



# PHELPS COUNTY REGIONAL MEDICAL CENTER

1000 West Tenth Street · Rolla, Missouri · pcrmc.com · 573.364.9000

# WAYNESVILLE MEDICAL PLAZA

YOUR NEW HOME FOR HEALTHCARE



## 2015 COMMUNITY BENEFIT REPORT

An annual report highlighting the community benefit from Phelps County Regional Medical Center

**Board of Trustees:**

Tom Bahr  
Jo Ann Brand-Hoertel, RN  
Albert Crump Jr.  
Ted Day  
John Park, PhD

**Administration:**

**Edward Clayton**

Chief Executive Officer

**Donald James, DO**

SVP of Medical Affairs / Chief Medical Officer

**Jason Shenefield**

SVP / Chief Operating Officer

**Keri Brookshire-Heavin**

SVP / Chief Nursing Officer

**Production:**

**Graphic Designer**

Hillary MacCash  
Marketing Digital Media & Communications Specialist

**Writer & Editor**

Somer Overshon  
Senior Public Relations Specialist

**Writer & Editor**

Paul Hackbarth  
Technical Writing & Communications Specialist

**In Memoriam of Bonnie Ranney, MD; Mark Ranney, DVM; and Mary Ensign**

This Community Benefit Report is dedicated to family practice physician Bonnie Ranney, MD; her husband, veterinarian Mark Ranney, DVM; and Bonnie's mother, Mary Ensign, Auxiliary member. Their service was an integral part of the fabric of our local communities, and they made tremendous contributions to the health and well-being of everyone they touched.

Phelps County Regional Medical Center (PCRMC) has been committed to promoting healthy lifestyles and wellness in the community for 65 years. PCRMC is the healthcare organization it is today because of the philanthropic efforts by community businesses and area residents who stepped up to make a difference in the hospital's beginnings.

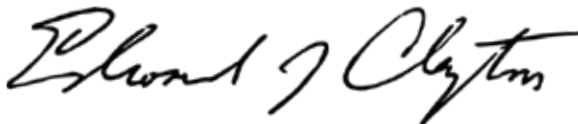
That same spirit of giving continues today. In fact, PCRMC wouldn't be able to provide world-class healthcare, close to home, without the support from the community it serves. Because of that, PCRMC strives to give back to the communities that have been so generous in their contributions to this institution.

PCRMC medical staff, employees and volunteers are dedicated to serving this area as it grows and prospers. As the need for healthcare arises, PCRMC wants to be there for you in your neighborhood – where you and your loved ones live, work and play. Patients and their families do not want to travel far for their healthcare. That is why providing these services in the most convenient and effective way is so important to PCRMC.

PCRMC prides itself on community service and offers programs and activities that promote wellness and educational resources to the public. The benefits of healthy communities are countless, and everyone deserves the best quality of life possible. PCRMC employees know that. After all, they are part of the community, too. PCRMC care providers are your neighbors, friends and family.

I hope you enjoy this 2015 Community Benefit Report and learn more about how PCRMC is making this community better and healthier for everyone.

Sincerely,

A handwritten signature in black ink that reads "Edward Clayton". The signature is written in a cursive, flowing style.

Edward Clayton, Chief Executive Officer





# What is Community Benefit?

**Community benefit** refers to programs or activities that provide treatment and/or promote health and healing as a response to identified community needs, which includes the following:

- >> Charity & Other Uncompensated Care
- >> Community Outreach Services
- >> Donations to Community Groups
- >> Health Professionals Education & Placement

## PCRMC is a World-Class Organization

PCRMC has grown from a small, county hospital to the current world-class healthcare facility it is today, employing a staff of over 1,600 and licensed for 242 patient beds. PCRMC offers an array of diagnostic medical services as well as a robust Physicians Group with over 80 healthcare providers and more than 20 physician specialty services. In addition to the main campus in Rolla, the PCRMC Physicians Group has integrated health clinics in Salem, St. James, Vienna and Waynesville.

# Growth of Clinics & Medical Providers

In 2015, PCRMC grew substantially through the incorporation of several highly established medical practices and the recruitment of world-class healthcare providers. The Waynesville Medical Plaza opened its doors in the summer of 2015. The four-story, 56,000-square-foot healthcare center offers a drive-through pharmacy, sleep clinic, breast center, rehabilitation services, imaging department, ultrasound and laboratory.

## The following providers were added to the PCRMC Physicians Group in 2015:

Christin Fishback, PA  
Leah Chmielewski-Bond, ACNP  
Christopher Spencer, MD, MS  
Alan Heincker, DO  
Kathy Stavropoulos, PLPC  
Becky Witham, FNP  
Elizabeth Long, PCNS  
Dawn Buchanan, MSN, RN, NP-C  
Jennifer O'Malley, MD  
Karen Ulrich, CNM, MSN, APRN  
Sandeep Sharma, MD  
Jennifer Bremer, PA  
Pamela Faille, APRN  
Cecilia Yshii Tamashiro, MD  
Catherine Zwintscher, PA



# Table of Contents

---

## 8 **Waynesville Medical Plaza Grand Opening**

More than 500 people attended the grand opening of the PCRMC Waynesville Medical Plaza. The 56,000-square-foot, four-story healthcare facility houses world-class primary and specialty care services for people living in and around Pulaski County.

