

# 2019 COMMUNITY REPORT



Medical Director of Oncology Services  
Kevin Mulvey, M.D. with patient Joe Garrett



KootenaiHealth

# 2019 IN REVIEW



Jon Ness, CEO, Kootenai Health

**The year 2019 was a year of celebration and achievement at Kootenai Health.** As we celebrated the end of one year and the beginning of the new, there is no way we would have predicted the cataclysmic events that would unfold and change the landscape of health care in 2020. Although much has changed in the past few months due to the COVID-19 pandemic, more has stayed the same. Our commitment to providing superior health care services has never been stronger. Our highest priority is the safety of our patients, our employees and our community. While there are many unknowns as the nation continues to reopen, there is still much to be proud of, both for the year 2019 and in the past few months when our health care community responded to the pandemic. Our 2019 Annual Report is an opportunity to reflect on Kootenai Health's growth and accomplishments. Collectively, they set a firm foundation that will help us withstand the challenges of 2020.



## GROWTH

### 3 East and Epilepsy Monitoring Unit

Kootenai Health's newest medical unit features an additional 30,000 square feet that includes 32 private patient rooms with upgraded technology and equipment.



It is used to care for a variety of patient populations including patients with general medical concerns, and oncology patients. It also provides space for specialized rooms dedicated to neurology, epilepsy and stroke patients.

3 East includes an epilepsy monitoring unit (EMU). The EMU has specially-designed patient rooms for in-depth diagnosis and treat-

ment of people experiencing seizures or epilepsy that is difficult to diagnose or treat. Before constructing the new unit, a team of Kootenai Health neurology experts and nurse leaders traveled to Mayo Clinic in Scottsdale, Arizona to see firsthand how one of the nation's best epilepsy monitoring units operates. The site visit was beneficial for the team to learn about the design, workflow, and safety features necessary for this special unit.

### Updates to Kootenai Health's Sleep Lab

To help meet the needs of patients suffering from conditions such as sleep apnea, insomnia, and restless leg syndrome, Kootenai Health recently expanded the hospital's sleep lab. This expansion increased the space from four to six rooms and included significant aesthetic updates to the existing rooms. Each room has a modern, hotel-like atmosphere with new furnishings, TVs, individual heating/AC units, private bathrooms, and luxury bedding. These updates not only help patients feel more comfortable, but the additional space helps Kootenai's sleep medicine program accommodate the growing need for sleep medicine in our community.







## Hospitality Center

The Hospitality Center at Kootenai Health opened for patients and families in 2019. The Hospitality Center was inspired by a shared desire between Kootenai Health, Community Cancer Fund and Ronald McDonald House Charities to ensure access to care and provide outstanding support services for patients and families from around the Inland Northwest. It provides overnight accommodations that are low cost for adults and free for

The hospitality center has 12 adult rooms and six Ronald McDonald House rooms for pediatric patient families.

pediatric patients and their families. The center provides a home-like setting, with kitchen and laundry facilities and recreational spaces. A prominent display honors the history, mission, and story of the Walden family and the original Walden House, which was a resource for overnight accommodations since 1989. The adult portion of the hospitality center retains the Walden House name.

## Kootenai Urgent Care

In July, Kootenai Health fully acquired Kootenai Urgent Care and its three centers in Coeur d'Alene, Hayden and Post Falls. This follows an eight-year joint venture between Kootenai Health and North Idaho Family Physicians, in which the two organizations partnered to provide urgent care services to the community.

Patients can visit the urgent care centers without an appointment and receive immediate medical care for a broad range of non-life-threatening illnesses and injuries — from sprains and minor fractures, to cuts and sore throats, to earaches and urinary tract infections. Each of the three urgent care centers is staffed by physicians, nurse practitioners, and physician assistants trained to evaluate and treat minor injuries and illnesses. The centers are open seven days a week between 8 a.m. and 8 p.m.



