



Wickenburg Community Hospital

Updates for our Town Council



Wickenburg Community Hospital & Clinics

Your Board of Directors



Edward Kientz



Dennis Lauterbach



Dean Sandvick



John Summers

The Executive Committee of the Board

- Edward Kientz, Chair
- Dennis Lauterbach, Vice Chair
- Dean Sandvick, Treasurer
- John Summer, Secretary

Current Board Members:

- Deborah Bateman
- Penny Marin
- Jeanie Hankins
- Cynthia Clark
- Aspasia Angelou
- Sharon Lind
- Brian Warnock
- Harry Oberg
- George Valverde

Senior Leadership Team



Jackie Lundblad
Chief Executive Officer



Peter Stachowicz
Chief Operating Officer



Jodi Allen, RN
Chief Nursing Officer



Shelby Cox
Chief Human Resource Officer



David Woodruff
Chief Financial Officer



Todd Kravetz, MD, FACP
Chief of Staff, Clinic Medical Director

Designated as Both A “Critical Access Hospital” and Level 4 Trauma Center

The Hospital and Clinics carry federal designations. Medicare recognizes Wickenburg Community Hospital as a *Critical Access Hospital*.

- We serve a large rural geography area of 3,300 sq miles.
- We are a safety net hospital.
- Our three Clinics in Wickenburg, Congress, and Wittmann are *Rural Health Clinics* because they're located in health professional shortage areas.

The Hospital has been designated by the state as a *Level IV Trauma Center*.

- Provides 24/7 Emergency Care
- Serves as the base station for Air Evac.
- Advanced Lifesaving Technologies

Comprehensive Healthcare Services

Wickenburg Campus

- ▶ QWickCare Urgent Care Clinic
- ▶ Surgical & Specialty Care
- ▶ Diagnostic Imaging
- ▶ Laboratory Services
- ▶ Inpatient Care Unit
- ▶ Nuclear Medicine
- ▶ Retail Pharmacy
- ▶ Infusion Center
- ▶ Retail Pharmacy (offers free delivery & compounding)
- ▶ Rural Healthcare Clinic - Primary Care
- ▶ WickCare Mobile Clinic

Congress Campus

- ▶ Rural Healthcare Clinic - Primary Care
- ▶ TelePharmacy

Wittmann Campus

- ▶ Rural Healthcare Clinic - Primary Care

Our History

Wickenburg Community Hospital & Clinics - Established in 1926.

- First owned and operated by Dr. James Copeland...located at 74 West Wickenburg Way...1926-1937.
- The hospital was next owned and operated by Dr. Floyd Bralliar from 1937 to 1946.
 - After his airplane crash (he survived)...it looked like the hospital would close.
- In 1946, three men (Mr. Stein, Mr. Paige, and Mr. Warner) raised funds through the sale of bonds to acquire the hospital for the community.
 - The bonds were valued at \$1.00 each with a ten year pay back.
 - \$25,000 was raised from members in the community...and the bonds were paid back in just two years.

It is one of the few remaining independently owned and operated as a not-for-profit critical access hospital for **The Citizens of Wickenburg.**



Our Promise and Commitment To the Communities We Serve

- ▶ We are committed to quality health and wellness services where the patient, family, and community come first.

We promise to:

