



FALL/WINTER 2024

THE ANNUAL REPORT EDITION

create

Pauline Van Engen also celebrates a significant milestone at ORHC

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Latest technology in ORHC Surgery

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Discover great career opportunities

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Big news in Wellness and Rehab

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Planet Heart could save your life

MORE ON PAGE 7

FOCUSED ON
Improving
PATIENT CARE



welcome!



This September was my one year anniversary of serving as the CEO of Osceola Regional Health Center (ORHC). As I reflect on my first year, I am filled with appreciation for the passionate and caring employees, healthcare providers and leaders at ORHC. Long before I started here, the team has been on a journey of improving our quality of care and our patient satisfaction scores. In 2023, ORHC received ten diamond service excellence achievement awards in the patient experience category. The progress ORHC has made to become the provider of choice in the region in the past five years has been absolutely incredible.

So what's next? We have seen considerable growth in many of our outpatient services including same-day surgery, therapies, and behavioral health. One of the highlights has been our pain management services with Jesse Hyde, which expanded from one day per month to four days per month in its first year. The service has made a positive impact by improving well-being, functionality and the quality of life for many patients in our region. [Read more about our pain management services on page 6.](#)

I'm thrilled to report that we had a strong financial year from operations for the first time in over ten years. Continued financial improvement will allow us to invest even more in the technology and infrastructure necessary for delivering outstanding care in our rural environment. In the coming year, we will begin planning for our next capital project. Healthcare has changed in the twenty years since our last large construction project and we need to invest in our campus to meet the needs of our community now and into the future.

I want to thank everyone within Osceola County and the surrounding region for continuing to support our small critical access hospital. We were reminded this year with the closing of our neighboring hospital in Primghar that our future is not guaranteed. Unlike many rural critical access hospitals across the country, ORHC does not receive a tax levy to ensure continued operations. While we are not tax payer owned, every community member gets to vote on whether we will have a community hospital and local emergency services long into the future. That vote is made with your choice on where you receive healthcare services. **I hope you choose to come here and I would love to hear your feedback if you choose to go elsewhere.**

Our commitment to providing exceptional healthcare services with compassion, respect, excellence, accountability and teamwork remain our guiding light. Thank you for your trust and partnership. Together, we will continue to elevate the standard of health and wellness in our region.


Joe Heitritter
OSCEOLA REGIONAL HEALTH CENTER
CHIEF EXECUTIVE OFFICER

WE WANT YOUR feedback!

This Fall, Osceola Regional Health Center and Osceola Community Health Services (Public Health) are conducting a Community Health Needs Assessment (CHNA) for all of Osceola County, Iowa, in order to better understand the health concerns of our community.




SUBMIT YOUR SURVEY ONLINE!

Scan the code above or go to
www.osceolarhc.org/CHNA



600 9th Avenue N. Sibley, Iowa 51249
712-754-2574

 **WE'RE SOCIAL!**
Follow us on Facebook
and Instagram!

FOR MORE INFORMATION
about our hospital, services and
providers; visit us online at
www.osceolarhc.org

NEW BEGINNINGS VOLUNTEER HOURS



22

Volunteers



3426

Hours

SAME-DAY SURGERIES
INCREASED BY
19.9%

OUR YEAR IN numbers

Quantifying Osceola Regional Health Center's commitment to quality care, exceptional service, and making a positive impact in our community.



129,307

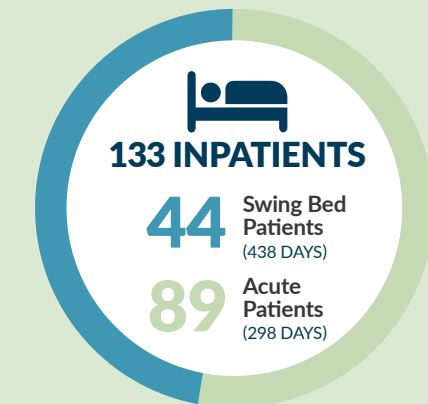
OUTPATIENT
PROCEDURES

20,173 Total Outpatients

249 TOTAL EMPLOYEES
INCLUDES ALL CONTRACTED MEDICAL STAFF



123 MEDICAL
STAFF
MEMBERS



13,700

TOTAL PHYSICAL
THERAPY VISITS

INCLUDES OCCUPATIONAL
THERAPY AND SPEECH THERAPY



147
WELLNESS
CENTER
MEMBERS



24
RESIDENTS AT
HEARTWOOD
HEIGHTS

16 Independent
8 Assisted



FOR FISCAL YEAR 2024

UNCOMPENSATED
CARE

\$746,029

83% Bad
Debt
\$621,029

17% Charity
Care
\$125,000

\$26,712,860

2023 HOSPITAL ECONOMIC IMPACT

APPROXIMATELY

\$350K

DONATIONS
COMMUNITY

INCLUDES DONATION OF DAYCARE PROPERTY



\$25K
CHILDCARE
SUPPORT

Celebrating



This year, **Pauline Van Engen** also celebrated a significant milestone! Her 50th Anniversary of working at Osceola Regional Health Center.