## 10 **PCRMC Recognizes Organ Donors**

PCRMC Auxiliary & Volunteer Services recognized organ and tissue donors during a special event dedicated to local individuals who gave the gift of life. The donors' families were given an opportunity to remember and honor them.

## 12 **Delbert Day Cancer Institute Breaks Ground**

A groundbreaking ceremony was held for the Delbert Day Cancer Institute, which will house all cancer care services under one roof and be conveniently accessible to patients and their families.

## 14 **Auxiliary Celebrates 65 Years**

PCRMC Auxiliary & Volunteer Services members celebrated the Auxiliary's 65th anniversary. Community and PCRMC leaders attended the gala to honor the men and women who volunteer in the hospital.

## 16 **PCRMC Comprehensive Breast Center Hosts Breast Cancer Awareness Bonanza**

More than 200 employees and visitors attended a Breast Cancer Awareness Bonanza, where they received information about breast cancer awareness, played games and enjoyed refreshments.

## 18 **CEO John Denbo Retires After Almost 28 Years of Service**

Chief Executive Officer John Denbo retired from PCRMC after nearly 28 years of executive leadership and service. Updated technology, additional healthcare services and growing clinics were among the changes he oversaw during his tenure.

- 
- 20 **New Digital Sign at PCRMC**  
PCRMC's new digital LED sign was commemorated. The Auxiliary & Volunteer Services Board gave the hospital \$150,000 to help fund the 30-foot-wide by 34-foot-tall sign. PCRMC uses the sign for educational and informational purposes.
- 22 **PCRMC GLWACH Leader Luncheon**  
A luncheon for hospital leaders at PCRMC and General Leonard Wood Army Community Hospital at Fort Leonard Wood was held at PCRMC to forge a strong community partnership and collaboration between the two major healthcare centers.
- 24 **Phelps Regional Health Care Foundation**  
In 2015, the Phelps Regional Health Care Foundation received a total of 6,900 philanthropic gifts from nearly 1,600 individuals, organizations and business donors.
- 26 **Missouri University of Science and Technology Collaboration**  
PCRMC and Missouri S&T leaders signed a memorandum of understanding aimed at expanding collaboration of research and education between the two institutions.
- 28 **Community Support**  
PCRMC provides community support in four categories: financial assistance and charity care, community outreach, education, and donations to community groups and events.
- 30 **Statistics**  
Fiscal year 2015 statistics on PCRMC hospital stays and outreach.

# Waynesville Medical Plaza Grand Opening

## **Your New Home for Healthcare**

Phelps County Regional Medical Center (PCRMC) celebrated the grand opening of the Waynesville Medical Plaza in August. The event included self-guided tours, health screenings and demonstrations. The 56,000-square-foot, four-story healthcare facility houses world-class primary and specialty care services for people living in and around Pulaski County.

## **An Array of Primary and Specialty Care Services**

More than 500 people from Pulaski County and surrounding areas attended the grand opening to commemorate the momentous event. Members of PCRMC Administration, Board of Trustees, as well as Pulaski County community leaders, gave remarks on how the Waynesville Medical Plaza is delivering quality healthcare to local communities, residents and families. Following opening remarks, the building dedication and a ribbon cutting, attendees toured the brand-new medical facility, registered for door prizes, met the physicians, providers and healthcare professionals, made appointments, received health information and screenings and participated in demonstrations. Departments participating in the grand opening included rehabilitative services, ENT, OB/GYN, primary care, audiology, pediatrics, mammography, the sleep lab, psychiatric services, cardiology, educational services and orthopedics.

## **A Commitment to World-Class Healthcare**

The completion of the Waynesville Medical Plaza fulfills a long-term commitment to serve the Pulaski County area residents. PCRMC Senior Vice President and Chief Medical Officer Donald James, DO, said a vision was created several years ago to bring two communities together for a common cause: world-class healthcare. "The natural relationship between Phelps and Pulaski Counties, and the communities of Fort Leonard Wood, St. Robert, Rolla and Waynesville created a critical interface which necessitated a medical facility that is essentially a hospital without any beds," said Dr. James. "I am proud of our joined communities, proud of our combined vision and leadership and proud to be part of the same family."

To learn more about the Waynesville Medical Plaza, please visit [pcrmc.com](http://pcrmc.com).



The Waynesville Medical Plaza has been serving the community since it opened on July 6, 2015.





## PCRMC Recognizes Organ Donors

Phelps County Regional Medical Center (PCRMC) Auxiliary & Volunteer Services (AVS) recognized organ and tissue donors during an event in September at Oak Meadow Country Club in Rolla. The event celebrated local individuals who gave the gift of life and allowed their families an opportunity to remember and honor them.

In addition, families were encouraged to view the PCRMC organ and tissue donor website, which includes information and photos of their loved ones. Saving Sight Partner Relations Coordinator Kharim Strayhorn presented PCRMC with the Excellence in Eye Donation Award, a prestigious accomplishment that only the top 15% of hospitals receive. The award commended PCRMC on its 46% or higher donor consent rate of patients who choose to give the gift of sight.

