



PHELPS COUNTY REGIONAL MEDICAL CENTER

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

**HISTORY.
PARTNERSHIP.
COMMUNITY.**

2014 COMMUNITY BENEFIT REPORT

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

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In Memoriam of Kevin Brewer, DO

This Community Benefit Report is dedicated to Kevin Brewer, DO, who served the Rolla community with great distinction and dedication for 26 years. Dr. Brewer is remembered as a compassionate and kind physician who enjoyed the complexities of internal medicine. He also had a special interest in providing high quality care for all patients, especially the geriatric population. He is greatly missed.

At Phelps County Regional Medical Center (PCRMC), we are proud to bring world-class healthcare providers, services and treatments to the communities we serve. The promotion of healthy lifestyles and wellness is a critical component of PCRMC's mission and vision, and we are dedicated to providing our local residents with the resources to get well and stay well.

World-class health services are only one piece of the puzzle. In order for a community to remain viable and healthy, wellness must be promoted from the inside out. At PCRMC, we understand the importance of creating and maintaining a healthy community. Our hospital and clinics comprise caring individuals who work not only to provide treatment for illness and disease, but also to promote a fundamental, communal good. We all deserve to be healthy, well and happy, and at PCRMC, we take those fundamental rights very seriously.

Through engagement, investment, collaboration and education, we strive to make the communities we serve better—and healthier—one step at a time. PCRMC has promoted health in our community for almost 65 years. Community involvement and partnership is deeply rooted in our history and remains the very foundation of who we are.

We are your ally. We are your caregivers, family, friends and neighbors. We are your advocate for a healthy today and a brighter tomorrow.

We are your hospital.

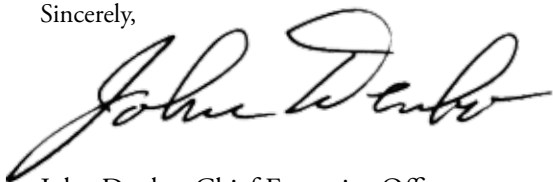
We are your community.

We are dedicated to giving back to those we serve.

We are Phelps County Regional Medical Center.

I am excited for you to learn more about who we are in this 2014 Community Benefit Report.

Sincerely,

A handwritten signature in black ink that reads "John Denbo". The signature is fluid and cursive, with the first name "John" being significantly larger and more prominent than the last name "Denbo".

John Denbo, 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 as 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 2014, PCRMC grew substantially through the incorporation of several highly established medical practices and the recruitment of world-class healthcare providers. Also in 2014, construction began on the new PCRMC Waynesville Medical Plaza. The 4-story, 58,820 square foot healthcare center now offers a drive-through pharmacy, sleep clinic, breast center clinic, rehabilitation services, imaging department, ultrasound and laboratory.

The following providers were added to the PCRMC Physicians Group in 2014:

Katie Cameron, MD
Jinna Lisenbe, ANP
Curt Morrison, MD
Stephen Toothaker, MD
Beena Green, MD
Chadwell Vail, DO
Myrna Gover Havener, MD
Matthew Bond, DO
Bruce Ellerin, MD
Shawna Gifford, MD
Brian Kriete, MD
Madeleine Philpot, MD
Laura Robbins, FNP



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- 14 Auxiliary Volunteers Sew Comfort Care Kits for PCRCM Mastectomy Patients**
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- 16 PCRCM Hosts 1st Annual National Cancer Survivors Day Event**
PCRCM honored local cancer Survivors on National Cancer Survivors Day, which is a community event dedicated to celebrating anyone living with a history of cancer. Guests were treated to a BBQ lunch, door prizes, gifts baskets and live music.
- 20 Your Community Health Center (YCHC) Helps Close Access Gap**
PCRCM has been a longtime advocate and friend of YCHC and has supported the community health center's mission, from its inception, to assure equal access to quality healthcare regardless of ability to pay. PCRCM helped support YCHC by providing the center with a six-room exam suite on the PCRCM campus in the Medical Office Building, and the PCRCM Board of Trustees gifted the center with a mobile dental unit, the Smile Mobile, to provide dental care for underprivileged children in the community.

