

Growing Stronger

ANNUAL REPORT 2024



Report to the Community

It is my great pleasure to provide the *Report to the Community* from the Board of Trustees this year. I would also like to welcome new board members Doug Carlsen and Pat Rosacker to our team as they joined us after the last election cycle. We all look forward to serving our communities by providing a highly skilled and financially solvent local healthcare choice.

This year has certainly been filled with a lot of hard work put into expansion projects at Floyd Valley Healthcare. We welcomed patients into the Specialty Clinic last fall and into Floyd Valley Therapies in the spring. Work then began on the new Maternal Health unit which also included relocating and providing new spaces for Cardiopulmonary and Cardiac Rehab. These areas should be open for patients by the time this report is released. This fall we opened our retail pharmacy, Floyd Valley Pharmacy, in the west lobby.

Next, we will begin working on the Lab area, nearly doubling its size. With additional space and efficiencies, many tests can be run on-site with a quicker turnaround to help our providers with patient care. While some patients may not utilize the lab directly, the work completed by the technicians is absolutely imperative for providers to create treatment plans.

Groundwork has already started for the new professional building located between Business Highway 75 and Holton Drive. Once complete, that facility will house Urgent Care as well as Community/Home Health. The convenient location will improve patient access to those services and provide additional space in the current FVH facility to grow other service lines.

As you can see, it has been an exciting year at Floyd Valley Healthcare, and we look forward to even more advancements in 2025. All this is possible because of the support of our communities, not only financially, but also by having an open line of communication with our leaders. When we have open dialogue with the wants and needs of our communities, great things can happen. And we thank YOU for that!

Floyd Valley Healthcare Board of Trustees

Craig Bauerly
Doug Carlsen
Kelli Flack

Pat Rosacker
Danna Schuster



Danna Schuster
BOARD CHAIR

CEO Message

As another year closes at FVH, I am constantly reminded of one word: thankful! –**thankful** for the dedicated leadership and guidance from our volunteer Board of Trustees.

It cannot be emphasized enough how committed this group of individuals are to serving our communities. As Danna noted, we have been working through our master facility plans to ensure our facilities keep pace with our growth plans to better serve our communities. We believe our facilities should match the service and quality of care our team members provide every day. This could not be more evident in the remodel of our Maternal Health Unit and Lab Expansion. Our team at FVH delivers a first class patient experience and top decile performance in quality; it was time for our facilities to match this level of dedication. I feel confident saying we accomplished our objective and cannot wait for new beginnings to happen in our brand new space.

Thankful for the team at FVH and the unmatched level of dedication to serving our communities. FVH was rated a Top 20 Critical Access Hospital in 2024. A couple of us had the distinct pleasure of accepting the award on behalf of our entire team at FVH. It was a true pleasure for FVH to be recognized as a top performer amongst more than 1,300 Critical Access Hospitals across the United States. FVH was a top performer in the following eight pillars: inpatient market share, outpatient market share, quality, outcomes, patient perspective, cost, charge and finance.

Thankful for the generosity of our community. In less than four months businesses, individuals and employees of FVH helped raise more than \$1 million to support the renovation of our Maternal Health Unit. This level of generosity is simply not found in all communities, and our success as an organization is directly linked to our strong community support. Thank you to all who supported this critical endeavor.

Lastly, I am **thankful** for the ongoing support all of you place in our entire team at FVH. We realize our responsibility is great and do not take this for granted. It is our objective to exceed your expectations and provide the highest quality care. Earning and maintaining a strong community reputation is not easy but we continually strive towards that goal. I have no doubts our team is ready for the challenge.

On behalf of everyone at FVH, thank you for the trust, loyalty and support over the past year.

We look forward to serving you in 2025!



