

# Here for you when you need us most



**CRMC**  
CUYUNA REGIONAL  
MEDICAL CENTER  
*Crosby - Longville - Baxter*

**FY2017** 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

This past year was a period of transition for Cuyuna Regional Medical Center. Converting to a non-profit organization after more than a half century operating as a public organization was a huge effort but has CRMC better positioned to remain an independent, locally-owned medical campus. The re-organization also brought new leadership which worked with physicians, staff and the Board of Directors to develop new strategic initiatives for CRMC that we will hold ourselves accountable to deliver.

In the midst of these important transitions, we have remained committed to our mission of providing exceptional and compassionate healthcare every day to people throughout the region. Our patients always come first; high quality, safe care is our expectation. We strive to ensure satisfaction with the entire health care experience from registration to surgery, the exam room to diagnostics, cleanliness and wayfinding, to the overnight stay.

In this report, you will read about the many accomplishments of which we are proud. But most of all, we are appreciative of our talented, dedicated and compassionate physician partners and staff who work tirelessly around the clock to care for people when they need it most. We'd also like to commend our new Board of Directors for coming together to discuss important issues and taking the time to listen.

As we look to the future, we anticipate additional transitions as the pace of change in healthcare has never been greater. Understanding and responding to patients needs is the cornerstone of what we do. To meet these needs, additional improvements are underway in an effort to better serve you so that when you need us most, we'll be here.

We look forward to the many opportunities CRMC has to make a difference in service to community residents. You and your family are in good hands.



**Richard Schiller**  
Board Chair



**Kyle Bauer**  
Chief Executive Officer



**Fawn Atchison, MD, PhD**  
Chief of Staff





# Here when you need us most

“

Arayah just started crawling. Despite having recently cleaned my entire house and removing any unsafe objects, my baby found a plastic bb under a couch and swallowed it. She started gasping for air and I rushed her to the hospital. An X-ray showed the bb was lodged in her esophagus. Dr. Allegra sedated the baby and used a camera with a suction tube. Arayah is now healthy. I'll never forget what CRMC did to save her life.

- Chantel Schardin of Crosby

”



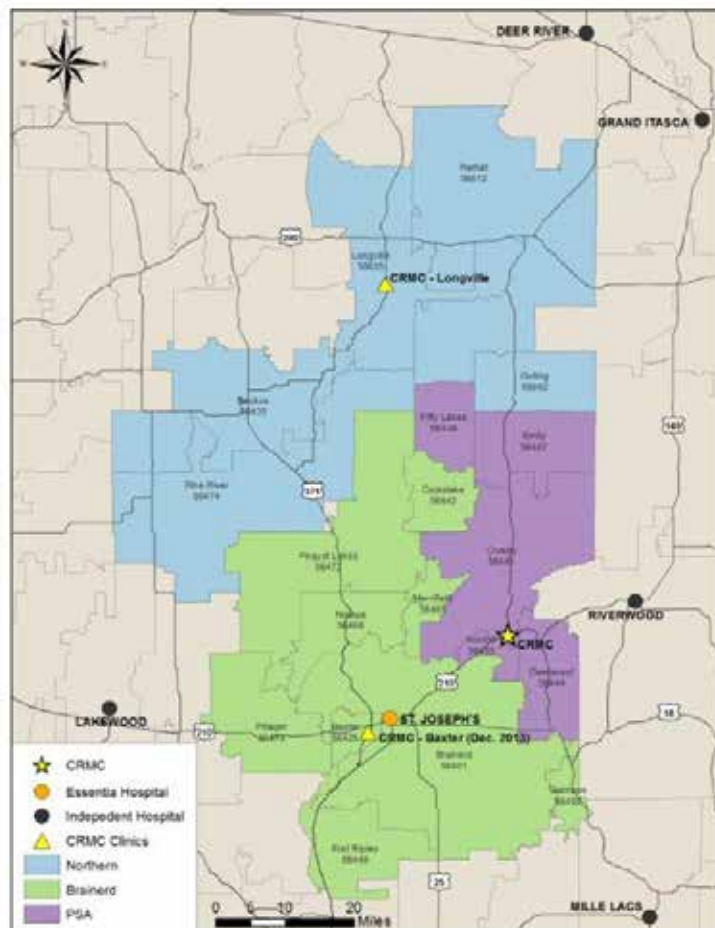
## Serving the Cuyuna Lakes region for more than 52 years