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- 22 PCRMC Auxiliary Sponsors Camp Capable**
The Community Partnership's Capable Kids and Families Program held an adaptive and inclusive camp for children with disabilities living in Rolla and the surrounding communities. The PCRMC Auxiliary was able to make the dream of Camp Capable become a reality by sponsoring the event and sending volunteers to work at the camp where children with disabilities learned new skills and made new friends.
- 24 Phelps Regional Health Care Foundation**
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Missouri State Highway Patrol Troop I and the Rolla Police Department joined forces to organize the 1st Annual Polar Plunge in Rolla to support Missouri Special Olympics. Funds raised from the event provide year-round sports training and competition for children and adults with disabilities. Phelps County Regional Medical Center was the premier sponsor of the event and entered a team.
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PCRMC provides community support in 4 categories: financial assistance & charity care, community outreach, education, and donations to community groups and events.
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Fiscal year 2014 statistics on PCRMC hospital stays and outreach.

PCRMC has been serving the community since it opened on March 12, 1951.

World-Class Healthcare Close to Home

PCRMC prides itself on community service and investment, and offers programs, activities and educational resources to the community. Areas of community benefit include charity and/or uncompensated care, community outreach services, health professional education and community group donations.





MAIN ENTRANCE

the Field of Heroes 2014

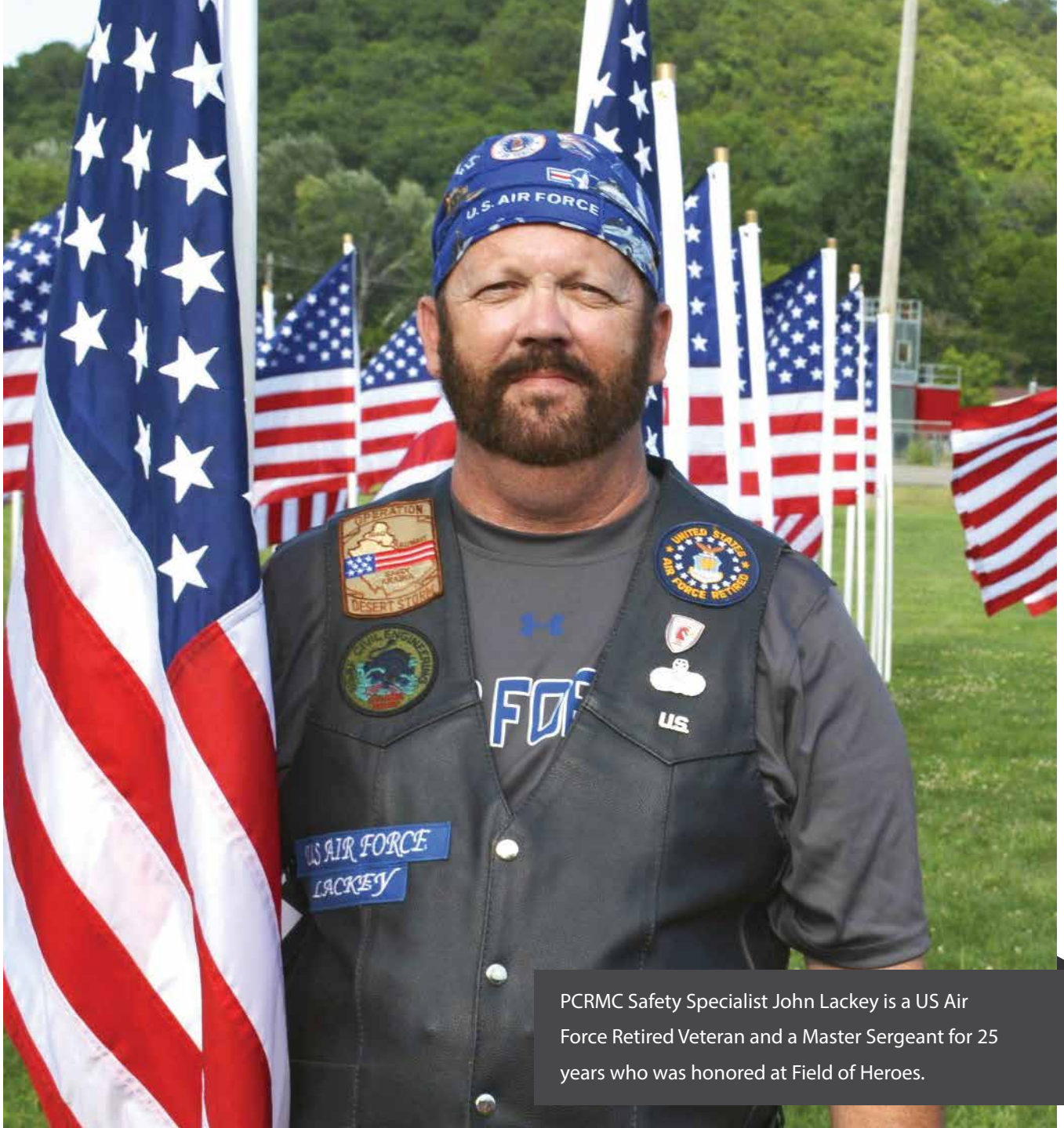


by Somer Overshon

Phelps County Regional Medical Center (PCRM) was a Guardian Sponsor of the Armed Services YMCA signature event, Field of Heroes, in the Waynesville City Park. 400 American flags, arranged with precision and in the style of the Arlington National Cemetery, were displayed to formally recognize, represent, and honor specific heroes nominated by employers, friends and family.