# Kootenai Cafe

## Kootenai Cafe

Construction on the new Kootenai Cafe began in 2019 and it officially opened in February 2020. The cafe features a large selection of new cuisine and old favorites in a contemporary setting. Visitors and staff can explore new options including fresh mix salads and sandwiches, brick oven pizza, world tour global cuisine, classic comfort food, and an expanded grab and go section.



# EXCELLENCE IN PATIENT CARE

## Mayo Clinic Care Network 2019 Stats

**eConsults** allow Kootenai Health physician specialists to connect with Mayo Clinic specialists when they want additional input regarding a patient's care - all at no charge to the patient.

**107** Total number of  
**eConsults completed**

### By specialty

- 9 Cardiovascular Disease
- 5 Dermatology
- 1 Endocrinology
- 12 Gastroenterology & Hepatology
- 3 General Surgery
- 4 Infectious Disease
- 14 Hematology
- 1 Immunology
- 3 Nephrology & Hypertension
- 9 Neurology
- 26 Oncology
- 1 Ophthalmology
- 4 Orthopedics
- 2 Otorhinolaryngology
- 2 Pulmonology
- 2 Neuro/Neuro Vascular Radiology
- 7 Rheumatology (1 Peds)
- 1 Urology
- 1 Vascular Surgery

**1,149 unique Ask Mayo Expert (AME)**  
**page views by 1,286 staff members**  
**researching conditions through the**  
**AME online database.**

### Projects we collaborated on:

- Patient Experience Training – four member team from Mayo trained of over 100 providers, nurses and administrative staff at the Coeur d'Alene Inn.
- Patient Satisfaction and Engagement Symposium
- Stroke Program Improvement
- Professional Leadership Development Program



William Ganz, M.D.

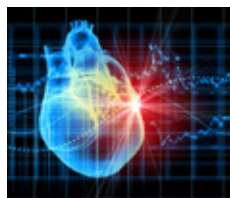
## Neurosurgery

To help grow and develop Kootenai Health's neuroscience program, **William Ganz, M.D., FACS**, and his team joined Kootenai Clinic in June 2019. As a long-standing community physician, Dr. Ganz has been actively involved in the medical staff of Kootenai Health including serving as Chief of Surgery and Neurotrauma Director. The providers at Kootenai Clinic

Neurosurgery and Spine and Kootenai Clinic Neurology will be working together to help develop a comprehensive neuroscience program. Recently two new neurosurgeons, Kimberly Page, M.D. and Michael Raber, M.D. joined the team, and we are actively recruiting new neurosurgeons and neurologists to better serve our community.

## Cardiothoracic Surgery

Kootenai Heart Clinics continued to grow and enhance their services in northern Idaho by bringing on a cardiothoracic surgery practice lead by surgeons **Robert Burnett, M.D.**, and **Erick Montero, M.D.** Dr. Burnett has a long history at Kootenai Health, starting Kootenai's cardiothoracic surgery program in 2003. Kootenai Heart Clinics physicians are all board-certified, and provide heart patients the highest level of comprehensive cardiovascular care available.



## TAVR now in Coeur d'Alene

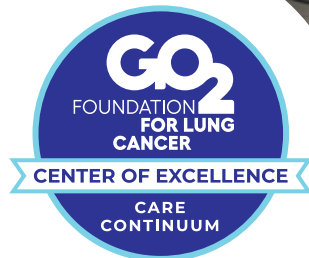
For several years now patients across the Inland Northwest have benefitted from TAVR, a relatively new procedure for patients in need of heart valve replacement surgery performed at Kootenai Heart Clinics in Spokane, WA. With the growing demand and success of the procedure, Kootenai

Heart Clinics is now offering TAVR at their Coeur d'Alene location. TAVR, which stands for **transcatheter aortic valve replacement**, treats aortic stenosis, the narrowing and hardening of the aortic valve. When aortic stenosis gets too severe, the heart valve isn't able to open and close properly. TAVR allows a new valve to be inserted via a catheter through the leg rather than open-heart surgery.

