



 **Greene County**
General Hospital
Annual Report
2020 - 2021



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**The GCGH family includes the hospital,
four rural health clinics, and an Orthopedic
and Sports Medicine Center.**



Greene County General Hospital
is located at 1185 N. 1000 W
Linton, IN 47441
812-847-2281

MY CLINICS
 From the family of  **Greene County**
General Hospital
812-847-4481

My Linton Clinic
1210 N. 1000 W
Linton, IN 47441

My Bloomfield Clinic
55 N. Judge Street
Bloomfield, IN 47424

My Worthington Clinic
102 E. Main Street
Worthington, IN 47471

My WestGate Clinic
1985 E. Freedom Drive
Newberry, IN 47449

TeamOrtho 
Orthopedics and Sports Medicine Center

812-847-3381
1043 N. 1000 W
Linton, IN 47441

Greene County General Hospital Annual Report

2020 - 2021

Our family caring for yours.

Greene County General Hospital is our region's only critical access hospital providing labor and delivery, surgical services, four rural health clinics, and orthopedic and sports medicine services.



GCGH's Infusion Center, featured as a department in this report, is dedicated to providing optimal IV infusions of medication and blood products ordered by the patient's physician in a professional, courteous, and friendly environment.



TeamOrtho hosted a summer Fit & Fun and Fit Kids program from June - July 2021



The Linton Freedom Festival recognized our My Clinics and Hospital staff as 2021 Parade Hall of Fame honorees.

AWARDS & RECOGNITIONS

2020-2021



DESIGNATED BLUE DISTINCTION CENTER

In early 2021, GCGH's Labor and Delivery Department received the Anthem Blue Cross and Blue Shield Blue Distinction Center for Maternity Care recognition.

OTHER AWARDS

- 2020- ROI Quality of Place Innovation Award for Telehealth Program
- 2020- T-System Client Excellence Award
- 2021- Top 10 rank in Indiana for Patient Satisfaction from the Lown Institute Hospitals Index. Given grade: A

CMS PATIENT EXPERIENCE 5-STAR

According to the Centers for Medicare and Medicaid Services (CMS) published on the Hospital Compare website, GCGH ranks high in several hospital performance categories relative to state and national performance standards including a 5-star rating for patient experience.

DESIGNATED INSPIRE HOSPITAL

In October 2020, GCGH's Labor and Delivery Department was awarded the Inspire Hospital of Distinction for our commitment to infant and maternal health. In October 2021, GCGH was again awarded this distinction and received a 2021 star for our continued efforts.

ACCREDITATIONS

2021 Survey

2021 is a Joint Commission Accreditation survey year. Currently, GCGH is pending a survey to reaccredit our Joint Commission status. GCGH's last accreditation occurred in 2018. TeamOrtho is also pending a survey from Joint Commission to accredit TeamOrtho Orthopedic and Sports Medicine Center. GCGH's My Clinics completed their survey from The Compliance Team in November 2021 and received an accreditation as Exemplary Providers.



Designated
BlueDistinction®
Center
Maternity Care

Greene County General Hospital is designated as a Blue Distinction Center for Maternity Care by Anthem Blue Cross and Blue Shield, an independent licensee of Blue Cross and Blue Shield Association.





FROM THE CHIEF EXECUTIVE OFFICER

Brenda Reetz

Greene County General Hospital has been challenged in every way to respond to an unprecedented pandemic since the start of 2020. Our team of dedicated employees has gone above and beyond to ensure that our community has remained safe and cared for. Many aspects of healthcare, and life in general, have changed during the pandemic. However, one constant is the care and compassion that comes from every GCGH employee. Our employees have gone above and beyond, working numerous long hours to adapt, grow, and change based on the needs of our community. You will see in this report the number of lives that have been touched by our GCGH family. I have personally been inspired by the dedication of our employees and their ability to rise above the divisiveness of our current world, persevere through the physical and emotional challenges placed before them, and thrive in the harshest of conditions. It is this dedication that has allowed our organization to strengthen during this pandemic. Although we are coming out of the toughest season of the modern healthcare era, we are stronger and more prepared than ever to carry out and fulfill our Mission to this community.

