

MANNING REGIONAL HEALTHCARE CENTER Connect



MRHC STRIVES FOR EXCELLENCE

For the past few years, the entire MRHC staff, including front-line medical staff, support staff, managers, and administration, have been laser-focused to achieve primary key results in the areas of Quality, Patient Experience, Ambulatory Growth, Team Engagement, and Financial Performance.

"As a result of our coordinated, team efforts across all departments of the organization, we have seen a transformational culture shift both for staff and patients," said MRHC CEO, Linn Block, RN, BSN, MHA.

Recent celebrations include a nearly 100% consistent patient recommendation score, and a turnover rate of only 11.2%.

ECONOMIC IMPACT

In a recently released economic impact report by the Iowa Council on Health information, MRHC continues to provide a major economic impact for Carroll County and the four-county area we serve.

The IHA report highlights MRHC's annual economic impact of more than \$26 million dollars and production of more than 305 jobs in the state economy, accounting for 2.82% of all jobs in Carroll County. This highlights the significant role MRHC plays in the community (and surrounding communities) and its direct contribution to the local and state economy. MRHC provided a total of \$378,078 in

community benefits in addition to \$11.39 million in total wages.

"We are committed to the long-term viability of our hospital and clinic and are proud to have such a positive impact on our region's economy while providing quality healthcare to our communities," said Block.

Throughout the past 96 years, MRHC has continued to engage in a variety of initiatives and services to ultimately improve one's individual health and the whole community's well-being.

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Your Trusted Experts Close to Home

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"Linn and the MRHC board have encouraged us to think big in terms of providing exceptional care close to home and to break down barriers that inhibit growth," said CFO, Amy McLaughlin, CPA, CHFP. "Therefore, recent investments have been made that will continue to ease patient navigation of the healthcare system, improve access to care, and enhance the quality of the services offered while considering the financial impact of these changes."



QUALITY

New CT Scan

The radiology department recently upgraded the CT scanner to the state-of-the-art GE Revolution Maxima.

"With the acceleration of technology and the advancement of AI software, our old scanner quickly became outdated, making the need for a new CT scanner a top priority," said Director of Radiology, Linda Croghan, RT (R) (M)(CT) (ARRT). "Upgrading to a new model scanner allows for high resolution imaging, lower radiation exposure, more weight capacity, and smart technology to account for specific patient anatomy."

The new system also improves patient position accuracy and simplifies the entire patient set-up process by providing one-click, hands-free detection, and automation.

"With this new machine we are able to deliver more personalized and comfortable care due to hands-free operation," said Croghan.

PATIENT EXPERIENCE

New mrhcia.com Website

Navigating healthcare services can be a challenge. Often, one of the first things a person does when looking

for healthcare services is to perform an online search to find out what services are offered near them. Then they typically check out that facility's website to determine their experience and credibility.

MRHC has updated all related Google listings so every service offered at MRHC can be found easily through a quick search. Patients may also learn more about procedures offered and the doctors who provide those services.



It was also identified that an upgrade to the MRHC website would be a benefit to patients and visitors and help achieve the goal of improving patients' overall experience with MRHC. Website visitors will experience improved navigation and features such as a calendar with upcoming events and clinics, an enhanced patient portal, and timely news and information. The new website is set to launch in early July.

Electronic Health Records System

MRHC is collaborating with St. Anthony's to provide an easily-accessible electronic health records system. The new interactive patient portal will allow patients to see their healthcare statistics and results. This will improve the ease and convenience of accessing a patient's personal data when they need it. On the

back end, MRHC staff anticipate having better access to a patient's full-medical record improving the care they're able to provide. Patients will be able to pay their bill online and eventually be able to schedule appointments through the online portal. The new system is

scheduled to launch in December 2022.

AMBULATORY GROWTH

Same Day Appointments

To improve growth in the clinic, enhance the patient experience, improve patient accessibility to providers, and allow for better convenience of care, Sara Vitito, ARNP, joined the Family Practice Clinic in March to offer more same-day appointments.

"We recognize that when you or your child are sick, you want to be able to get in as soon as possible," said Clinic Director, Shelby Dickson, RN. "So, we changed the model of the clinic to allow our primary care providers to focus on their patients, provide more convenient and accessible appointment options with Sara, and improve the overall patient experience. Now a dedicated provider is available to see sick patients more rapidly." Call (712) 655-8100 to schedule an appointment if you're not feeling well.