Opening ceremonies were conducted by representatives of the military and community leaders, including Waynesville Mayor Luge Hardman and Missouri Representative Steve Lynch. Throughout the weekend, family members, friends and the general public were encouraged to walk through the Field of Heroes to view the flags, take photos and read the commemorative cards honoring specific heroes.

In addition to being a Guardian Sponsor, PCRM recognized 50 hospital employees and volunteers who served in the US military by sponsoring flags in their honor. "We are so thankful that PCRM is a large part of Field of Heroes," said Armed Services YMCA Executive Director Linda Bright. "The event would not be as successful without the hospital's support." Bright said that walking amongst the flags and reading about the heroes honored on the field was a humbling experience. "Every flag honors a person who was a special hero in someone's heart," she said. "Throughout the weekend we had people just stop by to say, 'Thanks for doing this.'"



PCRCM Safety Specialist John Lackey is a US Air Force Retired Veteran and a Master Sergeant for 25 years who was honored at Field of Heroes.



Family members placed a butterfly on the painting when their loved one's name was read.

Celebrating Life
PHELPS REGIONAL HOMECARE
Home Health - Hospice - Homemakers
(573) 364-2425

Phelps Regional Homecare Hosts Spring Memorial Service

by Somer Overshon

Phelps Regional Homecare held a Spring Memorial Service to honor, remember and celebrate the lives of hospice patients. Family members and loved ones of hospice patients who were cared for by Phelps Regional Homecare were invited to attend the memorial event and reception at Christ Episcopal Church in Rolla.

The Rolla High School Art Club painted and donated a large, floral landscape of a peaceful garden scene complete with a pond, bench and beautiful greenery. Family members placed a butterfly on the painting during the service when their loved one's name was read. "A lot of thought went into where the butterflies were placed," said Kim Watts, director of Phelps Regional Homecare. "Following the service, family members told us the reasons why they chose to place the butterflies in certain spots on the painting. The butterflies were strategically placed, based on their loved ones' personalities, hobbies and passions."

Family members also brought photos of their loved ones to display at the service. "The event is designed to let our hospice families know that their loved ones are never forgotten and to help them through the grieving process," said Watts. "At the service, family members had the opportunity to reflect about their loved ones, share memories, and talk with other families who also experienced a loss."

For more information on the hospice and home health services at Phelps Regional Homecare, please call (573) 364-2425.



Sewn from the Heart

by Somer Overshon

The idea for creating the mastectomy comfort care kits for PCRMC patients came from Carol Walter, Nurse Navigator with the Delbert Day Cancer Institute at PCRMC, after she attended a breast cancer training session. “At the session, we received a kit with a pattern and examples of a pillow, seat belt cover and drainage pouch. I thought the idea was wonderful, so I approached Tina Pridgeon, director of Auxiliary & Volunteer Services (AVS), to see if the PCRMC volunteers were willing to create the comfort kits for our local patients,” said Walter. “I wanted to have the comfort kits on hand to give to all the PCRMC patients who had a mastectomy.”

Pridgeon was excited about the project and presented it to the AVS Board. “Breast cancer is a cause that is near and dear to the hearts of the ladies in the Auxiliary,” said Pridgeon, “and we wanted to help. Once the project was approved by the AVS Board, the volunteers in the sewing room went to work re-creating the pattern, purchasing the materials and setting up an all-day sewing event.”

PCRMC volunteer Marian Pruitt is the chairwoman for the AVS Sewing Room, where volunteers donate their time year-round to create hand-made gifts and items for patients. The sewing room is equipped with several sewing machines

where volunteers make pillows, teddy bears, stuffed mice, pediatric surgery caps, newborn baby hats, heart monitors and wheelchair covers. “Judi Morawski and I redesigned the pattern to ensure optimal comfort and support for our patients,” said Pruitt. “We purchased the fabric—a very soft fleece—and cut out each individual kit. We invited all of the volunteers in the sewing room and members of the AVS Board to participate with us for an all-day sewing adventure.”