Dustin Wright
CEO

FINANCIALS & STATISTICS

352 Total Number of Employees

Annual Operating Budget	\$51,500,000
Total Spent with Local Vendors	\$1,480,000
Dollars in Uncompensated Care	\$1,700,000
Dollars Invested in Equipment	\$900,000
Operating Margin	\$3,173,089

INCOME STATEMENT

	2024	2023
Patient Services Revenue	\$81,087,217	\$76,114,608
Deductions from Revenue	(29,226,653)	(30,717,973)
Other Operating Revenue	\$6,630,715	\$4,707,323
Total Operating Revenue	\$57,284,208	\$50,103,958
Expenses: Salaries, Benefits, Supplies, Purchased Services, Depreciation, Other	\$54,111,119	\$49,465,321
Income/Loss for Operations	\$3,173,089	\$638,637
Total Nonoperating Revenue	\$2,683,631	\$1,335,570
Net Income/Loss	\$5,856,720	\$1,974,207

3.1 DAYS

Average Length of Hospital Stay

103

Obstetric Deliveries

2024 PATIENT STATISTICS

69

Inpatient General Surgeries

427

Inpatient Skilled Care Days

529

Inpatient Discharges



2,208

Outpatient Same-Day Surgeries

1,340

Inpatient Acute Care Days

5,388

ER Visits

86,000

Outpatient Visits



FVC-Obstetrics Growing by Two Feet!

Bigger isn't always better. That is why our patients love the personalized prenatal care at Floyd Valley Clinics. Our providers are able to spend quality time with our families to create a birthing plan right for mom and baby. Ninety-nine percent of our moms deliver with their doctor of choice at Floyd Valley, definitely something appreciated by our families! Patients have access to certified lactation consultants prior to and after delivery. Paired with the newly renovated maternal health space, our patients receive great care from knowledgeable, skilled providers in their own private, spacious birthing suite with all the latest equipment needed to keep mom and baby safe. If the need for additional assistance arises during delivery, we have a surgical team ready to help. If you are adding to your family, make sure to see *our* family!



Ellen Aquino, MD
OB & Primary Care



Andrew Geha, DO
OB & Primary Care



Sheila Holcomb, MD
OB & Primary Care



Destiny Miller, MD
OB & Primary Care



Ashley Powell, DO
OB & Primary Care



Sean Sutphen, DO
OB & Primary Care



Jesse Martinez MA,
CCC-SLP, IBCLC



DeeAne Otto, ARNP
Pain Services, CLC



Alissa Paulsen MA,
CCC-SLP, IBCLC



Cherie Varenhorst
OB Supervisor, CLC

Retail Pharmacy

Services Growing for our Patients

The Floyd Valley Pharmacy (FVP), located in the west lobby, began serving patients on October 1, 2024. FVP is open seven days a week and available for all patients' prescription needs in the communities we serve. The pharmacy is staffed by six employees, including two full-time pharmacists, Trevor Bertsch and Lyndsi Price, as well as part-time pharmacist Brice Buyranek.

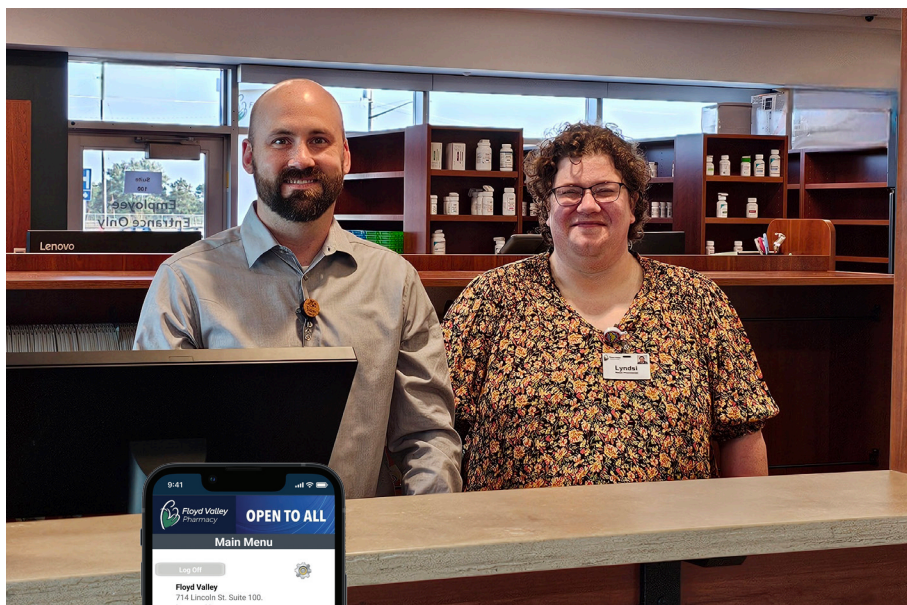
The Floyd Valley Pharmacy is excited to offer convenient and efficient pharmacy services with friendly, knowledgeable staff. FVP offers curbside pickup, limited delivery services within Le Mars, a secure app to manage your medications, as well as delivery of prescriptions to inpatient rooms upon discharge. FVP will accept most insurances and is available to answer your questions. You may reach the pharmacy by calling (712) 546-3738.

