

Report to the Community

Fiscal Year 2024

(July 1, 2023 to June 30, 2024)



WAVERLY HEALTH
— C E N T E R —

A message from Jodi Geerts, CEO, Waverly Health Center

As we reflect on another year, I am filled with immense pride in the exceptional care and dedication that our team continues to demonstrate in the service of our community. As for most, we were faced with challenges and triumphs. Through it all, we have remained steadfast in our mission to provide high quality, person-centered care.

We have made significant strides in enhancing our services, expanding our capabilities and investing in state-of-the-art technology to ensure that we meet the evolving local health needs.

As we look to the coming year, I am confident that we will continue to build on the progress we have made. Thank you for your continued support. We are proud to be your trusted partner in health.



Mission, Vision and Values

Mission: Waverly Health Center will provide high quality, person-centered health care.

Vision: Waverly Health Center will be recognized for providing the premier health care experience in Iowa.

Values:

- Compassion** - "We will care for others with dignity and empathy."
- Enthusiasm** - "We will eagerly provide a smile and friendly atmosphere."
- Excellence** - "We will consistently provide quality care and service."
- Innovation** - "We will be creative, progressive and open to change."
- Integrity** - "We will be dedicated, honest, respectful and accountable."
- Leadership** - "We will provide vision and guidance."

Medical Staff Update



Alaa Al-Talla, ARNP
Walk-In Clinic



Dr. Colin DeFord
Walk-In Clinic



Dr. Brooke Johnson
Women's Clinic



Carissa Kelm, ARNP
Hospitalist



Dr. Todd Lawrence
Emergency Department



Debra Lodge, ARNP
Hospitalist



Dr. Daisy Miller
Women's Clinic



Dr. Jens Olson
Emergency Department



Abby Shannon, LMHC
Shell Rock Clinic



Robert Rogers, ARNP
Emergency Department



Kayla Ruehs, ARNP
Walk-In Clinic



Rachel Vaughn, ARNP
Hospitalist



Dr. Sean Westendorf
Walk-In Clinic



Waverly Health Center - Leading the Way

Everyone has their own unique health journey. Whether someone is seeking to maintain good health or when they need additional care, Waverly Health Center (WHC) provides high-quality health care to meet individual needs. As the community’s locally owned hospital, WHC provides a premier health experience close to home.

“While the past three years have brought significant challenges and transformation, WHC has remained focused on meeting the changing needs of our area,” said Jodi Geerts, WHC chief executive officer. “Following the completion of the building project, we have been able to focus more on our processes and address areas to further strengthen our services.”

Leading in Technology and Services

New MRI technology was introduced in August 2023. The new equipment offers sharper imaging, reduced scan times, more room for patients and more imaging options. “This is the leading MRI technology out there right now,” said Dory Frericks, WHC radiology manager. “We are fortunate to provide comfortable and detailed imaging right here in Waverly.”

The Center for Pediatric Therapies opened in October 2023. The center supports the growth and development needs of children, especially those with disabilities and other developmental challenges. Taylor Therapy’s specialized pediatric team provides physical, occupational and speech therapy. The center features a state-of-the-art sensory gym, private therapy rooms, play equipment, a dedicated waiting room and a convenient location right inside the red entrance.

In addition to the new services and technology, WHC welcomed eleven new providers, including two providers in the Women’s Clinic. Leading the way in women’s health, the Women’s Clinic provides obstetrics, gynecology and urogynecology services for women from adolescence through menopause.

Leading in Patient Experience

In July, the Centers for Medicare and Medicaid Services (CMS) updated its Overall Hospital Quality Star Ratings for 2023. A total of 483 hospitals in the U.S. were awarded a rating of five stars. WHC was one of eight hospitals in Iowa to achieve a five-star rating.

WHC was named as one of the best-in-state hospitals by Newsweek. Of the 600 hospitals on the list, WHC is one of 13 Iowa hospitals recognized for 2024. The health center also received a patient satisfaction award.

“Our values as an organization center on compassion, enthusiasm, excellence, innovation, integrity and leadership,” said Geerts. “We have built a culture on these principles, which is reflected in our high patient satisfaction ratings. It takes each member of our team working together to be the local, trusted choice for health care needs.”

Leading into the Future

Two long-standing leaders retired from the Board of Trustees at the close of 2023. John Johnston and Susan Vallem offered a combined 78 years of service to the hospital. Two new trustees were elected to the board. Jeff Meyers and Dr. David Rathe began their terms in January 2024.

“It is our privilege to provide high-quality health care services to the members of our community,” said Geerts. “This is not something we take lightly. We are proud of the strides made this past year with the expanded services, outstanding providers and staff, and new equipment and technology. These changes involve significant capital investments and demonstrate our commitment to continuing to improve the delivery of health care services in our community. We look forward to serving the area in new and innovative ways in the year to come.”