Strayhorn reminded the families in attendance that to be an organ and tissue donor is a great and honorable decision. "It means that you care about someone else at the worst possible time in your life, and because of your loved ones' selfless acts, other people are smiling. Your loved ones changed someone's life for the better," Strayhorn said.

To learn more about organ and tissue donation at PCRMC, please visit <http://www.pcrmc.com/Patients-Visitors/Organ-and-Tissue-Donors>.



Saving Sight Partner Relations Coordinator Kharim Strayhorn presented PCRMC with the Excellence in Eye Donation Award.



**PCRCM Board of Trustees, senior leadership, community leaders and Phelps Regional Health Care Foundation Board members break ground on the DDCI.**



# Delbert Day Cancer Institute Breaks Ground

Phelps County Regional Medical Center (PCRMC) held a groundbreaking ceremony in April at the construction site for the Delbert Day Cancer Institute (DDCI). The DDCI will house all cancer care services under one roof and will be conveniently accessible to patients and their families.

“We are here to celebrate the beginning of the construction of the DDCI,” said PCRMC then-CEO John Denbo. “The completion of the DDCI will ensure that we continue to meet the needs of our cancer patients by providing them a home that is patient-centered in every way. The success of this project is not just a Rolla effort but an effort of all people living in and around the region.”

Ted Day, along with his wife Kim, gave the “seed gift” to begin the Delbert Day Cancer Institute in honor of his father, Dr. Delbert Day. Mr. Day thanked all of the people who gave their time, support and finances to help the DDCI become a reality. “There are so many generous people in this area who helped the dream of this facility come to fruition. I am certain that the DDCI will be the heart of cancer care well into the future,” he said.

Dr. Delbert Day, namesake of the facility, congratulated the community on their accomplishment of creating a world-class cancer center. “I am proud to be a small part of this endeavor and am flattered, grateful and proud of the DDCI,” he said. “I am also proud of the Missouri University of Science and Technology students whose research is being used to treat inoperable liver cancer at 200 sites across the world.” He added that the DDCI will be a state-of-the-art facility designed not only to help people living in Phelps County but in all of south-central Missouri.

For more information about the nationally accredited Delbert Day Cancer Institute, please visit [www.pcrmc.com](http://www.pcrmc.com).





## Auxiliary Celebrates 65 Years

Phelps County Regional Medical Center (PCRMC) Auxiliary & Volunteer Services (AVS) was recognized at the AVS 65th Anniversary Gala held at the Missouri University of Science and Technology Havener Center in October. Community leaders, along with members of the PCRMC leadership team and employees, attended the event to honor the men and women who voluntarily give the gift of time.

PCRMC then-CEO John Denbo gave opening remarks and commended the members of the AVS for their commitment and dedication to the hospital and community. “The AVS is integral to the heart and soul of our hospital. These men and women work together as a family, and they are a source of great pride in our community,” Denbo said. “PCRMC would not be the world-class facility it is today without the vital contributions of the AVS. They have worked to make our hospital and community a better place for 65 years and will continue to do the same well into the future.”

City of Rolla Administrator John Butz and Phelps County Presiding Commissioner Randy Verkamp also spoke at the event. “The AVS helps to bring a human touch to the hospital,” said Verkamp. “When we come to the hospital, whether as a patient or as a visitor, we are comforted to see our friends and neighbors greet us when we walk through the door.”

PCRMC Senior Vice President and Chief Medical Officer Donald James, DO, gave a presentation on the AVS that showed the impact of the organization's volunteerism for 65 years. "We admire and appreciate all you do for our hospital, patients and community," Dr. James said, addressing the volunteers. "You are a selfless group of people whose service enhances the patient experience at PCRMC in every way."

AVS Director Tina Pridgeon, along with PCRMC AVS Board President Linda Mitchell, presented John Denbo with a special recognition during the event: the Auxiliary Lifetime Achievement Award. "The AVS voted unanimously to give this distinguished award to John Denbo for his unyielding commitment to volunteerism," Pridgeon said. "John has served as a member of the AVS since 1997 and tonight we wish to honor him for the dedication, support and friendship he has given us over the years."



**PCRMC then-CEO John Denbo receives the Auxiliary Lifetime Achievement Award.**





# PCRMC Comprehensive Breast Center Hosts Breast Cancer Awareness Bonanza

A Breast Cancer Awareness Bonanza was held in October at Scooter's Coffeehouse in the Medical Office Building. Over 200 employees and visitors attended the event and received information about breast cancer awareness, played games, entered a raffle and enjoyed cupcakes and pink lemonade.

"We were pleased with the amount of people who came out to the event," said PCRMC Breast Cancer Coordinator Tiffany Henry. "The whole idea of the bonanza was to make people feel more comfortable talking about breast cancer and to inform them of signs and symptoms of the disease. The event was supposed to be fun, but more importantly, it served as an opportunity to educate people about the importance of receiving a yearly mammogram at the age of 40 and thereafter."

Breast cancer can be detected with a mammogram before a patient has even noticed a lump or change in the breast. "A mammogram can catch breast cancer in its earliest stages," said PCRMC Nurse Navigator Carol Walter. "Early detection saves lives; the survival rate for breast cancer that is caught early is extremely high. Women need to be diligent about getting their yearly mammogram and should encourage their loved ones to do the same."

