

Here for you from the first “hello”



CRMC
CUYUNA REGIONAL
MEDICAL CENTER
Dedicated to You. Every Day.

FY2018 ANNUAL REPORT

Mission:

**Accommodating you with care
and compassion by dedicating
ourselves to you every day.**

Vision:

**To be the rural leader in delivering
innovative health care across the
continuum through collaboration with
premier providers while remaining independent.**

Values:

Collaboration

Ambassador

iNnovation

Dedication

Opportunities for Excellence in the Moment



Message from Leadership

Every single day, staff members across CRMC strive to give the best compassionate care they can to every patient and family member. They're always ready to help and to heal.

We are delighted to present CRMC's annual report for 2017–2018 that highlights this extraordinary care as well as the growth and community support that sets our hospital apart. You'll read remarkable stories of compassion and innovation that are just a few of the success stories from CRMC over the past year.

This year, thanks to strategic planning of our Board and the dedication and hard work of our physicians and staff, we began building a new physician clinic in Breezy Point and developed plans to construct a new spine/orthopaedic/pain clinic. Our staff are also always ready to embrace innovation. Medical advancement happens quickly – especially on a medical campus renowned for innovation. Because of this, every single day, we see the future of health care taking shape at CRMC. These projects will help meet the growing medical needs of the area and improve access to quality healthcare while strengthening CRMC's position as a leader in rural health care.

A Community Health Needs Assessment was also completed and we're working with numerous community partners to promote physical and mental health and well-being beyond the physical walls of our facilities. We're striving to improve specific community health needs through health screenings, education, events, clinics, and other community outreach in the areas of fitness, weight loss, mental health and advanced directives.

We're also proud to welcome several new providers, start new services, add new equipment and technology and share successes. We're ready for the future of health care. And with your help, as patients and members of our community, we're creating it right here in the Brainerd Lakes.

At the heart of all our efforts is a desire to further our mission of improving health and quality of life. We are committed to be the health care partner this community deserves.



Richard Schiller
Board Chair



Kyle Bauer
Chief Executive Officer



Christina Kramer, M.D.
Chief of Staff



“
Outstanding service
and staff at CRMC.
Kindness, goodwill,
helpfulness in
our wonderful
community.”

“
The experience I had
at CRMC was the
most pleasant of any
in a medical facility.
Everyone was so
pleasant, helpful, and
nice. You have a great
staff who do a great job.”

“
The best nursing
staff I have ever had.
I have had over 80
operations and been
in 10 major hospitals.
You are #1.”

“
CRMC is the best rural
hospital in Minnesota
and its service and
approach rivalled the
Mayo, which I've been
to many times. It is great
a little town can house
so many services—I am
very grateful for CRMC!”

“
Your dedicated
efforts and quick
actions of EMTs
and ER staff saved
my life. A heartfelt
“thank you” to all.”

“
I started missing
you all the minute I
left! Thanks for all
you did—I've never
stayed in such a
wonderful place.”