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



# 2017 Facts

	Current Year	Prior Year
Admissions	1,766	1,979
Patient Days	4,715	5,454
Length of Stay	2.67	2.67
Hospital Average Daily Census	15.00	16.60
Care Center Resident Days	33,072	33,664
Clinic Visits	71,384	57,490
Emergency Visits	10,401	10,790
Births	246	295
Surgeries	6,411	5,141



## YTD FY 2017 Operating Revenue

Gross Revenue	\$257,598,966
Deductions	(\$149,344,529)
<b>Net Patient Revenue</b>	<b>\$108,254,437</b>
Other Operating Revenue	\$8,354,987
<b>Total Operating Revenue</b>	<b>\$116,609,424</b>

## YTD FY 2017 Operating Expense

Salaries	\$45,058,416
Employee Benefits	\$11,451,004
Fees & Purchased Services	\$20,939,690
Supplies	\$16,712,549
Other Operating Expenses	\$9,052,435
Interest	\$1,657,238
Depreciation	\$6,696,832
<b>Total Operating Expenses</b>	<b>\$111,568,164</b>
<b>Operating Income</b>	<b>\$5,041,260</b>



# New Providers



**Rajesh Bhargava, MD**  
*Hospitalist*



**Ryan Fier, MD**  
*Family Physician*



**Antonio Fontelonga, MD**  
*Oncologist*



**Jonathan Herseth, MD**  
*Orthopaedic Surgeon*



**Joshua Horowitz, DO**  
*Pain Management Specialist*



**Susan Moen, MD**  
*Orthopaedic Surgeon*



**Julie Steinhauser, MD**  
*Family Physician*





# New Services



## Hand Surgery

With the addition of Orthopaedic Surgeon Susan Moen, M.D., CRMC began offering the Brainerd Lakes Area's only hand surgery services. She diagnoses and treats all problems related to the different structures in the hand, wrist, and elbow.

## Minnesota Reflux & Heartburn Center

A new comprehensive, patient-centered initiative focused on providing diagnostic tests and therapies for any and all patients with gastroesophageal reflux disease (GERD), heartburn, and esophageal symptoms was developed and is successfully helping numerous people from all over Minnesota.



## Pain Management Center

Board Certified Pain Specialist and Anesthesiologist Dr. Joshua Horowitz opened the Brainerd Lakes Area's only locally-operated, fully comprehensive pain management and spine medicine center for patients suffering from chronic and acute pain. The center provides the latest advances in treatment and supportive care to help reduce or alleviate pain and restore quality of life.

## Sports Medicine

Orthopaedic Surgeon Dr. Jonathan Herseth joined the staff of the Minnesota Center for Orthopaedics and is treating a wide range of sports-related injuries and conditions. Fellowship trained in sports medicine and orthopaedic surgery, Dr. Herseth is experienced in performing shoulder and knee arthroscopic surgery, two of the most common surgical procedures for sports injuries.



## ReShape Weight Loss Program

A new, non-surgical approach to weight loss for people with a BMI of 30-40 that's clinically proven to help people lose weight and keep it off.



# Facility Upgrades



## 3D Mammography

Digital breast tomosynthesis, a mammogram where the X-ray tube moves in an arc around the breast as images are taken and reconstructed into a three-dimensional image set are now detecting small breast cancers that may be hidden on a conventional mammogram.

## Expanded ER and Reception

Nine new exam rooms were added for a total of 15 to meet the needs of the community. The department and reception area were also remodeled to offer more privacy and security.



## Automated Urinalysis Analyzer-Lab

The new analyzer offers a combined platform for urine chemistries and microscopy, standardizes results reporting, allows for increased throughput capacity and decreased turnaround times.

## Dynavision

Rehabilitation uses this new equipment to test and train visual recognition and reaction time and retrain visual motor deficits related to stroke, concussion and a multitude of other neurological conditions.