The PCRMC Comprehensive Breast Center offers patients a full continuum of breast care, including education, prevention, screenings, rapid diagnosis and state-of-the-art technology. To learn more about the Comprehensive Breast Center, please visit [pcrmc.com](http://pcrmc.com).



Nurse Navigator Carol Walter speaks live on the radio at the Breast Cancer Awareness Bonanza.

# CEO John Denbo Retires After Almost 28 Years of Service



Chief Executive Officer (CEO) John Denbo retired from Phelps County Regional Medical Center (PCRMC) on December 31, 2015, after almost 28 years of executive leadership and service. Denbo began his career at PCRMC in 1988 as chief operations officer (COO). In 2001, he was appointed to CEO, a position he held for 14 years.

Denbo became interested in the healthcare field because he wanted to work with smart, talented and dedicated people to make a positive impact in the lives of others.

“I was initially attracted by the complexity of the challenges facing healthcare in the late 1970s and early 1980s, such as the rapidly escalating healthcare costs due to unexpected high Medicare expenditures, the increase of hospital expenses and profits, as well as changes to healthcare itself, such as the integration of technology,” he said.

Among the biggest changes he witnessed over the years in healthcare were the advent of the electronic health record (EHR) and the use of computers. Additionally, the focus of healthcare has gone from treating sickness and disease to promoting wellness and prevention.

One of the biggest accomplishments during his tenure at PCRMC, according to Denbo, was to watch the organization grow from a 9-acre campus when he started to the nearly 20-acre campus today. Denbo also oversaw the formation of the Physicians Group and the addition of new speciality care services offered. Many outlying clinics, including the Waynesville Medical Plaza, were added under his watch, and in his last year, he helped with efforts to see the start of construction of the Delbert Day Cancer Institute.

Denbo said what makes PCRMC a unique healthcare organization is that a customer service, patient-focused attitude is instilled into the organizational culture. “Here, our employees truly operate as a large family. They are here to do the best they can for our patients and their families,” he said.

"I had the great honor and privilege to serve with so many wonderful, talented and dedicated healthcare professionals. These people made my job so worthwhile," Denbo said.

As for the best piece of advice Denbo offered for a health system's leadership, he said, "Always focus obsessively on what is the best thing to do for your patients and their families. Ask yourself, 'Is this the way I would like my child, spouse, parent or grandparent treated?'" Everything else will fall in line, if that core question is addressed."



Current CEO Edward Clayton, right, is pictured next to John Denbo who retired as CEO in December 2015.

## PCRCM Auxiliary & Volunteer Services Statistics

- 2015 hours: 22,104 volunteer hours, 1,212 volunTEEN hours, total: 23,316
- Total volunteers (active and total membership): 158 with active hours in 2015, 205 total members including lifetime members and 41 volunTEENs
- 2015 financial totals for projects and contributions: \$251,645.76 (includes LED sign, wheelchairs, Happy Hauler reimbursement, gift shop support, volunTEEN program support, AEDs, new grill and scholarships)
- Sewing room totals: 2,832 surgical pillows, 570 pediatric surgical caps, 165 Holter monitor pockets, 215 cell phone pockets, 84 mice for pediatric patients, 228 bears for emergency pediatric patients, 15 wheelchair pockets, 445 baby caps and 5 Christmas stockings. A new project in 2015 was making items for mastectomy patients. This included approximately 70 kits containing a pillow and padded seat belt cover. Other items were 10 warm caps and 28 knitted prostheses.
- Visits by the chaplains and hours served: 41 hours of volunteer coverage, 7,156 visits (2 staff and 10 volunteer chaplains providing 24/7 coverage including nights and weekends)



# New Digital Sign at PCRMC

Members of Phelps County Regional Medical Center (PCRMC) Administration and Auxiliary & Volunteer Services (AVS) commemorated the completion of PCRMC's new digital sign, located on the main campus close to Interstate 44. By unanimous decision, the AVS Board gave the hospital \$150,000 to help fund the LED sign project. "In celebrating the AVS 65th anniversary, we are proud to continue our partnership with hospital administrators and the Board of Trustees by supporting PCRMC projects that benefit the greater community," said AVS Director Tina Pridgeon.

The LED sign was designed by an architect with Esterly, Schneider & Associates and built by Missouri Neon Sign Company. The sign stands over 30 feet wide and 34 feet tall, and the LED screen is 20 feet wide by 15 feet tall. The sign displays messages that are rotated every few seconds and can be updated, or changed, in real time.

PCRMC uses the sign for educational and informational purposes, including volunteer events, Walk-In Clinic hours, new provider information, available services, public service announcements and other special events. "Our mission in the Auxiliary & Volunteer Services is 'Always Caring, Always Sharing' and providing health information and highlighting events for both the hospital and the AVS helps us to communicate important points of interest to the community," said AVS Board President Linda Mitchell.