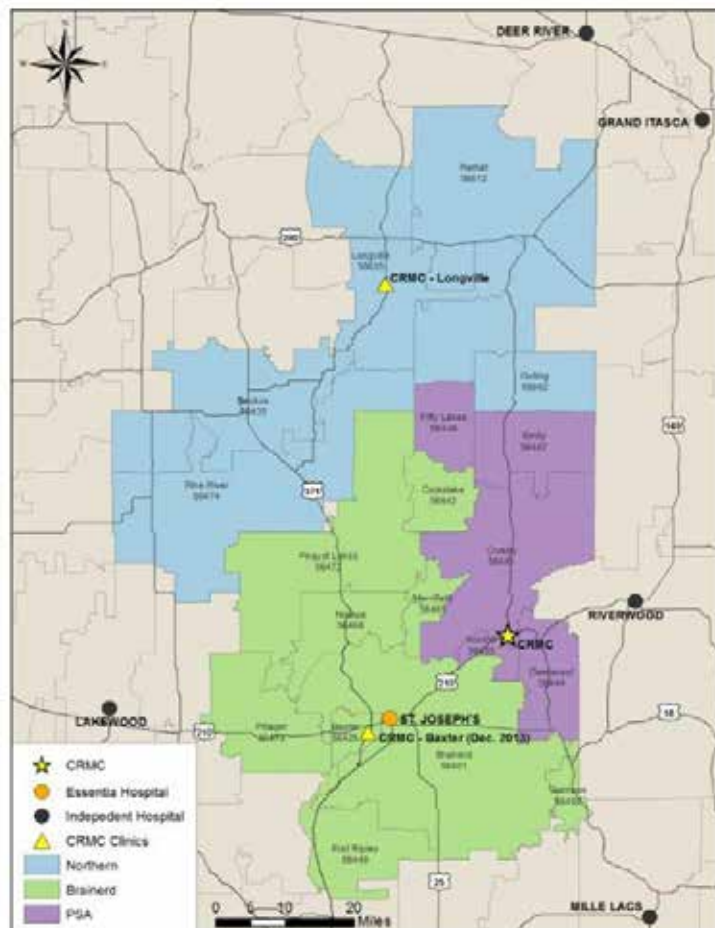
Serving the Cuyuna Lakes region for more than 55 years

Cuyuna Regional Medical Center is a community, non-profit health care organization dedicated to providing care for every person who comes through its doors.

Founded in 1962 by Cuyuna Range area miners



Serves approximately 60,000 residents of all ages in the Brainerd Lakes and its surrounding communities.



Primary Service Area:

56441 - Crosby
56444 - Deerwood
56447 - Emily
56448 - Fifty Lakes
56455 - Ironton
56465 - Merrifield
56662 - Outing

Secondary Service Area:

56431 - Aitkin
56401 - Brainerd
56425 - Baxter
56450 - Garrison
56442 - Crosslake
56449 - Fort Ripley
56468 - Nisswa
56472 - Pequot Lakes
56473 - Pillager
56435 - Backus
56474 - Pine River
56655 - Longville



2018 Facts

	Current Year	Prior Year
Admissions	1,804	1,766
Patient Days	4,658	4,715
Length of Stay	2.58	2.67
Hospital Average Daily Census	14.50	15.00
Care Center Resident Days	30,890	33,072
Clinic Visits	74,768	71,384
Emergency Visits	10,524	10,401
Births	182	246
Surgeries	7,499	6,411
Outpatient Visits	184,230	182,949



YTD FY 2018 Operating Revenue

Gross Revenue	\$289,532,207
Deductions	(\$174,388,171)
Net Patient Revenue	\$115,144,036
Other Operating Revenue	\$8,445,905
Total Operating Revenue	\$123,589,941

YTD FY 2018 Operating Expense

Salaries	\$46,122,834
Employee Benefits	\$11,617,436
Fees & Purchased Services	\$23,510,180
Supplies	\$20,171,049
Other Operating Expenses	\$8,677,628
Interest	\$1,569,193
Depreciation	\$6,622,271
Total Operating Expenses	\$118,290,591
Operating Income	\$5,299,349



New Providers



Adam Ahlquist, M.D.
Ophthalmologist



Jennifer Asche, P.A.
Emergency Medicine



Courtenay Dean, D.O.
Osteopathic Manipulative Therapy



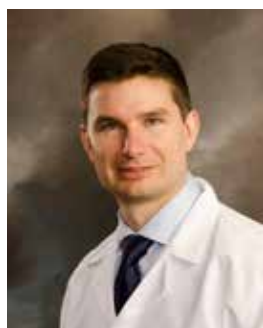
Laura Fier, M.D.
Hospitalist



Leah Kippes, M.D.
Anesthesiologist



David Laposky, M.D.
Family Medicine



Andrew Loveitt, M.D.
General Surgeon



Paul Mittelstadt, M.D.
Emergency Medicine



Innovation



Breezy Point Clinic

Construction is underway for a new 7,000-square-foot physician clinic that will open Spring 2019 in Breezy Point. One physician and an advanced practice provider will staff the clinic which will include nine exam rooms, a procedure room, laboratory and diagnostic imaging.