Pharmacy Hours

Monday–Friday 8:00 a.m.–7:00 p.m.

Saturday 8:00 a.m.–12:00 p.m.

Sunday 1:00–5:00 p.m.



Scan to download
the FVP app.



Trevor Bertsch, PharmD, MBA,
Pharmacy Manager



Lyndsi Price, PharmD



Brice Buyranek, PharmD



FVH-Obstetrics Growing for the Future

Open in the fall of 2024, the new maternal health unit provides spacious birthing suites for the comfort and security of our families. The secured unit includes three labor, delivery, recovery and postpartum rooms (commonly referred to as LDRPs), a private nursery and family waiting area. An additional delivery room and triage room used commonly for nonstress testing is also contained in the unit.







Professional Building Expanding to Support Growth

Floyd Valley Healthcare has begun planning for a professional building that will be constructed between Business Highway 75 and Holton Drive near T-Mobile in Le Mars. The 6,500-square-foot space will house Floyd Valley Urgent Care, Floyd Valley Community Health and Avera Home Medical Equipment.

Relocating Floyd Valley Urgent Care (FVUC) to a more centralized location will provide patients with ease of access into the building to see our medical practitioners. FVUC will be open for walk-in patients. The new facility will allow the current urgent care space to be utilized by additional specialists through Floyd Valley Specialty Clinics.

Patients of Floyd Valley Community Health will also appreciate the easy access for immunizations and other public health services. The space will allow for a better workflow for patients and staff, including being located near other commonly used resources. The current space within FVH will be used for future growth opportunities.

Avera Home Medical Equipment will have expanded space for a comprehensive showroom and more inventory to meet local patient needs and support community health.





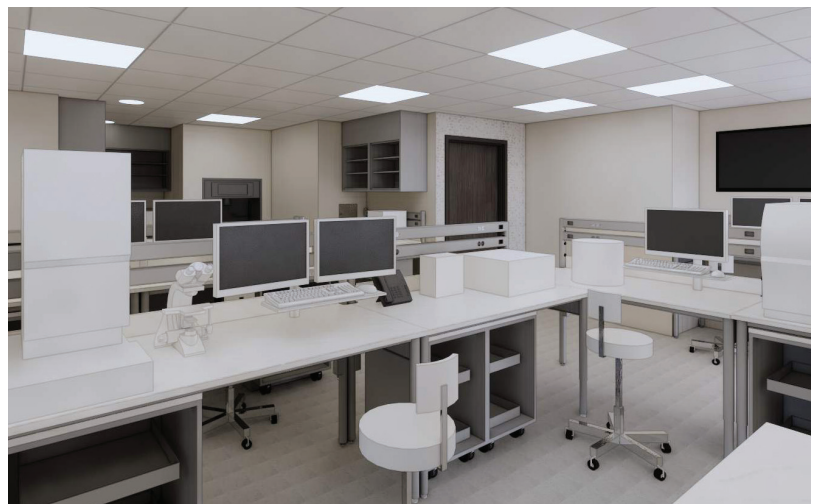
Lab

Expanding to Meet Growing Needs

While some patients regularly use Floyd Valley Laboratories for blood draws for chronic health needs, others may not even think about the lab. The services provided by the lab are critical in the diagnosis and treatment of acute and chronic conditions for our patients.

Assuring that there is appropriate space and equipment to run the ordered tests is a top priority. With this in mind, Floyd Valley is embarking on a construction project that will nearly double the size of the current lab. In addition to creating much needed space in the clinical setting, the construction plans also will provide a check-in desk and a larger waiting area.

