

FEBRUARY
2021



Vision

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Page 2
**Essential
workers
receive
COVID-19
vaccine**



Page 5
**Tax Season
Discount of
15% off
medical bills
available**

Also in this issue:

Cardiology Clinic Team
Outpatient Clinics Calendar
American Heart Month

State of the Hospital

Healthcare in Excelsior Springs

If we have not yet met, allow me to introduce myself. My name is Kristen DeHart. I am honored to represent the Excelsior Springs Hospital as your City Hospital's Chief Executive Officer. This past week was an amazing week for our ESH family. Not only did we have the opportunity to provide 240 COVID vaccinations to our community members, we shared a very favorable State of the Hospital updates to our Department Leads and Executive Team members.

While 2020 added complexity and color to our operations, I am so proud of our team and their tenacity, flexibility and willingness to do whatever it took to keep our doors and our services available for our community. Better than keeping the doors open, Excelsior Springs Hospital and its service lines have had a great year. Today, I want to highlight some of our top projects and wins.

ESH moves from Survival to Thrive

- During 2019, attention to organizational restructuring, focus on the hospital's physical plant and evaluation of the hospital's service lines forced us to make many difficult decisions. The closure of the long-term care service lines, while emotional, provided a much-needed boost to the hospital's operational future. Additionally, moving both Dr. Buzard and Dr. Pickett's clinics to the main hospi-



tal campus added further strength to the struggling financial picture that the hospital had experienced over the past several years.

- During 2020, the addition of CARES funding, both in loans, and grants afforded the hospital funding to get the much needed repairs completed as well as completing the physician clinic and retail pharmacy spaces at the hospital. These service lines were opened at the hospital in September and have been well received by staff and patients in our community. We are thrilled to Partner with North Kansas City Hospital for pharmacy services.

Continued Page 4

COVID-19

Vaccination site sees smooth first day



Excelsior Springs Police Department officers received their first vaccination at the clinic on February 5.

For many months the Excelsior Springs Hospital staff members have been preparing for the arrival of the vaccinations for COVID-19. On Friday, February 5, 2021, that day finally arrived, when a donation of 240 doses of the Pfizer vaccine was gifted to the community from North Kansas City Hospital.

“We have been planning to receive doses from the State of Missouri for COVID vaccinations for well over a month,” explained Angela Ochoa, Infection Prevention Specialist for Excelsior Springs Hospital. “Not knowing when we might get doses, we went ahead and put plans into place and gathered information on what we would need when we did get those doses.”

With plans already in place, within 24 hours of receiving notice that doses would be delivered, hospital staff worked to get a vaccination clinic set up

at Dr. Andrew Pickett and Dr. Theodore Baldwin’s previous address on West Jesse James Road.

Given the limited turnaround time, the hospital also worked with City officials and area emergency responders in order to immunize Fire, Police, and EMT front line workers in the community.

“This is the first opportunity we have had to be vaccinated,” Excelsior Springs Police Chief Clint Reno explained while waiting for his turn for a shot. “We’ve been responding to calls for those who are dead on arrival, some of those COVID, some not. But we never know what we’re walking into.”

In addition to securing the city infrastructure’s essential workers, local physicians were also contacted to reach out to older patients that live in the area and get them an appointment for vaccination, too.

Continued Page 3

Cardiology Clinic team provides critical care



ESH would like to recognize its health care professionals. These folks help with Cardiac Stress Testing, Echocardiograms, and EKG in the Cardiology Clinic. They are from Radiology, Cardiopulmonary, and Outpatient Services teams. Pictured from left are Maria Archer, Joyce Teegarden, Erica Eckersley, Annie Spidle, Joanna Davis, and Colleen Jackson.

Vaccination site continued from page 2

Dr. Erin Schreier, a local Family Practice Physician said, “We were very fortunate yesterday to have Kristen DeHart, the CEO of the Excelsior Springs Hospital reach out to us and we were able to get 25 of our patients from our clinic in today to get their COVID vaccine.”

Among those coming through the clinic was Dr. Theodore Baldwin, who had donated the space for the clinic to be possible. After getting his shot, Dr. Baldwin said, “I just wanted to remind everybody to get their coronavirus shot. It’s very important for the community and your own health.”

While this clinic was only given a limited amount of vaccines, city leaders are hoping that the smooth operation of their first run will grant additional vaccines down the road.