Spine/Orthopaedics/Pain clinic

A new, \$13 million state-of-the-art outpatient clinic and interior remodeling of the Crosby campus is also underway.. The new clinic expected to open in Fall 2020 will provide more space for expanding orthopaedics and pain services and a new spine surgeon.



New Services



Osteopathic Manipulative Medicine

Osteopathic Medicine is a complete system of medical care that combines the needs of the patient with the current practice of medicine, surgery and obstetrics. Osteopathy can treat neurologic syndromes, digestive disorders, respiratory illness, genito-urinary problems, lymphedema, fibromyalgia/pain syndromes, post-surgical and incisional pains, scar pain, and trauma.

diVa Laser Vaginal Therapy

diVa is a quick and easy, comfortable, minimal to no-downtime solution to a woman's most intimate challenges and overall vaginal health. Women who suffer from urinary stress incontinence, vaginal dryness, or are looking for vaginal tightness and rejuvenation are an ideal diVa candidate.





Facility Upgrades



The exterior wall of the hospital was temporarily removed to install a new \$1.5 million MRI providing faster and more accurate scans allowing doctors to better diagnose patients was installed in Radiology.

A new LUCAS 3 mechanical CPR device was obtained for the ambulance and emergency services staff received in-depth training on its use to provide critical life-saving treatment. A \$14,000 grant was received from the Minnesota Department of Health/Office of Rural Health & Primary Care to purchase the equipment.



Two new Vitros 5600 Chemistry analyzers were installed in the Crosby Laboratory to provide full back up for 66 chemistry and immunochemistry analytes.

Surgical staff was trained on using a new pass through Medivator Automatic Endoscope Reprocessor that was installed in the Surgery Center. The state-of-the-art equipment doubles the Center's scope reprocessing capacity needed for busy summer months. CRMC is one of only three hospitals in the country to have the equipment.



Four new energy-efficiency boilers were installed in the facility to regulate heating and cooling. CRMC's heating system had been in operation for more than 20 years and started to decay resulting in costly repairs. A total of \$125,000 was received from the Minnesota Department of Health Rural Hospital Capital Improvement Grant Program for the project.

Two new hydoVection ovens were installed in the Kitchen to replace 30-year-old equipment. The ovens cook with hot air which brings out more flavor in foods and cooks some items in half the time.



PioneerRx software was installed in the Cuyuna Lakes Pharmacy so patients can now order their prescriptions through a mobile app.



VOLUNTEER CRMC

Our mission has meaning

Under this newly implemented employee volunteer program, when staff volunteer 10 hours or more of their personal time at a non-profit organization in the area, CRMC will donate \$100 to the organization. And, if five or more employees register for a charity run/walk/bike event, CRMC will sponsor the team with up to \$50 each employee (maximum of \$2,000). Employees choose how they spend their time and are empowered to choose their own causes to support so they can effect change in the areas most important to them, either within their own lives or in their own communities.

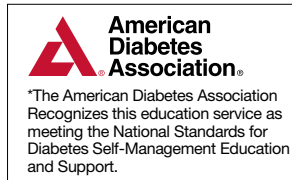


Since February 2018, CRMC has donated on behalf of its staff volunteers to:

- Alcoholics Anonymous
- Brainerd High School
- Brainerd Lakes Curling Club
- Crosby Days for Girls
- Crow Wing County Mounted Patrol
- Cuyuna Lakes Chamber of Commerce
- Cuyuna Range Youth Center
- First Lutheran Church in Aitkin
- Forestview Middle School in Baxter
- Mid-Minnesota Women's Center in Brainerd
- Nisswa Elementary School
- Northern Lakes Youth Hockey Association in Pequot Lakes
- Northland Arboretum
- Pequot Lakes Cub Scouts Pack 102
- Pioneer Elementary PTO in Pierz
- Silos to Circles
- Trinity Lutheran Church in Brainerd
- United Way of Crow Wing County
- Vacationland Figure Skating Club in Brainerd
- Zion Lutheran Church in Milaca