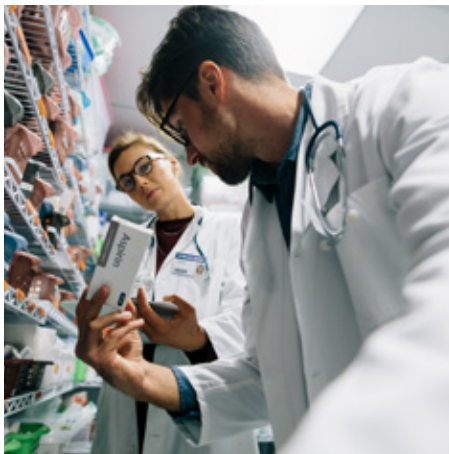


## GO2 Foundation for Lung Cancer Center of Excellence

The GO2 Foundation for Lung Cancer has **recognized Kootenai Health as a Lung Cancer Center of Excellence**. This designation recognizes our program as having the highest quality of care with a patient-centric approach for cancer care. Meeting this rigorous criteria puts our program on par with leading academic and research institutions not typically found in community hospitals.

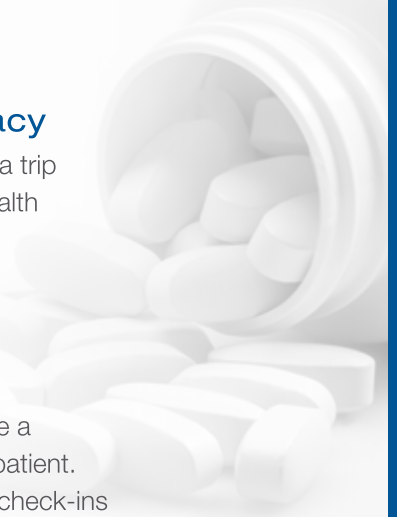


*Providing Excellence in Patient-Centered Care*



## Kootenai Health Specialty Pharmacy

Sometimes, a drug prescription requires more than a trip to the typical retail pharmacy. The new Kootenai Health Specialty Pharmacy serves patients who need specialized drug therapy for complex medical conditions, such as hepatitis C, cancer, rheumatoid arthritis, and other infectious or chronic diseases. Collaborating closely with providers in Kootenai's specialty clinics, specially trained pharmacists create a customized care plan for each specialty pharmacy patient. Services include education, counseling and regular check-ins with patients throughout treatment.



## North Idaho Connections

North Idaho Connections is a robust online search and referral tool connecting individuals with important community resources that can help meet their health care and social service needs. This tool allows health care organizations, community partners, patients, and family members to access up-to-date information on over 1,000 community resources throughout northern Idaho. Resources within North Idaho Connections include food, shelter, health care, work and financial assistance. Kootenai Health received a grant from PacificSource Health Plans to develop this robust resource and referral database. In addition to Kootenai, other community partners, such as the Northwest Hospital Alliance, also have access to help add listings and connect patients to resources available across the region.



# EXCELLENCE IN THE WORKPLACE

## Seven Seals Award

Kootenai Health recently received the Seven Seals award from the ESGR (Employer Support of the Guard and Reserve) for its efforts in supporting staff who are members of the National Guard and Reserve. The ESGR is a national organization under the Department of Defense that is a network of more than 3,750 volunteers in 54 communities across the country. The goal of the ESGR is to foster a culture in which all employers support and value the employment and military service of members of the National Guard and Reserve. In addition to Kootenai Health receiving the award, Dershi Bussey, trauma program manager, was recognized for her individual efforts in supporting Luke Emerson, trauma clinical navigator, prior to his deployment.