TEAM ENGAGEMENT

Hospital Week

The MRHC employee engagement team has conducted numerous efforts over the past few years to improve the culture and day-to-day experiences for staff at MRHC. Fortunately, this has led to MRHC's ability to combat the current skyrocketing turnover trends in the medical field.

During Hospital Week in May, the MRHC team celebrated with a food truck, ice cream from Sweet Treats, a Mexican food fiesta, rolls and coffee, chair massages from Holistic Health, and of course cake! This was a great time for all staff to reflect on why they chose a career at MRHC and be recognized for the difference they make in the lives of those we serve.

As of December 2021, MRHC was at a 12.5% turnover rate which was below the MercyOne target of 13% and well-below the current industry average of 30%. MRHC was one of only ten MercyOne hospitals in the state of Iowa to have a turnover rate lower than 13%.

"At MRHC we are lucky to have such a dedicated, caring team that always puts the

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THRIVE *Close to Home*



Shelby **DICKSON**

MRHC Registered Nurse, Shelby Dickson, is grateful for the opportunity to thrive in a career close to home and make a difference in healthcare.

"At MRHC, employees can potentially wear a lot of hats, and I always took that as an opportunity to learn more and be helpful," Dickson said. "As the Health Coach, I was a resource for the clinic nurses, so I continued to learn more about the clinic processes which has brought me to the position I am in today."

Dickson has continued to advance in her career at MRHC and now works as the Clinic Director. Dickson attributes her ability to advance and excel in her career partially to the management team at MRHC.

"Administration is always listening to my ideas, and we talk a lot about empathy here – putting yourself in the patient's shoes. Keeping patients at the center of every decision we make benefits patients," said Dickson.



read more



Joy **BLOM**

What started out as working as an LPN on a med/surg and OB/nursery unit, eventually led to Joy Blom finding a home at MRHC and to her current role as Director of Surgical Services.

"While working as a nurse, I utilized the tuition assistance program and went back to school to obtain my RN," said Blom. "I worked as a charge nurse after I obtained my RN and then took a job as the MDS coordinator."

Blom worked for the Manning Plaza for 16 years before transitioning over to the hospital. "I took the Nursing IT Coordinator position but also cross trained to the ER and surgery departments, helping in those areas when the need arose. Then, in 2020, I took the job as Director of Surgical Services," said Blom.

Not only has Blom been able to advance in her healthcare career, but she is able to do so 'close to home', something she is grateful for.



read more



Michelle **ANDERSEN**

MRHC Chief Nursing Officer Michelle Andersen has always wanted to help people, making her career choice of going into healthcare an easy one.

"I had my RN degree at 22, ready to begin making a difference in the lives of patients," said Andersen, RN, BSN. "I was always encouraged to seek education and advancement at MRHC. Through our tuition reimbursement program, I was able to take courses to better understand transitions in care and obtain my BSN."

"I enjoyed clinical instruction with the next generation of nurses," Andersen said. "I have had many great mentors over the years who have helped me become the nurse I am today. I understand the importance of leadership roles and their impact not only on employees but also the patients we serve."

With a desire to grow into a leadership role and help future nurses, Andersen has had the opportunity to ensure that new nurses at MRHC receive additional training and have a mentor to turn to as they transition from nursing school to the frontlines of nursing.

"Rural healthcare has always been my passion. Here at MRHC, it is important for us to develop our leaders, encourage professional growth, mentor our young employees, and pay for schooling with our tuition reimbursement program."



read more

Thrive Close to Home

NOW HIRING AT MRHC

\$10,000 sign-on bonus

Radiology Technologist | Med/Surg RN | House Supervisor RN - FT

Recovery Center Counselor Tech - PRN
MLT/MT for Laboratory - Weekends, PT
MLT or Laboratory Assistant - PRN

LPN - Acute (\$5,000 bonus)
Medical Records Coder

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To read the full articles, visit www.mrhcia.com/news



West Central Iowa Healthcare Foundation GOLF TOURNAMENT

➤ The 2022 WCIHF Charity Golf Classic will be held on July 22, 2022 at the Manning & Manilla Golf Course. Sponsorship is being accepted at \$1,000, \$500, \$250 and \$100 levels. We encourage all who are interested in supporting the Foundation to register a team by July 18, 2022 by completing the registration form and returning to granniger@fnbmanning.com; kirkhuehn@hotmail.com; or larry.hagedorn@vanwall.com. Grilled food will be available throughout the day, compliments of Larry Hagedorn.