Recognition



- ★ **America's 100 Best Hospitals for Patient Experience/Women's Choice Award**
- ★ **American Diabetes Association Education Recognition**
- ★ **U.S. Department of Health and Human Services' Health Resources and Services Administration for promoting organ donation enrollment**
- ★ **Acute Stroke Ready Hospital by the Minnesota Department of Health**
- ★ **Level IV Trauma designation by the State Trauma Advisory Council**
- ★ **Minnesota Antibiotic Stewardship Honor Roll for Hospitals**
- ★ **Center's Care Center named to the Minnesota Antibiotic Stewardship Honor Roll for Long-Term Care**
- ★ **Minnesota Health Strategy and Communications Network's "Best in Advertising Campaign" Honorable Mention Award**



Accreditation



- ★ **The Joint Commission**
- ★ **The Commission on Cancer of the American College of Surgeons**
- ★ **MIMIS accredited as an Advanced Gastro-Intestinal Minimally Invasive Surgery/Bariatric/Flexible Endoscopy fellowship**
- ★ **Baxter Clinic Laboratory accredited by the Commission on Office Laboratory Accreditation**



Cuyuna Regional Medical Center **CHARITABLE FUND**

CRMC's Charitable Fund connects compassionate people with the healthcare efforts they care most about. It exists to help people improve and enhance the quality of care for patients at CRMC and people in the Brainerd Lakes Area. Thanks to caring donors, the Charitable Fund has touched many lives. Your support will enable CRMC to touch many more.

In 2017, more than \$300,000 was donated to the Charitable Fund. With this support, CRMC awarded its first scholarships for youth to attend a Type 1 Diabetes Education Camp in Hudson, Wisc. Other gifts assisted cancer patients undergoing treatment and helped make the lives of hospice patients more comfortable.

Fundraising Events

Because of Brandon

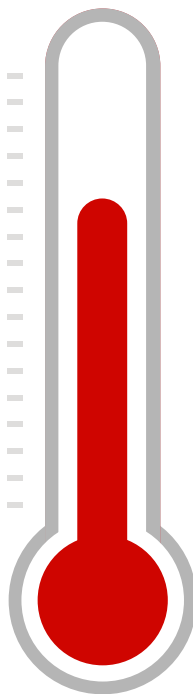
\$51,169

raised for diabetes education

Kaleidoscope

\$46,584

raised to assist cancer patients



Community gifts

\$10,550

Tree of Love

\$3,430

donated toward hospice care



THANK YOU FOR SUPPORTING HEALTH CARE IN OUR COMMUNITY



Donors are critical to fulfilling CRMC's mission. Because they believe in the mission, they give of themselves as volunteers and with their gifts. To all who have supported the Charitable Fund, thank you! Without your support, making a difference in the lives of community residents' well-being would be harder to attain.

"I cannot thank you enough
for the gift of money. It
was greatly appreciated."

- Grateful Patient



Patient was diagnosed with breast cancer had no FMLA and needed to take time away from work for surgery. With the help of Courage Cabinet funds, she didn't have to worry about income during her surgery recovery and focus on healing. The patient returned to work during her two rounds of chemotherapy.



Gifts of \$1,000 or greater

Dr. Fawn Atchison
AutoSmith Service Group, LLC
Laura and Kyle Bauer
Dr. Rajesh Bhargava
Brainerd Jaycees
Brainerd Radiation Therapy Center/
Minneapolis Radiation Oncology, P.A.
Robert & Kathleen Carlson
Central Lakes Physicians
Crosby Fire Relief Association
Culvers of Baxter
Dr. Bruce Cunningham
Cuyuna Firemen's Relief Association
Deerwood Bank
DeGraaf Financial Inc.
Fifth Generation, Inc.