OUR MISSION AND VISION

Mission: To provide access to quality and cost efficient health care and to promote healthy lifestyles to people in our service area.

Vision: To become your provider of choice by pursuing excellence in service that meets and exceeds the expectations of our customers.

GCGH **values** the worth of all people and believes our partnership should be one of respect and pride.



FROM THE CHIEF MEDICAL OFFICER

Michael Gamble, M.D.

2021 has been a successful year for the GCGH family, even though there have been many difficulties with staffing changes, preparations for accreditation surveys, and the movement to find a new normal in healthcare with COVID. First, I am proud that as an organization we have navigated several waves of COVID. Our staff has provided compassionate and excellent medical care for patients and their families. Also, our staff worked hard to prevent COVID complications by providing vaccinations to our community and doses of the monoclonal antibody treatments, and as our community's healthcare providers, we continue to encourage mitigation measures such as vaccination, social distancing, and mask usage.

GCGH also continues to recruit primary care physicians and providers. In 2021, we added two board certified obstetricians who are providing a full range of obstetrics and gynecology services. We have added nurse practitioners in our primary care, convenient care, and TeamOrtho; providing better access to care for our community. Also, our rural health clinics performed spectacularly in their accreditation survey which is a testament to their high-quality care. I feel that 2022 will be a continuation of our successes and the hospital plans to strengthen its drive for high quality, excellent medical care for our community.

GCGH BOARD OF DIRECTORS

Greene County General Hospital's Board of Trustees consist of:

- Mike Crane, RPh, President
- Nathan Abrams (Commissioner), Vice-President
- Cheryl Hamilton, Secretary
- Jimmy Fuller
- Harry Bedwell
- Rick Graves (Commissioner)
- Jon Vehslage
- Ed Michael (Commissioner)
- Peter Powers, MD
- Tim Warrick
- Nancy Hudson



FROM THE CHIEF FINANCIAL OFFICER

April Settles

2021 has proven to be challenging, yet, as an organization we have made the best of it. The lingering effects of COVID have impacted our staff, patients, and community. On the financial side, I am thankful that our organization worked to ensure no employee or department reduced their staffing or hours, that we wisely reinvested our profits to fund important capital upgrades, and that we invested back into our community. We began 2021 by purchasing an infant warmer for our labor and delivery unit and ended the year by purchasing a mobile clinic. We were able to finance these important assets to better serve our community through profits, grants and federal funds. In addition, we used funds to upgrade our Med/Surg call system, purchase new ICU beds and a new mammography machine. I'm thankful that even with the difficulties of navigating through a pandemic, we committed to reinvesting in our people, patients and community.

BOND UPDATE

Brenda Reetz and April Settles

In September 2021, GCGH saved significant money through a bond refinance. The refinance provides an overall \$963,000 in net present value savings, or 15.3% of the outstanding bond amount. The refinance also includes \$8 million in new funding for new construction and capital projects. Declining interest rates and an "A+" rating from S&P, based on Greene County's property tax rating, prompted the GCGH Board of Trustees to refinance the original bond which was used to finance the 2013 Hospital expansion.

Planned use of the funding includes the purchase of real estate currently housing the My Linton Clinic and My WestGate Clinic as well as plans for new construction projects, including updating the parking lot and expanding the GCGH Radiology department.



FINANCIAL REPORT

2021 Financials



CURRENT ASSETS

\$28,166,980.00

Assets Limited as to Use-
\$11,646,248.00
Property, Plant &
Equipment, Other Assets-
\$22,707.00
Total Assets and
Deferred Outflows-
\$39,835,935.00

CASH EXPENDITURES

Salaries and Benefits-
\$25,760,405.00
Property, Plant
and Equipment-
\$1,204,195.00
Purchased Services-
\$44,648,064.00
Supplies-
\$35,825.00
Other-
\$96,698.00

CURRENT LIABILITIES

\$19,829,212.00

Long Term Debt-
\$7,250,952.00
Other Long-Term Liabilities-
\$1,675,066.00
Deferred Inflows
Net Position-
\$11,080,705.00
Total Liabilities,
Deferred Inflows & Net Position-
\$39,835,935.00

