

BALANCE



YEARS



Phelps Health.®

GOING BEYOND *better*

PHELPSHEALTH.ORG



CELEBRATING 75 YEARS OF CARING

As we celebrate 75 years at Phelps Health, I find myself reflecting on the remarkable journey that has brought us to this moment—a journey defined by compassion, innovation and an unwavering commitment to the people we serve.

From our humble beginnings in 1951 as a small local hospital to the comprehensive regional health system we are today, Phelps Health has grown and evolved alongside the communities of south-central Missouri.

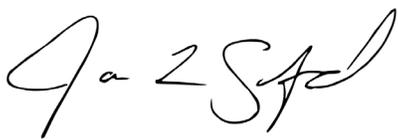
Throughout our history, one thing has remained constant: our focus on providing high-quality, accessible healthcare. That mission has guided us through times of change and challenge, from advancements in medicine and technology to the evolving needs of our patients and families. Every milestone we celebrate today—every innovation, every expansion, every patient saved—is a reflection of the people who believed in that mission and gave their time, talent and heart to carry it forward.

As we honor our past, we also look confidently to the future. Healthcare is changing rapidly, and Phelps Health continues to evolve to meet those changes with courage and creativity. Our investments in new technology, clinical excellence and patient-centered design ensure that the next 75 years will be just as vibrant and impactful as the first.

To all who have been part of this incredible story—our employees, physicians, volunteers, donors, patients and community members—thank you. Your trust and partnership have built a strong foundation that will continue to support generations to come. Together, we will keep advancing care, nurturing innovation and strengthening the health of our region.

It is both an honor and a privilege to celebrate this milestone with you. Here's to our history, our people and the bright future that lies ahead for Phelps Health.

Sincerely,



Jason Shenefield, President and CEO



“ What began as a vision to bring healthcare close to home has become a legacy built by generations of dedicated caregivers, volunteers and community partners. ”

Phelps Health *Balance* is a publication of Phelps Health printed and distributed by Missouri S&T Printing and Mail Services, 209 East 8th Street, Suite 150, Rolla, Missouri, 65409. Information in this magazine is not intended for diagnosing or prescribing purposes. If you have any specific questions or concerns about your health, please talk to your healthcare provider.

Phelps Health
1000 West 10th Street
Rolla, MO 65401
(573) 458-8899
phelpshealth.org

Phelps Health Board of Trustees

- Annie Bass
- Richard Elgin
- Anthony Kaczmarek
- Janece Martin
- Ben Tipton

Phelps Health Board of Trustees Advisory Members

- Carolyn Buschjost
- Mary Graham
- Merilee Krueger
- Tim Wilson

Phelps Health Administration

- Jason Shenefield, President/Chief Executive Officer
- Keri Brookshire-Heavin, Senior Vice President/Chief Operating Officer/Chief Nursing Officer
- Thad Leach, Senior Vice President/Chief Legal Officer
- Jana Cook, Senior Vice President/Chief Financial Officer
- Jason Bartholomew, Senior Vice President of Medical Group Operations
- John Money, Senior Vice President of Human Resources and Philanthropy
- Somer Overshon, Senior Vice President/Chief Transformation Officer
- Rebecca Unger, DO, Chief Medical Officer, Hospital
- Rachele Gorrell, DO, Chief Medical Officer, Clinics

Phelps Health Marketing Department

- Hillary MacCash
- Tania Lambert
- Stefanie Van Wyk
- Emmett Clonts
- Brooke Rogers
- Michelle Prince
- Maureen Lynam

If you would like to subscribe to the free Phelps Health *Balance* magazine, please go to phelpshealth.org/balance or scan the QR code to sign up.



IN THIS SPECIAL BALANCE ISSUE

01 THE FOUNDING

03 THE AUXILIARY: A LEGACY OF SERVICE

04 THE 1950s AND 1960s

05 THE 1970s

07 THE 1980s

09 THE 1990s

10 A FOUNDATIONAL IMPACT

11 THE 2000s

13 A LIFETIME OF CARE:
A SALEM COUPLE'S STORY

18 THE 2010s

23 THE 2020s

27 A TRIP DOWN MEMORY LANE

"One of the Finest Medical Centers to Be Built in the Midwest in Recent Years"

View of 10th Street where Phelps Health stands today, circa 1910-1920



1949 groundbreaking

"Its [Phelps County Memorial Hospital] completion represents a long-cherished hope of many hundreds of persons of the county. It stands today as a tribute to hard work and sacrifice on the part of persons with enough civic pride and enough interest in health and welfare for themselves and their fellows to work and fight for such a facility." – Rolla Daily News

From the Civil War field hospital in the Old Phelps County Courthouse to the makeshift hospital housed in the former Hotel Baltimore, Rolla has long been a regional medical hub. The city had seen several clinics and temporary hospitals come and go over the years. When the small but essential Nelle McFarland Hospital closed in 1946, it highlighted the urgent need for a public hospital large enough to serve the growing population.

