



REPORT TO OUR communities

ANNUAL REPORT FY 2022

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healing body | mind | spirit

Hegg Health Center
1202 21st Avenue
Rock Valley, IA 51247

712.476.8000
www.hegghc.org



our mission

We serve together to
HEAL BODY, MIND, AND SPIRIT,

To improve the health of
OUR COMMUNITY,

And to be good stewards of the
**RESOURCES
ENTRUSTED TO US.**

our vision

Exceptional Service
Extraordinary Care
Every Person



A MESSAGE FROM THE CEO

Our fiscal year end of June 30, 2022 saw us move into the 3rd year of dealing with the impacts of the coronavirus pandemic. At Hegg Health Center and specifically at Whispering Heights long-term care center, the largest on-going challenges relate to a lack of available staffing and the financial challenges that have come with record inflation growth in both wages and supplies.

Hegg is not alone in facing staffing shortage challenges. Healthcare centers across the country are finding it difficult to find individuals to fill open positions, especially in the area of Certified Nurse Aides. Whispering Heights currently has around 10 open beds due to this issue, which creates a challenge for both the facility and the community. National statistics show that 75 percent of healthcare workers report experiencing stress, anxiety and burnout compared to pre-pandemic measures, which leads to increased turnover rates, increasing the challenges.

Inflationary pressures across the health system have driven supply and wages expenses up over 30% since before the pandemic. Most businesses are able to pass the majority of that increase along to the end customer, but that isn't the case in healthcare where insurance companies have provided a meager annual increase of about 2.3%. There is no place to pass on the additional expense and accordingly the health center experienced operational losses in FY 2022. Foundation returns were also under pressure during the year resulting in an overall negative margin.

Despite the challenges, I am confident that we will weather the storm as we have a number of times over the years. We continue to look for ways to operate as efficiently as possible, while at the same time understanding that we need to continue to grow and provide the high-quality services the community has come to expect.

We are very pleased that Dr. David Adams is off and running in his practice since joining us earlier this fall, and we continue to recruit additional providers in order to create more capacity in the clinic.

Thank you for your support over the past year and all of us at Hegg look forward to serving our community in the year ahead!

Blessings to all,

Glenn Zevenbergen, CEO

meet Dr. Adams

Hegg Health Center welcomes David Adams, MD as the newest addition to our provider network.

Dr. Adams earned the Most Distinguished Resident award from Beaumont Health in 2021. Following his tremendous honors, he officially became a family practice physician at Hegg Health Center. New patients describe Dr. Adams as an intentional, thorough and kind provider.

A husband and father of five, Utah native, emergency expert and avid skier, Dr. Adams can relate to patients from all walks of life.

To meet Dr. Adams and discuss your health journey, call the Hegg Medical Clinic at **712-476-8100**.



Paul De Jong,
MD

Kimberly Butts,
MD

David Adams,
MD

**Greg Van
Peurseem,**
PA-C

Mary Brown,
FNP-C

**Olivia
Niemeyer,**
FNP-C



our providers

professionals you can **trust**

Primary care is about **you and your health.** Your provider helps you address immediate and long-term health concerns. They will provide routine screenings, treat issues and help coordinate specialist care as needed.

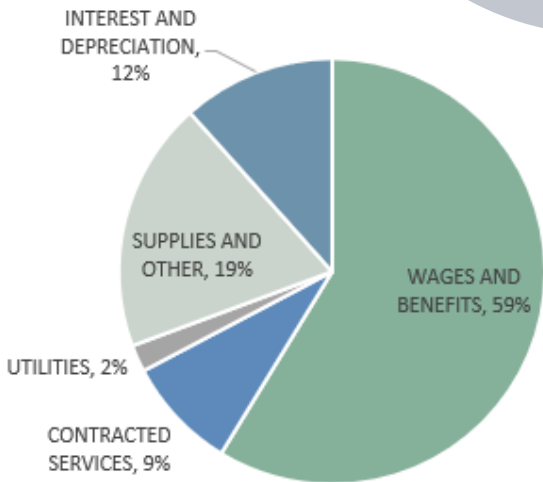
Even if you feel healthy, your primary care provide can help you **identify issues earlier, when they may be easier to address.** They also help you treat issues and plan for a lifetime of good health.



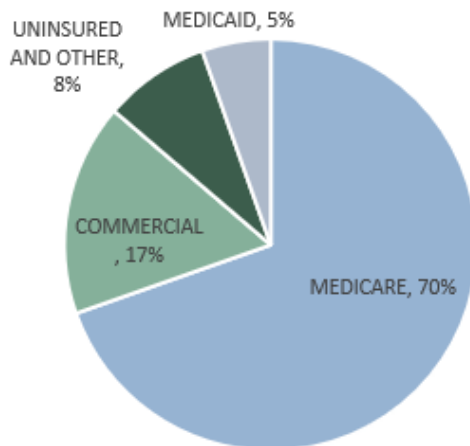
Call **712-476-8100** to make an appointment.