“

Not only does the Guard and Reserve do wonderful things in our community, but it's also a great opportunity for young professionals like Luke to build experience, independence and camaraderie. It provides a unique career challenge and a way to develop leadership skills. —*Dershi Bussey*

”

Pictured (l-r): Dershi Bussey, Trauma Program Manager and Luke Emerson, Trauma Clinical Navigator.





## Providing Hope through Research Clinical Trials Bill Helps Patients Afford Care

For many years now, Kootenai Health physicians, nurses, and other clinical staff members have been active in the research community. This includes helping patients enroll with national research studies which may help them. Because many health insurance plans do not cover health care expenses for patients who are in a clinical trial, the research department at Kootenai Health along with Kootenai's public affairs strategist worked to bring attention to the situation. After months of working with Idaho insurance providers, elect-

ed officials, and the Idaho Hospital Association, they were pleased to receive support for a new law that ensures all health plans in the state of Idaho appropriately cover clinical trials for their plan participants. In March 2019, Governor Brad Little signed into Idaho state law a bill that requires insurance companies to pay for standard of care tests and procedures if a patient decides to take part in a clinical trial. This means the patient's care will be covered whether they are in or out of a clinical research study.



## Gallup Great Workplace

For the third year in a row, Kootenai Health, Kootenai County's largest employer, was named a Gallup Great Workplace, recognizing Kootenai as one of the most engaged and productive workforces in the world. The award, created by Gallup, Inc., recognizes organizations for their ability to create engaging workplace cultures and the unique approaches organizations take to achieve engagement success. Gallup's rigorous scientific research links employee engagement to nine integral performance outcomes: customer ratings, profitability, productivity, turnover, safety incidents, shrinkage, absenteeism, patient safety incidents and quality.



# FINANCIAL STEWARDSHIP

## 2019 and 2018 Statement of Operations (in \$millions)

	2019	2018
<b>Total Revenues Earned</b>	\$621	\$551
<b>Operating Expenses</b>		
Employee Wages & Benefits	\$320	\$289
Supplies & Other Expenses	230	214
Capital Costs	29	24
<b>Subtotal Operating Expenses</b>	\$579	\$527
<b>Total Operating Income</b>	\$ 42	\$ 24

## Finance

Most district hospitals such as Kootenai Health receive financial support from local taxes. Because of its careful financial planning and management, Kootenai has not levied taxes since 1995, and has no plans to do so in the future.



## Key Indicators

	2019	2018
Inpatient Discharges	14,300	14,592
Inpatient Days	67,133	67,901
Outpatient Visits	321,629	274,288
Kootenai Clinic Visits	286,882	272,527
Emergency Department Visits	52,976	52,479
Babies Born	1,941	1,815

## \$35 MILLION

Was invested in equipment, technology and facilities in 2019.



## 2019 and 2018 Balance Sheet (in \$millions)\*

	2019	2018
Cash and Marketable Securities	\$271	\$237
Property and Equipment	263	255
Other Assets	144	123
<b>Total Assets</b>	<b>\$678</b>	<b>\$615</b>
Long Term Obligations	\$119	\$115
Other Liabilities	75	67
<b>Net Assets</b>	<b>484</b>	<b>433</b>
<b>Total Liabilities and Net Assets</b>	<b>\$678</b>	<b>\$615</b>

## Standard & Poor's 'A' Rating

Standard & Poor's Ratings Services gave Kootenai Health an 'A' rating based on an evaluation of Kootenai's business plan, credit, and cash on hand. The rating is a strong affirmation that Kootenai's business model is stable and seeing positive growth in patient trends.





## COMMUNITY BENEFIT - \$169 MILLION

Community benefit activities are programs and services hospitals provide to help improve health and increase access to health care in their communities. During 2019, Kootenai Health provided approximately \$169 million in qualified community benefits to people in our region.\*

This amount includes the following:

### \$16 MILLION

#### Free and Discounted Care

Kootenai Health wrote off \$4 million worth of charges for patients who could not pay for their care. Another \$12 million was written off as part of a discount program that reduces charges for uninsured patients by 25 percent.

