

# 2021 | COMMUNITY REPORT



RN's pictured (l-r) Lillith Steed, Amy House, Sammy Sperber and Shannon Celentano



**KootenaiHealth**

# 2021 IN REVIEW



Jon Ness, CEO, Kootenai Health

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### **In spite of high hopes for a reprieve from the COVID-19 pandemic,**

2021 brought new variants, the highest numbers of hospitalized COVID-19 patients – 150 on October 6 – and the need for state-wide crisis standards of care. The challenges of continuing to serve our community through this new spike in the pandemic cannot be overstated. We found ourselves relying on emergency staffing resources from federal contractors, the Department of Defense, and traveling nurses for whom the rate of pay skyrocketed. Still, Kootenai Health's dedicated physicians and employees persevered.

Remarkably, even in the midst of all these challenges, we were able to begin and bring to completion several significant projects that will allow Kootenai Health to continue to keep pace with our growing community. As the regional referral center for all of northern Idaho, Kootenai Health provides care to a growing number of cardiology and neurology patients.

In 2021, we broke ground on a heart center expansion that will add nine new patient rooms, a second new cardiac catheterization lab, and a second new electrophysiology lab for heart rhythm disorders. Additionally, thanks to the generosity of our community, the Kootenai Health Foundation was able to help fund the addition of new cranial navigation equipment and a KINEVO microscope to give our neurosurgeons the best tools available for their delicate work in the operating room.

Kootenai Health was also pleased to receive recognition from both the



American Nurses Credentialing Center and the American Medical Association for organizational excellence in 2021. **In September the ANCC granted Kootenai Health its fourth consecutive Magnet designation for nursing excellence.** Then, in October, the AMA named Kootenai Health as one of only 44 national recipients of its 2021 Joy in Medicine award.

While we all know the future is always uncertain, the past two years have emphasized that fact. They have also shown us that hard work and dedication are never appreciated more than when they persist in the face of adversity.



Eric Wallace, MD, Cardiac Catheterization Lab Medical Director speaks to the importance of the Heart Center expansion and the impact it will have on caring for our growing community.

Jeremy Evans, Chief Operating Officer (right) oversees construction projects at Kootenai Health.



Bouten construction workers place a steel beam signed by Kootenai Health employees in a "Topping Out" ceremony.



# HEALTH CARE HEROES

**149,000+**

Total number of  
COVID-19  
tests completed



**3,773+**

Total number of  
COVID-19  
inpatients to date



**27,000+**

Number of vaccine  
doses administered to  
the community and  
our employees



**7**

Number of informational  
videos for the public



**300,000**

Views on [kh.org](https://www.kh.org)  
COVID-19  
web page



**\$252,000**

Amount raised for Kootenai  
Health Foundation's  
Health Care Heroes Fund





**22,100+**  
Total number  
of positive  
COVID-19 tests



**150**  
Highest number  
of COVID-19  
inpatients in one day  
(October 6, 2021)



**34,433+**  
Kootenai Clinic  
telemedicine  
visits



**8**  
Number of  
units used as  
COVID-19  
cohort units  
at the peak



**100+**  
Number of articles and  
interviews provided  
to media outlets



## Mayo Clinic Care Network 2021 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.

**113** Total number of eConsults completed

### By specialty

- 5 Cardiovascular Disease
- 8 Dermatology
- 4 Family Medicine
- 9 Gastroenterology & Hepatology
- 9 General Surgery
- 3 Hematology
- 8 Hospitalist
- 2 Infectious Disease
- 8 Internal Medicine
- 15 Neurology
- 37 Oncology
- 6 Pulmonary Medicine
- 3 Rheumatology

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

**Average AME monthly users: 108**

### Projects we collaborated on:

- Age-friendly care
- Protocol development
- Clinical nurse specialist roles & responsibilities
- Endoscopy scheduling
- Leadership development
- Breastfeeding
- Patient safety

# 4-Ever Proud!

of our fourth consecutive Magnet designation



## Magnet Redesignation

September 2021 the American Nurses Credentialing Center (ANCC) granted Kootenai Health Magnet recognition for the fourth consecutive time. Only 563 hospitals have achieved Magnet recognition world-wide, and even fewer – just 137, or about 24% – have achieved Magnet four or more times. Kootenai has held Magnet status since 2006 and is one of only two Magnet hospitals in the state of Idaho. Magnet designation is the highest and most prestigious international distinction a health care organization can receive for nursing excellence.

The Magnet Recognition Program distinguishes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. To be recognized as a Magnet hospital, health care organizations must pass a rigorous and lengthy review process demanding widespread participation from leadership and staff.

