

CASCADE MEDICAL CENTER

FY 2023 Annual Report Summary

OCTOBER 1, 2022 – SEPTEMBER 30, 2023



At CMC, our mission is to save lives and improve the health and well-being of our community. This year we have done that and more.

Along with the rest of the world, Cascade emerged from the peak of COVID and got on with life. CMC incorporated more rigorous infection control practices into our daily work, keeping patients and staff safer from all infections and disease. Our “drive through” exam room (retrofitted shipping container) not only adds needed capacity, but also provides an isolated environment to evaluate and treat patients with transmittable infections.

Inside the hospital, we converted one inpatient room into a “safe” room. We have seen a growing number of patients in mental distress, some at risk of harming themselves or others. The safe room removes features that could be used to cause injury/death while maintaining a comfortable environment that supports the privacy and dignity of the patient. We've also contracted with Intermountain Health to provide 24x7 crisis-care so that a mental health counselor and social worker is always available to assist CMC staff in caring for patients in mental health crisis.

With the loss of Cascade's only pharmacy, CMC installed an InstyMeds Rx robot. Now when patients leave CMC with a prescription for an urgent care issue, they can likely get it filled right here before going home. CMC InstyMeds is a mini-pharmacy inside a vending machine that dispenses things like antibiotics, inhalers, steroids, anti-inflammatories, and anti-nausea medications. We are on track to dispense over a thousand prescriptions by the end of 2023.

Economic Impact: As more people seek treatment at CMC, we have hired talented professionals to care for them. Over the past 5 years we have grown from 40 to 70 employees. Our cash payroll is over \$4 million per year and total hospital expenditures are approximately \$7.5 million. CMC employees work, live, play, and spend locally – making CMC an important economic engine in Valley County. Using the economic impact multiplier for hospitals of 2.3 to 3.3, CMC has an economic impact of between \$17 - \$25 million annually. (<https://www.kff.org/wp-content/uploads/sites/2/2012/06/11econcontrib.pdf>)

Earlier this year, CMC participated in a Community Health Needs Assessment (CHNA) to identify underlying factors that prevent our local residents from achieving and maintaining good health. Getting to and from doctor appointments, physical therapy, and cardiac rehab is a growing issue as our population ages. To address this problem, CMC purchased a handicap-accessible van and hired/trained drivers to safely and conveniently get patients to appointments in Cascade and McCall. So far, dozens of patients have benefited from the free service. Said one patient: “Thanks so much. It is great to know a ride is available and all we need to do is ask!”

Patient transportation is part of our overall plan to improve public health. We have hired two Community Health Workers to do outreach, meeting and helping people where they are. Our community health workers help patients set up home monitoring equipment for hypertension, CHF, COPD, and diabetes. They attend local health fairs and other events to offer resources and provide information about improving health.



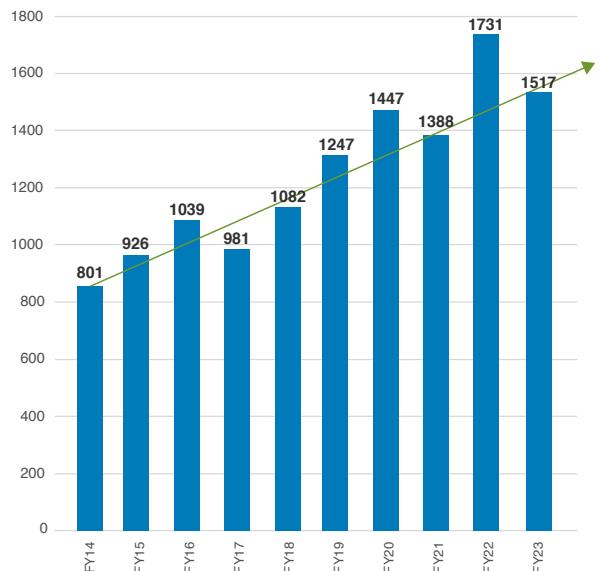
This Spring we launched a volunteer program, allowing more people in our community to participate in our mission of healing and wellness. The volunteers have visited with patients in the hospital, helped at the monthly St. Luke's Cascade

foot clinic, and stand ready to be put into action at any time. Two of our volunteers are pet therapy dogs – Honey Bear and Ben! You can meet them at the health fairs, food pantry, and other public events we participate in.



