

# Report to the *Community*

## Fiscal Year 2025

July 1, 2024 to June 30, 2025



**WAVERLYHEALTH**  
— C E N T E R —

# CEO UPDATES

Jodi Geerts

This past year marked meaningful progress for Waverly Health Center, driven by our shared commitment to excellence, collaboration and the unwavering belief that patients remain at the heart of everything we do. We introduced a new business system, expanded our services and strengthened partnerships within our community. These achievements reflect the dedication and exceptional efforts of our team.



As we move forward, we remain steadfast in our mission to provide high quality, person-centered care while continuing to innovate, align and advance as a unified health system. Together, we are shaping a future where high quality health care is accessible, coordinated and continuously improving for every person we serve.

We plan to build on this momentum and continue to drive innovations that support the health and well-being of our community for generations to come. Thank you for your ongoing trust and partnership as we move forward into a promising year.

## MISSION, VISION, VALUES

Our mission, vision and values guide each decision we make. From the services we provide to the way we support one another as a team.



### Our Mission

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



### Our Vision

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



### Our 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 UPDATES

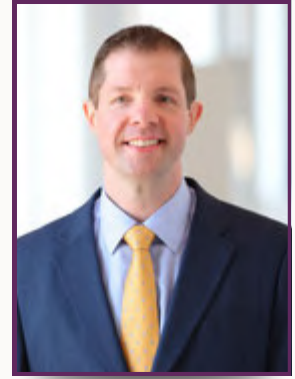
## 2025 Providers



Dr. Elizabeth Dupic  
Christophel Clinic  
Women's Clinic



Amber Heller, ARNP  
Emergency Department



Dr. David Henry  
General Surgery Clinic



Kaitlin Hilmer, ARNP  
Shell Rock Clinic



Dr. Larry Lindell  
Birthing Center



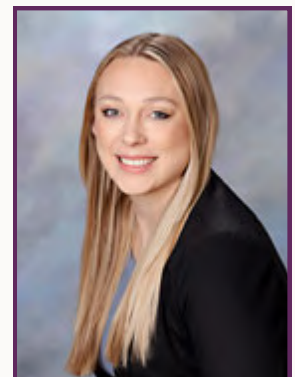
Michael Nelsestuen, ARNP  
Emergency Department



Dr. Karla Solheim  
Birthing Center



Staci Vrzak, ARNP  
Emergency Department



Samantha Wolff,  
PMHNP-BC  
Behavioral Health

# WAVERLY HEALTH CENTER

## Strengthening Community Health

For 120 years, Waverly Health Center (WHC) has been a cornerstone of health in the community. Throughout its history, WHC has remained committed to excellence, delivering compassionate care and innovative treatments that prioritize the well-being of every person. The locally owned health center offers high-quality care that evolves to meet the ever-changing health needs of the area.

“As we reflect on the rich history of the health center, we look forward to continuing the legacy of outstanding service, ensuring the health and vitality of the community for generations to come,” said Jodi Geerts, WHC chief executive officer. “We remain focused on optimizing the patient experience and providing high quality care close to home.”

### Enhancing Services

In October, WHC celebrated one year since the opening of the Center for Pediatric Therapies. This new space offers treatment space for children, including those with physical disabilities and developmental delays. The center features a sensory gym, play equipment and six private treatment rooms with spaces for customized treatment and age-appropriate activities. Pediatric therapy patient visits have grown tremendously since opening the doors of the new space, which led to hiring additional therapists. The center was currently being remodeled to add additional treatment space to serve more children.

In December, Dr. David Henry joined Dr. Melissa Garrett in the WHC General Surgery Clinic. They provide exceptional surgical care for a wide range of needs, including weight loss options. The Healthy You Weight Loss Solutions program offers comprehensive services designed to help individuals who are overweight achieve long-term weight loss through medical, surgical and lifestyle changes. This program offers a multi-disciplinary approach to maximize overall success.

### Expanding Capabilities

WHC expanded its team with several new providers to ensure more people have access to timely care and essential health services when they need it most. The Walk-In Clinic grew both the team of providers and the hours of operation.

“By adjusting our staffing model, the Walk-In Clinic is now staffed with two providers from 8 a.m. to 8 p.m. every day of the week,” said Doug Karsjens, WHC Walk-In Clinic manager. “Our hope is that this will further improve the patient experience.”

The addition of ARNP, Samantha Wolff, expands the health center’s capacity to meet the growing demand for behavioral health services. WHC can now also provide treatment for children ages six and older.

“Our goal is to make mental health services readily available in our clinics, alongside family practitioners, to ensure that we are offering integrative and collaborative care that supports total wellness,” said Geerts. “By combining physical and mental health care, we can provide a more holistic approach to healing and ensure our patients receive the comprehensive support they need.”