According to PCRMC Senior Vice President and Chief Medical Officer Donald James, DO, the sign is a physical symbol of the generous, caring spirit of the men and women who serve in the AVS. "The sign represents the ultimate in giving by the AVS, whose selflessness and charity have benefited PCRMC and the community in extraordinary ways for over 65 years," said Dr. James. "The sign is second-to-none in healthcare messaging and provides sophisticated, digital education to all of our citizens. We are grateful to the AVS for their generous donation of \$150,000 and support in making PCRMC the leader in healthcare in our region."



## PCRMC GLWACH Leader Luncheon

Phelps County Regional Medical Center (PCRMC) hosted a luncheon in February for hospital leaders at PCRMC and General Leonard Wood Army Community Hospital (GLWACH). The meeting was designed to forge a strong community partnership and collaboration between the two major healthcare centers in Phelps and Pulaski Counties.

PCRMC then-CEO John Denbo welcomed the group, stating, "Fort Leonard Wood is a benefit to the community and the surrounding communities. Robust healthcare services help make Fort Leonard Wood strong, and PCRMC knows that GLWACH offers strong healthcare services. PCRMC is here to support the efforts of providing high-quality healthcare to GLWACH patients, and our organizations can continue to work and collaborate together."

Colonel Elizabeth Hersch, attending on behalf of Colonel Peter Nielson, GLWACH Commander, also addressed the attendees: "GLWACH is able to provide exceptional patient care, and we truly appreciate the help and encouragement from PCRMC," she said. "PCRMC can help meet GLWACH's mission by continuing to allow us to access your healthcare services and through the pooling of our resources. One area where our organizations are already successfully collaborating is in the transitioning of Veterans Health Administration (VHA) patients; GLWACH is welcoming VHA patients, and PCRMC is assisting us with referrals and transitions for these patients through its Emergency Department."

Following the lunch provided by PCRMC, department leaders teamed up with their GLWACH leader counterparts to tour the hospital facility. After the tours and the one-on-one sessions, the group reconvened and Denbo opened the floor for group questions and future collaboration ideas.

PCRCM and GLWACH leaders held a luncheon at PCRCM and toured the hospital facility in February 2015.



# Phelps Regional Health Care Foundation

In 2015, the Phelps Regional Health Care Foundation received a total of 6,900 philanthropic gifts from 1,596 individuals, organizations and business donors. A total of nearly \$1.1 million was given to PCRMC in the form of cash, land, stock, pledges or grants.

## Donation Designations

Fund	Total Given	Patients Helped in 2015
Abbie Darnell Mobility Fund	\$260.00	3
Baby Steps Fund	\$1,747.70	19
Breast Center Mammography Fund	\$8,048.70	62
Delbert Day Cancer Institute	\$715,100.64	n/a
Enhancing Nursing Excellence Fund	\$8,111.00	n/a
Greatest Needs Fund	\$84,078.86	59
Guardian Angel Program Fund	\$42,554.00	n/a
Heart-2-Heart Fund	\$34,448.00	154
Hospice Fund	\$16,528.00	77
Jay Crump, DO, Memorial Fund	\$1,394.62	n/a
Joy of Caring Cancer Fund	\$15,148.50	221
MFH Journey to Primary Care	\$166,600.00	n/a
Patient Transportation Fund	\$1,318.00	7,500 miles traveled
Pediatric Dental Fund	\$1,016.25	800
<b>GRAND TOTAL</b>	<b>\$1,096,354.27</b>	



## 2015 Phelps Regional Health Care Foundation Donation Overview:

### Abbie Darnell Mobility Fund

Supports patients experiencing loss of movement or nerve functions with clinically proven Bioness therapy, including those with foot drop problems, those who have suffered a stroke or have cerebral palsy or other neurological problems. Funding also pays for training RehabCare staff on the use of Bioness equipment.

### Baby Steps Fund

Offers new parent support and breastfeeding essentials to working mothers, as well as services for families coping with the pain of fetal and infant loss.

### Breast Center Mammography Fund

Provides mammograms and other services recommended by the PCRMC Comprehensive Breast Center at no cost to women who financially qualify.

### Delbert Day Cancer Institute

Scheduled to open in January 2017, this center will provide comprehensive, coordinated, compassionate regional cancer care. Funds go toward capital expenses in constructing the cancer center.

### Enhancing Nursing Excellence Fund

Provides PCRMC nurses with equipment, education and technology needed to improve quality of care and health outcomes.

### Greatest Needs Fund

Helps patients in need who are not covered by another fund or where the medical provider is unsure of where or how to get assistance. These funds cover necessities ranging from prescription medications and transportation, to medical co-pays and other needs.

### Heart-2-Heart Fund

Provides education, screenings and access to resources for cardiac care and cardiac rehabilitation.

### Hospice Fund

Provides financial support to qualified hospice patients and their families by assisting with prescription medication, personal bills, food supplements and other needs.

### Jay Crump, DO, Memorial Fund

Addresses the needs of the PCRMC Emergency Department.

### Joy of Caring Cancer Fund

Provides financial assistance to cancer patients who have challenges with managing daily activities and with their cancer diagnosis. This fund assists with nutritional supplements, wigs, mastectomy bras, lymphedema therapy and more.

### MFH Journey to Primary Care

Through a grant from the Missouri Foundation for Health (MFH), this program helps pair patients who do not have a primary care physician with a provider and offers assistance with appointments, transportation and financial aid.