Proceeds from this charity event will go towards the purchase of Physical Therapy equipment at MRHC and exercise equipment for the Manilla Wellness Center.

West Central Iowa Healthcare Foundation is committed to raising funds to support quality healthcare and promote healthy lifestyles for people in Manning and the surrounding communities. In the past, these events have helped raise money for equipment and physician recruitment at MRHC.



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patients' needs first and selflessly give their time to ensure our patients, families, and communities are healthy," said Block.

FINANCIAL PERFORMANCE

Healthcare finance is constantly evolving, and MRHC continues to find ways to proactively stay ahead of the challenges that rural healthcare facilities are faced with.

"The biggest difficulty we run into is when insurance payers reduce their reimbursement rates. As a Critical Access Hospital, we don't

have a lot of control over what we get paid for the services we provide. We are constantly evaluating what our projected reimbursement will be versus the cost to provide the service," McLaughlin said. "We try to stay proactive and use a forward-thinking approach when faced with reimbursement challenges."

The struggles and impacts of reimbursement, particularly from governmental payers, such as Medicare and Medicaid, are very clear for reimbursement in the Recovery Center where roughly 70% of the patients have Medicaid.

"Since last July, we have worked hard to

improve Medicaid reimbursement. Recently, we were finally able to reach new terms with a new payment model for substance abuse. The hard work and perseverance of many of our staff were vital to that success," said Block.

"We also continually evaluate and expand service lines based on our communities' needs, including Senior Life Solutions, Wound Care, and total joint surgeries," shared McLaughlin. "It's always exciting when we get to offer a new service to our patients, especially as there is a lot of behind the scenes work that has to be done first."

West Central Iowa Healthcare Foundation

Golf Outing | July 22, 2022

Team Name: _____

Gold Sponsor: \$1000 _____

Four Person Team: \$500 _____

Bronze Sponsor: \$250 _____

Friend Sponsor: \$100 _____

Date Paid: _____ Amount: _____

Please make checks payable to WCIHF.
Carts are available for \$24 for 18 holes.
Please contact Brian at (712) 653-3515.

Michelle Price Receives DAISY Award

Caring. Passionate. Helpful. Patient. Kind. Genuine. Positive. Knowledgeable. A ray of sunshine.

These are just a few of the words patients and co-workers use to describe Michelle Price, LPN, Recovery Center nurse at Manning Regional Healthcare Center. Michelle recently received the DAISY Award, recognizing her exceptional role as a nurse at MRHC.

Michelle's excellent care as a nurse has never gone unnoticed – Recovery Center clients frequently share their praises about the great care she provides.

"I've never left her office feeling anything but happy and thankful she is in the nursing field."

"Michelle has made a huge impact in my recovery."

"She makes sure we're taken care of. She goes out of her way to make sure we have what we need, and she truly cares."

"You can tell she loves us and her job."

"Michelle always has patients' best interests in mind!"

"She listens very well and always follows through patients' requests or needs."

These testimonials, among many others, made Michelle the perfect recipient for the 2022 DAISY Award, a program that honors and celebrates the skillful and compassionate care nurses provide every day.

"She makes sure we're taken care of. She goes out of her way to make sure we have what we need, and she truly cares."

"The abundance of good reviews from clients, watching her positive attitude and good work ethic, and the times clients would be sad to see that she's gone for a day (which is rare – but you can tell a difference) prove that it's not the same without Michelle," shared the Recovery Center



staff. "She never leaves without making sure all the clients are taken care of and does what she can to make their stay the best as possible. She's a huge asset!"

About the DAISY Award

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program established by the family of J. Patrick Barnes after he died from complications of the autoimmune disease ITP in 1999.

During his hospitalization, the Barnes family deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say "thank you" to nurses in a very public way. More than 2,500 health care facilities in 15 countries and 50 states now honor extraordinary nurses with The DAISY Award.

DAISY Award Honorees are recognized within their department, receive an award certificate, and are publicly recognized. Michelle was surprised with this award by her co-workers and family on May 9th.

Eligibility

All nurses who exemplify MRHC's mission and values and demonstrate our vision daily are eligible to be nominated. DAISY Award honorees are nurses who provide compassionate and remarkable care while demonstrating clinical excellence. Anyone, including patients, patients' family members, staff members, physicians, visitors, and volunteers, are welcome to nominate any nurse whom they believe is deserving of the award.