### \$34 MILLION

#### Uncompensated Care (Bad Debt)

\$34 million worth of charges to patients who were unwilling to pay the “patient responsibility” of their health care bills were also written off.

### \$109 MILLION

#### Government Insurance Programs

Many people don’t know that programs like Medicare, Medicaid and State or County insurance programs do not pay the full cost for the care their participants receive. In 2019, Kootenai Health absorbed \$109 million in costs that were not reimbursed by these payors. That included \$102 million for Medicare patients and \$7 million for state and county patients.

### \$10.2 MILLION

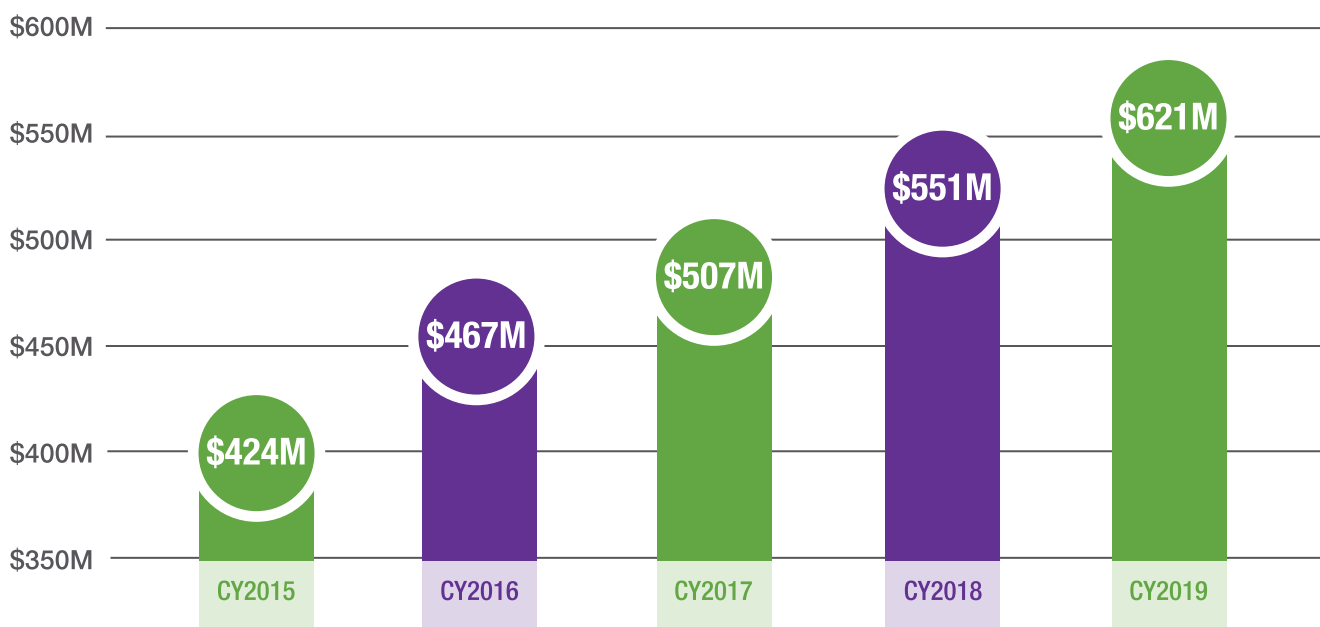
#### Donations, Free Services, & Programs

Each year Kootenai Health makes substantial financial and in-kind donations that benefit our community. This includes donations to groups such as the Suicide Prevention Action Network and The Community Cancer Fund. It also includes the expense of providing free and low-cost health screenings and support groups for patients. In-kind donations also include expenses and staff time related to providing training opportunities for physicians, nurses and other health care workers. Together, these donations, free services and programs are improving how people are cared for in our community.