TOTAL OPERATING REVENUE

\$70,770,235.00

Income statement 2020
Net Patient Service Revenue-
\$66,004,125.00
Other Revenue-
\$4,766,110.00
Total Operating Revenue-
\$70,770,235.00
Salaries and Benefits-
\$26,025,152.00
Other Expenses-
\$49,815,133.00
Total Operating Expenses-
\$75,840,285.00
Operating Income-
(\$5,070,050.00)
Interest Expense-
(\$419,462.00)
Other Non-Operating Expense, Net-
\$8,945,528.00
Total Non-Operating Revenue-
\$8,535,120.00
Net Income-
\$3,465,070.00

GCGH'S ECONOMIC IMPACT

Greene County General Hospital contributes significantly to the area's economic health. In 2020-2021, the estimated total annual economic impact of GCGH, My Clinics, and TeamOrtho was **\$71,612,664**.

Greene County General Hospital
Direct and Indirect Impact on Our Community

Jobs

388

Economic Impact Totals

Payroll	\$25,760,405
Supply Purchases	\$44,648,064
Capital Spending	\$1,204,195
Total Impact	\$71,612,664



QUALITY

2021
Data and Measures



Vol 1 Issue 21



510
ADMISSIONS



7,630
ER VISITS

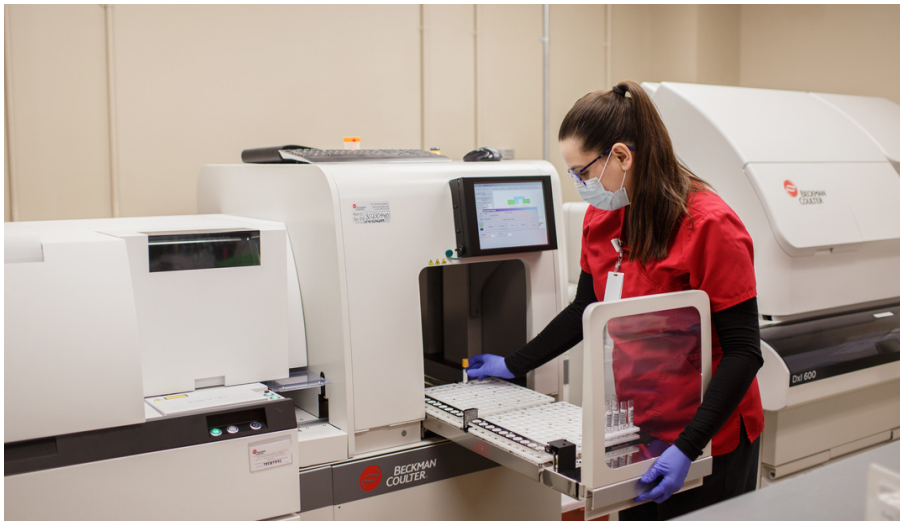


25,872
MY CLINIC VISITS



736 Surgery Cases
46 Babies Delivered
1604 Cardiopulmonary Rehab Visits
2129 TeamOrtho Visits
9424 Radiology Visits
985 Mammograms Provided
95 COVID Positive Admissions
4188 Number of COVID tests given

- CMS Overall Star Rating- **3 Stars**
- CMS Patient Survey Rating- **5 Stars**
- Hospital is Joint Commission Accredited.
- My Clinics are Rural Health Clinics Accredited as Exemplary Providers by The Compliance Team.
- Hospital was re-designated as an INspire Hospital in 2021 and a Blue Cross Blue Shield Blue Distinction Center for Maternity Care.
- Hospital is enrolled as an Indiana Alliance for Innovation of Maternal Health (AIM) participant.
- Hospital Laboratory is accredited by the Joint Commission and is licensed by the Indiana State Department of Health.
- Hospital Radiology participates in the American College of Radiology (ACR) Lung Cancer Screening Registry.