BRIEF HISTORY OF ORHC



1911
The first hospital in Sibley was established in 1911.

1954
First appointment system.

1959
In December 1959, the hospital faced closure due to licensing issues. Our community worked together raising funds and supporting the construction of a new hospital.



1964
In May of 1964, the first patients were served.

1982
Addition of solarium.

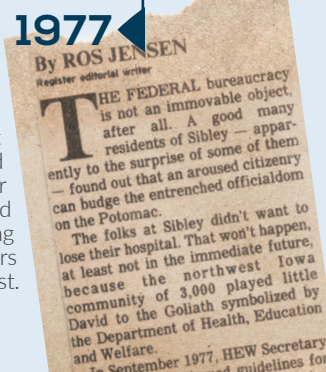
1976
First expansion of the west wing.



1986
Addition of the helipad.



1997
Family Medicine clinic opened.



1962
Groundbreaking of new hospital.

1914
A second hospital was opened.

Osceola Regional Health Center is celebrating 60 years of service, but we could not have done it without the dedication of our amazing staff and community.



I worked in surgery from the very beginning, right after I graduated as a new registered nurse. Surgery was one of my favorite rotations in training and I was happy to start working in the operating room as a new graduate. I have enjoyed and respected the surgeons and staff I have worked with over the years. Being able to care for patients at a vulnerable time in their life has always been important to me. Even though emergency surgeries, c-sections, and being on-call could be stressful at times, I loved being able to help bring a new life into the world or help someone in an emergency. I took great pride in being a comfort to people who were going to be put under anesthesia and all of the stress involved with that. Even though patients are usually asleep or sedated during procedures, I wanted them to know that they would be well cared for and that they could be confident in the OR staff during their procedure. When the new surgery addition was added in 2009, it was nice to be a part of that and improving the facilities and patient care."



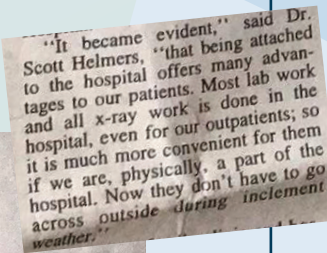
PAULINE VAN ENGEN IN NEW SURGICAL SUITE, 2009



Pauline Van Engen RN

2003
Wellness/Rehab addition groundbreaking.

2009
Addition of the surgical and OB suites.
PICTURED UPPER RIGHT



2012
Implemented a new Electronic Medical Record (EMR).



2022
Addition of Behavioral Health Services.



2001
Opening of Heartwood Heights.

2020
Lobby remodel.

2024
Avera Medical Group Sibley Clinic expansion.

WHAT'S next?

Just as Avera Medical Group Sibley is growing and expanding, Osceola Regional Health Center is also planning for the future. In the coming year, we will begin planning for our next capital project. As you all know, healthcare has changed and we need to invest in our campus to meet the needs of our community.

Five Services

that can improve your overall health and well-being

Wound Care

Nathan Peters, ARNP, is accepting wound care patients. Nathan's services are a great addition to Brenda Walsh's already established Wound/Ostomy care services at Osceola Regional Health Center.

Call **712-754-5349** to schedule an appointment.

TYPES OF WOUNDS TREATED

Diabetic Foot Ulcers, Surgical Wounds, Radiation Wounds, Venous Ulcers, Traumatic Wounds, Compromised Skin Grafts and Flaps, Pressure Injuries/Ulcers, Arterial Ulcers, Crush Injuries and more.

Surgical Advancements

Osceola Regional Health Center is now using ICG (Indocyanine green) imaging equipment in our surgical suite! The ICG medical dye is injected into the bloodstream and becomes fluorescent when exposed to near-infrared (NIR) light, allowing doctors to see parts of the body more easily.

This new equipment is the latest technology. It's all about patient safety. It helps us see a clearer picture of the patient's anatomy. Patients can rest assured knowing they are getting the exact same care here in Sibley as a bigger facility.