PERSONALIZED CARE *Close to Home*

MRHC Specialty Clinic Services

*"Everything was wonderful, professional, and timely.
I would come back to this hospital again for my health care."*



Cardiology

Kyle Ulveling, M.D.

Clinics Offered: 1st & 3rd Tuesdays
Consultations & follow-up appointments
held in Manning. Call (712) 792-6500 to
schedule an appointment.

*"Very impressed by Dr. Ulveling and
the time he spent answering my questions."*



OB-GYN

Michael Woods, M.D.

Clinics offered: Second Wednesday
every month

*"Wonderful that the doctor will come from
the city to our hospital."*



Dermatology

**Abby Behrens,
MSN, ARNP, FNP-C**

Clinics offered: Twice per month.
Call (712) 220-7069 to schedule
an appointment.

*"Abby was thorough in her review of my
skin, she made me feel comfortable and
ensured I understood the treatment plan."*



Orthopedics

Steven Stokesbary, M.D.

Clinics offered: Second
and fourth Tuesday of each month

*"Excellent. Staff was friendly and everyone
was very helpful. I will recommend
MRHC to my friends and family."*



Ear, Nose, Throat (ENT)

David Denman, M.D., F.A.C.S.

Clinics offered: 1st & 3rd Wednesdays

*"I was impressed with Dr. Denman, his
care & treatment of me as a new patient.
I will trust him with all future care."*



Podiatry

Eric Jensen, D.P.M.

Clinics offered: Every Tuesday

*"Good service and care. Nice to have all
the services you offer and not have to
drive out of town."*



Mental Health

Mikala Landon, ARNP

Clinics offered: Twice per month on Wednesdays

"I am so glad that I can see a specialist and not have to drive out of town."



Urology

Andrew Bourne, M.D., FACS

Clinics offered: Every other Friday

"Dr. Bourne is a good urologist. Very pleased with him."



General Surgery

Josh Smith, D.O., FACS

Clinics offered: Every Monday

"Dr. Smith was awesome. His follow-up after my procedure was great. I am impressed with the staff's teamwork. I am glad I had my procedure done in Manning and will recommend others."



Pain Clinic

Brian Jacobs, ARNP, CRNA, NSPM-C

Clinics offered: Every other Wednesday

"It is so nice to have these services so we don't have to go to the city. The providers are the best and so are the people making it all work."



Wound Care

Thang Luong, M.D.

Clinics offered: Every other Thursday

"Dr. Luong and Kendra were able to help minimize and manage my pain. I was immediately impressed by Kendra's genuine concern for my care, her efforts to get answers and help me, along with Dr. Luong's attention and ongoing wound care treatment. The best thing about the care I received was their genuine care and advocacy."



Call (712) 655-8100

to schedule an appointment.

Schedules subject to change. For up-to-date clinic schedules visit www.mrhcia.com



I'm Fine...*Really*, I'm Fine!

🔄 “I’m fine...I’m really fine!” The classic and automatic response when someone asks how you’re doing, “But, how are you? Really?”

This is a common response for anyone who faces the challenges of ‘smiling’ depression. It’s appearing happy to others and smiling through the pain, keeping the inner turmoil hidden. It’s a major depressive disorder with atypical symptoms, and as a result, many don’t know someone is depressed or they don’t seek help. This often concerns those who prefer to keep their struggle private.

Unlike the usual stigma of mental health, people with smiling depression are often partnered or married, employed, and are quite accomplished and educated. They’ve usually struggled with depression and/or debilitating anxiety for years and have had some experience with therapy or medication. Many who know they are depressed don’t disclose it due to fear of discrimination from loved ones or employers. Their public, professional, and social lives are not suffering. Their façade is put together and accomplished. But behind the mask and behind closed doors, their minds are filled with thoughts of worthlessness, inadequacy, and despair.

The image many of us have of depression is inaccurate and incomplete.

Take this example for instance. There was a woman that seemed to have it all together.

She was a nurse, a mother, a wife, and a sister. She was active in church and several nonprofits and was a mentor to many and loved connecting to people. Was she disheveled, withdrawn, and a downer to be around? Absolutely not. She was encouraging and thoughtful. Did anyone ever ask her how she was doing, if she was hurting, or if she needed someone to listen to her for once? No. The whole community bought in to the façade and could not see the pain hiding just under the surface.