fiscal year 2022 in review

FY 2022 EXPENSES BY CATEGORY



INPATIENT DISCHARGES BY PAYOR



Hospital Admissions	248
Hospital Patient Days	1524
Medical Clinic Visits	17,459
After Hours Care Visits	258
Emergency Room Visits	1,901
Outpatient Visits	30,442
Surgical Procedures	158
Radiology Procedures	6,030
Physical Therapy Visits	8,918
Occupational Therapy Visits	1,376
Speech Therapy Visits	252
Laboratory Tests	70,900
Whispering Heights Admissions	24
Whispering Heights Days	20,248
Home Health Visits	9,086

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Health System Revenue	\$25,648,900
Uncompensated Care	\$37,000
Health System Expenses	\$25,689,441
Average Cost per Day to Operate Hegg Health Center	\$70,382.03

our community investments

\$4 MILLION IMPACT
TO ROCK VALLEY

512

INDIRECT JOBS GENERATED

\$4

MILLION IN TAXABLE RETAIL SALES

\$222,509

IN STATE SALES TAX REVENUE

320

TOTAL EMPLOYEES IN FY 2021
from 28 cities

152

FULL-TIME EMPLOYEES

37

DEPARTMENTS

21%

EMPLOYED MORE
THAN 10 YEARS



community education programs

Ladies Night Out

Our annual Ladies Night Out was held at the Parkview Event Center on Thursday, September 23, 2021. The event consisted of a vendor showcase involving a shopping opportunity, catered meal by Tony's Catering, and keynote speaker, Kat Perkins. We welcomed over 180 women from the Rock Valley area to the event to inspire and uplift them through Kat's great singing and messages.

\$1.1

MILLION DOLLARS IN COMMUNITY BENEFITS IN FY 2021

Including uncompensated care and free or reduced services provided to the region by Hegg Health Center.

Babysitter Basics

There are 67 promising new babysitters in Northwest Iowa following Hegg's June Babysitter Basics class. Topics included: infant and child first aid and choking cessation, emergency planning, poison control, breastmilk and formula preparation, nutritious snacks, age appropriate activities, and basic infant and child care including swaddling, diapering and more. Our instructors set up different stations between lectures for hands-on learning.

\$18

MILLION DOLLARS IN LOCAL ECONOMIC IMPACT IN FY 2021

As one of the largest employers in Rock Valley, Hegg Health Center contributes a significant amount to our local economy.

Boys & Girls Talks

Hegg Health Center providers and nurses visited schools, giving Boys and Girls talks to the 5th & 6th graders at local grade schools, impacting 120+ students.

Shape the Valley

Hegg Health Center hosted a fitness challenge throughout the month of February to help community members keep their New Year's resolutions, engage in healthy tips and exercises, share resources and more. They competed as teams for prizes throughout the challenge. Eight teams of four people participated.

Job Shadowing

Rock Valley Community School District and Western Christian High School students had opportunities each semester to learn the inner workings of healthcare, shadowing every department of our organization for 3-4 days a week. Hegg is proud to invest in our future workforce by allowing students to realize where their unique passions lie.



Same technology and services as a big city healthcare organization: right here in our small town.



- ALLERGY
- CARDIOLOGY
- CHEMOTHERAPY ADMINISTRATION
- DIABETIC EDUCATION
- DIAGNOSTIC PROCEDURES
- EAR, NOSE & THROAT
- EPIDURAL FLOODS
- LABORATORY TESTING
- NON-SURGICAL TREATMENTS
- NUCLEAR MEDICINE
- OPHTHALMOLOGY
- ORTHOPEDICS
- PAIN INJECTIONS
- PODIATRY
- RADIOLOGY
- SLEEP STUDIES
- STROKE SCREENINGS
- ULTRASOUND
- UROLOGY
- WOUND CARE

specialty care close to home:
outpatient services

CALL **712-476-8020** TO SCHEDULE YOUR APPOINTMENT



Pediatric Center Grand Opening

September marked the end of a long journey of strategic planning for the repurposing of Hegg's former daycare center. The center's space still sees our younger population, but in a new capacity: Hegg Pediatrics has been purposefully re-designed to see pediatric patients for all rehabilitation needs.

A silver laptop is shown from a three-quarter perspective, displaying the Hegg Health Center website. The website features a navigation menu with links for Patients, Visitors, Services, Providers, Blog, Classes & Events, and Careers. There are also buttons for 'AveraChart Login', 'Pay My Bill', 'Schedule an Appointment', 'Pay My Bill', 'Meet Our Providers', 'Apply for a Job', 'Get Directions', 'Information for Patients', 'Information for Visitors', and 'Information for Professionals'. The background of the website is a photograph of a modern hospital hallway. Overlaid on the right side of the laptop screen is the text 'New and improved hegghc.org' in a large, white, sans-serif font. A white mouse cursor arrow is pointing at the end of the URL.

New and improved hegghc.org



The Hegg Health Center website, hegghc.org, experienced a makeover for an improved user experience and interactive design. Scan the QR code on the left to view the mobile-friendly site.

**HEGG HEALTH CENTER FY22
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HEGG
Health Center

An Avera Affiliate

1202 21st Ave. | Rock Valley, IA 51247 | 712-476-8000 | www.hegghc.org