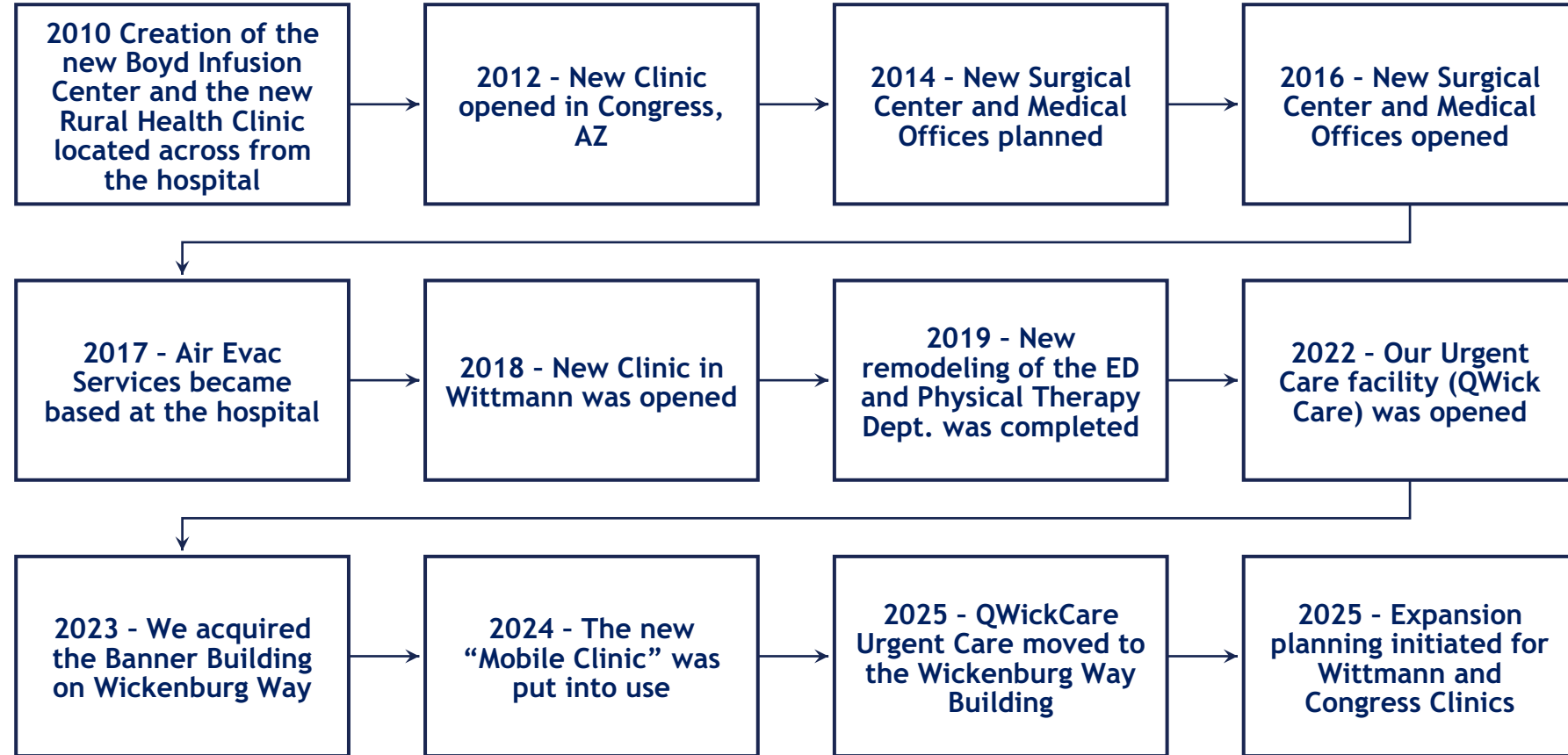
- ▶ Serve all patients
- ▶ Offer discounted fees for patients who qualify
- ▶ Accept all patients regardless of the person's race, color, sex, national origin, disability, religion, or sexual orientation
- ▶ Accept contracted insurance plans, including Medicare and AHCCCS

▶ **Wickenburg Community Hospital & Clinics serves a geographically dispersed population across 3,300 square miles.** This service area extends from Wickenburg...south to Wittmann... and north to Congress, Yarnell, Peeples Valley, and Skull Valley... and west to Aguila, Wenden, and Salome.

Recent History

- ▶ The Hospital entered into a management contract agreement with Banner Health in the late 1900's.
 - ▶ A new building was created on Wickenburg Way for visiting providers.
 - ▶ By 2008, several of the services including surgery were moved to the Banner/Del Webb facility in Surprise.
 - ▶ Financially, the Wickenburg facility could not sustain itself with key services removed.
 - ▶ The Banner management made the decision to return the hospital back to the community.
 - ▶ NOTE: Banner told the local people involved with the hospital..."Good Luck"...and said, "you probably will not last more than eighteen months."

Recent History



Major Issues

- ▶ The New Surgery Center and Medical Offices (2016) plus the restructuring of debt required the hospital to seek help from the Department of Agriculture in the form of a loan of \$16.7 million.
 - ▶ The surgery center created significant losses as it had just two surgeons and was often used just one or two days a week.
 - ▶ The hospital was in a loss position financially from 2017 to 2020.
- ▶ Then... COVID arrived in 2020... and the hospital team was decimated due to the fear of the virus.
 - ▶ Staffing became very difficult - Nation Wide Shortage of Medical Professionals.
 - ▶ Employees found that they could become “Travelers”...and several became contract workers.
 - ▶ Employee cost skyrocket as the hospital was paying agencies close to three times a normal salary.
 - ▶ Employee moral of existing staff was in a downward spiral. Burnout hit hard.

Major Issues

- ▶ After COVID, the hospital faced additional issues:
 - ▶ Medicare reduced the percentage of payments from thirty two percent of allowable charges...down to twenty-seven percent.
 - ▶ **Medicare does not pay for physician salary/contract costs.**
 - ▶ Insurance providers also cut their payments percentages on Medicare Supplement plans.
 - ▶ The hospital found that several procedures that were approved by insurance carriers...were either delayed...disputed...or denied.
 - ▶ The hospital and clinics had to write off tens of thousands of dollars in unpaid invoices.
 - ▶ Cash became a major issue.