DEPARTMENT HIGHLIGHTS

GCGH has 15 departments. Each year, we highlight 3

- Laboratory Department
- Therapy Department
- Infusion Center

LABORATORY DEPARTMENT

GCGH's Laboratory Department completed **576,006** number of lab tests and had **22,804** total laboratory visits in 2021. The lab is available 24 hours a day, 7 days a week for emergency and inpatient needs and employs 19 highly skilled phlebotomists and medical lab technicians. The lab provides molecular testing, chemistry analyzers, and urinalysis with quick turn-around times for testing. The lab is accredited by the Joint Commission and is licensed by the Indiana State Department of Health. 2021 is a Joint Commission Accreditation survey year for the laboratory and is currently pending a survey to reaccredit their Joint Commission status.



What our patients say about labs at GCGH:

"I am always nervous in these situations. The tech was very calm, professional and concerned with my comfort."



THERAPY DEPARTMENT

The GCGH Therapy Department had **19,561** total visits in 2021. Out of those visits, physical therapy had **14,497** visits, occupational therapy **4,646** visits and speech therapy **418** visits.

What our patients say about therapy at GCGH:

"I was hesitant to go to physical therapy-this was my first time but I ended up so happy I did. My therapist, Abbie Coopridier, was so helpful, and I could tell she really knew what she was talking about. She explained things to me in a very understandable way and printed out exercises for me to do at home, and I also did the exercises with her guiding me to do them correctly. After an evaluation, she gave me the best exercises for my condition and made certain that I didn't do anything that hurt me; only what built up the muscles I needed to work on. I'm sure she is the best therapist I could have gotten, and I am thankful for her."

INFUSION CENTER

The GCGH Infusion Center, located on the second floor of the hospital, administered **4,193** infusion treatments in 2021 including IV infusions of chemotherapy, blood, antibiotics, remicade, orendia, reblast, tysabri, corticosteroids, and hydration as well as piccs and central line care. The infusion center also offers wound care, medication management, diabetic education, kinetic dosing, and blood draws for the lab. In late 2020, they also began providing Monoclonal Antibody treatments to patients with positive COVID-19 diagnosis requiring treatments. In 2021, the Infusion Center administered **319** of these monoclonal treatments.



What our patients say about infusions at GCGH:

"The nurses at the infusion center (Kristen, Denise & Denise) are amazing. Everything runs so smoothly there because of them. They are so busy but always take time to make sure everyone is comfortable and well taken care of. They are professional but also very warm & friendly. I always feel like I am in very good hands when being treated there!"

OUR PATIENTS



PATIENT TESTIMONIES

Each year we receive many positive patient comments and testimonies

April 20, 2021:

"Your staff was amazing with our baby girl yesterday. Thank you so much for all your help. We appreciate everything you all did."
-Conchetta Petoskey

September 15, 2021:

"Just received my COVID vaccine today from Greene County General. It's run so professionally and smoothly. They couldn't make it any easier! Thank you so much Greene County General Hospital!"
-Tim Sarris

October 20, 2021:

"I usually have my mammograms at Community East. This year, in support of my cousin, Melissa, I headed over to GCGH. It was a great experience! My technician, Autumn, was professional and super friendly!" -Laura Townsend

August 26, 2021:

"My 2 year old daughter broke her arm, and we saw Dr. Hammerstein and his staff to be casted and for follow up care. From the secretary, all the staff, Dr. Hammerstein, and Michelle Helms- they are a rock star team. It was by far the best experience we've had with a provider! You have an amazing group of people who have a love for the work that they do, and it shows. They treated us as family and their customer service was incredible. We were always greeted by staff in the lobby, coming out to welcome my two daughters, ages 2 and 4. Taking those two to the doctor can be overwhelming at times but TeamOrtho made us feel at home and never like a burden. The whole team worked together to get us in and receive great care. Everyone stepped in, and I was just so impressed. They made the experience so comfortable for my daughter."

-Brittany Kidwell

October 14, 2021:

"I have been going to My Bloomfield Clinic for several years now. I have had a lot of health problems, and usually, I don't give reviews, but I thought I would on this. Dr. Cullison took his time, listening to me when others would not he did a wonderful job on getting me straightened out and feeling a lot better. I have told many people how wonderful he has been. Thanks to him and the nice staff he has. Also, a smile when entering the building and leaving."