\$1 Million Total cost
Contributions included:

- \$400,000 raised by a countywide bond issue in 1948
- A \$200,000+ grant from the federal government
- \$4,900 donated by the Auxiliary
- An additional \$25,000 from a countywide drive to collect funds from local residents



Photos of construction, circa 1949-1950



PHELPS COUNTY MEMORIAL HOSPITAL
Rolla, Missouri

Front View, Looking Due Northwest From Tenth Street

The Phelps County Hospital Board: Frank Blue, President; Dr. M. H. Underwood, Vice Pres.;

A TRUE COMMUNITY EFFORT BEGAN

Later that same year, the citizens of Phelps County overwhelmingly passed a bond issue. Dr. E. A. Scott, of St. James, closed his 10-bed facility, which allowed the new hospital to qualify for a federal grant. Community members raised \$40,000 to equip patient rooms, and numerous donations from local organizations and private citizens helped turn the dream of a modern medical facility into reality.

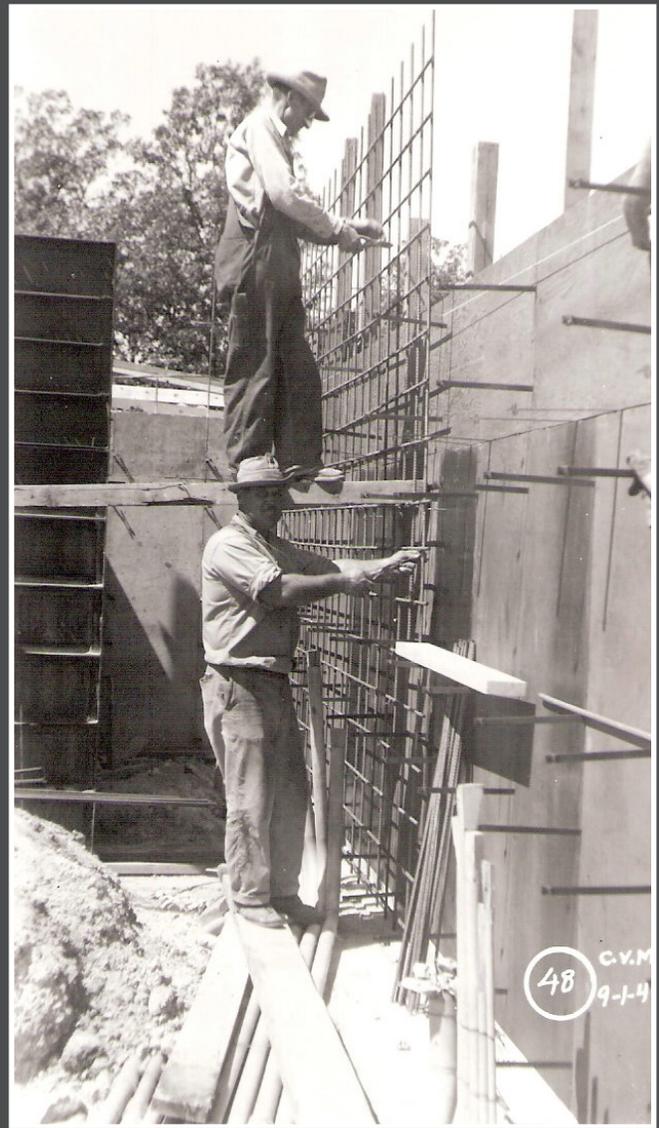
In 1949, construction of the \$1,000,000 Phelps County Memorial Hospital began on ground purchased and donated by the Rolla Lions Club.



Local engineer and historian Clair V. Mann (pictured at left) served as the architect's on-site representative, monitoring construction progress and coordinating with contractors and utility workers. As concrete and steel rose from the earth, the community's vision began to take shape.

"All in all, it's a pretty magnificent building, this medical center here."

— Rolla Weekly New Era





Uptown Theater — Photo from the 1965 University of Missouri at Rolla yearbook



Auxiliary making "pinkie mice" puppets in 1977



Charter Auxiliary members were honored for 25 years of service in 1975.

A LEGACY OF SERVICE

In December 1949, a group of determined women braved the cold to attend a tea held at the home of Mrs. H. H. Davis, the wife of a local doctor, to discuss forming a women's auxiliary for the future Phelps County Memorial Hospital. Invitations had been sent to representatives of every women's organization in Phelps County.



Two months later, in February 1950, the first official meeting was held at the Uptown Theater, where 78 women became charter members of the organization.

