



Community Report

Fall 2023



I took an appointment with **Dr. Maryam Baikpour**. She was able to see me right away and already reviewed my chart and had an entire game plan set up by the time I walked into that office. She cared.

With the greatest thanks,
Doug and Erin Ingram



First-time mom-to-be Sara McDonald considered going to St. Louis to deliver her baby. After her intense delivery, she's thankful she stayed in Ste. Genevieve.

"Everyone moved very quickly to get me assessed and make me as comfortable as possible," Sara says. **Dr. Hannah Kertz** and the staff were really helpful since I was a first-time mom."



2022-2023 Recruited 8 physicians:

- 2 Family Practice
- 1 General Surgeon
- 2 Internal Medicine
- 1 Orthopedic
- 2 Obstetrics/Gynecology

More to come!

In recognition of National Rural Health Day, November 16, 2023, we are celebrating the "power of rural." When minutes count, rural hospitals can and do save lives. Rural hospitals like Ste. Genevieve County Memorial Hospital (SGCMH) have the opportunity to identify the unique needs of our local community and use this knowledge to partner with visiting specialist physicians to make those special services available. We want to keep you informed about the accomplishments and goals of your rural community hospital, SGCMH.

Our Mission

"We put people first by providing excellent, professional and compassionate healthcare."

Our goals are to be safe, effective and connected to our staff, volunteers and the community. We develop our goals and set high quality standards by best practices in the healthcare industry. To achieve the goals, our staff tracks and compare outcomes to the highest ranked hospitals.

Our Focus

Safe

Our organizational culture is focused on Patient Safety

- Everyone is accountable for safety and quality through;

Medication Safety –

Chemo mixing process
During a routine state survey, the surveyor commended the staff for excellence when mixing sterile compounded medications.

Minimally Invasive Surgery –
SGCMH now offers minimally invasive surgery. Minimally invasive surgery involves smaller incisions and shorter recovery time.

Parking Lots –
We're making many changes to our parking lots for convenience and walking safety for patients and visitors.

Effective

In 2023, 8 out of 57 rural Missouri hospitals are at risk of "immediate" closure. SGCMH is able to keep going strong thanks to:

- **18** Physicians
- **19** visiting specialists
- **24** Nurse Practitioners
- **362** full-time and **485** total employees
- Employee Retention (an organization's ability to retain its employees): May 98.28%, Jun 99%, our goal is 80% or greater.
We value our employees and want them to have a career for years to come.
- New equipment, such as our stereotactic biopsy mammography machine at Bloomsdale Medical Centre.
Allows for faster less invasive diagnosis of patients to lower cancer risks.

Connected

Our healthcare services reach beyond the hospital walls for our community.

- Parish Nurse Program
Community assistance program that helps connect parishioners with nursing experience to those with health needs in their parish.
- Fresh Food RX Program
Healthy eating program with extensive support to help manage diabetes, high blood pressure, and other chronic conditions.
- Patient Satisfaction
SGCMH received a 5-star rating for patient satisfaction from the Centers for Medicare and Medicaid Services.

Outcomes

Patient Volumes	FY 22	FY 23	Growth
Births	132	152	15%
Surgeries	2,794	3,133	11%
Imaging Services	28,595	30,352	6%
Lab Services	972,049	1,021,993	5%

Financials

	FY 23
Net Revenue	\$68,125,443
Uncompensated Care (Charity & Bad Debt)	\$3,459,574
Capital Improvements	\$2,223,768
Employee Payroll	\$34,754,150
Foundation Support	\$280,000

Did you know we offer these services?

- | | |
|-----------------------------|--------------|
| Ear, Nose & Throat Services | Orthopedics |
| Endocrinology | Podiatry |
| General Surgery | Psychiatry |
| Genetics | Pulmonology |
| | Rheumatology |
| | Urology |



One of only 16 Missouri hospitals to receive a Becker's 5-star rating on **staff responsiveness.**