Pruitt said 10 volunteers met in the PCRMC private dining room and sewed 18 complete comfort kits in one day! “The comfort kits were a labor of love for all of us, and they were a joy to put together,” said Pruitt. “We enjoy helping our patients to be as comfortable as possible, and as the need arises, we will sew more kits so that all women will receive something that is designed to help them feel better.”

For more information about the PCRMC Auxiliary & Volunteer Services Department, please contact Tina Pridgeon at tpridgeon@pcrmc.com.



Auxiliary volunteers sew comfort care kits for PCRMC mastectomy patients.



PHOTO CREDIT: KENT & WENDY CRAIGHEAD

PCRMC Honors Local Cancer Survivors

by Somer Overshon

Phelps County Regional Medical Center (PCRMC) honored local cancer survivors on National Cancer Survivors Day (NCSA). PCRMC sponsored the 1st Annual Rolla NCSA event at Lions Club Park, and all area cancer Survivors and their families were encouraged to attend. The event's theme was "Greatest Life on Earth," and PCRMC provided a barbecue lunch, door prizes, a basket raffle, photo opportunities, music and motivational speakers.

NCSA is a community event. "Our local cancer Survivors are an inspiration to us all," says PCRMC Bond Clinic Infusion Coordinator Rhonda Teague, RN. "NCSA is a day to honor them for their strength and courage and let them know that they are supported throughout their journey."

NCSA is recognized nationwide on the first Sunday in June as a day to celebrate individuals who are living with cancer and those in Survivorship. NCSA provides an opportunity for America's nearly 14 million cancer Survivors to connect with other Survivors, celebrate milestones and recognize those who have supported them along the way. According to the National Cancer Survivors Day Foundation, a Survivor is anyone living with a history of cancer – from the moment of diagnosis through the remainder of life.

Brenda Hughes, Administrative Director of Oncology & RehabCare Services, said honoring local cancer Survivors and celebrating life is what NCSA is all about. "We wanted to bring cancer survivors together to show that there is life after receiving a diagnosis of cancer. We wanted to celebrate with those who had finished treatment and beat the diagnosis. Cure rates have improved so much due to current treatment options and that is something we are proud to be a part of at PCRMC," Hughes said.



For more information on National Cancer Survivors Day, please visit <http://www.ncsd.org/about-us>.



Your Community Health Center Helps Close Access Gap



by Lindsey Dunstedter

Your Community Health Center (YCHC) is a Federally Qualified Health Center that offers primary care, prescription medications, dental care, behavioral healthcare, health and wellness exams and immunizations to people of all ages. YCHC provides access to high quality healthcare for everyone, regardless of insurance status. YCHC provides service to people who have Medicaid, Medicare and private insurance, and is bridging the gap for people and families who are left uninsured after Missouri legislators refused to expand Medicaid for people in the community who earn less than the federal poverty level. YCHC provides a sliding fee discount for healthcare services to persons who earn less than 200% of the federal poverty level. PCRMC has been a longtime advocate and friend of YCHC and has supported the health center's mission from its inception.

"Your Community Health Center is grateful for the complete and unfailing support of PCRMC," said CEO Amy Beechner-McCarthy. "From the moment we received notice of our grant award PCRMC was there—we only had 120 days to start serving the community—and PCRMC stepped forward and provided us with a beautiful six-exam room suite in the Medical Office Building. The PCRMC Board of Trustees also gifted us with the Smile Mobile, a dental unit on wheels, so that we could provide dental services." One of the primary goals of Your Community Health Center is to empower patients to navigate their wellness early on so that they are not in advanced disease stages before seeking medical help. Early detection, lifestyle changes, and a strong relationship with a primary care provider and healthcare team leads to better health outcomes. Unfortunately, the uninsured are less likely to seek medical attention because of financial restraints, and YCHC is a resource and haven for those in need. YCHC is a nonprofit 501c3 organization, governed by a local board of directors, with a mission to provide quality primary healthcare services to everyone.

"YCHC has benefited from PCRMC's generosity. We have served more than 3,000 people, many of whom would not have access to primary, dental or behavioral healthcare services," said Beechner-McCarthy. "I am always proud to tell people that PCRMC doesn't just talk about community health and wellness; they are generous providers and true supporters of quality healthcare services in our community—YCHC probably wouldn't be here without PCRMC's commitment and generosity."



The mission of Your Community Health Center is to ensure equal access to quality healthcare regardless of ability to pay.