\*Calculations based on Kootenai Health’s 2019 community benefit report filed with the Idaho Hospital Association.

## CONTINUED GROWTH IN SERVICES

With Kootenai Health’s growth in services, total revenue has been steadily increasing over the past five years from \$424M in 2015 to \$621M in 2019.



# "WHY I GIVE TO THE KOOTENAI HEALTH FOUNDATION"



**KootenaiHealth**  
Foundation, Inc.

**For over 30 years** the Kootenai Health Foundation has partnered with the community to help transform health care in northern Idaho. The gifts from our community empower us to offer the most highly-skilled caregivers and next generation technologies.



**Elizabeth Brewer, Project Manager,  
Quality at Kootenai Health**

"I am inspired to give because I love the Coeur d'Alene community and my co-workers. I grew up in a major metropolitan area where there was no sense of connection or community. We hardly knew our neighbors. In Coeur d'Alene, there is such a wonderful feeling of connectedness to the town and the people. I give to the Foundation and to the Festival

of Trees because I love my community and I want them to be able to have the best health care they can get."



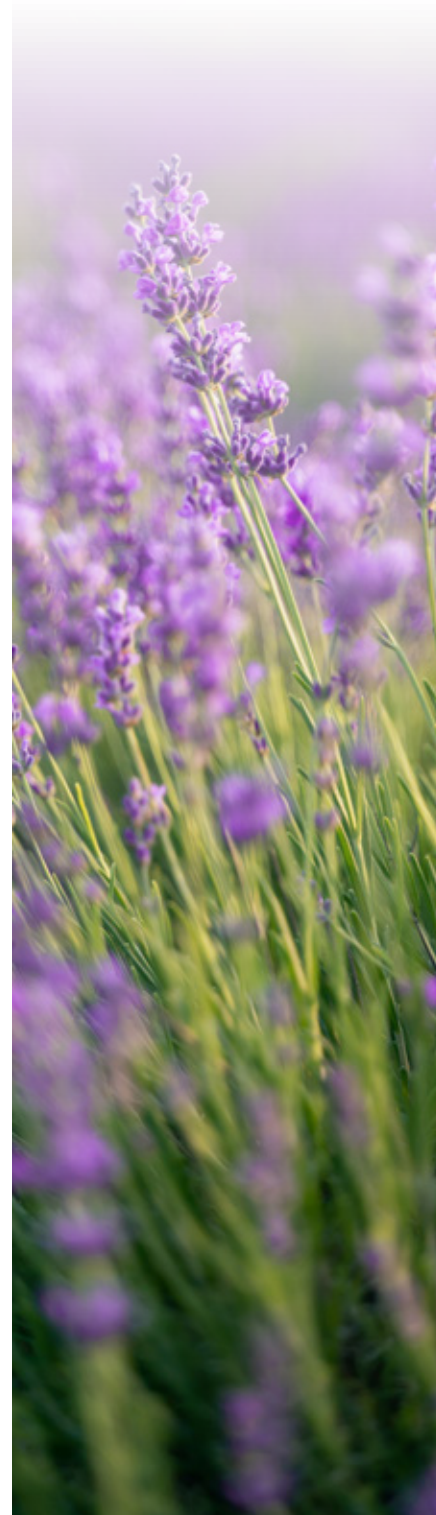
**Jim Terrill**

"Doreen and I were involved in the Kootenai Health Foundation for many years, including my having been on the board some years ago. We have been patients at Kootenai Health on a number of occasions and have appreciated the excellent care that is provided there. Jon Ness and his leadership team have created an excellent hospital for our community. We deeply believe in the work of the hospital and the Foundation. This is why we have chosen to provide support, both short-term and long-term, including leaving the proceeds from our IRA to the Foundation."



**Mountain West Bank,  
Scott Anderson, CEO**

"We recognize the importance of having strong local health care in our community that will be able to serve growing health care needs in the future. As members of this community, we view our gift as an opportunity to provide support to Kootenai Health's vision of being a regional medical center."