WHC BY THE NUMBERS

Fiscal Year 2024
July 1, 2023 to June 30, 2024



2,094
Ambulance
Calls



7,584
Emergency
Department Visits



206
Babies



762
Inpatient
Admissions



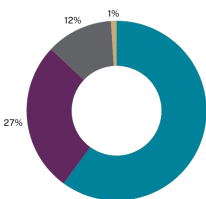
492
Number of
Employees



64,075
Total Outpatients



484,728
Total Outpatient
Registrations



Payor Mix
60% Commercial
27% Medicare
12% Medicaid
1% Self Pay

\$224,863

Average cost per day to operate WHC

Thank you to our generous donors

The gift recognitions below were received between July 1, 2023 to June 30, 2024.
Contact us at (319) 483-1404 to learn how you can support the Foundation.

WAVERLYHEALTH — C E N T E R — FOUNDATION

Edward Adams	Douglas & Rhynonda Creger	Jan Heinemann
Jerry Aleff & Sandra Rada-Aleff	Dr. Clay Dahlquist	Tom & Tara Hensley
Michael & Evelyn Aubrey	Terry & Sandra Dahlquist	Fred & Sandy Herman
Chad & Lisa Austin	Stacia Danielson	Andrea Heyenga
Hank & Jo Bagelmann Family	Dawn Darrah	TJ & Oralene Hicks
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Tammy Busch	Andrew & Betsie Frey	Trisha Johansen
Barbara Bush	Gary & Janet Grace	Dennis Johnson
Michael & Darcy Byl	Jodi Geerts	John & Judy Johnston
Clarksville Community School District	Dr. Matt & Pooneh Glascock	Brent Jones & Sarah LeClair-Jones
Cynthia Cmelik-Reams	Robert & Beth Olson Gremmels	Donald & Truly Judisch
Brett Compton	Guernsey Charitable Foundation	Bruce & Ann Juel
Kimberly & Jay Connor	Elizabeth Hartman	Kaiser-Corson Funeral Home
Steven Corson	Bill & Beth Havlovic	Doug & Kerri Karsjens

Rachelle Kelm	Nick Nedza	Darrel & Diane Steege
Richard Kemming	Mary Ochoa	Jennifer Stoltenberg
Donald & Valerie King	Lynn & Kathy Olson	Larry & Carol Strottmann
Jane Ellen Kliebenstein	PDCM Insurance	Stuart & Sally Thorson
Jean Klunder	Roger Peppel	Taylor Physical Therapy Associates
William & Ruth Kobliska	David & Mary Peters	Larry & Lois Trachte
Reid & Marsha Koenig	Reymond & Melinda Pitt	John Trunnell
Audrey Lage	Sylvia Poehler	Angela Tye
Robert & Wendy Lamos	Larry & Janet Poppe	Tyrrell Masonic Lodge #116 A.F. & F.M
Kenneth & Sharon Leraaen	Lucas & Corrie Ramige	Jerry Vallem & Susan Kosche-Vallem
Eugene & Margaret Lieb	Dr. David & Peggy Rathe	Trevor & Kayla Vance
Dave & Barb Litterer	Alicia Reams	Brett & Robin Vette
Michelle Litterer	Paul & Shirley Regenold	Ethan & Keegan Voelker
Jim & Judy Luchtenburg	Fred & Patricia Ribich	Shirley Vogt
Tony & Barb Lutz	Pamela Riggs	Dr. Stacy & John Wagner
Ronald Matthias	Brian & Inger Robbins	Marianne Waldstein
Rick & Deanna McCue	Jerry & Martha Roling	Wartburg College Baseball
David & Janet McCullough	Wayne & Marietta Sargeant	Waverly Exchange Club
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Brian & Brenda Meyer	Leanne Schipper	Joe Westendorf
Don & Kris Meyer	Thomas & Sarah Scott	Randy Wirtz
Dathan & Braden Miller	Cathy Sebilsky	Rodney Wittenburg
Robert & Rhonda Moeller	Pamela Seehase	Darold & Diane Wolff
Howard & Fran Mueller	Derek & Heidi Solheim	Fisher & Kari Woodley
Mark & Maria Myers	Kim & Judy Sprain	Larry & Ida Zars

Heart Attack Survivor Credits Success to WHC’s Program



Donald Wood (right) with cardiac rehabilitation nurses Nikki, Rebecca and Michelle

When Donald Wood of Shell Rock had severe shoulder pain for several hours and it began spreading to his neck, back and chest, he and his wife Julie decided to get it checked out at Waverly Health Center’s (WHC) Walk-In Clinic. Donald was quickly transferred to the emergency department. Doctors there discovered he was having a heart attack.

Donald was airlifted to another facility for urgent cardiac care. The cardiologists determined that Donald’s heart attack included 70, 80 and 90 percent blockages of five different vessels. He opted to have coronary artery bypass graft (CABG) surgery. CABG is a procedure that uses healthy blood vessels to bypass a blockage caused by coronary artery disease.