### Patient Transportation Fund

Provides transportation to patients within a 30-mile radius to necessary healthcare appointments and treatments, with funds used to purchase vans, provide ongoing maintenance and obtain other needed equipment.

### Pediatric Dental Fund

Funds dental care to area youth from age 1 to 18 who meet financial qualifications.

All contributions received and managed by the Phelps Regional Health Care Foundation from corporate sponsorships and individual donors are used locally. All contributions are tax-exempt.

# Missouri University of Science and Technology Collaboration

Phelps County Regional Medical Center (PCRMC) and Missouri University of Science and Technology (Missouri S&T) leaders signed a memorandum of understanding aimed at expanding collaboration of research and education between the two institutions.

“Combined, the two organizations provide a pool of clinical, medical and engineering skills to possibly redefine and create new ways of providing medical care,” said PCRMC Senior Vice President and Chief Medical Officer Donald James, DO. “Medicine and biomedical research go hand-in-hand when creating new opportunities to improve healthcare, and the close proximity between Missouri S&T and PCRMC make the partnership a natural choice.”

The partnership allows faculty, students, physicians and other allied health staff to exchange research and ideas and work together on activities and projects, such as developing biomaterials for cancer detection, diagnosis and treatment.

“The collaboration represents the probability of growth for the Rolla area, but more importantly, the partnership creates new opportunities and benefits for mankind through the research that will be done in Rolla,” said Jo Ann Brand-Hoertel, PCRMC Board of Trustees member.

The memorandum of understanding creates an executive board that will oversee the joint projects.

PCRMC CEO Ed Clayton and Dr. Warren K. Wray, vice chancellor for global and strategic partnerships at Missouri S&T, are leading this board. Other members initially appointed include Dr. Don James and Dr. Larry Marti; as well as Missouri S&T administrators, Walt Branson, vice chancellor for finance and administration; Dr. Stephen Roberts, vice provost and dean of the College of Arts, Sciences and Business; Dr. Ian Ferguson, vice provost and dean of the College of Engineering and Computing; and Dr. K. Krishnamurthy, vice provost for research.

There also is a research education council made up of five Missouri S&T faculty members and five PCRMC physicians or allied health staff.



Missouri S&T Chancellor Cheryl B. Schrader and PCRMC then-CEO John Denbo sign a memorandum of understanding.

# Community Support and Outreach

AMBULANCE ON-SITE - ROLLA PUBLIC SCHOOL ATHLETICS  
AMERICAN CANCER SOCIETY  
AMERICAN RED CROSS  
ARMED SERVICES YMCA OF MO FIELD OF HEROES  
BIRTHRIGHT  
BW ROBINSON STATE SCHOOL  
CAMP DAVID OF THE OZARKS  
CASA OF SOUTH CENTRAL MISSOURI  
CELEBRATION OF NATIONS  
CHILDREN'S MIRACLE NETWORK  
COMMUNITY BLOOD CENTER OF THE OZARKS (CBCO)  
COMMUNITY PARTNERSHIP  
CHAMPIONS OF ROLLA EDUCATION (CORE)  
CHRISTMAS PARADES  
CUBA CHAMBER OF COMMERCE  
DIXON HIGH SCHOOL  
DIXON LIONS CLUB  
EAST CENTRAL COLLEGE  
EMS DAY  
FRIDAY BACKPACK PROGRAM  
GREAT CIRCLE  
GRACE  
IMMANUEL LUTHERAN SCHOOL  
KIRKSVILLE COLLEGE OF OSTEOPATHIC MEDICINE  
KIWANIS CLUB OF PULASKI COUNTY  
KIWANIS CLUB OF ROLLA  
KIWANIS CLUB OF ST. JAMES  
LEACH THEATRE  
LEBANON AREA CHAMBER OF COMMERCE  
LINCOLN UNIVERSITY  
LIONESSE CLUB - CHRISTMAS IN THE PARK  
MARCH OF DIMES  
MARIES COUNTY FAIR ASSOCIATION  
MID-MO AREA HEALTH EDUCATION CENTER (AHEC)  
MID-MO EVOLUTION FAST PITCH SOFTBALL  
MISSOURI PHYSICIANS HEALTH PROGRAM  
MISSOURI S&T ATHLETICS  
MISSOURI S&T BOOSTER CLUB  
MISSOURI S&T MINERS IN SPACE  
MISSOURI S&T ST. PAT'S PARADE  
MISSOURI VETERANS HOME  
NATIONAL DAY OF PRAYER