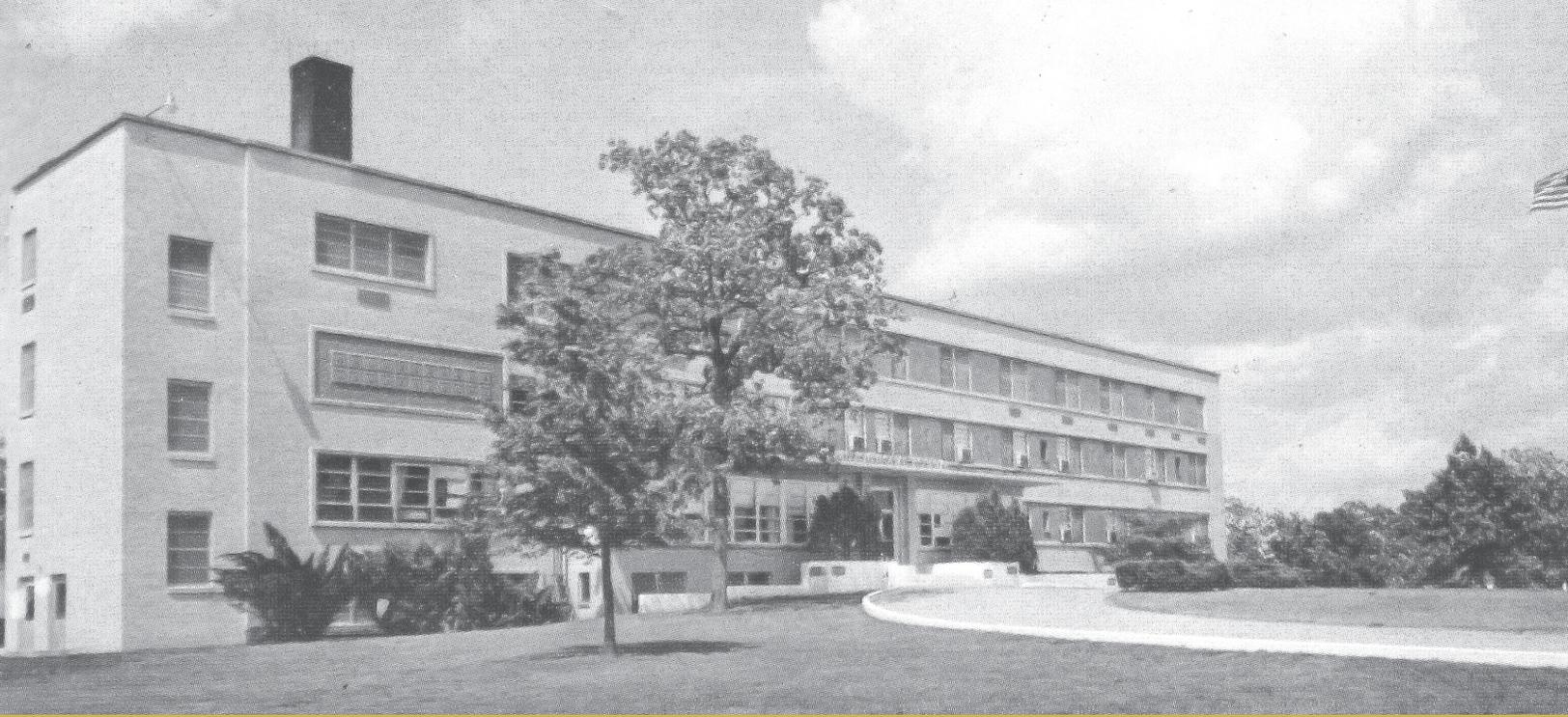
The group began fundraising immediately, hosting an auction, a bake sale and benefit performances of "Night of January 16th" by Rolla's Little Theater Group and "Sleeping Beauty" by Lucretia Zoe's Dance Studio. Additional fundraising efforts included a square dance and card party, as well as the establishment of the "100% List," a roster of local employers with every employee contributing to the Hospital fund.

In addition to impressive fundraising efforts, the Auxiliary also created hand-sewn draperies, linens, gowns and other items necessary for the Hospital's operation. For many years, the Auxiliary also provided handmade "pinkie mice" to pediatric patients.

Today, the Auxiliary remains active as the Phelps Health Auxiliary and Volunteer Services (AVS) Department. Over 75 years of fundraising have contributed more than \$3.5 million to support the health system's needs and volunteers contribute over 15,000 hours each year, working in 35 different areas.

"If we are to have a hospital, we must have your help."

—Phelps County Memorial Hospital Board of Trustees, quoted in the 1949 Auxiliary files



Phelps County Memorial Hospital opened with:

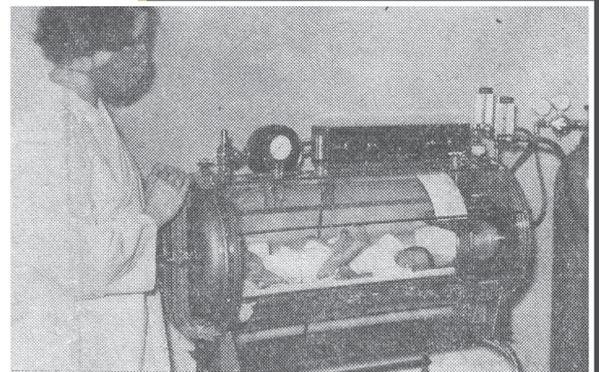
- 63 beds, including 15 bassinets for infants
- Two surgery rooms
- Two obstetrical rooms
- A big kitchen
- A laundry area
- A variety of other facilities

Staff was made up of 65 employees, including:

- 12 registered nurses
- 14 practical nurses
- Nine referring physicians from the surrounding counties

During the first 3 days the Hospital was open, 25 patients were admitted and 11 surgeries were performed.