-Doug Dawson

FIRST BABY OF 2021

GCGH's first newborn of 2021 was Birdie Sue Stevens born Friday, January 15, 2021. Birdie's parents, Katelyn and Anthony Stevens, reported a great delivery experience. Their nurse, Teresa Egnew, RN, was very excited to assist with the delivery because, "the family was so sweet and very likable." Congratulations to the Stevens family and thank you to our Labor and Delivery team!



OUR EMPLOYEES



OUR 2021 DAISY AWARD WINNERS

Jorge Ballesteros, CRNA
Jodi Gaither, RN
Stacy Street, RN



OUR 2021 PETAL AWARD WINNERS

Ashley Mair
Stacy Wilson
Trevor Torres
Kila Gray
Megan Brust
Courtney Boyd
Deanna McKain

OUR 2021 TULIP TEAM AWARD WINNERS

Med/Surg Department
Maintenance Department
Convenient Care



OUR 2020-2021 OUTSTANDING LEADER AWARD WINNER

Vicki McHenry, RN

EMPLOYEE EDUCATION

In 2021, GCGH, My Clinics, and TeamOrtho hired over 100 new employees.

Our employees completed over 40 educational opportunities including labor and delivery and pediatric simulations through Deaconess Hospital, human trafficking training, Basic Life Support classes and Selective Functional Movement Assessment (SFMA) training.

GCGH hosted 72 students ranging from medical school students, paramedics, Physician Assistants, Nurse Practitioner students, nursing, therapy, social work, pharmacy, phlebotomy, and high school students.





CONSTRUCTION PROJECT UPDATE

The Hospital completed several much-needed construction and capital improvement projects this year. The Med/Surg (3rd Floor) received an upgrade with new flooring, two upgraded ADA compliant patient bathrooms and a remodeled nurse's station. This project has been in development for several years, and it has provided a great improvement to the department and hospital. We have received several positive comments from our patients and visitors.

PROJECTS COMPLETED IN 2021

In 2021, we completed over 15 construction updates and projects including:

- Third Floor Nurse's Station
- Cafeteria Meeting Room Remodel
- ICU Closet Remodel
- Third Floor Nurse Call System
- Second Floor Nurse Call System (in progress)
- Upgraded Flooring in Labor and Delivery
- X-ray/Fluoroscopy Room Remodel
- My Worthington Clinic Nurse's Station Remodel
- Air Handler Controls Upgrade
- Water Tower Upgrades
- New Sterilizer Installed and Upgraded
- Basement Drains Replacement (in progress)



In late 2020, we partnered with NSWCCrane to host their sensor agnostic thermal imaging system. The system detects fevers, a common symptom of COVID 19 infections, in visitors and staff as they enter the main lobby entrance. This technology, a first of its kind, was developed as part of NSWCCrane's Cooperative Research and Development Agreement. The system is currently located in the main entrance of GCGH.

GCGH IN THE COMMUNITY



580 FREE SPORTS PHYSICALS

GCGH's TeamOrtho and My Clinics provided **530** sports physicals in our local schools and **50** during free sports physical days at TeamOrtho.

8 SCHOOLS WITH TELEHEALTH

GCGH's My Clinics provide in-school telehealth services to **8** schools in Greene and Owen Counties. In 2021, **172** students were enrolled in telehealth services.

14 GCGH EMPLOYEES TRAINED IN QPR

QPR stands for Question, Persuade, and Refer. The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical, and proven suicide prevention training. GCGH began providing QPR training to our employees in 2020. In 2021, we held two QPR training classes and certified **14** employees.

PERINATAL NAVIGATOR

2021 update

Through a partnership with the Indiana Rural Health Association, Healthy Start, and funding through HRSA, we developed a regional Perinatal Navigator program that serves four counties: Greene, Daviess, Dubois, and Martin. Nikki Page, RN, is Greene County's Perinatal Navigator. Through this free service, the Perinatal Navigator team supports families through planning pregnancies, pregnancies, and postpartum. They offer lactation education and services, parenting classes, car seat checks and assistance, a fatherhood program, and referrals to WIC, Utility Assistance, and housing. In 2021, the Greene County Perinatal Navigator enrolled **181** patients and their families.