Dr. Jason Keonin, MD, FACS,
Northwest Iowa Surgeons



Join our growing team! Check out our career opportunities or apply online at:
www.osceolarhc.org/careers

Pain Management

1



Using injection therapy, **Jesse Hyde, ARNP, CRNA, NSPM-C**, can help relieve neck pain, back pain, joint pain, muscle pain, headaches and migraines, facial pain, nerve pain, cancer pain and chronic pain. This is an interventional pain management and an alternative to pain medications.

Call **712-754-5326** to schedule an appointment.

NO REFERRALS NEEDED.

3



Planet Heart

4

Heart disease is a leading cause of death among men and women. Knowing your individual risk is key to protecting your heart. It could even save your life. With this screening, cardiovascular experts help assess possible heart and vascular disease early and treat it effectively before a serious health event occurs. This screening is recommended for men ages 40+ and women ages 45+, or those with a family history of heart disease.

This **potentially life-saving screening consists** of Heart Screening (Calcium Score CT, Blood Pressure, BMI, Cholesterol and Blood Sugar Check) and/or Vascular Screening (Carotid artery screen, Aortic aneurysm screen and Ankle brachial screen).

In addition, you'll also benefit from a risk assessment and education provided by our expert team, including a diet quality index and nutrition counseling.

Call **712-754-5361** to schedule your Planet Heart screening today.

Pelvic Health

OUR PHYSICAL THERAPY TEAM IS GROWING!

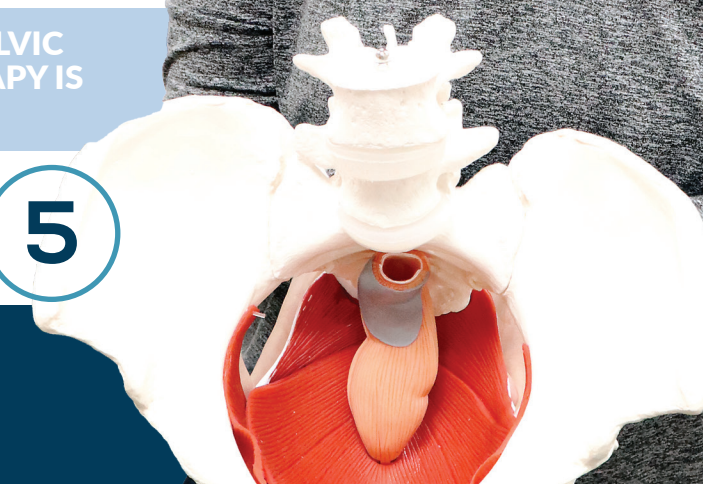
In addition to **Reegan Delzer, DPT** (pictured on the cover), we are also welcoming **Megan Van Gorp, DPT**, who is trained to treat women, men and children with pelvic floor dysfunctions.

This physical therapy aims to decrease pelvic health dysfunction for all ages and ultimately improve each patient's quality of life. Physical therapy can be an effective non-surgical and less invasive method that helps strengthen and improve the coordination of the pelvic floor muscles. It can help with a variety of conditions, including: prolapse, incontinence, constipation, pelvic pain, bed-wetting, pelvic floor dysfunction during pregnancy and postpartum, sexual problems, and pain with intercourse.

ASK YOUR DOCTOR IF PELVIC HEALTH PHYSICAL THERAPY IS RIGHT FOR YOU.

Call **712-754-5368** to schedule an appointment.

5



Welcome
Megan Van Gorp
DPT
to our Physical Therapy Team!



Skilled Care

at Osceola Regional Health Center

Our skilled care services are designed to provide comprehensive medical and rehabilitative support for patients requiring expert attention. Our dedicated team of healthcare professionals (including physicians, nurses and therapists) work collaboratively to ensure each patient receives personalized, high-quality care. Whether recovering from surgery, managing chronic conditions or in need of intensive therapy, we focus on restoring health, enhancing independence and promoting overall well-being in a compassionate and nurturing environment.



**Gregory
KOSTERS**
DO, FACOF

Family Practice

**Kelsey
LEE**
MD, DABOM

Family Practice, Obesity
Certification, Prenatal

**Samuel
PARK**
MD

Family Practice

**Nathan
PETERS**
ARNP

Family Practice

**Garrett
STERK**
DO

Family Practice,
Prenatal

**Rachel
WILCINOT**
DO

Family Practice,
Prenatal