Twice the joy: On June 18, 1951, Stanley Warren and Carmen Marie Rhea became the first twins born at the Hospital. The Houston twins were pictured here with nurse Charlotte Huffman in a new air-lock incubator, designed to assist newborn breathing.



1951

In March of 1951, Phelps County Memorial Hospital opened.



1965

A new third-floor addition opened for patients in the spring, adding 49 beds to the original 63, with a cost of \$285,000.



In **1971**, a major addition funded by a \$1,345,000 bond issue was begun to add a 26-bed ambulatory and 32-bed long-term care unit, a two-story east side shell and some ancillary areas. The project was completed in 1973.

In **1977**, the first floor of the east side shell was completed, adding 26 beds.

A 5-year master plan that was completed in 1977 indicated a need for more beds and health services in the region. In 1979, a \$14.5 million revenue bond issue was sold to address the need, and ground was broken for a major construction project to add 90 beds, enlarge all ancillary departments and double the physical size of the Hospital.



KEEPING THEIR STRIPES—Phelps County Memorial Hospital candy strippers receive service awards and are given special recognition at a tea Thursday in their honor. From left in the back: LaDonna Lewis and Kelly Adams; from left in the middle: Kathy Hawks, Mike Willeford, Gretchen Long, Carrie Malone, Elizabeth Sauer, and Sharon Amos; from left in the front: Sharon Amos, Elizabeth Sauer, and Gretchen Long.

While the candy striper program is no longer in existence, Phelps Health still relies on the invaluable contributions of our volunteers. In 2024, our dedicated volunteers contributed more than 15,000 service hours to the organization.

1973

The Hospital added 58 beds and a lobby.



1974

The Phelps County Memorial Hospital Auxiliary opened the first gift shop, stocked with baby and novelty gifts, toys, and candies.



Clinicians are surrounded by X-ray films in this undated photo. Today, imaging at Phelps Health is completely digitized, often incorporating artificial intelligence (AI) technology.

For decades, the Auxiliary's Sewing Committee has created handcrafted items for patients. One beloved tradition that continues today is sewing Christmas stocking baby buntings for babies born around the holidays. In 1978, baby Christy (top photo) was sent home in one of these handmade stockings.



1975 By the Numbers



Beds
151



Patients
6,406



ED visits
9,017



X-rays
45,349



Outpatient tests
20,850



Surgeries
2,008



Lab tests
65,202



Births
635



1976

As part of a new Hospital program, fathers were allowed to stay after visiting hours to help care for their new babies.

1977

The Hospital added 26 beds, an Intensive Care Unit (ICU), pediatric nursing and an ambulance garage.

Open House / Dedication
1:30-4:30 p.m.
Sunday, December 6, 1981



In **1980**, the Hospital's Board of Trustees authorized a name change to Phelps County Regional Medical Center, kicking off a decade of unprecedented growth.

In **1981**, the community was invited to tour the new portion of the Hospital, which had been under construction for 2 years.

The \$14.5 million dollar project included:

- A new emergency department
- Five new surgery rooms
- A new recovery room
- Expanded lab and pharmacy facilities
- The addition of oncology and psychiatric centers
- New imaging equipment including a CT scanner

1980

The Hospital reached 100 births per month.



1981

The Auxiliary opened a snack bar, offering hot and cold sandwiches, salads, desserts, and beverages.

"I think we've reached the point where the quality of care here is second to none."

— Dr. Robert James



Aerial view of Hospital campus, circa 1980



In this 1981 photo, a nurse adjusts a patient's fluids. The Hospital had 540 employees at the time. Today, Phelps Health employs around 2,000 team members.

1985 By the Numbers



Beds
270



Patients
9,000



ED visits
15,000



X-rays
90,000



Lab tests
165,000



Births
1,000



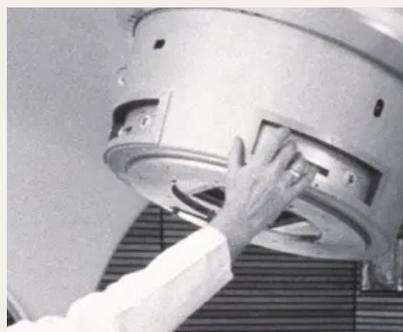
Average length of stay
5.8 Days



Prescriptions filled
98,000

1985

The Hospital began offering deluxe private rooms, available to patients at \$200 per night.



1987

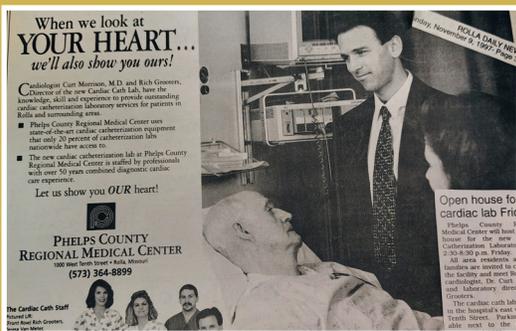
The Hospital added radiation oncology services.