West Tenth Street

• Rolla, Missouri

Fun Facts about Camp Capable

- ▶ Camp Capable was sponsored by Phelps County Regional Medical Center Auxiliary & Volunteer Services, The Centre, Disabled Athlete Sports Association, and Ken Sills from Ohana Martial Arts
- ▶ 2014 was the first year for Camp Capable
- ▶ 20 campers attended, ages 7-16
- ▶ PCRMC Auxiliary & Volunteer Services (AVS) funded the project
- ▶ The goal of Camp Capable was to increase physical functioning and overall wellbeing in children of all ages



Camp Capable Empowers Kids of All Ages

by Lindsey Dunstedter

The Community Partnership's Capable Kids and Families Program held an adaptive and inclusive camp for children with disabilities living in Rolla and the surrounding communities. Camp Capable was a week-long event where children, ages 7-16, with disabilities learned new skills, met new friends and participated in sports activities, including kayaking, tennis, swimming and martial arts. Martha Edwards, Director of Communications and Volunteer Recruitment, said that without the support of the PCRMC Auxiliary and Volunteer Services, the camp would not have come to fruition.

"The office received a call from Tina Pridgeon, the Director of the PCRMC Auxiliary & Volunteer Services, and she said the hospital heard about the Community Partnership wanting to put together a camp for children with disabilities, and they were interested in helping us by sponsoring the camp that first summer," said Edwards. "The Auxiliary not only expressed interest in donating to us financially, but they were willing to send volunteers to work at camp all week with us. Every day, Auxiliary members were there to cheer on the campers in activities and to serve snacks. They celebrated every victory with the campers."

Camp Capable provided opportunities for campers who would not otherwise have had the opportunity to attend a summer camp. The campers were able to explore new possibilities while making new friends. The camp was also life-changing for the family members of campers. Jean Darnell, Executive Director of the Community Partnership, said, "The parents and siblings were able to see, for the first time, their loved ones taking part in new activities. The children's faces lit up when they realized that they could participate in sports and be good at them."

Camp Capable is a testament to the strength of volunteerism and support within the Rolla community. Pridgeon said it was an honor for the volunteers to help make the dream of Camp Capable a reality for children living with disabilities. Pridgeon said, "The partnership between the PCRMC Auxiliary and the Community Partnership says something about the power of networking in our community. So many businesses and organizations are eager to help provide opportunities that promote a healthy community."





Our Family Caring for Your Family

The PCRMC Physicians Group, comprised of over 80 physicians and 20 specialties, is equipped to deal with complex medical ailments. The world-class providers are focused on ensuring wellness, from prevention, through diagnosis and into recovery. The PCRMC Physicians Group is dedicated to providing patients with a lifetime of care right here at home.



Phelps Regional Health Care Foundation

All contributions received and managed by the Phelps Regional Health Care Foundation, from corporate sponsorships to individual donors, are used locally. 1,530 donors entrusted more than \$3.6 million to Phelps Regional Health Care Foundation's 15 different funds in 2014. Donors large and small helped the Foundation meet its capital campaign goal of \$7 million, which ensured the future of the Delbert Day Cancer Institute (DDCI) at PCRMC. The DDCI is slated to open in 2017. The Foundation also received over \$190,000 from 3rd party fundraising events, including the Rolla Cancer Gala, Heart-2-Heart Luncheon, bake sales, quilt raffles and a pumpkin-carving contest. The Foundation is beholden to its supporters and is overwhelmed by the generous spirit of the community.

Thanks to contributions from our generous donors, the following needs were met in 2014:

- 255 PCRMC patients benefited directly from the financial support provided by our donors in 2014
- 20 low-income hospice patients received food and gas vouchers in 2014
- A nearly \$500,000 multi-year grant from the Missouri Foundation for Health is being used to improve access to health resources in our area, while reducing emergency department visits for non-emergency needs
- 500 new parking spaces, and other improvements, will be made at the Delbert Day Cancer Institute thanks to a \$2.8 million match-grant from the Economic Development Agency
- PCRMC only has space today to treat about 40% of our region's cancer patients. When completed, the Delbert Day Cancer Institute will allow the hospital to serve an additional 520 patients a year
- PCRMC employees donated a record \$138,119—38% above goal—to the 2014 Employee Giving Campaign
- Over 90 cancer patients were helped with nutritional supplements, wigs, mastectomy bras and lymphedema therapy