GCGH FOUNDATION

2021 Update

SECURED \$236,256.04 IN GRANT FUNDS

In 2021, the GCGH Foundation applied for and received **\$236,256.04** in grant funds. These funds were granted from HRSA, the Greene County Foundation, and the UDWI REMC Community fund. The funds were used to provide vaccine education and resources, support our Sweet Dreams Baby Bundles program, and purchase AEDs for our community.

RAISED \$22,667.16 IN PRIVATE DONATIONS

The GCGH Foundation raised **\$22,667.16** from GCGH employees, private, and business donations. The Foundation used these funds to purchase hospital equipment, support our patients in need, and complete several projects such as purchase outdoor tables, blanket warmers, labor and delivery waiting room furniture, and new bedside tables.

RECEIVED \$10,000 IN PRODUCTS FOR OUR COMMUNITY

In partnership with the Indiana Rural Health Association, the GCGH Foundation received and distributed **\$10,000** worth of products and resources directly to our community. Donated items include new pack n plays for safe infant sleep, strollers, and pediatric restraints for the Greene County Ambulance Service.

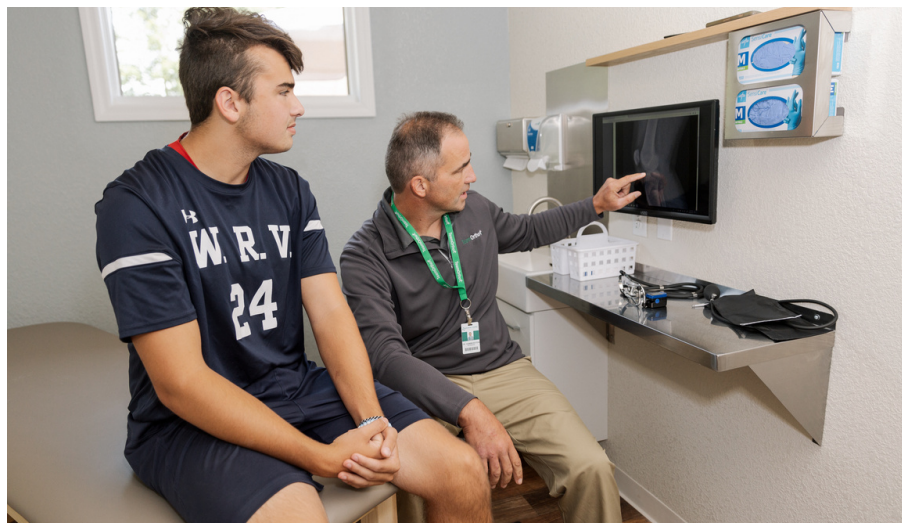
LEXI POINDEXTER MEMORIAL PROJECT

2021 update

Through funds raised by Lexi Poindexter's family and private donations, the GCGH Foundation has provided **137** blood pressure monitoring cuffs and education to patients in Greene County in 2021. This project is making a huge difference in our community by saving lives. In early 2021 a patient sent in this testimony:

"We went to Linton to have the baby and everything went great. We had a great team of nurses and staff to help and care for us while we were there. However, that changed when we went home. After a few days at home, my wife was not feeling good at all. She was experiencing very bad migraines, retaining water, having chest pains, and dangerously high blood pressure. We were able to talk with the Perinatal Navigator for guidance and support on what to do, no matter what time it was. Because of her and the blood pressure program, I was able to get my wife to the hospital and get the help she needed. This program, I feel, is critical to have in our community. We would not have been able to know of my wife's very high blood pressure without the program. We feel it is so important to have this available and get the word out about how much it can help." - Bradley Seymour





PROVIDERS AT GCGH

GCGH, TeamOrtho, and our My Clinics employ 18 physicians and 12 providers such as Nurse Practitioners and Physician Assistants.