The Auxillary donated several pieces of equipment to the Cardiac Rehab Unit including this Landice Clinical treadmill.



Nursing students from Rolla Technical Institute and East Central College



Dr. Curt Morrison is shown in this ad for the cardiac cath lab open house.



In August 1993, more than 3 years of renovation, construction and reconstruction involving more than 50 contractors came to its conclusion.

Enhancements included:

- A new east addition
- Addition of MRI and cardiac rehab
- Expanded maternity, medical imaging, ambulatory surgery, ED and rehab units

The \$18 million project added more than 80,000 square feet to the medical center complex and increased parking from 570 to 930 spaces.

According to a Hospital publication, licensed bed capacity did not increase due to the “nationwide shift to more outpatient work and shorter inpatient Hospital stays.”



1994

Acute inpatient rehabilitation services were added.

1996

The psychiatric unit was renovated to create the Center for Psychiatric Services.

THE PHELPS HEALTH FOUNDATION

Established in 1996, the Phelps Health Foundation is a 501(c)3 organization that provides for the healthcare needs of our community through the Mission Fund, which supports Phelps Health initiatives and patient needs.

BY THE NUMBERS: The Foundation's Impact Through the Years

\$760,000+

Donated by employees since 2009 to support the health system and patient needs

\$19.5 MILLION+

Secured since 1996 from over 110,000 donors

\$7 MILLION

Raised to build the Delbert Day Cancer Institute

\$400,000

Contributed to the construct the new EMS base

1,400+

Patients supported annually

3

Major community fundraising events held each year:



Butterfly Release Celebration



Annual Charity Golf Tournament



Heart-2-Heart Fundraising Dinner



"The Foundation is the bridge between what healthcare is today and what it can become tomorrow."

—Paige Marsolais-Heitman, Director of Philanthropy

**Celebrate 75 Years.
Shape the Next 75.**

Join us in bringing expert care and heart to every patient, every day.



Learn more by scanning the QR code.



1997

The Hospital opened its first cardiac catheterization lab.

1998

Home Health and Hospice was added, primary care clinics opened in Vienna and St. James, and a new pediatric department was unveiled.



New north addition for Radiation Oncology

In **2003**, the Hospital expanded with a new north addition that created a larger, dedicated space for radiation oncology as the demand for cancer care services grew. The new addition also housed expanded spaces for Physical Rehabilitation, Cardiac Rehabilitation and a new state-of-the-art laboratory.

Later the same year, the Emergency Department also underwent a major expansion and renovation to better support growing patient needs. Together, these improvements enhanced the Hospital's ability to deliver advanced, comprehensive care for the community.



PCRMC Emergency Department renovation



2002

Cancer care at PCRMC was continually expanding, and this year saw the addition of advanced, more precise radiation therapy equipment.

2003

PCRMC added a ThinPrep 2000 processor. The new technology was significantly more effective at detecting signs of cervical cancer than traditional pap tests.

“There was a lot of planning involved in these projects, and they are finally finished. The new facilities are extremely important to the community.”

—Dr. Jay Crump



In 2006, the Hospital unveiled a new Intensive Care Unit (ICU) and adjoining medical telemetry unit. The \$6 million project featured 18 private ICU rooms and 34 medical telemetry (or step-down) rooms.

With the opening of this unit, the facility became the first hospital in the United States to feature moveable overhead booms in a general nursing unit. The booms contained oxygen, suction, telephone and electrical outlets for more flexible positioning than a traditional headwall.



2005

The Board of Trustees approved a plan to build a new medical office building on the Hospital campus to increase clinical space and expand service offerings.

2007

The expansion of the Sleep Center and cardiac catheterization lab increased capacity and improved access to advanced services for patients throughout the region.

A LIFETIME OF CARE: A SALEM COUPLE'S STORY



Mary Lou is pictured with her grandmother, Nellie Bartlett, and her uncle, Raymond Bartlett. At age 3 here, this is the earliest photo she has.

Mary Lou Brooks has called Salem, Missouri, home for most of her 73 years. Her life began in crisis, but also in care.

Born 6 weeks early in August 1952, Mary Lou weighed just 2 pounds, 3 ounces. On the same day her mother learned she was pregnant, she also learned she had uterine cancer. To give her baby a chance, she decided treatment had to wait. When early labor came, Dr. Alice Crosby, at Hart Hospital in Salem, arranged for a transfer to the brand-new Phelps County Memorial Hospital (now Phelps Health) in Rolla. There, a tiny premature baby was placed in a simple incubator and fought to survive for more than 6 weeks.

“I’ve been told that two doctors pronounced me dead,” Mary Lou said. “But Dr. Crosby wouldn’t give up. She rode with me in whatever form of transportation it was—maybe a hearse, which often doubled as an ambulance in those days.