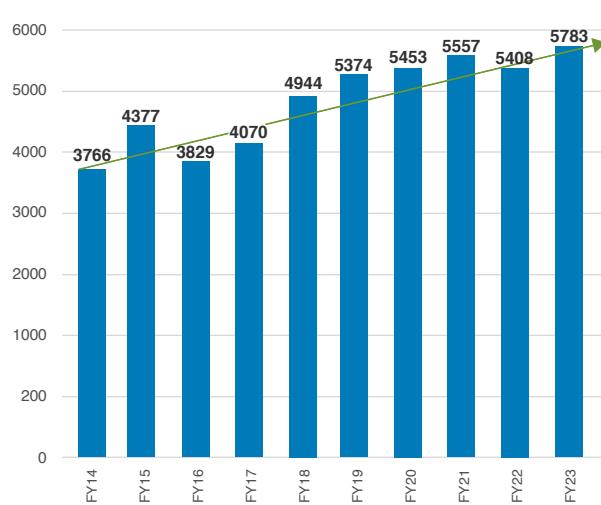
EMERGENCY DEPARTMENT

Our Emergency Department gets busier as more people come to Valley County to live, work, and recreate. Our ER volume has doubled in the last 8 years. In order to reduce ER utilization, we have added an urgent care provider in the clinic 6 days per week to handle walk-in patients. This lowers the cost for patients.



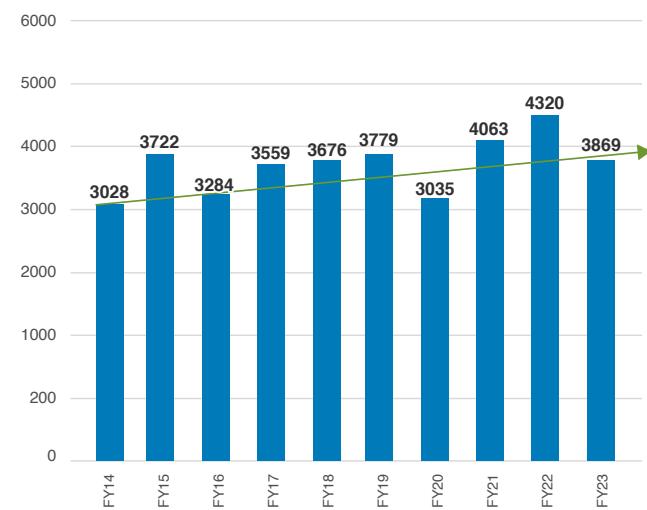
CMC FAMILY PRACTICE CLINIC

CMC Family Practice Clinic continues to grow steadily. Last year we added another provider and are open 6 days per week. We also provide mental health counseling. We are looking at options for additional space in order to keep up with demand.



PHYSICAL THERAPY

CMC has become a major provider of Physical Therapy services in the County. We now employ 5 therapists and offer over a dozen healing modalities including dry needling, manual therapy, aquatic therapy, ultrasound, electrical stimulation, muscle/joint/back therapy, OMT, and monitored exercise therapy for those who need cardiac rehabilitation.



QUALITY IMPROVEMENT IS OUR PASSION

Staff are constantly engaged in Process Improvement Projects, training, and education in order to stay abreast of the latest protocols and standards in the ever-advancing field of health care. CMC staff and the Quality Committee of the Board monitor a dozen key quality indicators from hospital and clinic patient satisfaction to functional improvement rates in Physical Therapy.

The healthcare industry has made great advancements in diagnostic technology, and CMC has kept up. In Radiology, we employ 5 highly skilled rad-techs who operate advanced CT (128 slice), digital X-Ray, Ultrasound, and now Ultrasound in the ER for real-time emergent diagnosis. Our medical laboratory punches above its weight with state-of-the-art lab equipment that rivals that of larger hospitals. We have added more lab tests to our menu meaning providers and patients get results quicker, which means faster diagnosis, treatment, and healing.



CASCADE MEDICAL CENTER

CLINIC: (208) 382-4285

HOSPITAL: (208) 382-4242

PHYSICAL THERAPY: (208) 382-3862



EMERGENCY ROOM

Open 24x7

OPEN MONDAY-SATURDAY

Walk-in Clinic Care

Physical Therapy

Mental Health Counseling



**Cascade Medical
Center is here
for you!**

www.cmchd.org