“Hospital staff did a wonderful job of setting the stage early so we were ready to respond when given doses. With today’s success, we hope it will show the county that we are capable of administering vaccines directly here in the community, in order to help those who lack adequate transportation to get to the Northland vaccination site,” said Excelsior Springs Hospital CEO Kristen DeHart.

Individuals wishing to receive a vaccine are encouraged to reach out to their county’s public health department to sign an interest form. Citizens will then be contacted to make an appointment when a vaccine becomes available for their phase. Clay County residents may submit an interest form online at clayhealth.com/covidvaccination and Ray County residents are encouraged to call 816-776-5413 to be placed on a waiting list.

State of the Hospital continued from page 1

- Also in 2020, the hospital launched its community health plan to lower insurance costs for subscribers and to lower the cost of healthcare for community employees and residents. This plan will further be expanded in 2021.

- Our Finance team continues to negotiate with commercial insurance payors to enhance the payments that the hospital receives for services. Updates to these agreements are long-overdue and will provide improved reimbursement for services that are offered without adding more expenses to our customer.

- The hospital also purchased a building in Lawson in September. The plans are to renovate and to pursue Rural Health Clinic Status to improve access to care and services offered in the Lawson, Clay and Ray counties. Our existing clinic will relocate to the new building, located at 414 N. Pennsylvania, the space previously owned by Dr. Cantrell. Architects and designers are working on renovations right now. We hope to have the clinic space open for business in early summer.

- Additionally, the hospital has continued to grow its service lines, adding Pain Management, Dermatology and ENT services to our Outpatient Clinics, Gynecology and Urology services in our surgical lines. The hospital continues to enhance our physician recruiting efforts for both primary care and specialty services to improve access to care as we expand services.

Investing in our Future

While the hospital has exercised extreme caution with spending, the Board of Trustees has recognized that the hospital had been experiencing significant struggles in its current state. Equipment was nearing end-of-life; programming and software was outdated and deferred maintenance plans had left the hospital's infrastructure in a difficult state. Throughout 2020, we appreciate the ESH Board of Trustees support and approval of equipment, programs, and upgrades to the hos-

pital. The upgrades not only improved the operational efficiencies, the investments made showed the board's commitment to our community and our employees by investing in our future.

Community Partners



Community partnerships enabled COVID testing at Excelsior Springs Hospital.

We became closer to our Community Partners in this new world of social distancing through Zoom and Teams – our engagement with Clay County Public Health, the City of Excelsior Springs and countless calls with the State and local leaders helped us all provide safe and impressive care during this pandemic. Our relationship with Heart to Heart International brought COVID testing to our community; our partnership with North Kansas City Hospital allowed us to host our first COVID vaccine Clinic just last week. We appreciate our connections with the Excelsior Springs SAFE, School District and our new partnership with the ES Community Center, offering memberships to all of our ESH employees. These associations continue to strengthen our community health plans and we are excited to continue our work with all.

Continued Page 6

SPECIALTY PHYSICIAN CLINICS - FEBRUARY 2021

All clinics are subject to change due to the recent COVID-19 pandemic.
We encourage patients to call 816-629-2700 prior to your scheduled appointment.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 Surgery - Dr. Nespor	2 ENT - Dr. Coffman Rheumatology - Dr. Scott	3 GI Clinic - Dr. Coleman	4 Orthopedics - Dr. Justice Podiatry - Dr. Shemwell	5 Pain Management - Dr. Hamilton
8 Cardiology - Dr. Madrigal Oncology - Dr. Beeki Surgery - Dr. Nespor	9 Rheumatology - Dr. Scott	10 GI Clinic - Dr. Coleman	11 Orthopedics - Dr. Cornett Podiatry - Dr. Shemwell	12 Dermatology - Dr. Tonkovic Pain Management - Dr. Hamilton
15 Surgery - Dr. Nespor	16 ENT - Dr. Coffman Rheumatology - Dr. Scott	17 GI Clinic - Dr. Coleman	18 Orthopedics - Dr. Justice Podiatry - Dr. Shemwell	19 Pain Management - Dr. Hamilton
22 Cardiology - Dr. Maragos Oncology - Dr. Beeki Surgery - Dr. Nespor	23 Rheumatology - Dr. Scott	24 GI Clinic - Dr. Coleman	25 Orthopedics - Dr. Cornett Podiatry - Dr. Shemwell	26 Dermatology - Dr. Tonkovic Pain Management - Dr. Hamilton

Will you be receiving a tax refund this year? Use it toward your medical bills at ESH and receive a **15% discount!**



The ESH Tax Season Discount is a 15% reduction of the patient's outstanding balance if the entire balance on the account is paid in full by May 31, 2021. It is offered to all individuals with an outstanding balance on accounts created for care delivered prior to December 31, 2020.

