |
| Outpatient Services | 24,426 | 20,782 | 19,346 | 17,633 | 17,670 |
| Imaging Services | 13,821 | 13,138 | 12,324 | 11,101 | 10,648 |
| Hospital Admissions | 712 | 605 | 695 | 543 | 421 |
| Newborn Deliveries | 73 | 56 | 62 | 70 | 59 |
| Laboratory Services | 80,213 | 83,049 | 77,118 | 62,165 | 64,283 |

COMMUNITY BENEFIT

| Fiscal Year | Charity Care | Provision for Bad Debt | Contractual Discounts | Gross Patient and resident Revenue | Net Patient and Resident Revenue |
|-------------|--------------|------------------------|-----------------------|------------------------------------|----------------------------------|
| 2023 | 331,694 | 1,008,082 | 27,522,399 | 87,009,434 | 58,147,259 |
| 2022 | 124,974 | 1,360,307 | 21,538,909 | 72,434,792 | 49,410,602 |
| 2021 | 210,547 | 1,688,904 | 27,147,717 | 79,805,618 | 50,758,450 |
| 2020 | 203,025 | 806,174 | 22,477,745 | 68,930,239 | 45,443,295 |
| 2019 | 21,954 | 1,240,606 | 19,872,796 | 63,793,529 | 42,658,173 |

COMMUNITY OUTREACH



The seventh annual “Let’s Get Squished” 5K Breast Cancer Awareness Walk/Run had our largest crowd to date with 76 adults in attendance (plus many children) and raised our largest amount at \$6,280. The funds have already provided seven luxury comfort baskets to patients diagnosed with breast cancer at GMC.

GMC hosted one blood drive in July in conjunction with Vitalant. Beau Kroll, Lab Technician successfully facilitated both drives in the community and collected 40 bags of blood.

GMC offered Annual Blood Panels at reduced cost to patients with flexible, walk-in appointments twice for the year of 2023. Instead of coming in on the birthday month, patients are able to come in anytime during the calendar year and have their blood drawn. Patients can then take advantage of reduced prices again at the GMC Health Fair in the Fall.

GMC offered Sports Physicals at a reduced cost of \$25 in July and August for students who would be participating in athletics during the school year. The Sports Physicals included a full wellness check and vaccinations were offered as well during this time.

GMC held a Fall Health Fair September 21-26 in Carney Center. A large selection of panels was offered at a reduced cost. The event is continuing to slowly grow after a rebound from Covid-19.

GMC hosted walk-in flu clinics for patients of Gabert Clinic over several days in October as well as one Covid-19 vaccination clinic in November.

Due to rising costs of groceries, Glendive Medical Center held a food drive that gathered 332 lbs. of food for Dawson County Food Bank, 100 lbs. more than the 2022 food drive.

The Annual Tree of Lights Memorial Program for families grieving the loss of loved ones was held in-person for the first time since 2020. GMC Foundation raised \$3,516 this year for renovations of two hospice rooms for our hospice patients and families in 2024. Funds will also be used to purchase an Inogen Portable oxygen tank. This is an increase of \$1,461 from last year. We had 79 angels and 40 candles purchased.

The GMC Foundation hosted the 3rd annual “Adopt-A-Senior” program to raise funds for Christmas gifts for residents at GMC long-term care facilities. The goal was exceeded within one day and comfortable, warm, non-slip slippers were given to all residents in Extended Care and The Heritage.



GLENDIVE MEDICAL CENTER FOUNDATION

Glendive Medical Center Foundation mission is to provide the opportunity and means for friends and neighbors to give financial support to Glendive Medical Center. From unending donations through the pandemic to tremendous support through the Tree of Lights, Scholarship programs, and Grill & Chill, we have seen a shift for gratefulness in healthcare and we can all agree that in times like these, hospitals are a beacon of hope. We have fortunately seen growth in our Foundation and appreciate the support of the community as we continue to grow services and expand necessary equipment for patient care. Medical equipment continues to rise in cost and your generosity provides a legacy for generations to come in Eastern Montana. We thank you for your help in building this legacy.