Magnet recognition has been shown to provide specific benefits to hospitals and their communities, such as higher patient satisfaction with nurse communication, availability of help, receipt of discharge information and higher job satisfaction among nurses.



On September 15, 2021 the American Nurses Credentialing Center granted Kootenai Health Magnet recognition for the fourth consecutive time.



Pictured (l-r): Nikki Graham, Director of Nursing Excellence, Joan Simon, Kootenai Health CNO, and Melissa Quaid, Magnet Program Coordinator.



## Multiple Sclerosis Program

Kootenai Clinic Neurology opened as part of Kootenai Health's growing neurosciences program with a focus on caring for patients with multiple sclerosis (MS). The clinic team uses an individualized patient care approach that includes disease-modifying therapies along with support for physical, emotional and psychosocial well-being. Because northern Idaho has a higher -than-average rate of MS cases, this program has been an important addition to our regional health care services.



Neurologist Nina Bozinov, M.D. treats a patient at Kootenai Clinic Neurology.



## Joy in Medicine Award

Kootenai Health is one of only 44 health care organizations across the nation to earn the 2021 Joy in Medicine Health System Recognition award. This American Medical Association distinction recognizes health systems with a proven commitment to preserving the well-being of health care team members by taking steps to combat work-related stress and burnout. The program recognizes the important link between health care provider well-being and high-quality patient care. Although Kootenai Health has been working to support physician and staff member well-being for several years, the significance of this work was highlighted during the COVID-19 pandemic.

## Clearwater Valley Health and St. Mary's Health Rebranding

May 2021 was a time of celebration as Clearwater Valley Hospital and Clinics in Orofino, Idaho, and St. Mary's Hospital and Clinics in Cottonwood, Idaho, introduced new names, new logos and their new vision as part of their integration into the Kootenai Health regional health care system. The two hospitals, now named Clearwater Valley Health and St. Mary's Health, have maintained their existing leadership, organizational structures and board while also working more closely with Kootenai Health on a variety of projects.



Pictured (l-r): Kelly McGrath, M.D., MS, Chief Medical Officer, St. Mary's Health and Clearwater Valley Health; Jeremy Evans, Chief Operating Officer, Kootenai Health; Jon Ness, CEO, Kootenai Health; and Lenne Bonner, CEO, St. Mary's Health and Clearwater Valley Health.



# FINANCIAL STEWARDSHIP

## 2021 and 2020 Statement of Operations (in \$millions)

	2021	2020
<b>Total Revenues Earned</b>	\$812	\$693
<b>Operating Expenses</b>		
Employee Wages & Benefits	\$421	\$367
Supplies & Other Expenses	333	276
Capital Costs	28	28
<b>Subtotal Operating Expenses</b>	\$782	\$671
<b>Total Operating Income</b>	<b>\$ 30</b>	<b>\$ 22</b>

## Key Indicators

	2021	2020
Inpatient Discharges	16,073	15,076
Inpatient Days	92,641	76,926
Outpatient Visits	435,245	438,824
Physician Visits	368,186	370,444
Emergency Department Visits	60,368	52,349
Babies Born	2,087	1,926

## 2021 and 2020 Balance Sheet (in \$millions)\*

	2021	2020
Cash and Marketable Securities	\$417	\$462
Property and Equipment	282	270
Other Assets	172	151
<b>Total Assets</b>	<b>\$871</b>	<b>\$883</b>
Long Term Obligations	\$150	\$208
Other Liabilities	144	119
Net Assets	577	556
<b>Total Liabilities and Net Assets</b>	<b>\$871</b>	<b>\$883</b>

Financial information for 2021 includes Clearwater Valley Health and St. Mary's Health, which were purchased by Kootenai Health on April 1, 2020.



## 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.



## 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 - \$231 MILLION

Community benefit activities are programs and services hospitals provide to help improve health and increase access to health care in their communities. During 2021, Kootenai Health provided approximately \$231 million in qualified community benefits to people in our region.\*

This amount includes the following:

### \$8.6 MILLION

#### Free and Discounted Care

Kootenai Health wrote off \$500,000 worth of charges for patients who could not pay for their care. Another \$8.1 million was written off as part of a discount program that reduces charges for uninsured patients by 25 percent.

### \$28.5 MILLION

#### Uncompensated Care (Bad Debt)

\$28.5 million worth of charges to patients who were unwilling to pay the “patient responsibility” of their health care bills were also written off.

### \$176 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 2021, Kootenai Health absorbed \$176 million in costs that were not reimbursed by these payors. That included \$140 million for Medicare patients and \$11 million for state and county patients.