*The General Surgery Clinic at Waverly Health Center offers surgical services and minimally invasive procedures for a variety of needs.*

### New WHC providers include:

- Dr. Elizabeth Dupic, Christophel Clinic
- Amber Heller, ARNP, Emergency Department
- Dr. David Henry, General Surgery Clinic
- Kaitlin Hilmer, Shell Rock Clinic
- Dr. Larry Lindell, Birthing Center
- Michael Nelsestuen, ARNP, Emergency Department
- Dr. Karla Solheim, Birthing Center
- Marissa Stoeffler, ARNP, Walk-In Clinic
- Staci Vrzak, ARNP, Emergency Department
- Samantha Wolff, PMHNP-BC, Christophel Clinic

### State-of-the-Art Technology

The Birthing Center at WHC provides exceptional care and support to families during one of the most significant moments of their lives - the birth of their children. WHC is dedicated to ensuring that every newborn receives the best possible start. One of the crucial steps in this journey is ensuring early detection of hearing impairments. In 2024, WHC completed a fundraising campaign to support the purchase of a newborn hearing screener. Thanks to local support, \$22,000 was raised for new equipment to perform accurate and effective hearing screenings on every infant born at WHC.

As part of a future-focused strategy, WHC is undertaking a significant software conversion aimed at streamlining its operations and enhancing patient care. The hospital is laying the groundwork for a unified electronic medical record (EMR) system, which will seamlessly integrate patient data across departments, improving accessibility and coordination of care.

"By modernizing our technology infrastructure, we are preparing to meet the evolving needs in health care," said Geerts.

*"High quality, person-centered health care is at the core of everything we do."*

"From the technology we implement to our total wellness approach, this is the model of care people can expect when they come to Waverly Health Center."

# WHC BY THE NUMBERS



Ambulance Calls  
**2,122**



Babies Delivered  
**186**



Emergency  
Department Visits  
**7,391**



Inpatient  
Admissions  
**603**



# of Surgeries  
**2,362**



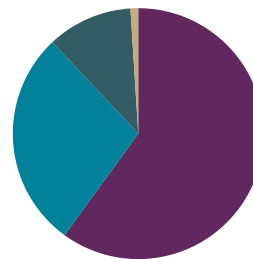
# of Employees  
**482**



Total  
Outpatients  
**65,120**



Total Outpatient  
Registrations  
**492,714**



Payor Mix

60% Commercial

28% Medicare

11% Medicaid

1% Self Pay



Average Cost Per Day to Operate  
**\$231,883**

# FOUNDATION UPDATE

## Thank You To Our Donors

Jerry Aleff and Sandra Rada-Aleff

Jim and Barb Anderson

Michael and Evelyn Aubrey

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Doug and Kerri Karsjens

Patrick and Sally Kelly

Rachelle Kelm

Kiwanis Club of Greater Waverly

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Marilyn Korte

Dolly Kreger

# WAVERLY HEALTH

## CENTER

### FOUNDATION

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Waverly Health Center

Waverly Health Center Auxiliary

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Randy Wirtz

Darold and Diane Wolff

Robert and Jo Wyatt

John and Jane Zehr



*Now in use in our Birthing Center: a new infant hearing screener made possible by our Foundation's 2025 campaign. This important equipment helps ensure newborns receive early hearing screening.*

# PATIENT STORIES

## Back on Her Feet After Ankle Surgery

Four sport athlete Catelynn Koop, of Ackley, experienced what seemed like a routine ankle sprain before basketball season. She took some time off, rested and returned to normal activity. She made it through basketball season with tape and an ankle brace. Despite the lingering discomfort, she pressed on. By the time track season rolled around in the spring, the pain was hard to ignore. She took a break from hurdles and focused on running the 800-meter race.

"She ran her heart out and made it to state in the 4x800, where she ran a personal record time," said Christy Koop, Catelynn's mom. "We were super proud of her and the whole team. By this point, her ankle was hurting a lot and she had some weird bumps in her ankle."

Catelynn and her parents turned to Dr. Charles Cibula with Cedar Valley Podiatry and a visiting specialist at Waverly Health Center (WHC). Dr. Cibula specializes trained in ankle and foot surgery. An X-ray and MRI revealed that Catelynn's sprain had caused more damage than originally thought. The injury had torn a small piece of bone from her ankle and damaged the surrounding cartilage.

During surgery at WHC, Dr. Cibula discovered she had a fractured fibula in addition to the damaged bone and cartilage. It was a shock that she could compete or even walk on it. For seven weeks after surgery, Catelynn wore a special boot and could not put any weight on her ankle.

"As a parent it is so hard to see your child going through something like this and I am so thankful for doctors and nurses who care about their patients and take the time to help them," said Christy.

*"I cannot say enough about how excellent the care was."*

Catelynn was determined to get back on her feet — literally and figuratively. While her ankle was temporarily sidelined, her spirit and determination remained as strong as ever.

"I had a great experience at Waverly Health Center," said Catelynn. "Everyone was so nice and had a smile to help me get through my tough days. It has been a long road. I'm ready to be all healed up, but thankful to be this far on the journey."