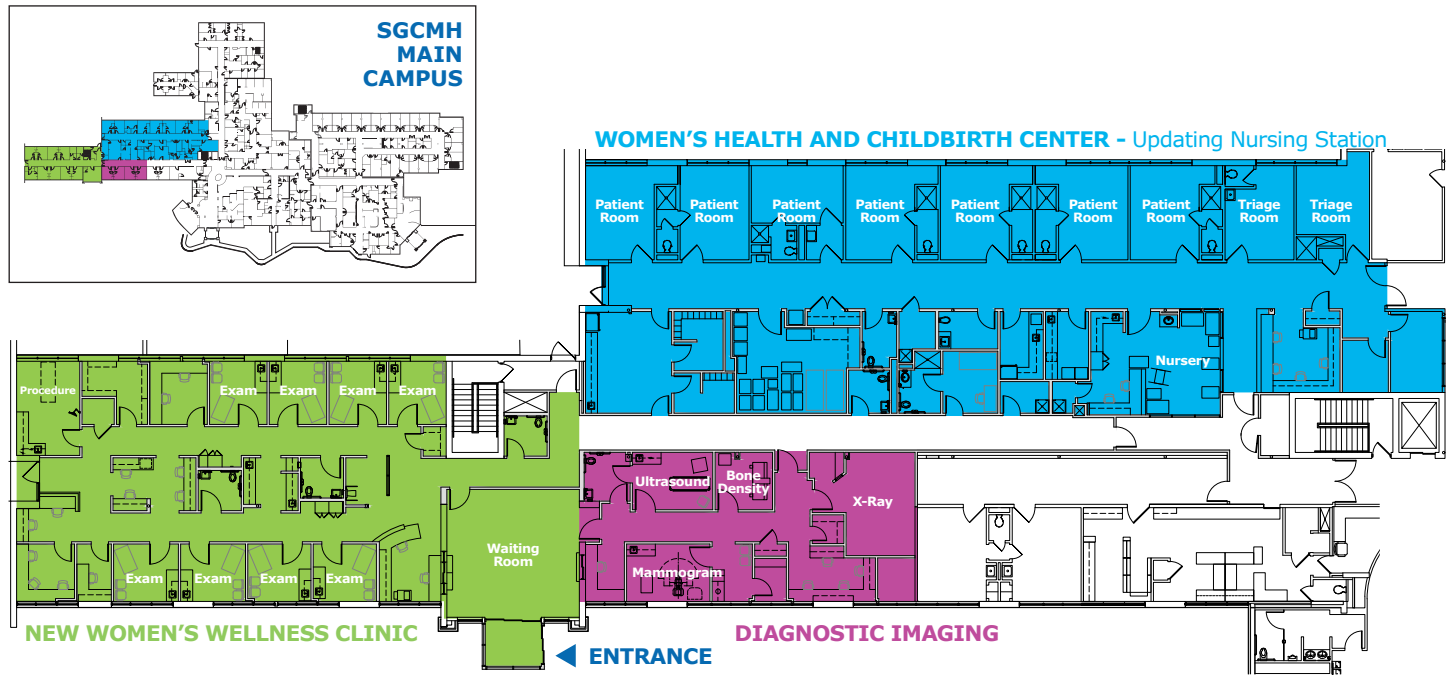
Investing in Our Community

SGCMH's priority is to stay independent and strong. We exercise excellent financial stewardship to continuously modernize our facilities and computer infrastructure. In the near future, we plan to update our electronic health records system, improve access to ED parking and remodel the former med/surg unit into a new and welcoming Women's Wellness Services clinic. Our master facility plan aims to keep local care modern, safe and facilitate updates as new technology becomes available.

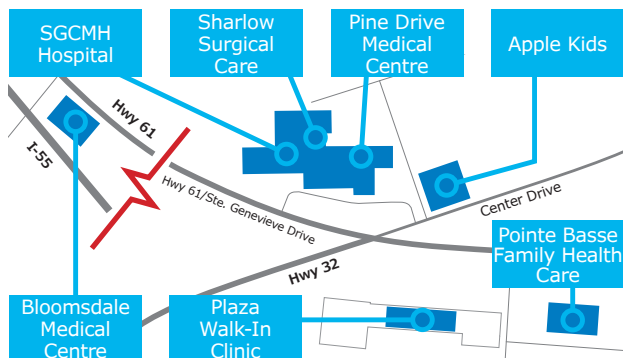
Our next planned project will be a newly remodeled Women's Wellness Services clinic replacing the old med/surg unit at the hospital. Women's Health and Childbirth Center will also be part of the remodel to improve patient services. Another feature of the area will include a women focused Diagnostic Imaging Suite.

We meet frequently with community leaders and members and include them in our planning to stay in touch with community's needs. We continue to keep our community's needs in focus and bring the very best people and technology, to provide the very best care. For more information about SGCMH visit stegenevievehospital.org.

Women's Wellness Remodel for Fiscal Year 2025



Locations



"We're a small hospital with a big roster of excellent providers. Our physicians have the same expertise as those at large hospitals throughout the United States. They have great credentials, and we're very proud of that."
Rodney Scherer, SGCMH Board Chairman

"Our resources are far beyond what most people are aware of. We also have connections to other hospitals, so we serve as a gateway when advanced services are needed."
Joseph Sharlow, MD, SGCMH Chief of Staff