Her life was one-of-a-kind, but unfortunately her story is not. Many who’ve felt the impact of suicide say the same thing: “I just had no idea she was suffering. She was the last person I would have expected to do this.”

How can you help?

We want to raise awareness about signs, symptoms, and risk factors regarding mental health and how to know when to seek help. Over the past few years, especially because of the pandemic, mental health challenges have skyrocketed, even close to home in the communities MRHC serves.

“Recognizing the signs and symptoms of a mental health condition is the first step to a happier, healthier life,” says, Program Director for Senior Life Solutions, Janet Brus, RN. “Understanding that mental health conditions are common and treatable is the next. We must keep working to

break down the stigma against mental health to ensure people receive the help they need.”

1. **Create awareness to de-stigmatize mental illness.** Pay more attention to yourself and loved ones. Ask the hard questions. Specifically, notice if a loved one begins giving away possessions (often a sign of someone considering suicide), or begins to isolate and withdraw.

“We know that mental health is one of the main concerns of our rural communities based off our latest Community Health Needs Assessment (CHNA),” shared MRHC Education Coordinator, Julie Hodne, RN. “Based off those results we will prioritize addressing mental health concerns over the next three years.”

If you have a friend who suddenly stops responding to phone calls or texts or cancels plans, don't hesitate to ask them what's going on and if they're feeling okay. Or offer a low-key activity you can do together where they know they can be heard and are not alone.

Many people suffering from depression are perfectionists, or they don't want to appear weak or out of control. The more we can shift the conversation to show positive role models with depression – those who advocate for therapy, exercise, medication, sleep, diet – the less shame will be associated with the depression.

- 2. Take time to ask yourself about any changes in your thoughts, feelings, and behaviors to see if this is part of a pattern caused by a situation affecting the health of your mind.** Understanding the risk factors for a mental health condition can be difficult when it's your own mental health. It's hard to see the changes. Here are some questions to get you started:

Have activities that used to come easy now feel more difficult?

Does the idea of doing daily tasks, like making your bed, now feel really hard?

Have you lost interest in activities and hobbies you once enjoyed?

Do you feel irritated, possibly to the point of lashing out at those closest to you?

- 3. If you think you or a loved one might be depressed, get help.** On the days when your brain seems to be fighting you for your life, remember and know that you are enough, you are worthy, you are loved, and you are not alone.
- 4. Find activities and pursuits that are meaningful and make you feel productive and fruitful.** Reach out to someone you trust, consider contacting a therapist and let both help you flip the script running through your mind.
- 5. Rather than becoming submerged in negative, self-defeating thoughts, learn self-compassion and be present and fully engaged.** Mindfulness is the opposite of perfectionism in that it focuses on balance without judgment, and it's an important set of skills that someone can learn in therapy.
- 6. Above all, please don't give up.** Please don't let depression win. You are not alone.

Around half of the people in the United States will meet the criteria for a diagnosable mental health condition at some point in their life. And an increasing number of people are beginning to see mental health for what it is: a vital component of overall health and well-being, just as important as physical health.

It may be hard to talk about your concerns, but simply acknowledging that you're struggling is a huge step. If you are concerned about your mental health, several options are available, even locally.



If you need more mental health information, education, or would like to discuss support, contact your primary care physician. For those 65 and older, call **Senior Life Solutions** at (712) 655-8262. Or call the **Manning Recovery Center** at (712) 655-2300 and talk to a professional. Learn more at <https://mhanational.org>.

Take Care of Your Family and Yourself this Summer

➡ Summer is a great time to get outdoors, see friends and family, eat more fresh foods, and stay active. However, it can also be a time that's easy to fall out of routine, use electronic devices for longer periods of time, and lose sleep due to longer daytime hours and more activities.

Capitalize on the beautiful weather and create healthy habits that will improve your family's overall health. Here are a few health tips to make the most of your summer!