*Catelynn Koop after ankle surgery.*

# Pediatric Therapy Close to Home

At their 20-week ultrasound, Brad and Darby Muller were excited to learn they were having a boy. But their joy quickly turned to fear when they were told their baby had spina bifida. The family was offered a fetal surgery option to repair the opening in Odin's spine. The surgery went well, but the months that followed were difficult.

Odin was born on March 9, 2020, during the pandemic. He faced more complications than expected and needed a trach, ventilation support, a G-tube and a shunt. He spent his first five months in the NICU. Still, there was hope. He could move his feet and respond to touch, a sign the surgery had helped.

Brad and Darby wanted the best support for Odin's development. That search brought them to Waverly Health Center and the Center for Pediatric Therapies, where he began occupational, speech and physical therapy. The progress was life changing.

Today, Odin walks with his walker, takes some steps on his own, and communicates using sign language and an AAC device. His patience and focus have grown, helping him succeed.

His therapists, Kristin and Cassidy (Taylor Therapy) have become like family. They understand Odin's needs, cheer him on and help him work through challenges. Odin loves therapy days, especially earning trips down the slide.



*Odin at a therapy session with Kristin from Taylor Therapy.*

Odin's primary care doctor, Dr. Wagner, has also played a huge role. She and her team help him manage his medical anxiety and always take things at his pace. His family says they feel supported and understood at every visit.

Along the way, the Mullers have also found comfort in connecting with other parents at the center. Sharing the journey has made it feel less lonely.

Today, Odin is thriving. He loves music and thanks to his determination, his family's love and the support of WHC, his future is full of possibility.



*Odin and a therapist from Taylor Physical Therapy during a session.*

# FISCAL YEAR HIGHLIGHTS

## Key Milestones This Year

### July 2024

- Ambulance team receives American Heart Association Mission: Lifeline Gold achievement award
- WHC's cardiopulmonary rehabilitation program re-certified by American Association of Cardiovascular and Pulmonary Rehabilitation

### August 2024

- Waverly Health Center's 120th anniversary
- Jeff Thode, facility services manager, receives Limble CMMS Audit Excellence Award as part of the 2024 Maintenance Hero Awards
- Beth Havlovic named Chief Financial Officer
- Morgan Jacks, pharmacist, selected to attend the 2024 Decker-Temple Leadership Pharmacy Conference
- Dr. Robert Bartelt completes 400th Mako surgery

### September 2024

- WHC honored as a "favorite" for the Courier's Best of the Best in the Hospital category and Customer Service – Medical category.
- Dr. Larry Lindell joins Birthing Center as a delivering provider

### October 2024

- WHC ambulance crew receives IHA's Hospital Heroes Award
- One-year anniversary for Center for Pediatric Therapies
- Iowa House Speaker Pat Grassley visits WHC

### November 2024

- WHC ambulance crew receives Career Service of the Year by Iowa Emergency Medical Service Association (IEMSA)
- Dr. David Henry joins General Surgery Clinic

### December 2024

- Dr. Ronald Flory appointed to hospital Board of Trustees
- Dr. Stephen Styron retires from Women's Clinic
- Dr. Elizabeth Dupic joins Christophel Clinic and Women's Clinic
- Samantha Wolff, PMHNP-BC, joins as a behavioral health provider in the Christophel Clinic
- Dr. Karla Solheim joins Birthing Center as a delivering provider
- Staci Vrzak, ARNP, joins Emergency Department
- Amber Heller, ARNP, joins Emergency Department

### January 2025

- Center Pharmacy celebrates 20th anniversary
- Melinda Pitt, volunteer services manager, receives Spirit of Volunteerism Award
- Dr. Troy Ivey joins administration team as Chief Quality Officer

### February 2025

- Walk-In Clinic expands hours to 8 a.m. to 8 p.m. daily

### March 2025

- Marissa Stoeffler, ARNP, joins Walk-In Clinic
- Dr. Melissa Garrett completes 1,000th colonoscopy

### April 2025

- Michael Nelsestuen, ARNP, joins Emergency Department
- Kaitlin Hilmer, ARNP, joins as a provider in Shell Rock Clinic
- Dr. Emily Boevers completes 100th vnote procedure
- Center for Pediatric Therapies expansion project complete
- Iowa Attorney General Brenna Bird visits WHC
- Birthing Center celebrates 20th anniversary since opening in the Centennial Pavilion

### May 2025

- Breast Cancer Support Group launches

### June 2025

- Ambulance team receives American Heart Association Mission: Lifeline Gold achievement award
- Melinda Pitt, volunteer services manager, receives WHC's 2025 Friend of Nursing Award
- SHIIP counselors receive 2025 Volunteers of the Year recognition from Waverly Health Center Auxiliary
- 18 local health care students receive Auxiliary Scholarship awards
- MRI Breast Coil fundraising campaign begins
- Randy Wirtz retires from Walk-In Clinic
- Dr. Ben Torrez starts holding clinic and doing orthopedic surgeries at WHC