OZARK ACTORS THEATRE  
PCPMC COMMUNITY EDUCATION  
PCPMC OUTSIDE TRANSPORT  
PCPMC SUPPORT GROUPS (ALZHEIMER'S, BREAST CANCER, BREASTFEEDING, CANCER SUPPORT, DIABETES SUPPORT, MENTAL HEALTH, PARKINSON'S, ETC.)  
PHELPS COUNTY CHILD ADVOCACY NETWORK (PCCAN)  
PHELPS COUNTY FAIR  
PRESBYTERIAN MANOR - GOOD SAMARITAN FUND  
PUBLIC RADIO KMST  
PREVENTION CONSULTANTS OF MISSOURI  
PROJECT GRADUATION  
RESULTS RADIO - WOMEN'S NIGHT OUT  
RETIRED SENIOR VOLUNTEER PROGRAM  
ROLLA AREA CHAMBER OF COMMERCE  
ROLLA ATHLETIC BOOSTER CLUB  
ROLLA CHORAL ARTS SOCIETY  
ROLLA DAILY NEWS – NEWSPAPERS IN EDUCATION  
ROLLA JUNIOR CLUB  
ROLLA LIONS CLUB  
ROLLA PREGNANCY RESOURCE CENTER  
ROLLA TECHNICAL CENTER  
ROLLA TECHNICAL INSTITUTE  
ROTARY CLUB OF ROLLA  
ROTARY CLUB OF SAINT ROBERT  
RUSSELL HOUSE  
SALEM CHAMBER OF COMMERCE  
SHOW-ME BETTER HEALTH - CHRONIC DISEASE WORKSHOP  
SOUTH CENTRAL MO BASKETBALL GUIDE  
SOUTH CENTRAL MO COMMUNITY  
SPECIAL OLYMPICS OF MISSOURI  
ST. JAMES GRAPE AND FALL FESTIVAL  
ST. JAMES LIONS CLUB  
ST. PATRICK CATHOLIC CHURCH  
TEXAS COUNTY TECHNICAL COLLEGE  
UNIVERSITY OF MISSOURI – COLUMBIA  
UNITED WAY OF SOUTH CENTRAL MO  
VIENNA CHAMBER OF COMMERCE  
WAYNESVILLE R-VI SCHOOL DISTRICT  
WAYNESVILLE-ST. ROBERT CHAMBER  
YOUR COMMUNITY HEALTH CENTER



## CHARITY & OTHER UNCOMPENSATED CARE

**\$43,988,785**

Includes the cost of providing care to persons who cannot afford to pay and the shortfall between the cost of providing care to Medicaid patients and the payments received from the government.

## COMMUNITY OUTREACH SERVICES

**\$1,048,891**

Includes activities to improve community health and other services that benefit the community. Examples include community health and education, health screenings, support groups, transportation services and support for free clinics.

## HEALTH PROFESSIONALS EDUCATION & PLACEMENT

**\$2,987,186**

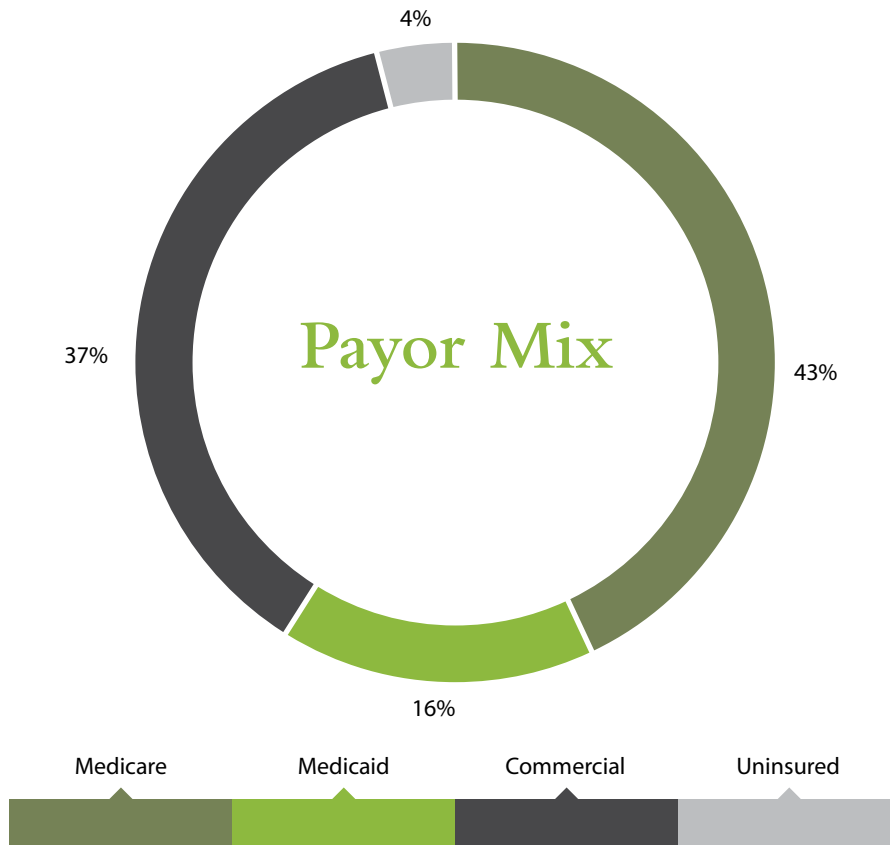
Includes the cost of recruiting physicians, nurses and other clinical professionals into the community, plus the cost of supporting healthcare educational programs (i.e. nursing schools, technical colleges, etc.).

## DONATIONS TO COMMUNITY GROUPS

**\$87,046**

Includes cash, in-kind donations and fundraising costs that support community organizations and other community programs. Examples include United Way and the American Cancer Society Relay For Life.