Dollars Received + Dollars Raised

2014

\$ 1,630,520

\$ 3,600,000

Received in cash contributions

Received in cash pledges and grants

Donation Designations

Fund	Total Given	
Abbie Darnell Mobility Fund	\$420.00	
Baby Steps Fund	\$3,854.43	
Breast Center Mammography Fund	\$11,170.11	
Delbert Day Cancer Institute Fund	\$1,436,870.87	(Multi-Year Pledge)
Enhancing Nursing Excellence Fund	\$10,692.53	
Grant Award	\$1,907,232.00	(Multi-Year Pledge)
Greatest Needs Fund	\$53,310.93	
Guardian Angel Program Fund	\$9,022.22	
Heart-2-Heart Fund	\$39,515.00	
Hospice Fund	\$21,899.40	
Jay Crump, DO, Memorial Fund	\$6,833.69	
Joy of Caring Cancer Fund	\$140,418.22	
Patient Transportation Fund	\$3,167.58	
Pediatric Dental Fund	\$1,913.84	
Tree of Life Fund	\$690.00	
GRAND TOTAL	\$3,647,010.82*	
Total Unduplicated Donors	1,530	
Total Funds Listed	15	

*Includes pledges, cash, grants and stock



PCRMC Polar Bears Plunge for Special Olympics

by Lindsey Dunstedter

Missouri State Highway Patrol Troop I and the Rolla Police Department joined forces to organize the 1st Annual Polar Plunge in Rolla to support Missouri Special Olympics. The event is an opportunity for local organizations and businesses to form teams and then run, walk or crawl into the freezing Missouri waters to raise money for Special Olympics Missouri (SOMO), which provides year-round sports training and competition for children and adults with disabilities. Phelps County Regional Medical Center was the premier sponsor of the event and entered a team.

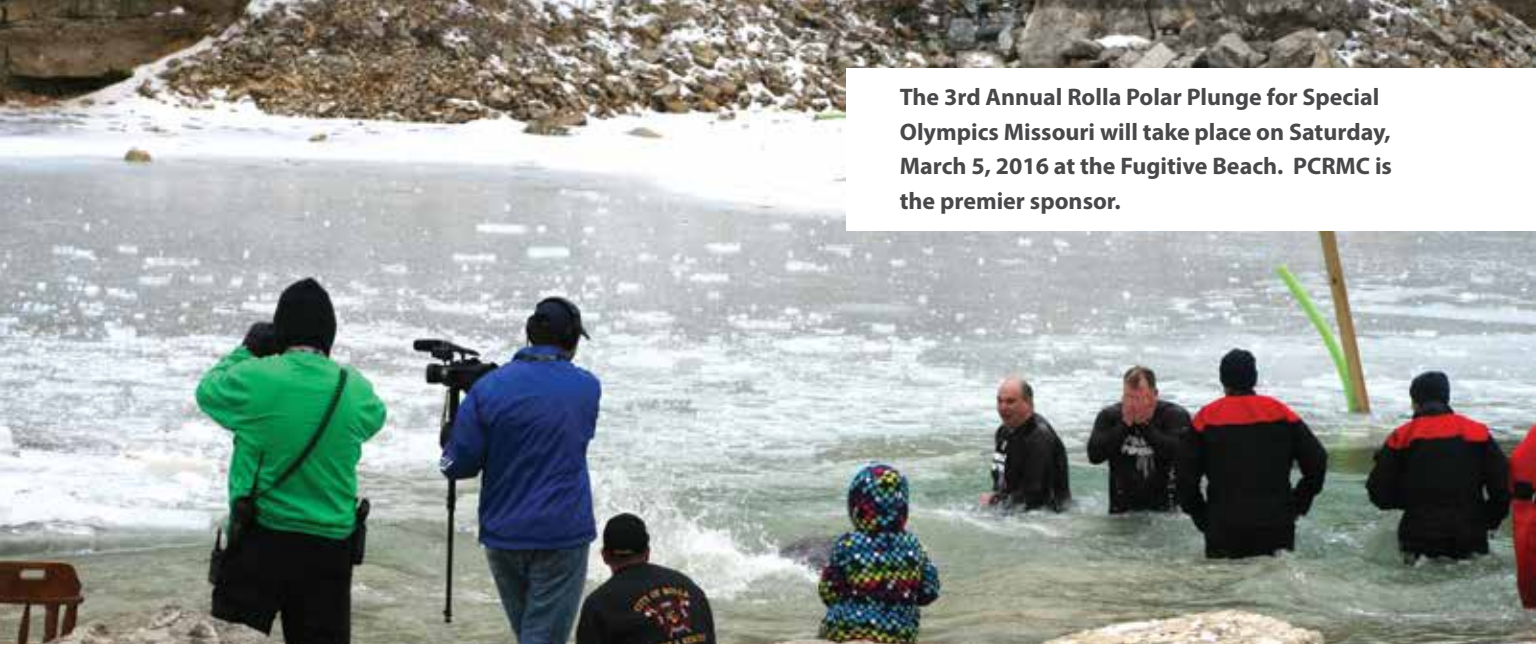
“The Polar Plunge is a unique event that brings the community together to show our support for the courageous Special Olympics athletes,” said John Marc Denbo, Director of Marketing and Public Relations, and PCRMC Polar Bears team captain. “The Special Olympics motto is ‘Let me win. But if I do not win, let me be brave in the attempt.’ The bravery of the Special Olympics athletes definitely fuels our team when we are enduring the cold. The event is also a lot of fun; I enjoy participating every year!”