Room Renderings for the Lab



Infusion

Growing Comfort and Compassion

The Floyd Valley Infusion Center provides outpatient infusion therapy by specially trained nurses who focus on the comfort and care of chronically ill patients. In addition to chemotherapy, patients may also receive infusion treatment for severe infections, anemia, dehydration, neurological conditions and chronic conditions such as arthritis, ulcerative colitis, Crohn's disease and other autoimmune disorders.

Currently, infusions are offered in a shared treatment bay that is limited to three patients at a time. With the planned internal renovation and expansion, the new infusion center will offer additional private treatment spaces that allow for more individual comfort and personal experience. The patient need for service continues to grow steadily, so being able to offer more infusion services locally will alleviate the travel burden for patients who are ill or need treatment several days a week.

The Infusion Center staff, in coordination with the pharmacy and prior authorization departments, works hard to make sure that quality infusion care is available right at Floyd Valley Healthcare. Local providers as well as area and regional specialists are able to send treatment orders to the Floyd Valley Infusion Center for local care, including those receiving care through other regional facilities.

Room Renderings for the Infusion Center



Private treatment spaces



Reception

Floyd Valley Foundation Floyd Valley Foundation Fosters Growth in Patient Services

In recent years, the Floyd Valley Foundation has been the recipient of two large estate gifts and has conducted a successful community campaign. The estate gifts and community contributions have been an integral part of the service expansion efforts at Floyd Valley Healthcare.

The Floyd Valley Foundation was honored with a gift from the Dennis Groetken Estate in 2019. The nearly \$1 million gift was left to Floyd Valley Healthcare to advance local healthcare.

In December 2009, Dennis Lundgren set aside farmland in a trust to benefit Floyd Valley Healthcare. In October 2021, following Dennis' wishes, the sale of the 223 acres of this farmland resulted in a \$2.5 million gift to improve healthcare services in Le Mars and surrounding area.

Both estate gifts were designated for the Floyd Valley Therapies addition and renovation, the Specialty Clinic addition and the maternal health renovation.

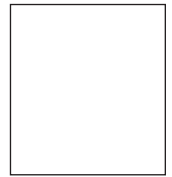
Earlier this year, the Floyd Valley Foundation also completed a successful \$1 million campaign to assist in the Maternal Health Renovation Project. With funds from community events, private donor pledges and business contributions, the campaign successfully reached its goal. We appreciate and are blessed by the continued support from our communities. We cannot say thank you enough!



The Annual Wine and Craft Beer Fundraiser is not only a much-anticipated evening of fun, but also raises necessary funds for Floyd Valley Healthcare. The theme for this year's event was Cruise in for a Cause, and it was hosted at The Garage at 800, courtesy of Mike and Cheryl Wells.



The Floyd Valley Foundation is a 501(c)3 that was created in 2006 with the purpose of supporting Floyd Valley Healthcare and its services through community fundraising and donor gifts. If you would like more information on how to contribute to the Foundation, you may call (712) 546-3348 or email amy.harnack@floydvalley.org.



LOCAL
POSTAL CUSTOMER



AUXILIARY

Holiday BEC Cut-Out Cookies and Soup, Cinnamon Roll & Donut Fundraiser

Pre-orders only for the sugar cut-out cookies, (no gingerbread cut-outs offered this year), soups and cinnamon rolls and donuts must be placed by November 29.

All pre-ordered items will be available for pickup at Goodie Sale on December 6. For more information or to order please contact chair **Cathy Popp** at (712) 540-0235.

Masquerade Jewelry Sale

December 3 from 10 a.m. to 4 p.m. in the conference rooms on the lower level of Floyd Valley Healthcare. All jewelry and other fun gift items are all \$5.00! For more information about this fundraiser, please contact chair **Sandy LaBahn** at (712) 539-9584.

Holiday Goodie Sale

December 6 from 2 p.m. to 6 p.m. in the conference rooms on the lower level of Floyd Valley Healthcare. For more information on the Goodie Sale and donations please contact chair **Cathy Popp** at (712) 540-0235.