“I’ve always said it was a miracle that I survived,” she added. “They [her care team at Phelps County Memorial Hospital] kept me alive when I shouldn’t have made it.”

Mary Lou’s mother passed away at age 37, when Mary Lou was 15 months old, leaving her grandmother to raise her and her siblings in a small, drafty house in Salem.

“We were dirt poor,” she said.

Her grandmother grew a huge garden—large enough to fill what is now a parking lot—and neighbors often stepped in to help when money and food ran short. Every bit of kindness stayed with Mary Lou.

That early gratitude has shaped her entire life and later led her into nursing, a second career she began in her late 30s.

“I just wanted to do something different,” she said.

(continued on next page)

“I’ve always said it was a miracle that I survived.”

—Mary Lou Brooks

Mary Lou earned her degree through Lincoln University after riding a bus from Rolla to Jefferson City for classes. For more than 20 years, she cared for patients in hospitals across Missouri.

But her ties to Phelps Health didn't end with her own birth story.

Her husband, Dale, also credits his life to the health system. In 1968, at just 23, he survived a head-on collision on Highway 72. His first wife, also in the vehicle, succumbed to her injuries. He arrived at Phelps County Memorial Hospital with a collapsed lung, a fractured sternum and a broken jaw. He spent days in a coma and weeks in intensive care.

"They [the Hospital] definitely saved his life," Mary Lou said. "There's no doubt about it."

In the years since, the Brooks family has continued to rely on Phelps Health for specialists, surgeries and everyday care that helps them stay close to home.

"We appreciate having good doctors and providers right here," she said. "Dr. E [Dr. Efstratiadis], Dr. Gautam, Dr. Voight, Sandra Headrick—they've all taken great care of us."

As a former nurse, the Salem resident knows how much healthcare has changed. She marvels at modern neonatal care, where tiny babies

like she once was would now go to a neonatal intensive care unit (NICU) staffed with specialized nurses and advanced machines that help newborns breathe, stay warm and fight infection.

"Back then, they just had a warmer," she said. "Today, the technology is amazing."

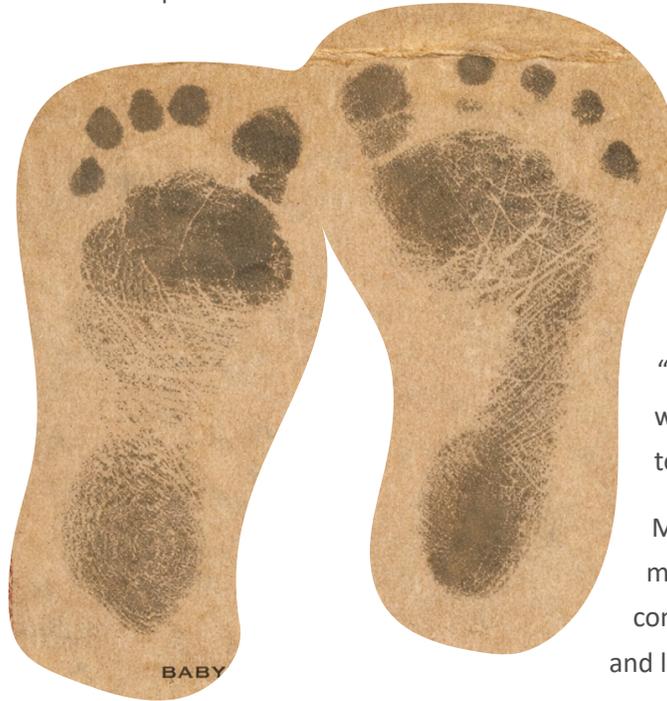
Mary Lou also knows what matters most never changes: compassion, connection and listening.

"A smile and eye contact mean everything," she said.

She believes care feels different—and better—when caregivers know your story before they walk into the room.

Mary Lou has seen firsthand how a strong local health system can shape a community. From lifesaving trauma care to the Phelps Health Delbert Day Cancer Institute, she sees Phelps Health as a partner not just in medicine, but in hope.

Reflecting on Phelps Health's 75th anniversary, she sums it up simply: "Trust Phelps Health—they do amazing things here."



Since 1951, Phelps Health has grown alongside families like the Brookses—and we're honored to continue doing so, with purpose, with heart and with you in mind.



*“Trust Phelps Health—
they do amazing
things here.”*

Dale and Mary Lou Brooks today
at their home in Salem



Completed in **2007**, the six-story, 120,000-square-foot Medical Office Building (MOB) enhanced local access to comprehensive care. The new facility featured space for both primary care suites and specialty clinics. The new \$56 million building also featured space for ambulatory surgery, outpatient medical imaging, a comprehensive breast center, outpatient rehabilitation, laboratory and pharmacy services. A two-story elevated walkway connected the new building to the main Hospital.



2008

The addition of digital mammography services improved the speed and accuracy of breast cancer screenings, enhancing both the patient experience and clinical precision.

The PCRMC Medical Group was established, creating a unified provider network to enhance patient care.



