



2024 ANNUAL IMPACT REPORT

Phelps Health is a trusted, county-owned healthcare system serving more than 200,000 residents across south-central Missouri. Governed by a five-member elected board, Phelps Health operates independently without tax support, ensuring high-quality, accessible care.

PHELPSHEALTH.ORG



NEW NATIONAL ACCREDITATIONS AND RECOGNITIONS IN 2024



Forbes business magazine recognized Phelps Health as one of Missouri's best workplaces, placing it among the top group of employers in the state.

This marks the second straight year that Phelps Health has received this prestigious honor, highlighting our consistent excellence as a workplace.



The Phelps Health Emergency Department (ED) was named a 2024 National Certification Champion by the Board of Certification for Emergency Nursing.

This award recognizes exceptional commitment to emergency, trauma, flight and critical care ground transport nursing professionalism and clinical excellence through nursing specialty certification. Phelps Health was the only national winner in the Small Healthcare Organization category.



The Phelps Health Comprehensive Breast Center has earned a 3-year accreditation in MRI and mammography by the American College of Radiology® (ACR®) after thorough review.

Earning the ACR's gold seal of accreditation signifies that the Center has met the highest standards for image quality and patient safety. This accreditation is only given to centers that meet or exceed the ACR's requirements.



In July 2024, Phelps Health Home Health was recognized by Strategic Healthcare Programs (SHP) as a "Superior Performer" for achieving an overall patient satisfaction score that ranked in the top 20% of all eligible SHP clients for the 2023 calendar year.

The annual SHPBEST™ award program was created to acknowledge home health agencies that consistently provide high-quality service to their patients.



Health Quality Innovators awarded Phelps Health the Gold Award through the Health Quality Improvement Contractors Recognition Program. This prestigious award highlights the health system's efforts to improve patient safety and healthcare quality.

This acknowledgment comes after a challenging 4 years marked by a pandemic, workforce shortages and rising workplace violence. Despite these difficulties, Phelps Health remains committed to advancing quality care for patients and the community.

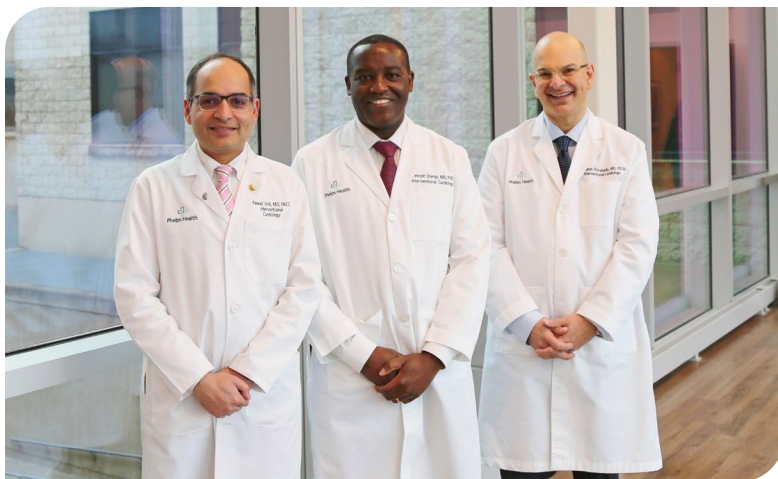
NEW SERVICES IN 2024



The **Phelps Health Weight Loss and Bariatric Center** offers life-changing services to patients in the Phelps Health service area and beyond. Led by **Donny Roshan, DO**, a native of Rolla, Missouri, and an experienced general and bariatric surgeon, the center offers surgical and nonsurgical weight loss services as well as nutritional counseling and support.



Phelps Health began offering Inspire® therapy, a breakthrough obstructive sleep apnea treatment option for those who struggle with continuous positive airway pressure therapy. Inspire® is an FDA-approved implant and remote system that gently opens the airway, improving sleep quality and reducing sleep apnea events. **Brian Kriete, MD**, Phelps Health Ear, Nose and Throat (ENT)/Allergy Physician, offers this life-changing therapy.



“Everyone who came into my room was focused and professional. I truly believe that the care I received at Phelps Health is why I’m here today.”

Eddie Blaylock
Emergency Department Patient

Phelps Health Cardiology expanded its services to include around-the-clock care to treat the most severe type of heart attack. A ST-segment-elevation myocardial infarction (STEMI) is commonly referred to as a “widowmaker” heart attack, and they occur when there’s a complete blockage in a major artery in the heart.