# Recognition



- ★ **America's 100 Best Hospitals for Patient Experience/Women's Choice Award**
- ★ **Healthgrades 2016 Outstanding Patient Safety Excellence Award**
- ★ **CDC Full Recognition of diabetes prevention lifestyle change program**
- ★ **HomeHealth Partnership 2016 Home Health Consumer Assessment of Healthcare Providers and Systems Honors recipient**
- ★ **Minnesota Hospital Association Community Benefit Award/Cuyuna Lakes Lunch Bunch**
- ★ **Minnesota Medical Association Committee on Accreditation and Continuing Medical Education accreditation with commendation**



## Cuyuna Regional Medical Center **CHARITABLE FUND**

Generous supporters have made it possible for CRMC to purchase a new ambulance. Gifts from others have assisted cancer, diabetes and hospice patients. In the past year, more than **\$161,202** in gifts were used to enhance care and fund programs across the CRMC organization.

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

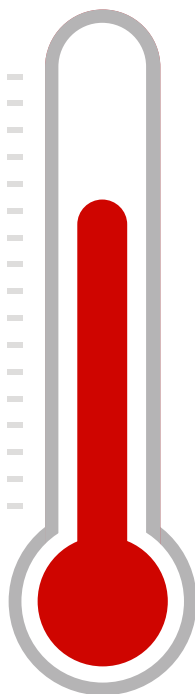
### Fundraising Events

**Because  
of Brandon**  
**\$41,813**

raised for diabetes education

**Pink  
Frosting**  
**\$19,216**

raised to assist cancer patients



**Summer  
Soiree**  
**\$61,160**

donated toward heart monitors

**Tree  
of Love**  
**\$3,005**

donated toward hospice care





## Why is it important **TO SUPPORT** the Charitable Fund?



Supporting the Charitable Fund allows us to demonstrate our commitment to CRMC and contribute to our communities' health and wellness needs. It shows our families, friends and the community that we are invested in their healthcare and the future of healthcare in the Cuyuna Lakes area."

- Dr. Kara Maucieri

### Gifts of \$1,000 or greater

Dr. Paul & Emily Allegra  
Dr. Fawn & Thomas Atchison  
Kyle & Laura Bauer Family  
Brainerd Radiation Therapy Center/Minneapolis  
Radiation Oncology, P.A.  
Central Lakes Physicians, P.A.  
Crosby Bar & Grill  
Crosby Fire Relief Association  
Deerwood Bank  
Deerwood Fire Department  
DeGraaf Financial, Inc.  
Great River Eye Clinic  
Amy Hart  
Johnson McCann – North Risk Partners  
Koop Funeral Home  
Myron & Shirley Midthun

Nor-Son, Inc.  
Dr. Brad & Sue Anne Peterson  
Presbyterian Homes & Services  
Rasinski Total Door Service, LLC  
Regional Diagnostic Radiology  
Albert & Barbara Schewe  
Lisa Slepica  
Renee Steffen  
Suzanna Gutzman Steinke &  
Christopher Warren Steinke  
Stinson Leonard Street  
Technical Life Care Medical Company  
Thune Insurance Network  
Unity Bank  
Dr. Robert & Sharri Westin

### Gifts of \$500 - \$1,000

Acute Care Inc.  
Dr. Rajesh Bhargava  
Central MN Diagnostic, Inc.  
Constellation Energy  
Crow Wing Wounty Community Services  
Engagement Committee  
Crow Wing Power  
CTC - Consolidated Telecommunications Compnay  
Dr. Bruce Cunningham  
Cuyuna Fire Relief Association  
Caity Eggen  
Arlene Haukos  
Chris & Sheila Hoehn  
Brad Houge  
Richard & Joyce Houge  
Dr. Paul Howes and Pamela Parisian  
Jacobs Realty LLC

Lakes Printing  
Marco, Inc.  
Dr. Kara & Anthony Maucieri  
Gordon McArthur  
Mid-Minnesota Federal Credit Union  
Minneapolis Heart Institute  
Neighborhood National Bank  
Paulson & Clark Engineering, Inc.  
Preferred One  
PSB/MARS  
RMS US LLP  
Ruttger's Bay Lake Lodge  
Select Therapy  
John & Maria Solheim  
Peggy Stebbins  
Nancy Stratman  
Roger & Sandy Twigg

# 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. Shelley  
Overholt-Thiesen**  
*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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