Youth Health Tips

- Create consistent routines
- Talk about your feelings
- Provide healthy snack options: fruit, veggies, cheese, yogurt, granola bars
- 8-10 hours of sleep every night
- Allow for breaks and down time
- Set screen time limits
- Apply sunscreen with SPF 30+

Adult Health Tips

- Eat healthy, well-balanced meals
- 30 minutes of physical activity daily
- 7 to 9 hours of sleep every night
- Maintain a healthy weight
- Don't smoke
- Limit alcohol intake
- Prioritize mental health
- Annual wellness exam
- Yearly skin checks
- Dental check-up (every 6 months)
- Annual eye exam

Health Screenings and Immunizations

- Cholesterol screening starting at 35
- Colorectal cancer screenings starting at 45
- HIV screening once between 15-65
- Hepatitis C screening for those born between 1945-1965
- Diabetes blood test from 40-70
- Women: Frequent pap smears and pelvic exams
- Women: Monthly self-breast exams and annual clinical breast exams
- Men: Prostate cancer exam and blood test ages 55-70
- Tetanus shot every 10 years
- Flu shot annually
- 2 series shingles shot starting at 50

Auxiliary Hosts Snack Bar at Manning Library

➡ The MRHC Auxiliary is now hosting a snack bar at the Manning Public Library from 2:00-4:00 p.m. every weekday, Monday through Friday! Homemade baked goods, coffee, and other refreshments are available with all proceeds going to the Auxiliary, which funds various projects at MRHC. Recent projects the Auxiliary has supported include the Advanced Cardiac Life Support simulator and an exercise bike for the physical therapy department.



Anyone interested in joining the MRHC Auxiliary is encouraged to complete their registration and payment of \$10 and send to Linda Vinke at 115 3rd Street, Manning, IA 51455.

BINGO!! Health, Safety and Fitness Challenge

➡ We are launching a fun challenge for families in Manning and surrounding communities in recognition of health & safety month. This interactive BINGO challenge will help keep you and your family active, healthy, and safe this summer.

"Maintaining and promoting families' health remains a consistent focus here at MRHC. Summer is a great time to incorporate wellness and healthy activities into your family plans," said MRHC CEO, Linn Block, RN, BSN, MHA. "Please join us for some summer fun and the chance to win some awesome prizes! We want to be your families' center of wellness, as well as be there for you during times of illness," Block said.

BINGO cards can be picked up at the MRHC Admissions desk. One BINGO card will be allowed per person and once a blackout bingo has been completed, cards can be turned in at the MRHC Admissions desk to receive a prize. Cards will be accepted until Monday, August 15th.



McLaughlin Discovers Finance Career in RURAL HEALTHCARE

➤ For Amy McLaughlin, a career in healthcare was never the initial plan. But with the support and resources from Manning Regional Healthcare Center (MRHC) and MercyOne, she not only found herself working in healthcare but helping lead a rural hospital, serving as the Chief Financial Officer at MRHC.



**Amy McLaughlin,
CPA, CHFP**

"Healthcare is never something I intentionally sought out, it sort of found me instead," said McLaughlin, CPA, CHFP. "After moving, I was looking for a career in finance closer to my new home rather than commuting to Omaha. This role just so happened to be vacant and turned out to be the perfect fit."

McLaughlin graduated from Iowa State University where she received her undergraduate degree in accounting and started her career at ConAgra Foods, working in internal audit, consumer-branded finance, and mergers and acquisitions. After moving to Audubon, she found her way to MRHC in 2015.

"Anytime we can recruit a young finance professional to serve at one of our Iowa rural hospitals is a win," said MercyOne Network Finance Executive, Sandra Christensen, CPA, FHFMA. "Amy has been no exception to this. She works hard every day to grow in knowledge and expertise to ensure the community has access to great healthcare. We feel so fortunate to have her in the CFO role at MRHC."

Even though McLaughlin did not have a background in healthcare, MRHC saw potential and gave her the support and resources she needed to succeed.

"MRHC took a leap of faith and invested resources in me to help me gain the knowledge and experience that's shaped me into the healthcare finance leader I am today," McLaughlin said. "They have always been supportive of me furthering my education in both finance and healthcare. MRHC paid for the courses and exam to help me become a Certified Healthcare Finance Professional (CHFP), funded my tuition in the IHA Advanced Leadership Academy, and they pay for my Healthcare Financial Management Association (HFMA) and Iowa Hospital Association (IHA) memberships."

Since McLaughlin is technically an employee of MercyOne and represents the affiliate connection between the two organizations, she is able to benefit from additional resources.

"It's often overwhelming trying to navigate the intricacies of healthcare finance. Being a MercyOne affiliate and employee has allowed me to tap into their pool of resources and vast areas of expertise when we have questions or need help navigating certain situations," shared McLaughlin. "It has also allowed me to build a network of other rural CFO's and finance professionals to bounce ideas off of and share best practices."