Three weeks after his heart attack, Donald was recovering at home and was ready to begin cardiac rehabilitation at WHC. Cardiac rehab is a personalized, supervised program to help patients who have heart problems understand their diagnosis and treatment. It enables them to improve their heart function and safely return to daily activities.

“I walked into cardiac rehab feeling like a 115-year-old,” said Donald. “After the first few sessions, I started to feel better.”

He participated in rehab sessions three times per week for two months. After substantial improvement and surpassing all goals, he graduated from the program.

Donald noted that the three nurses in cardiac rehab – Michelle, Nikki and Rebecca – were always by his side, monitoring his heart and making him feel comfortable. He appreciated their professionalism, and how friendly and knowledgeable they were.

“I put in the work, but they were able to motivate me in such a way that I was looking forward to each session,” said Donald.

Now exercising daily at home, Donald is in better shape than he was before his heart attack.

“I credit the cardiac rehab team just as much as I do myself for the quick advancement and recovery of my entire cardiovascular system.”

A comprehensive cardiac rehabilitation program has been proven effective at improving heart function and lowering the risk of future heart events or death.

Positive Experience at WHC Despite Challenging Pregnancy

For Shelby Sebring of Hawkeye, news that baby number three was on the way brought a flood of emotions. Excitement, for a third blessing and another sibling for big brother Benton and big sister Henley. Nervousness, because she would likely experience a tough pregnancy like her first two.

Throughout her three pregnancies, Shelby suffered from hyperemesis gravidarum (HG). HG is an extreme form of morning sickness. It causes severe nausea and vomiting during pregnancy. HG can lead to dehydration, fatigue or weight loss. Unlike morning sickness, HG can last throughout the entire pregnancy – which was the case for Shelby.

“After finding out I had HG again I will very scared,” said Shelby. “You never know how severe HG will be or how long it will last.”

Shelby began treating her HG with oral medication. That didn’t help due to her consistent vomiting. She then began receiving treatments at Waverly Health Center’s (WHC) Outpatient Medical Services (OPM) around 12 weeks pregnant. Her treatments included hydration, vitamin bags and potassium, as needed. She did this twice per week throughout the remainder of her pregnancy.

Shelby was glad she chose treatment at WHC because she always felt welcomed.

“My birthing experiences, the outpatient nurses and our kids’ pediatrician have always made us feel like we are home,” she said. “The atmosphere there was happy, energetic, warming and just very friendly.” she said.

Shelby delivered a healthy baby girl named Madelyn. They later visited the nurses in OPM to thank them for the care they received.

“I honestly felt like every single one of those nurses are my family,” Shelby said. “I couldn’t ask for better care and support than what I got!”



Shelby Sebring and her family

Fiscal Year 2024 Highlights

July 2023

- Dr. Daisy Miller joins the Women's Clinic
- American Heart Association Mission: Lifeline Silver achievement award for ambulance team
- Materials management moves to new location on 1st floor

August 2023

- Carissa Kelm, ARNP, joins as hospitalist
- Rachel Vaughn, ARNP, joins as hospitalist
- MRI project completed with updated software and technology for better imaging, and a faster, quieter and more comfortable experience

October 2023

- Joni Poppe named Chief Outpatient Services Officer
- Dr. Brooke Johnson joins the Women's Clinic
- Center for Pediatric Therapies opens
- Debra Lodge, ARNP, joins WHC as hospitalist

November 2023

- Lindy Ibeling joins as Foundation and Community Relations Director
- Ann Henninger Trax, Dr. David Rathe and Jeff Meyers elected to Board of Trustees

December 2023

- Orthopedic clinic surpassed 200 Mako robotic-assisted surgeries
- New powered stair chair purchased by Auxiliary goes into service

January 2024

- Birthing Center recognized by Wellmark Blue Cross and Blue Shield as Blue Distinction Centers+
- John Johnston and Susan Vallem step down from Board of Directors after combined 78 years
- WHC named as one of the best-in-state hospitals by Newsweek and Statista; simultaneously received patient satisfaction award
- Abbie Sole, RN, named one of the 100 Great Iowa Nurses
- Abby Shannon, LMHC, joins Shell Rock Clinic
- Dr. Todd Lawrence joins the emergency department
- Dr. Jens Olson joins the emergency department

February 2024

- Donor milk available for newborns

March 2024

- Dr. Colin DeFord joins the Walk-In Clinic

May 2024

- Kassy Hovenga named 2024 Friend of Nursing
- Dr. Sean Westendorf joins Walk-In Clinic

June 2024

- Tracy Wilson named 2024 Volunteer of the Year
- Auxiliary scholarships awarded to 11 local health care students
- Kayla Ruehs, ARNP, joins Walk-In Clinic
- Robert Rogers, ARNP, joins emergency department
- Alaa Al-Talla, ARNP, joins Walk-In Clinic