Previously, residents in the area had to travel up to 2 hours for this type of care, delaying treatment and potentially causing more damage. In 2024, the Cardiology team also began offering treatment for Atrial Septal Defect (ASD) and Patent Foramen Ovale (PFO). Pictured above is the Phelps Health Interventional Cardiology team, which includes (left to right) Fawad Virk, MD, FACC, Lincoln Shenje, MD, PhD, MRCP, and Stilianos Efstratiadis, MD, FACC, FSCAI.

PATIENT CARE



662
Newborns



6,199
Surgical
Procedures



6,456
Total Inpatient
Admissions



25,980
Home Health
Visits



29,907
Total Inpatient
Days



881
Pastoral Care
Visits



234,945
Hospital
Outpatient Visits



532
Diabetes Education
Patient Visits



33,185
Emergency
Department Visits



237,220
Total Physician
Clinic Visits

FOR THE COMMUNITY

Charity Care

\$8,172,000

Community Donations

\$70,000

ECONOMIC IMPACT



Salaries
and Wages
\$160,067,000



Employee
Benefits
\$43,711,000



Capital
Investment
\$22,118,000

BY THE NUMBERS

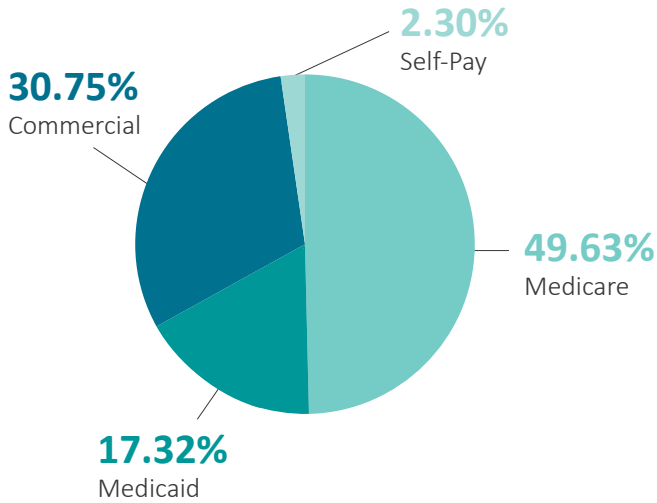
\$374,250,000

Total Operating Revenue

4.7%

Total Operating Margin

PAYER MIX



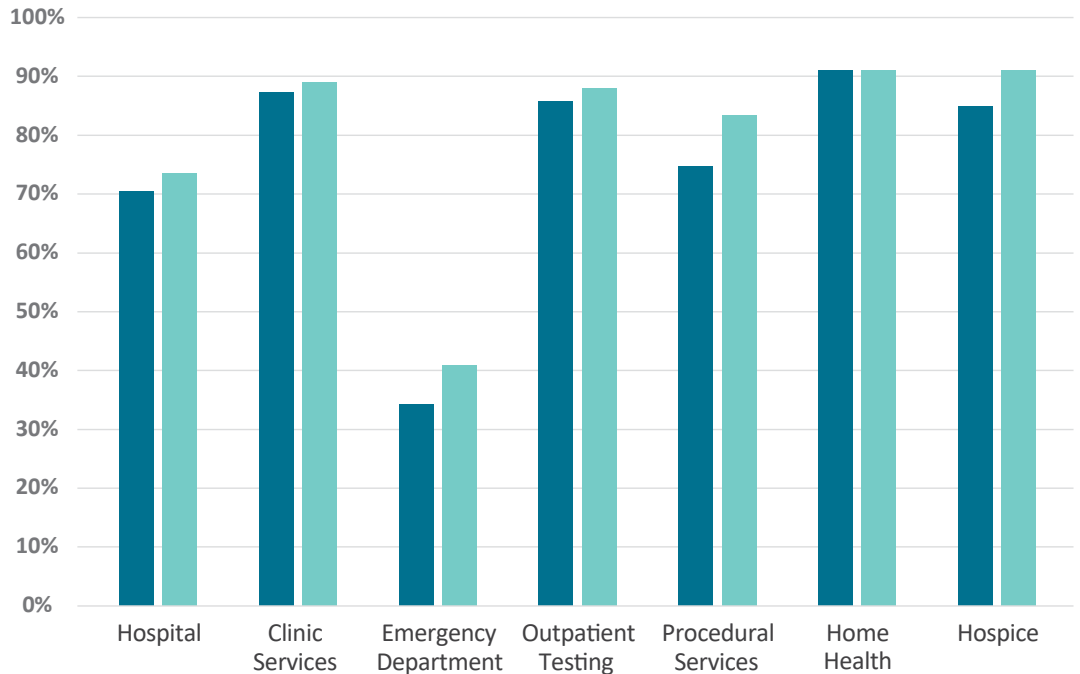
“Those [ED] nurses never sit down. They’re always running. But they took such good care of me. I want to make sure that people know that we have great doctors and nurses here. They really do care about the patients.”