Solutions

- ▶ I (along with others) was asked to join the hospital board in 2022. I knew the hospital was struggling. We lost over \$3.4 million that year.
 - ▶ NOTE: Since 1967...I have always done my life in five-year plans... in 2022, the hospital became part of my new five-year plan.
 - ▶ We worked to solve several issues and rebuild our staff.
 - ▶ Our phone system was a mess, and we struggled with our software that created additional billing and customer support issues.
 - ▶ Our customer base had lost confidence in us.
- ▶ I was asked to be the “Chair” beginning in 2023...and the board and staff worked hard to fix issues and reduce the loss...we still lost \$1.2 million in 2023.
 - ▶ However, we could see improvements in our services and a greater commitment from our team.
 - ▶ We still needed to do a better job to win back the lost confidence...we kept working.
- ▶ In 2024, we were able to help a greater number of people, and we were able to end the year with a **Squarely in the Black with a Net Margin of 6 Percent!!**

Mission - Vision - Values

Our Mission

- ▶ To provide quality health and wellness services where the patient, family and community come first.

Our Vision

- ▶ We will be the world-class health and wellness leader for all communities we serve.

Our Values

- ▶ Commitment: To fulfill the health and wellness needs of our communities.
- ▶ Integrity: Honesty, sincerity, and truthfulness reflected in everything we do.
- ▶ Empathy: We care for patients and family with sensitivity and compassion.
- ▶ Accountability: We make practical and prudent decisions insuring our future viability.
- ▶ Excellence: We measure our performance by world-class standards.
- ▶ Creativity: We apply our unique talents and ideas to better serve our communities.
- ▶ Teamwork: We foster effective partnerships and alliances.
- ▶ Affordability: We will offer programs and services at the most reasonable cost allowed.