In **2011**, the Auxiliary and Volunteer Services Department opened a remodeled and expanded gift shop. Rebranded as The Lily Pad, the gift shop offered patients, visitors and staff a welcoming place to shop. The gift shop, which moved several times since its origin in 1966, was preceded by a notions cart that volunteers pushed through the Hospital.

Funds raised from The Lily Pad provide nursing and allied health career scholarships. They also support Phelps Health with major medical equipment, transportation services and other projects that benefit the health system and our community.



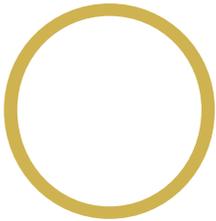
2010

The Board of Trustees voted to rename the Emergency Department in honor of Jay Crump, DO, who served as medical director of emergency services from 1984-2009.



2012

In response to increasing call volume, transfers and mutual aid requests, a fourth ambulance and crew was added.



opened in July **2015**, the 56,000-square-foot Waynesville Medical Plaza

expanded access to primary and specialty care services, advanced medical imaging, and outpatient rehabilitation services in Pulaski County. In **2017**, a walk-in clinic was added to care for patients seeking services after hours and on weekends.



2013

Employees and community members launched a capital campaign to fund the construction of a new cancer treatment center, the first between St. Louis and Springfield.

2014

The health system hosted its first-annual National Cancer Survivors Day event at Lion's Club Park for area survivors and their families.



In **2017**, the Delbert Day Cancer Institute (DDCI) opened—a landmark, state-of-the-art cancer treatment center. The four-story building features a 37,000-square-foot cancer center spanning two floors and 63,000 square feet of shell space to accommodate future growth.

The \$31 million facility significantly expanded the Hospital's cancer care capacity, allowing the health system to serve over 500 additional patients per year.



The DDCI is named after Delbert Day, PhD, curators' professor emeritus of Materials Science and Engineering and senior investigator of the Graduate Center for Materials Research at the Missouri University of Science and Technology. The Institute was initially funded through a gift from Dr. Delbert Day's son and daughter-in-law, Ted and Kim Day.

The Delbert Day Cancer Institute represents innovation, know-how, curiosity, strength, courage, faith, endurance and hard work that pays off—in short, everything we need to beat cancer.

Quote from *Foundation in Focus*, Spring 2011



2015

PCRMC and Missouri S&T signed a memorandum of understanding to promote research collaboration and the exchange of ideas.

2016

The health system began offering 3D mammography, providing a more detailed view of breast tissue and reinforcing our commitment to early detection.



In **2017**, the Hospital implemented the da Vinci Xi robotic surgical system, bringing advanced, minimally invasive surgery to the region. The technology allows surgeons to perform complex procedures with precision and control, giving patients shorter hospital stays, fewer complications and faster recovery.

In **2018**, the DDCI officially became part of the Siteman Cancer Network, an affiliation with Siteman Cancer Center at Barnes-Jewish Hospital and Washington University School of Medicine. The partnership brought advanced resources to south-central Missouri patients, including access to genomic and genetic testing, clinical trials, and highly specialized treatments.



In **2019**, Phelps Health opened a new 7,500-square-foot clinic in Salem. More than 3,000 square feet larger than the previous location, the new facility featured 16 exam rooms and a procedure room. The \$3 million building significantly expanded primary care capacity in Dent County.



2017

The Hospital launched Phelps Air, a 24/7 critical care helicopter service on the main campus, which significantly boosted emergency response capabilities in the region.

The health system established its Patient and Family Advisory Council (PFAC), giving community members a voice in improving the patient experience.



In **2019**, the Hospital revealed a new name reflecting its broadened mission. Serving six counties with multiple off-campus clinics, the organization had expanded far beyond the humble vision of a community hospital. The Phelps Health name reflects the medical center’s transformation into a regional health system committed to leading the way to better health and well-being for more than 200,000 residents of south-central Missouri.



2018

In 2018, the DDCI officially became part of the Siteman Cancer Network, an affiliation with Siteman Cancer Center at Barnes-Jewish Hospital and Washington University School of Medicine.



2019

The DDCI began offering the Paxman Scalp Cooling System, a procedure proven to reduce or prevent hair loss during chemotherapy.



In 2020, Phelps Health rapidly adapted to the emerging COVID-19 crisis, opening a drive-through respiratory screening station, converting Hospital units to handle COVID patients and expanding capacity under difficult circumstances. The pandemic also accelerated the use of telehealth, helping to maintain patient access even as in-person visits declined.



In addition to the drive-through screening stations, Phelps Health also helped to protect the community by holding drive-through vaccination clinics and taking the effort out into the community, setting up vaccination stations at churches, schools and other off-site locations.