Discount will be applied to the current balance on the account after insurance has finalized. This discount will not be applied to, nor does it include any pre-payments required at time of services rendered.

For complete details, visit the ESH website at www.eshospital.org.

The Future of Rural Health meets Excelsior Springs Hospital - a Bigger Picture is our Picture

The fiscal health of rural hospitals is critical to the physical, emotional and economic well-being of Missourians. Hospitals and affiliated services are key to the growth initiatives of communities. With a national shortage of physicians and nurses, competition pulling at every opportunity to transport patients right down the highway and challenges affecting our hospital operations every day, how does our healthcare rate in Excelsior?

- Excelsior Springs has excellent health options right here, available to our community members without leaving the city limits. We have multiple providers in the community with diverse backgrounds, all very dedicated to our community and our needs. We are so fortunate to have access to our healthcare partners and the resources that are available right here or at a reach to the affiliate hospitals spanning into the Kansas City Metro.

Our healthcare options are critical to not only the health and well-being of the community. Access to healthcare is important for our aging population, but also a driving force for new families looking to live in Excelsior. Having access to immediate services cannot be argued when emergencies occur. Care that is closer to home is not only convenient, but improves quality of services, responses to treatments and a faster recovery time.

The future of healthcare continues with multiple challenges. I am confident that we will weather the storm and continue to build on our service offerings to Excelsior Springs and the surrounding communities. Together with our service providers, post-acute communities, outpatient services and community partners, I commit to our community the following for 2021:

- Your Excelsior Springs Hospital will continue to respond to the needs of our community. We have been a part of this great community for nearly 120

years. We continue to evolve, and welcome new approaches, technologies and ideas.

- We are excited to work with new providers to bring more services to our community. The Missouri Medicaid Expansion, approved by voters in August will bring new patients and new needs to our community.

- Your ESH Emergency room is available 24/7 for emergency services, provided by board certified physicians that are local and committed to your care.

- Our hospital will continue to build on its partnerships, telehealth initiatives, discussions with executive leaders and physician specialists affiliated with Excelsior Springs Hospital, North Kansas City Hospital, Liberty Hospital, the University of Kansas Health System, HCA and others to offer the highest level of care.

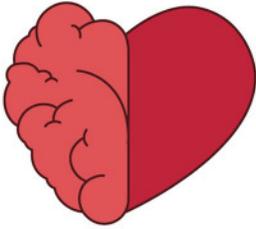
- We will remain committed to being available and open to new patients and those in transition while working to add new insurance contracts and payment options.

Lastly, if you have thoughts about healthcare that you would like to discuss any of our services, I would like to hear your stories. After the year that we have experienced, I have no doubt that this ESH team is ready to meet any challenge, with eagerness, enthusiasm and compassion. Many stories I hear are so very positive and enlightening. Please feel free to contact my office at 816-629-2775. If you haven't toured our hospital, I encourage you to stop by. We are proud of our community, our hospital and our services. We are committed to helping improve the health of Excelsior Springs and our surrounding communities.

Kristen T. DeHart
Chief Executive Officer
Excelsior Springs Hospital

American Heart Month 2021

DID YOU KNOW?



Depression and heart disease have overlapping symptoms like fatigue, low energy, and difficulty sleeping.

People with depression and no history of heart disease develop heart disease at a higher rate than the general population.

Healthy lifestyle practices like a balanced diet, exercise, and stress management can help prevent or reduce cardiac and mental health symptoms.



Up to **40%** of heart disease patients meet criteria for major depressive disorder. **20-30%** may exhibit minor depression or elevated depressive symptoms.



Those who already have heart disease, especially those who have suffered a heart attack, are at greater risk of being diagnosed with depression.

If you or someone you know is struggling with a recent heart disease diagnosis or depression/anxiety brought on by a heart disease diagnosis we can help:

816-629-2629