Amy Hart
Dr. Paul Howes
Johnson McCann – North Risk Partners
Koop Funeral Home
Mark Liedl
Marco, Inc.
Dr. Kara Maucieri
Dr. Brad Peterson
Regional Diagnostic Radiology
Albert & Barbara Schewe
Lisa Slepica
Stinson Leonard Street
Technical Life Care Medical Company
Unity Bank
Dr. Robert Westin

Gifts of \$500 - \$1,000

Terry Abear
Acute Care Inc.
American Peat Technology, LLC
Central MN Diagnostic, Inc.
CliftonLarsonAllen
Dondelinger Chevrolet-Cadillac, Inc.
Caity Eggen
Lelah Endrizzi
Graphic Packaging International
Arlene Haukos
Hospital Pathology Associates, P.A.
Brad Houge

Mr. & Mrs. Richard Houge
J&L Rental Services LLP – Wood Builders
Jacobs Realty LLC
Gordon McArthur
Mid-Minnesota Federal Credit Union
Kimberly Murray
Preferred One
RSM US LLP
Peggy Stebbins
Suzanna Steinke
Nancy Stratman

Gifts of \$250 - \$499

Michael Austin
Bay Lake Area Lions
Katie Berg
Todd Christenson
Jodi Christopher
Crosby Police Department
Deerwood Firemen's Relief Association
Dr. Renee Fredstrom
Joyce Gindorff
Kathleen Glassmann
Great River Eye Clinic
Joni Gutknecht
Maureen Haines
Theresa Hiller-Baty
Jennifer Hirschey
Chris Hoehn
Sheila Hoehn
Dan Hoffard
Jennifer Holmvig

Kiwanis Club of Baxter Lakes Area & Friends
Krista Kommer
Bryan Krantz
Matthew Lacy
Lamar
Legato Medical Systems, Inc.
Ken Mackley
Alison Meyer
Sarah Oehrlein
Paulson & Clark Engineering, Inc.
Riverwood Bank
Cynthia Schmitz
Brittany Schwarz
Leanne Sura
Dean Turnbloom
Roger Twigg
Amy Vleck
Stacy Weldon
Bonnie Wermter

January 1 – December 31, 2017



Gifts of \$100 - \$249

Juliana & Curtis Alveshere
American Legion Post 443
Lisa Bausman
Ruth Beckrich
Theresa Blomer
Bridge Tavern, Inc.
Tamera Browning
Al Bukowski
Todd Bymark
Dr. Rachel Cady
Lea Carlson
Jim Christensen
Kristin Chirstensen
CTC - Consolidated
Telecommunications
Company
Emily Cooperative Telephone Company
Heather Erickson
Barb Genereux
Dr. David Goodwin
Kim Grecula

Carol Heath
Hirschfield's
Rodney & Joann Houge
Alan Hudalla
Julie Iten
Julie Jenson
Kenneth & Kelly Johnson
Brad Klein
Jessica Koschmeder
Eileen Kurpiers
Kathleen Lallier
Lambert Water Wells, Inc.
Berteil & James E. Mahoney
Michael Mailhot
Dr. Howard McCollister
Chris McCusker
Stephanie Miller
Minneapolis Heart Institute
Margaret Moritz
Mountain Bike Enthusiasts of CRMC
Laurie Murphy

Judy Oestreich
Doug Oster
Darcy Otto
Stephanie Perrine
Cassie Piepkorn
Scena & Ronald Proodian
Dr. Laura Rathe
Jody Rau
Teri Reynolds
Darcy Rohwedder
Toby Rowan
Gretchen Ruby
Michelle Sjolund
Jennifer Stirewalt
Colleen Tauzell
Dale VanHorn
Craig Virnig
Widseth Smith Nolting
Samantha Wiczoreak