Even with the resources and advantages that come with being a MercyOne affiliate, there have been no shortage of challenges in McLaughlin's time at MRHC. Rural hospital finances are unique in that you can have increased hospital usage, increase your prices for services, and still lose money due to the complexities of both federal and commercial reimbursement.

"The biggest difficulty we run into is when insurance payers reduce their reimbursement rates. As a Critical Access Hospital, we don't have a lot of control over what we get paid for the services we provide. We are constantly evaluating what our projected reimbursement will be versus the cost to provide the service," McLaughlin said. "Unfortunately, at times it forces very difficult conversations and decisions about whether it makes sense to continue to offer something that's unprofitable. We try to stay proactive and use a forward-thinking approach when faced with reimbursement challenges, but it's certainly a struggle every year."

"[Amy] works hard every day to grow in knowledge and expertise to ensure the community has access to great healthcare. We feel so fortunate to have her in the CFO role at MRHC." – Sandra Christensen, CPA, FHFMA

McLaughlin recognizes that healthcare finance is constantly evolving, and she will need to continue to find ways to proactively stay ahead of the challenges that rural healthcare facilities are faced with. But she has been able to help MRHC overcome challenges, find success, and achieve several exciting milestones, including starting new service lines.

"We are continually evaluating and expanding service lines based on our communities' needs, and I've been fortunate enough to aid in the startup of a couple in my time here including Senior Life Solutions, Wound Care, and total joint surgeries," shared McLaughlin. "It's always exciting when we get to offer a new service to our patients, especially as there is a lot of behind the scenes work that has to be done first."

In addition to helping MRHC grow and succeed financially, McLaughlin also enjoys her work at MRHC because of the people.

"There is a fun, energetic, and supportive culture at MRHC, second to none. Everyone here matters, no matter what their role is," shared McLaughlin. "The people here are so selfless and go above and beyond to serve our patients, the community, and each other on a daily basis."

If you would like to join the MRHC team, visit www.mrhcia.com/careers or call (712) 655-2072 for more information on current job openings.



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MANNING REGIONAL HEALTHCARE CENTER

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Friends of Recovery 40th Anniversary Celebration

➡ The Recovery Center at MRHC is celebrating 40 years of providing substance abuse recovery services in western Iowa. This is an incredible milestone for our facility and the many clients we have served throughout the years.

"The Recovery Center has had such an impact on not only the clients, but also their friends, family, and communities. We want to celebrate that success, continue to be advocates for substance abuse, spread awareness that treatment is available in Manning, and share how it has had a life-changing impact on so many people," said Recovery Center Director, Taya Vonnahme, MSN, RN, ARNP, tCADC.

To celebrate, we invite all friends of recovery to join us on August 6, 2022, at the Manning Hausbarn-Heritage Park Konferenz Center from 11:00 am - 3:00 pm. This free event will include a luncheon, welcome from the Recovery Center Director, testimonials of recovery, and networking among all in attendance.

Recovery Center History

The Manning General Hospital Substance Abuse Treatment Unit (SAT Unit) opened in December 1982 after a study of the area found that substance abuse treatment services were needed. The Iowa Department of Health issued the Center a Certificate of Need, and clients were first accepted for residential treatment on January 17, 1983. The facility has grown and increased its services since.

Today the Recovery Center provides services including residential and outpatient treatment, detoxification, and education.

Then

Now

Initially there were only five staff members, however the Recovery Center's staff now consists of a multi-disciplinary team including a medical director, an administrative assistant, 24-hour nursing services, four licensed substance abuse counselors, a nurse care coordinator, family therapist, licensed clinical coordinator, psychologist, and a director.

When the hospital moved to its current location in 2014, the Recovery Center moved as well. "This new space allowed for more natural light in patient rooms and space for indoor and outdoor recreation," said Vonnahme.

If you have questions about the 40th Anniversary Celebration or need more information about Recovery Center services, call (712) 655-2300.

Upcoming Events at MRHC

July 8 - Wellness Clinic

July 11 - First Aid/CPR Training

July 15 - Auxiliary Farmer's Market Bakesale on Main Street in Manning

July 22 - WCIHF golf tournament at M&M Golf Course

July 22 - Community blood drive in the MRHC Conference rooms

August 6 - Recovery Center 40th Celebration at Manning Hausbarn

August 12 - Auxiliary Farmer's Market Bakesale

Read more news and find out more information at www.mrhcia.com