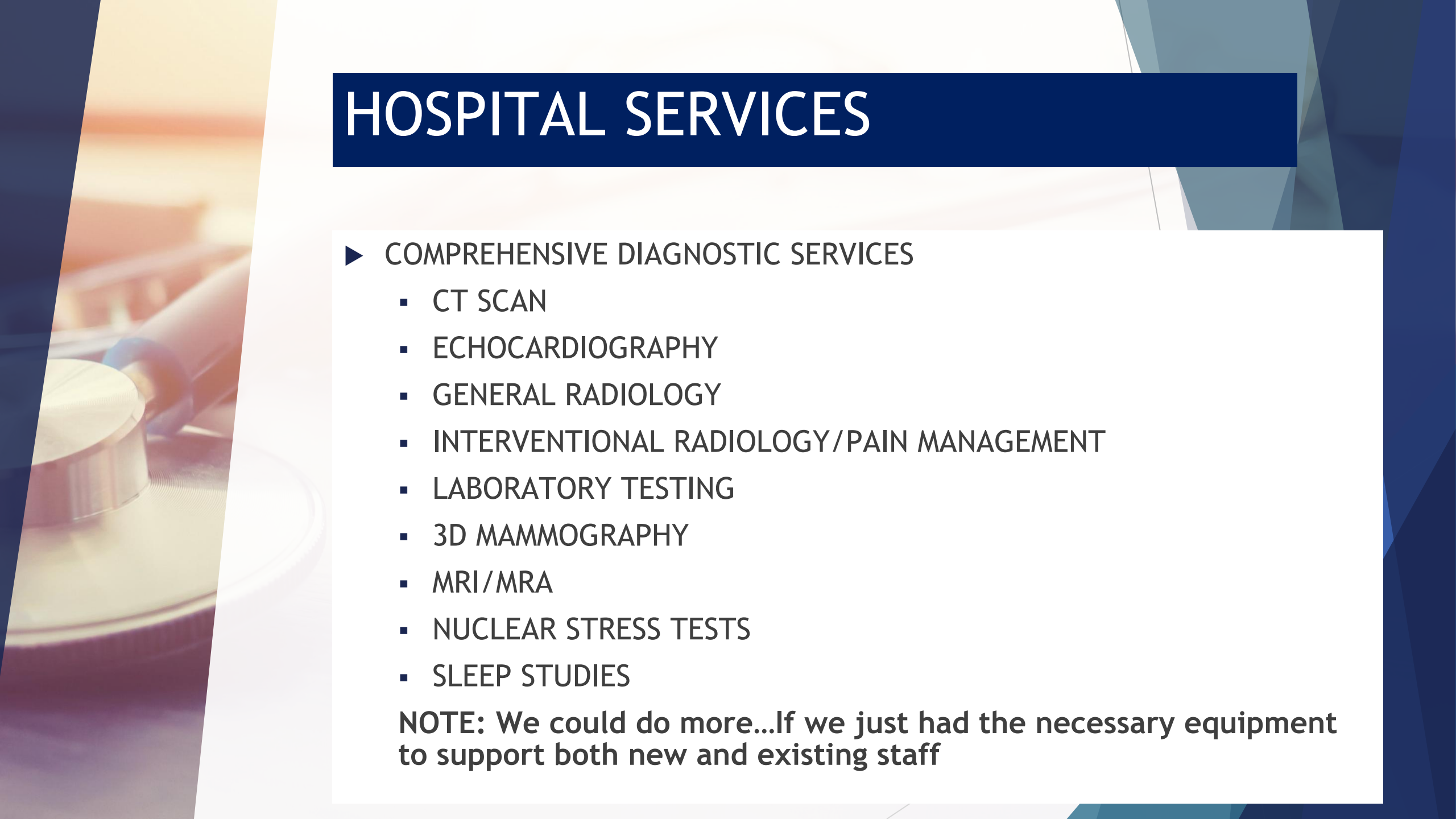
HOSPITAL SERVICE OFFERINGS

SERVICE LINE	2022	SEP.2024 - .AUG.2025
CARDIOPULMONARY - visits	8,496	9,602
EMERGENCY SERVICES - visits	8,226	8,052
INFUSION CENTER - visits	1,104	1,457
INPATIENT SERVICES - admissions	699	715
LABORATORY SERVICES - tests	106,592	105,277
MEDICAL IMAGING - exams	22,271	24,616
PHYSICAL THERAPY - units	30,072	24,314
RETAIL PHARMACY - prescriptions	32,480	52,325
SURGICAL SERVICES - cases	780	975
SWING BEDS - days	402	630
URGENT CARE - visits	1,147	5,254

WHAT'S HAPPENING

CLINIC OPERATIONS

PRIMARY CARE	VISITS 2022	VISITS SEP.2024 - .AUG.2025
WICKENBURG CLINIC	18,161	19,363
CONGRESS CLINIC	2,328	826
WITTMANN CLINIC	3,031	1,701
MOBILE CLINIC	N/A	70
RUSTIC RANCH	242	463
SURGERY CLINICS	3,871	5,895
TOTAL VISITS	27,633	28,318



HOSPITAL SERVICES

► COMPREHENSIVE DIAGNOSTIC SERVICES

- CT SCAN
- ECHOCARDIOGRAPHY
- GENERAL RADIOLOGY
- INTERVENTIONAL RADIOLOGY/PAIN MANAGEMENT
- LABORATORY TESTING
- 3D MAMMOGRAPHY
- MRI/MRA
- NUCLEAR STRESS TESTS
- SLEEP STUDIES

NOTE: We could do more...If we just had the necessary equipment to support both new and existing staff

WHAT'S HAPPENING

EXPAND SERVICES

- PRIMARY CARE
- MOBILE CLINIC
- SURGERY
- URGENT CARE

TELEHEALTH

PHARMACY

PARTNERSHIPS

HOSPITAL
STRATEGIC
INITIATIVES –
WHAT'S
NEXT?

A Vision For The Future The Next 2 ½ Years

- ▶ We create a **Women's Health Center** in our Wickenburg Way Building.
 - ▶ With necessary diagnostic equipment.
 - ▶ We expand our mammogram program...making sure all women can get this service...even if they cannot afford to pay.
- ▶ We continue the expansion of surgical services to grow with the community which may include the completion of **two new operating rooms**.
 - ▶ The structure already exist.
 - ▶ Cardiology (as an example) and other services our community needs.
- ▶ We build in **Wittmann** a **new health center** that includes primary care, diagnostic services, and pharmacy.
- ▶ We partner with West-MEC on a **training facility for entry level health care workers**...creating a career path for young adults - the healthcare academy
- ▶ We work with the Weaver Mountain community to expand healthcare services near Yarnell.
- ▶ We open an expanded healthcare services within the new community center in Congress.

A Vision For The Future The Next 2 ½ Years

- ▶ We will continue to build upon our Telehealth programs
 - ▶ We are already connected with **Barrow Neurological Institute** for stroke patients with a “Ghost Bed” for patients being transported.
 - ▶ We already use Telehealth in connecting with patients and consulting with other physicians...but we can do more.
- ▶ We will seek opportunities to partner with other rural and regional hospitals in search of synergy and shared services that could reduce cost.
- ▶ We are in discussion with The Mayo Organization regarding the opportunity to join the Mayo Care Network, an affiliate program that expands access to Mayo Clinic providers and other services.
 - ▶ We are already an affiliate with our lab, and we discuss difficult cases.

Remember Our Mission and Vision Statements?

Our Mission

To provide quality health and wellness services where the patient, family and community come first.

Our Vision

We will be the world-class health and wellness leader for all communities we serve.

With the help and support from our Wickenburg Residents...the communities we serve...our present and possible future partners...our donors...and our staff; we can succeed in both our Mission and Vision.

Edward R. Kientz - Board Chair

QUESTIONS?

(And Thank You)