**TOTAL COMMUNITY BENEFIT \$48,111,908**



**INPATIENT DAYS 29,035**

**OUTPATIENT VISITS 160,965**

**EMERGENCY DEPARTMENT VISITS 33,325**

**SURGERIES 5,197**

**BIRTHS 851**

**Inpatient Admissions:** An overnight stay in the hospital

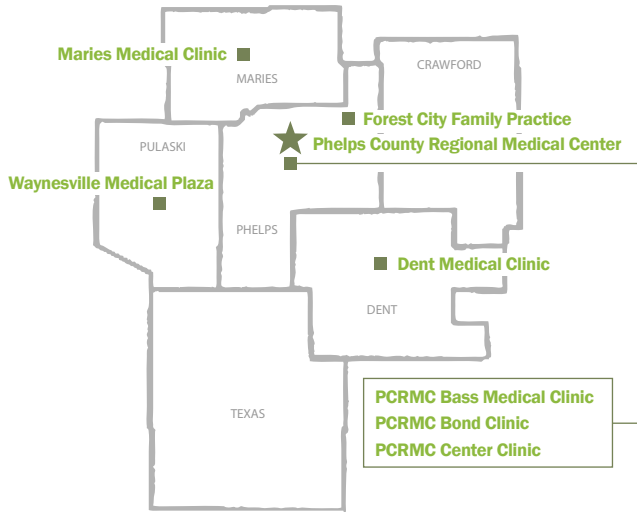
**Inpatient Days:** Total number of days spent in the hospital

**Outpatient Visits:** Patients who come for same-day treatment

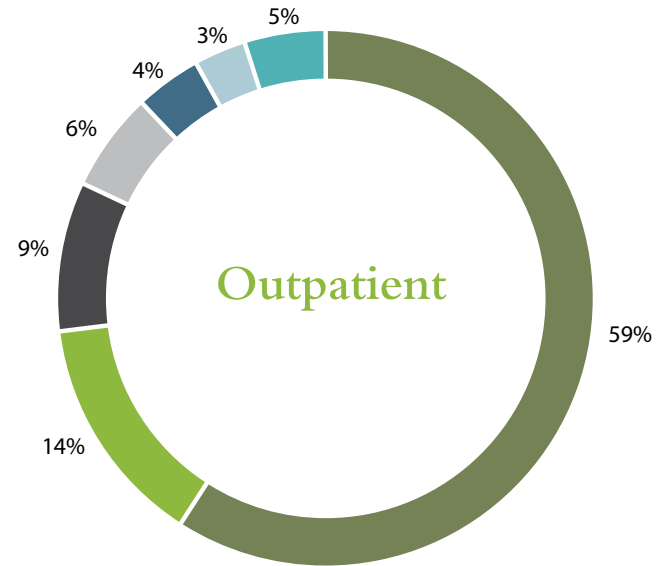
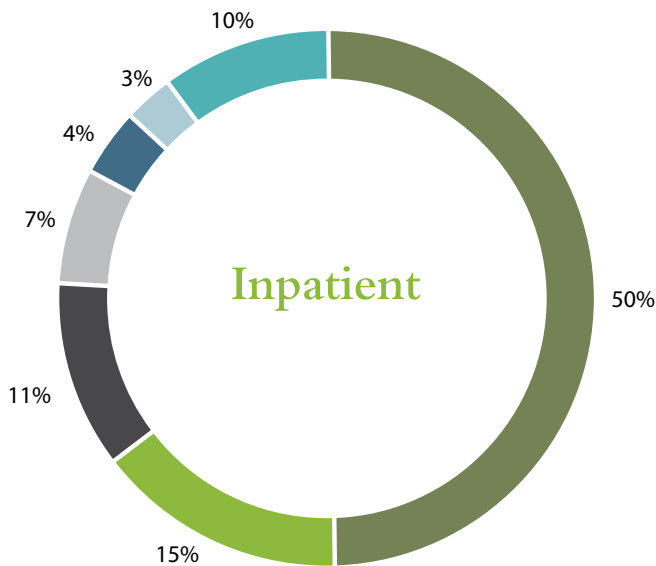
**Emergency Department Visits:** Includes ambulance calls and patient walk-ins

# PCRMC Service Area

Crawford • Dent • Maries • Phelps • Pulaski • Texas



Phelps County Regional Medical Center, located in Rolla, is one of Missouri's leading regional referral centers, serving over 200,000 residents in south-central Missouri. PCRMC is a non-tax supported, county-owned 242-bed hospital. It has more than 1,600 employees, 80-plus physicians and a five-member elected board.



## OUR VALUES

Compassion, innovation, integrity and philanthropy are the organizational values that collectively form the cultural foundation on which this organization's commitment to world-class healthcare is built.

## OUR MISSION

Provide every resident in our community the opportunity for optimal health through access to world-class, patient-centered healthcare delivered safely, efficiently and effectively, close to home.

## OUR VISION

We will be our community's first choice of healthcare and medical services by providing world-class, patient-centered healthcare that promotes wellness, restores health, and relieves suffering swiftly, safely, and compassionately through responsible stewardship with integrity and innovation in the management of all available resources.