## 2019 FESTIVAL OF TREES A GREAT SUCCESS

### Generous Donations Help Fund da Vinci Surgical Robot

Thank you to everyone who participated in the 2019 Festival of Trees. This year's events raised over \$407,000 toward the purchase of an additional **da Vinci surgical robot** which makes surgeries more precise with less recovery time.



Operating room employees with the new da Vinci surgical robot

### Your Gifts Have Great Impact

Your generosity made a difference in the lives of the more than 200,000 patients across the region. Whether your gift helps with the lives we touch today or helps us invest in the continued development of our clinical staff for the future, your donation is helping connect care across our communities and making the everyday experience an exceptional one. Thank you for investing in our mission and partnering to improve the health of our community.

#### In 2019, your support funded:

▸ Capital Expansion Project	\$2,500,000
▸ Support Programs - Family Fund, Injury Prevention, and Cancer Patient Support	\$ 124,073
▸ Equipment - Cancer Services and Rehabilitation Services	\$ 106,947
▸ Employee Scholarships/Trainings	\$ 44,979
▸ Children's Services, Pediatrics, Neonatal Intensive Care Unit (NICU)	\$ 13,168
	<b>\$ 2.7 Million</b>

### 2019 Gifts to Support Kootenai Health

Through gifts from generous donors like you, the Foundation was able to provide \$2.7 million to directly benefit patients and staff at Kootenai Health.

They include:

- **\$2.5 million** to the completion of the East Expansion construction project, which includes the Family Birth Center, NICU, and 64 new private patient rooms for orthopedics, neurosurgery, cancer care and an all new epilepsy monitoring unit.
- **Over \$40,000** for scholarships, certification, and training for employees seeking to further their education and clinical skills.
- **Over \$120,000** in equipment for various departments.
- **Over \$100,000** for employee, patient, and community benefit programs including the Family Fund, Cancer Patient Support Program, and injury prevention programs.

# KOOTENAI HEALTH AWARDS AND RECOGNITIONS



**Mayo Clinic Care Network Member**  
The network includes organizations across the nation that work closely with Mayo Clinic to provide patients a higher level of care close to home.



Kootenai Health is dual certified as a Level II Trauma Center through the Idaho Time Sensitive Emergency System and a Level III Trauma Center through the American College of Surgeons.



The Gallup Great Workplace Award recognizes companies for their extraordinary ability to create an engaging workplace culture.



Kootenai Health received an "A" Rating for outstanding financial stewardship.



Magnet means nursing excellence, earned by only 7% of hospitals nationwide.



The GO2 Foundation for Lung Cancer has recognized Kootenai Health as having the highest quality of care with a patient-centric approach for patients with cancer care.



The American College of Surgeons named Kootenai Health as an Accredited Breast Center.



Kootenai Health was named one of the top 50 cardiovascular hospitals in the nation.



DNV has certified Kootenai Health as a knee and hip replacement center of excellence.



Top 100 ranking means Kootenai Health is among the best in the nation when it comes to providing quality, affordable health care to our community.



U.S. News & World Report ranked Kootenai Health as the number one hospital in Idaho.

## OUR MISSION

We improve health one patient at a time in a friendly and professional culture committed to superior quality and safety.

## OUR VISION

Kootenai Health will be a comprehensive regional medical center delivering superior, patient-focused care and will be recognized among the premier health care organizations in the United States.

## KOOTENAI HEALTH BOARD OF TRUSTEES

Terence Neff, MD, Chair  
Robert Colvin, Vice-Chair  
Katie Brodie, Secretary Treasurer  
Dave Bobbitt, Trustee  
Cindy Clark, Trustee  
Thomas deTar, MD, Trustee  
James Eisses, Trustee  
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Liz Godbehere, Trustee