### \$17.7 MILLION

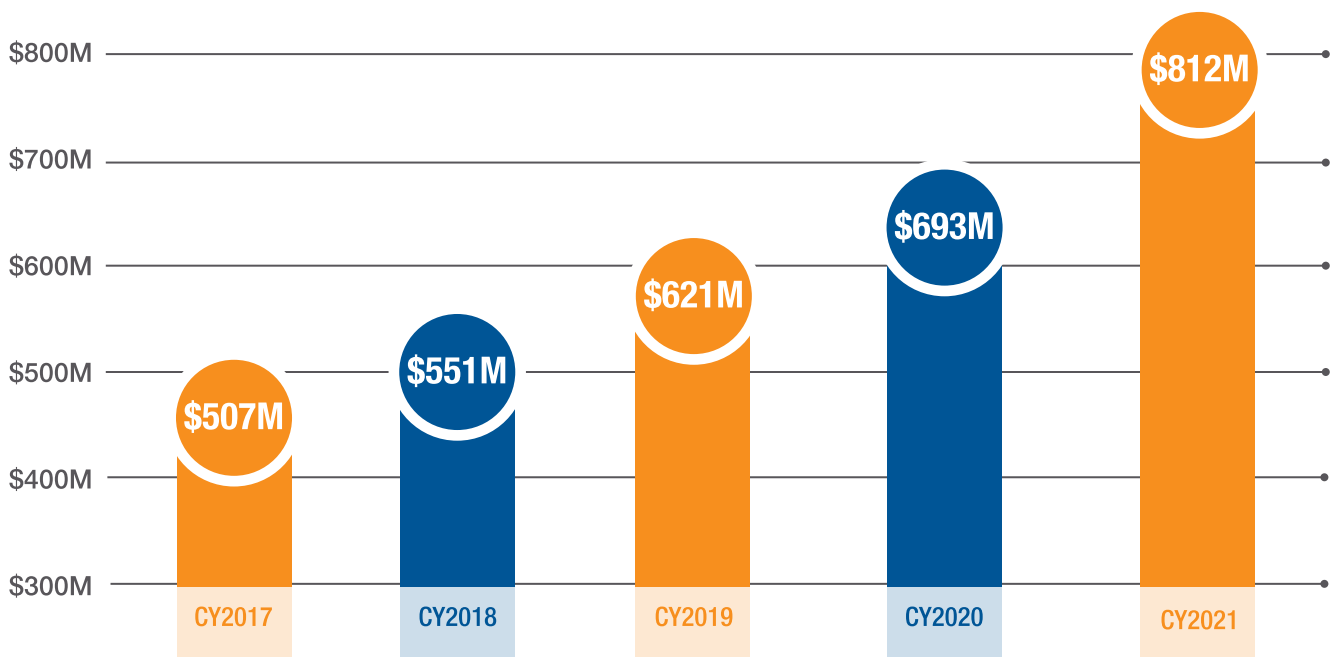
#### Donations, Free Services, & Programs

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 2021 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 \$507M in 2017 to \$812M in 2021.



# To Our Donors, We Thank You



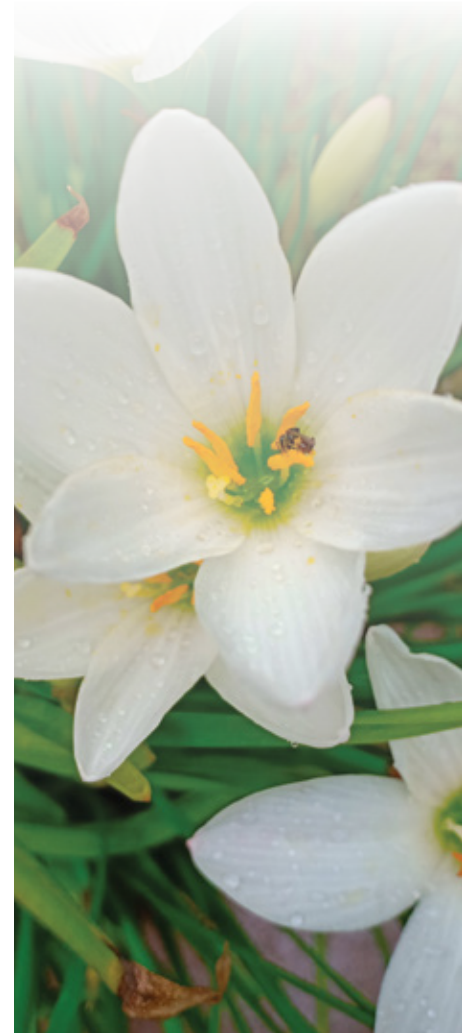
**Kootenai Health  
Foundation, Inc.**

Behind your gifts are countless personal stories of grateful caregivers, patients and their families. Whether it be a nurse who was able to see a premature baby go home happy and healthy, a COVID-19 patient who has made lifelong friends with his care team, or a woman whose brain tumor was detected early so she can be cancer free today – your gifts help tell their stories. Stories that often begin with fear and anxiety but, with mindful care and technological advances, seldom have unhappy endings.