FOUNDATION ASSETS

2019 \$2,275,497.00

2020 \$2,508,765.00

2021 \$2,805,010.00

2022 \$2,307,244.00

2023 \$2,813,857.00



GMC was awarded designation as a Community Trauma Hospital by the Montana Department of Health and Human Services in May 2023. A Community Trauma Hospital, also known as a Level IV trauma hospital, can provide Advanced Trauma Life Support to trauma patients upon arrival at GMC. GMC received an unprecedented three-year designation with no deficiencies whereas typically, healthcare facilities only receive a one-year designation on their first review.

GMC joined the American Heart Association's new initiative, "Rural Health Care Outcomes Accelerator" that provides no-cost access to "Get With The Guidelines" quality programs and access to clinical experts, consultants, and other resources. Providing evidence-based care is proven to decrease morbidity and mortality by ensuring patients receive appropriate and timely treatment. GMC has made the commitment to address challenges through this initiative.

The "Nesting Place" class was implemented in 2023 for parents of newborns to provide a safe place to discuss the emotional and mental challenges in the postpartum months. The class is free for all new parents and is led by GMC Labor & Delivery nurses and was well-received by patrons.

A Nurse Residency program was designed to support graduate nurses, new to the profession. Experienced nurses are paired with the new nurses to help them as they transition into their first nursing position. The first cohort was well attended with six nurses and students.

Dr. Greene, Podiatrist and Falecia Rader, FNP for Orthopedics are providing outreach clinics to Miles City and Baker, respectively. Dr. Dinnan is also beginning an outreach practice in Miles City. These outreach practices allow patients greater access to specialized medicine as well as provide referrals to GMC Surgery.

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GROWTH CONTINUED

The Reminder Call System was upgraded for patients who received services in Gabert Clinic or an outpatient setting within the last year. A new feature is the ability for patients to “text back” on the platform.

Seven Miles City Community College Nursing students participated in clinical rotations at GMC in spring of 2023. They had hands-on patient care experience that included Home Health, Respiratory Therapy, Extended Care, Transitional Care, and Gabert Clinic. The students expressed extreme gratitude of their learning opportunities and invaluable experiences and knowledge they gained during their time at GMC.

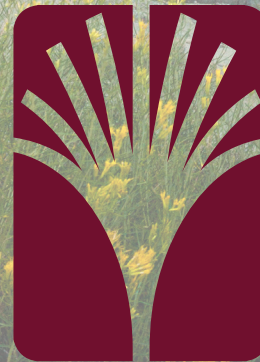
Annual Wellness Visits were scheduled for all Medicare patients to have an in-depth discussion about health history and concerns. The visits are free for all Medicare patients and provide an opportunity for early intervention of chronic illness and disease and to create a Personalized Prevention Plan with their health care team. We completed 144 visits in 2023.

SERVICES OFFERED AT GMC

| | | |
|---|---|---|
|  LONG TERM CARE |  PHYSIATRY |  TRANSITIONAL CARE |
|  NEUROLOGY |  PHYSICAL, SPEECH & OCCUPATIONAL THERAPY |  URGENT CARE |
|  OPHTHALMOLOGY |  PODIATRY |  UROLOGY |
|  ORTHOPEDICS |  PULMONOLOGY |  VISITING NURSE |
|  PEDIATRICS |  SURGERY |  WOMEN'S HEALTH |
|  ANESTHESIA |  DERMATOLOGY |  FOOD & NUTRITION |
|  AUDIOLOGY |  DIABETES EDUCATION |  HOSPICE |
|  BEHAVIORAL HEALTH |  EMERGENCY DEPARTMENT |  IMAGING |
|  CANCER CARE/ ONCOLOGY |  ENT |  INTERNAL MEDICINE |
|  CARDIOLOGY |  FAMILY MEDICINE |  LABORATORY |

OUR MISSION

WE ARE COMMITTED TO
*caring,
healing,
AND
a healthier
community.*



**Glendive
Medical
Center**

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