Frigid temperatures and a steady breeze contributed to the arctic experience of the Polar Plunge, which was held in February at Fugitive Beach. Before the plungers could even test the waters, 6 inches of ice was removed from the quarry to create an adequate diving hole for participants. Special Olympians added to the excitement because they filled the quarry with handmade signs and cheered words of encouragement for the plungers. Over 100 community members took the plunge and helped fundraise over \$20,000 for Special Olympics.

Law enforcement has a rich and dedicated tradition of supporting Special Olympics. The Law Enforcement Torch Run (LETR) began in 1981 to raise funds for the local Special Olympics

For more information on the Polar Plunge, please visit <http://somo.org/plunge>

The 3rd Annual Rolla Polar Plunge for Special Olympics Missouri will take place on Saturday, March 5, 2016 at the Fugitive Beach. PCRMC is the premier sponsor.



Program and has grown into a movement. Law enforcement in Rolla fundraise for Special Olympics with various events, including the Polar Plunge, Tip-A-Cop, rappelling, running and selling LETR t-shirts. Law enforcement picked up the torch of Special Olympics as their cause and helped transform and inspire communities to create a culture of inclusion for all athletes.

Missouri State Highway Patrol Lieutenant Steve Davis, LETR Region 6 Coordinator for Special Olympics, said, "I would like to thank the athletes for the love, support and encouragement you provide everyday, and PCRMC for the wonderful and rewarding relationship we are building together. I would also like to thank my fellow law enforcement members for protecting and serving all the citizens in our communities while volunteering countless hours and raising millions of dollars to create greater awareness about the Special Olympics program."



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 BACKPACKS 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 THEATER
PCPMC COMMUNITY EDUCATION
PCPMC OUTSIDE TRANSPORT
PCPMC SUPPORT GROUPS (ALZHEIMER'S, BREAST CANCER, BREASTFEEDING, CANCER SUPPORT, DIABETES SUPPORT, MENTAL HEALTH, PARKINSON'S, SMOKING CESSATION, 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 COLLEGE
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

\$27,681,113

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

\$1,008,868

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

\$1,875,334

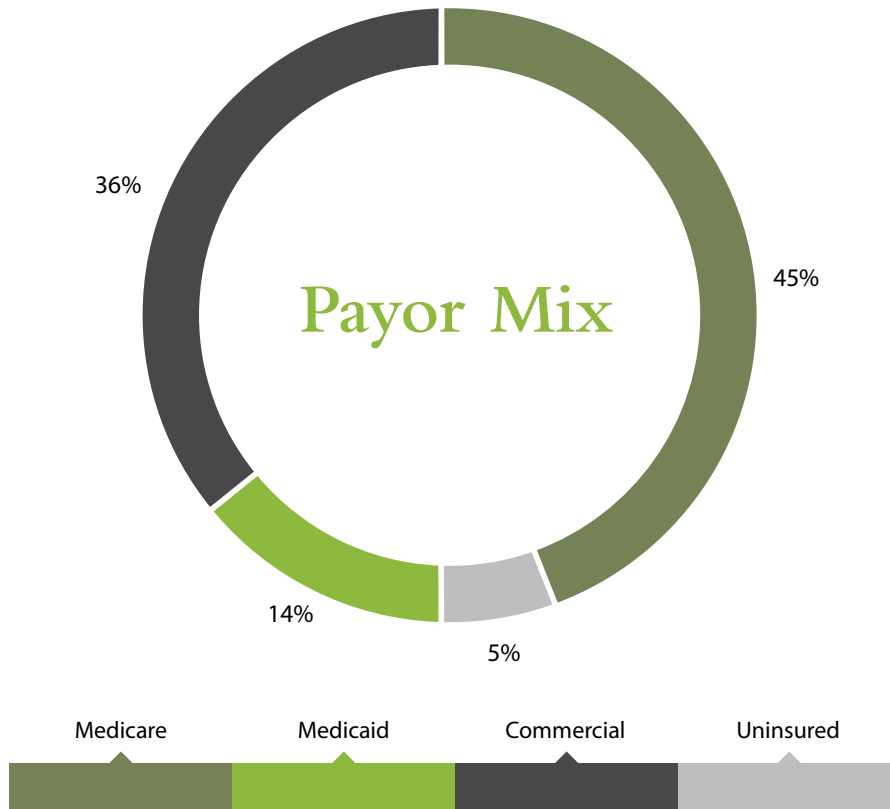
Includes the cost of recruiting physicians, nurses and other clinical professionals into the community, plus the cost of supporting healthcare educational programs (i.e. nursing schools, technical colleges, etc.).