Gifts of \$1 - \$99

Abygail Aksamit
Wendi Andersohn
Zach Asbach
Richard & Mary Aulie
Rose Bankers
Angela Beck
Jennifer Beckman
Jodi Bedard
Pamela Beebe
Natalie Berg
BlackRidge Bank
Arlene Breitweser
Kati-Lyn Brezinsky
Matthew Bugnacki
Amy Carlson
Cascade Ladies
Diane L. Cash
Johanna Christenson
Helen Colburn
Robin Cranfill
CRMC Surgical Services Team
Rachel Cummings
Debra Davies
Wayne & Theora Dunemann
Sandi Erickson
Katie Feil
Amanda Ford
Peggy Forstner
Brittany Fox
Diane Francis
Marie Futhey
Patrice Glenz
Jackie Godfrey
Krisann Gray
Roxanne Grecula
Guardian Pharmacy
Floyd & Shirley Hale
Scott Hansen
RaeLynn Horton
Impact Design LLC
Melinda Jackson

Nicole Lee Johnson
Priscilla Johnson
Bailey Karels
AJ Karpinski
Brent Katzenberger
Sharon Knutson
Lori Kohorst
Mike Kramer
Dr. George & Mary Kuhlmann
Sandy Kuschel
Elizabeth Lagerstrom
Scarlett Langenfeld
Carolyn Larson-Wedin
Gail Lee
Rise Luna
Vic Machen
Ashley McGinnis
Amber McKay
Robert McLaughlin
Mary McMillan
Ashley Meyer
Kathlene Meyer
Theresa Meyer
Russell Miner
Christina Nelson
Michael Nelson
Sara Nelson
Mary Novotny
Deb Nygard - Norwood
Jerra Nylund
Shirley Ogborn
Jesse Oman
Twilla Oskey
Jessica Perrine
Kelly Peterson
Russ Philstrom
Brenda Potter
Dena Pribbenow
Melinda Pudlick
Zulma Quient
Nancy Rhoades-Goshey

Justin Richards
Kay Rineck
Debra Rochel
Lisa Roden
Tracy Rothwell
Joyce Sawatzke
Amanda Schafer
John Schaubach
Elizabeth Schmalz
Patricia Schmid
Linda Schneider
Shirley Selisker
Megan Sims
Christine Smith
Tarna Squires
Anna Stich
Sheila Stine
Elizabeth Stoneking
Joshua Stoneking
Honi Stange
Nikki Tabaka
Lisa Taylor
Danielle Tetrick
Wendy Thiebault
Kara Thomas-Jenkins
Katie Thompson
Courtney Thull
Jason Todd
Julie Torgerson
Samantha VanHorn
Joni Vaughn
Jean Walberg
Kathy Watters
Stephanie Weik
Diane Weiland
Anne Wendt
Jenna Wentzlaff
Tammi White
Brenda Wills-Marolt
Alicia Wiseley-Peterson
Rylee Wynn

Board of Directors



Kyle Bauer
*Chief Executive
Officer*



Andrea Bedard
*District Governing
Board*



Kevin Egan
*Attorney, Castling
Partners Managing
Director and Co-founder*



Bruce Kraemer
Crow Wing Power CEO



Dr. Shawn Roberts
Surgeon



Dr. Peter MacKay
Family Medicine Physician



Richard Schiller
*Chair,
District Governing Board*



Bart Taylor
*RiverWood Bank
Regional President*

Senior Management



Kyle Bauer
*Chief Executive
Officer*



Katie Berg
*Chief Financial
Officer*



Dr. Robert Westin
*Chief Medical
Officer*



Amy Hart
*Chief Operating
Officer*



Caity Eggen
*Chief Human
Resources Officer*



Stacy Weldon
*MSN, RN, Chief
Nursing Officer*



Nancy Stratman
*Senior Services
Administrator*



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