Through your generosity, Kootenai Health is able to support many initiatives to advance care for our community by providing the very best programs, technology and treatment. Thank you for helping us continue to make these stories possible.

In 2021, **our donors gave \$1.6 million to the Foundation**, enabling our caregivers to expand upon the quality care they provide our region. The Kootenai Health Foundation allocated over \$1.1 million to the hospital over the last year to support the following innovative programs and equipment:

- \$350,000+ toward the **Stealth Navigation System for Neurosurgery**.
- \$332,000+ toward equipment including a **heart and lung machine** for Cardiac Services and high frequency oscillating ventilators for the Neonatal Intensive Care Unit (NICU).
- \$252,000+ toward our **Health Care Heroes Fund**, which helped provide free coffee days for employees, a COVID-19 vaccine clinic, lifts for the critical care unit, Nurses' Day gifts and comprehensive well-being resources for all employees, physicians and advanced practice providers.
- \$120,000+ **toward employee scholarships and training**.
- \$110,000+ toward employee, patient and community benefit programs including the Family Fund, a geriatric care initiative, cancer patient support and injury prevention.



▶ Stealth Navigation System for Neurosurgery	\$ 350,000
▶ Equipment - Intensive Care Unit (ICU), Heart Services, and Cancer Services. High frequency oscillating ventilators for the Neonatal Intensive Care Unit (NICU)	\$ 332,000
▶ Health Care Heroes Fund - free coffee for employees, a COVID-19 vaccine clinic, lifts for the critical care unit, Nurses' Day gifts and a variety of resources and tools aimed at overall physical, mental and emotional well-being.	\$ 252,000
▶ Employee Scholarships and Trainings	\$ 120,000
▶ Support programs - Family Fund, Injury Prevention, and Cancer Patient Support	\$ 110,000
	<b>\$ 1.1 Million</b>



## Well-Being Initiative

With the support of our donors, the Kootenai Health Foundation was able to direct funding toward a comprehensive well-being initiative for our physicians and employees to maintain and improve their overall mental, physical and emotional well-being. The high quality standard of care that we provide our patients begins with the well-being of our entire One Connected Team – we thank you for your contributions!



## The Kootenai Health Gift Shop

The Kootenai Health Gift Shop is staffed by volunteers and was able to generate a \$90K donation to the Foundation from the shop's proceeds. Items sold in the gift shop are primarily sourced from local vendors — part of our organization's efforts to further support our community.



## Gifts of Every Kind Matter - Letters from our Community

Kootenai Health is proud to acknowledge the heartfelt words of encouragement and letters that we received from countless supporters in our community. We pride ourselves in working together to provide the best care to every patient who passes through our doors. Thank you to those who took the time out of their busy schedules to sit down, put pen to paper and show us your support during what was an extremely challenging time over the course of the pandemic. Through the Foundation, we have received over 400 letters to date!



## Geriatric Care Initiative

Thanks to generous donor support to the Kootenai Health Foundation, Kootenai Health has been able to spearhead a training program that is dedicated to providing tools and education for our staff that focuses on the unique cognitive and physical needs of our geriatric patients.



# Thank You!

Each year Kootenai Health is humbled by the outpouring of support for our team. It is through your donations to our Foundation that we are ultimately able to give back to those for whom we provide care. Our mission is to be **One Connected Team**, boldly transforming the health care experience to become a premier medical destination. We are committed to safety, compassion and engagement – this is “The Kootenai Health Way”. It is how we create the best possible experiences for our patients, their families and our co-workers. It is who we strive to be every day, to everyone and we **THANK YOU for your support.**

## 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 2030

One connected team, boldly transforming the health care experience, to become a premier medical destination.

## KOOTENAI HEALTH AWARDS & 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.



This American Medical Association distinction recognizes Kootenai for preserving the well-being of employees by combating work-related stress and burnout.



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's Level III NICU can care for babies born as early as 28 weeks, and those as small as 2 pounds.



Kootenai Health's Neurodiagnostics lab is accredited by ABRET. Services also include an Epilepsy Monitoring Unit.



Kootenai Health is accredited in healthcare simulation. This teaching program improves patient care and clinical performance through the use of simulation.



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



This accreditation is the "gold standard" for cancer programs. Issued by the American College of Surgeons, Kootenai has held this designation since 1990.



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