NEW PHYSICIANS AND PROVIDERS

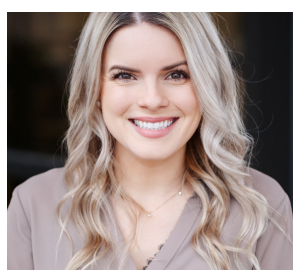
In 2021 we welcomed two new OB-GYN physicians and two new providers to the GCGH, My Clinics, and TeamOrtho family.



Dr. Laurel Walton, a board certified OB-GYN and Doctor of Osteopathy, joined the My Clinic's family in early 2021. Dr. Walton graduated from the University of Nebraska Medical Center as a Physician Assistant and continued her education at Des Moines University College of Osteopathic Medicine and Surgery. She completed a AOA rotating internship at St. Joseph Health Center, a residency in Obstetrics and Gynecology at Aultman Hospital and a residency at Texas Tech University Health Sciences Center where she served as Chief Resident. Dr. Walton is board certified by the American Osteopathic Board of Obstetrics and Gynecology.



Sonya Williams, M.D., board certified OB-GYN, joined the My Linton Clinic's Women's Health Clinic in mid 2021. Dr. Williams graduated from Drexel University's College of Medicine. She completed a residency in Obstetrics and Gynecology at Drexel's Hahnemann University Hospital and a residency at Tennessee University in Obstetrics and Gynecology. Dr. Williams is board certified by the American Board of Obstetrics and Gynecology.



Taylor Myers, FNP-C, joined the My Clinic's family in July 2021. Taylor is a graduate of Shakamak High School in Jasonville, Indiana. She served as a Registered Nurse in GCGH's Emergency Department for five years. She completed her BSN and MSN-FNP from Indiana State University.



Rebekah Hedrick, FNP, joined the TeamOrtho family in August 2021. She is a board-certified, Family Nurse Practitioner, specializing in family medicine. She has worked in healthcare for over 8 years, with experience in surgery, orthopedics, medical-surgical, and obstetrics.

COVID-19

2021 was a particularly challenging year for healthcare in general. Although we did have the COVID-19 vaccine to help combat the virus, we still had a record number of COVID positive admissions, testing, and treatments. From January - October 2021, GCGH admitted **95** COVID positive patients, with the highest number of admits in September 2021 at **27** admissions.

To put that in perspective, in 2020 we admitted **87** COVID positive patients with the highest number admitted in December at **27** admissions.



VACCINATION CLINIC

The GCGH COVID-19 Vaccination Clinic provided our community over 8,000 vaccines in 8 months.

On February 2, 2021, GCGH opened a drive up COVID-19 vaccine clinic in the cafeteria parking lot. Martha Griffith, and her husband Jeff, were our first community members to visit the clinic and become vaccinated against COVID-19. By February 24, 2021, we vaccinated our 1000th patient, Bille Ridge.

Since opening the clinic, we have received many positive comments from the community about how convenient and efficient the clinic operates.

Dr. Batterton, our retired physician from the My Bloomfield Clinic, has worked in the vaccine clinic since the very first day. He continues to selflessly work to vaccinate our community. To date, Dr. Batterton and the vaccine clinic staff have given **8,227** vaccines.



OUR FUTURE

Coming out of the COVID-19 Pandemic has created a pivotal moment in healthcare. We have the opportunity to reflect on what really matters and reshape the delivery of care to match the needs and expectations of our patients and their families. This will be much of the focus for GCGH over the next few years. We are implementing programs such as a Mobile Outreach Clinic in order to take our care to our community. We are also looking to enhance the focus on emotional wellbeing of our community. Stewardship will also be a constant focus for us. We have learned just how precious our resources are and will be focused on ensuring good Stewardship of all resources, especially our workforce resources. We have also been blessed with the opportunity to tap into \$8 million of Bond funding that we are using to update certain infrastructure and further invest in our community. The future of Greene County General Hospital is bright thanks to the incredible people that are a part of the GCGH family. This includes our Board of Trustees, Administration Team, Management Team, Employees, and Volunteers. It is a true blessing to be a part of this family, and we all look forward to a safe and healthy future with GCGH.





One **family** and one **number** to
call

812-847-4481



812-847-3381