2020

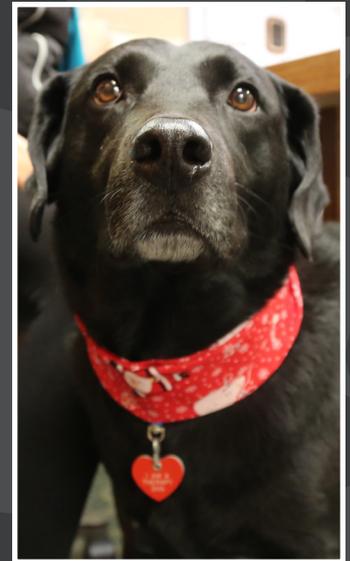
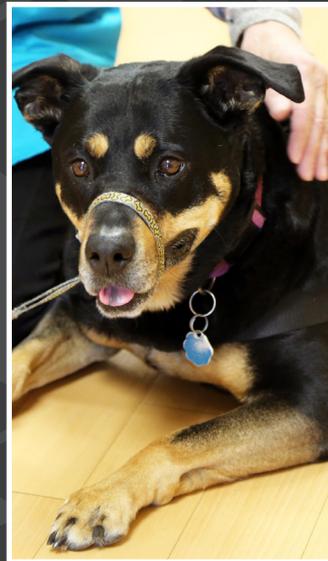
Phelps Health launched Epic, the most widely-used electronic health record system in the nation, giving patients 24/7 access to their health information through the MyChart app.



Phelps Health began offering telehealth visits, connecting patients and their providers remotely using computers, tablets or phones.

In **2023**, Phelps Health introduced the Pet Pals program, bringing certified therapy dogs—complete with their own official badges—into the Hospital for regular rounds. Visiting both patients and staff, these four-legged volunteers offer uplifting interactions to those who welcomed them, helping boost patient satisfaction and employee morale.

The program began with four canine companions: Ryder, Luke Skybarker, Sophia and Jethro. These furry volunteers quickly made a positive impact, bringing comfort and smiles to patients and staff throughout the Hospital.



2021

Phelps Health opened a new Walk-In Clinic in Rolla, offering same-day care for nonemergent needs with evening and weekend hours.



2022

The health system installed a Mamava breastfeeding pod near the registration desk and waiting area at the Hospital's Main Entrance.



In **2024**, Phelps Health announced 24/7 care for STEMI heart attacks, the most severe kind of heart attack. Prior to this, the nearest STEMI care was up to 2 hours away. This new program provides quicker diagnosis and treatment, improving patient outcomes.

In **2025**, Phelps Health was awarded the Joint Commission's Gold Seal of Approval and the American Heart Association's Heart-Check mark for Primary Heart Attack Center certification.



The Joint Commission



American Heart Association



2024

A major renovation of the Phelps Health Bond Building refreshed waiting areas, exam rooms and medical suites.

Phelps Health was selected by the State of Missouri to participate in the Transformation of Rural Community Health (ToRCH) program.



In **2024**, Phelps Health launched the new Weight Loss and Bariatric Center in Rolla. The Center offers both surgical and nonsurgical weight-loss services, plus nutritional counseling and ongoing support tailored to each patient’s journey. The new center brings life-changing care to patients in the region, helping more people live healthier lives.



In **2024**, the health system opened its new EMS base on the Hospital campus. The 17,500-square-foot facility featured eight ambulance bays, a second helicopter pad, 16 bunk rooms, dedicated training areas and a storm shelter to support emergency crews. Partially funded by a \$4 million American Rescue Plan Act grant, the new base strengthened emergency response capabilities and positioned EMS teams closer to the Emergency Department and I-44.



2025

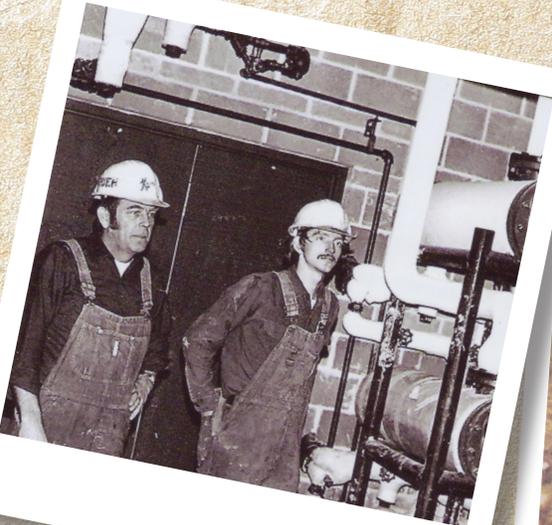
Phelps Health broke ground on a \$60 million Emergency Department expansion.

2026

Phelps Health marked 75 years, growing from a small community hospital into a regional health system serving more than 200,000 people.

Through the Years







Phelps Health

1000 WEST 10TH STREET | ROLLA, MO 65401
(573) 458-8899 | PHELPSHEALTH.ORG



NONPROFIT ORGANIZATION U.S. POSTAGE PAID PERMIT NO. 85
--



THANK YOU FOR 75 INCREDIBLE YEARS OF TRUST AND PARTNERSHIP.

Here's to the next 75!



Scan this QR code to learn more about our 75th anniversary celebration.

GOING BEYOND *better*