Courtney Barton
Emergency Department Patient

PATIENT EXPERIENCE

Phelps Health patient satisfaction increased across the board in 2024. The scores at the right represent a willingness of patients to recommend Phelps Health.

Would Recommend
■ 2023 ■ 2024



PHELPS HEALTH FOUNDATION

The Phelps Health Foundation supports the hospital's mission to provide high-quality, accessible healthcare. The Mission Fund directly supports a variety of needs, such as improving our buildings, purchasing new equipment and providing meals, medical supplies, transportation and more for our patients.

The Foundation committed over **\$120,000** in 2024 to support over 1,400 patients throughout our region. In 2024, the Phelps Health Foundation also hosted several successful events that brought our community together to support crucial initiatives.



Employee Giving Campaign: CARES IN ACTION

Our team members make a difference in the lives of patients, coworkers and the community through the Employee Giving Campaign. In 2024, Phelps Health employees raised over **\$85,000** for patient care programs, services, education, technology and equipment.



Butterfly Release Celebration

This heartfelt event helps families and friends honor loved ones who have passed, symbolized by the release of butterflies. In 2024, over **\$18,000** was raised to support patient services in the region, and this celebration beautifully blends remembrance and support.



Annual Charity Golf Tournament

Our 26th Annual Charity Golf Tournament brought together 44 teams of golfers and numerous volunteers to raise over **\$120,000** for the new Emergency Medical Services base, which features 8 ambulance bays, dedicated crew quarters, expanded operational space, a second helipad and more.



Heart-2-Heart Fundraiser

The Heart-2-Heart Luncheon and Dinner brought together generous supporters, raising over **\$64,000** to enhance cardiac care at Phelps Health. These funds will help purchase critical equipment, enabling Phelps Health to provide more effective treatments for heart and vascular conditions.

PHELPS HEALTH AUXILIARY AND VOLUNTEER SERVICES UPDATE

Phelps Health Auxiliary and Volunteer Services funded numerous projects at Phelps Health and in the community including:



- A newborn security system upgrade for the Obstetrics and Nursery Department **\$55,376**
- A virtual reality training system for the Simulation Lab **\$9,806**
- Specialty mattresses for patients with skin breakdown **\$30,000**
- A new Happy Hauler van, used to transport patients and staff around campus **\$32,998**
- Scholarships for RN/BSN and Allied Health students **\$15,000**

15,117

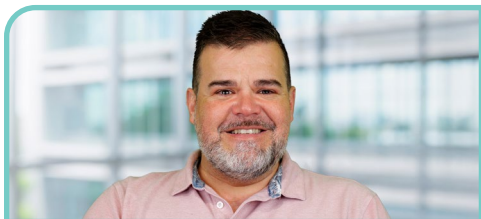
Total adult volunteer hours
(equates to \$471,045 in labor costs)

565

Total VolunTEEN hours
during summer program

655

Total years of experience
represented by active volunteers



"To say that they [Home Health and Outpatient Therapy] made an impact is an understatement. They took me from a point of being dependent and immobile to a place where I could start to walk again. I'm very grateful."

Christopher Dew
Outpatient Therapy Patient





Phelps Health Bond Building
600 Blues Lake Parkway
Rolla, Missouri



Phelps Health Home Health and Hospice
1500 East State Highway 72
Rolla, Missouri



Phelps Health Medical Group — Vienna
606 South US Highway 63
Vienna, Missouri



Phelps Health — Salem
1415 West Scenic Rivers Boulevard
Salem, Missouri



Phelps Health — St. James
1000 North Jefferson Street
St. James, Missouri



Phelps Health Walk-In Clinic — Rolla
603 South Bishop Avenue, Suite C
Rolla, Missouri



Phelps Health Walk-In Clinic — Waynesville
1000 GW Lane Street, Suite 150
Waynesville, Missouri



Phelps Health Waynesville Medical Plaza
1000 GW Lane Street
Waynesville, Missouri



Phelps Health Hospital and
Phelps Health Emergency Department
1000 West 10th Street, Rolla, Missouri



Phelps Health Medical Office Building
1050 West 10th Street
Rolla, Missouri



Phelps Health Delbert Day Cancer Institute
Bariatric Center *Second Floor*
1060 West 10th Street, Rolla, Missouri



Phelps Health Weight Loss and
Bariatric Center *Future Location*
1201 Hauck Drive, Rolla, Missouri