DONATIONS TO COMMUNITY GROUPS

\$87,785

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 \$30,653,100



INPATIENT DAYS 29,760

OUTPATIENT VISITS 159,261

EMERGENCY DEPARTMENT VISITS 33,699

SURGERIES 5,214

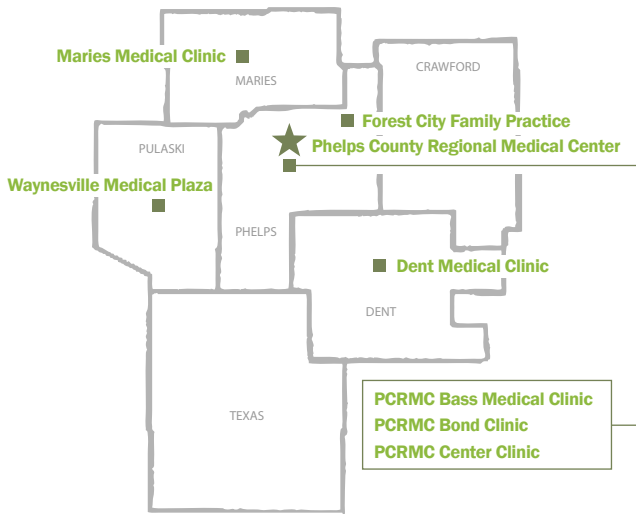
BIRTHS 833

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.

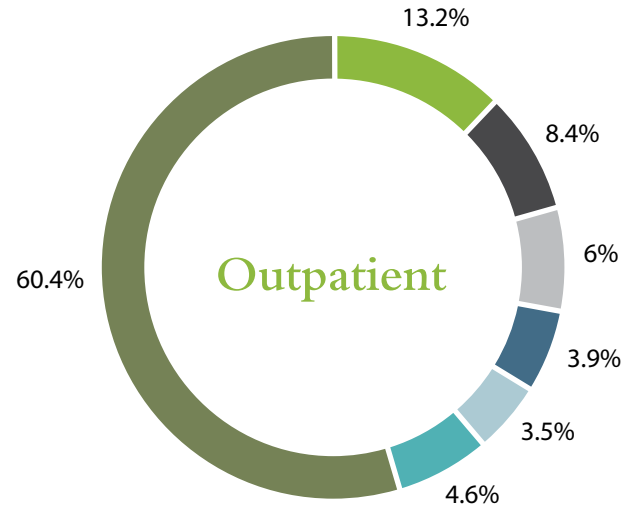
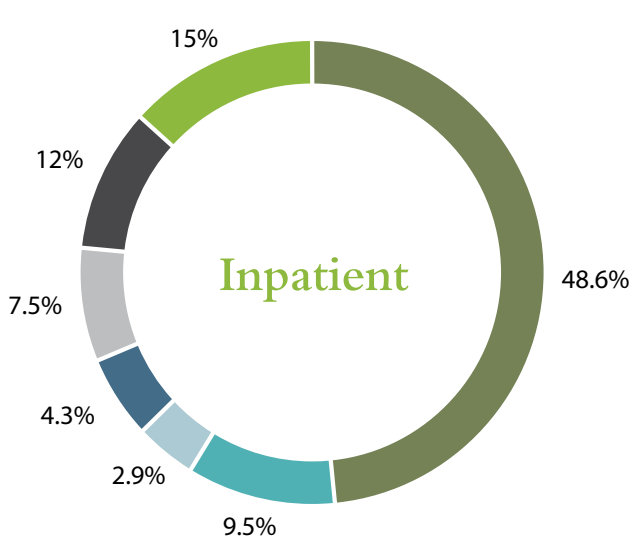
Emergency Department Visits: Includes ambulance calls and patient walk-ins.



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.



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