

2022

# COMMUNITY BENEFIT REPORT

Our Commitment to Caring for Our Community



SHERIDAN  
MEMORIAL HOSPITAL



★★★★★  
**Five-Star Rated**  
Centers for Medicare & Medicaid Services

# LETTER FROM OUR CEO

“

**I am grateful for the commitment to excellence demonstrated daily by our medical staff, clinical care teams, employees, and community partners.**



This past year has been a year of change for our community. The population has expanded, and local healthcare needs continue to broaden. As we endeavor to meet these needs, we have seen areas of growth necessary to provide the added value you and your family deserve and demand. This was evidenced by the implementation of a new Primary Care Clinic, the additions to our expert surgical staff as well as the acquisition of a state-of-the-art da Vinci Robot, and the launching of an expanded Transitional Care Unit (TCU) on the renovated second and third floors of the main hospital building.

We continue to see increased use of outpatient services in healthcare, a visible nationwide trend. In opening an additional clinic in a convenient location, we provide expanded patient access through increased appointment availability and additional physicians.

Sheridan Memorial Hospital attracts highly-trained, board-certified physicians and clinical care experts all throughout our system. Our uniquely Sheridan, patient-centered approach is improving the quality of life for you, your friends, and your family across North Central Wyoming. We see this trend continuing in the coming year as we aspire to have a positive effect in providing excellent patient-centered care in this dynamic healthcare environment.

A handwritten signature in black ink, reading "Mike McCafferty". The signature is stylized and fluid, with a long horizontal line extending from the end.

**Mike McCafferty**  
CEO, Sheridan Memorial Hospital

## OUR VISION

When people think of excellent health care, they think of Sheridan.



## OUR MISSION

To serve our community with excellent patient-centered care.

# EXCELLENT HEALTHCARE AT HOME



Sheridan Memorial Hospital ranks in the **Top 100** rural healthcare facilities in the nation, making it the logical, local option.

## OUR STRATEGIC PRIORITIES

### PATIENT EXPERIENCE

Provide compassionate and respectful care.

✓ SMH staff supports more than 100 providers covering 25 specialty areas.

### QUALITY

Provide timely, equitable, and reliable care.

✓ SMH continues its five-star rating from the Centers for Medicare & Medicaid Services.

### SAFETY

Keep our patients and employees safe, and strive for zero preventable harm.

✓ Every department at SMH huddles daily to focus on improving facility safety.

### SUSTAINABILITY

Wisely manage our resources, and re-invest in our mission.

✓ The success of SMH comes from focusing on patient-centered care.

## LOCALLY OWNED AND OPERATED

When it comes to hospitals, there are many types of ownership structures. We are a community hospital controlled locally by our board of directors and on-site leadership team. There are distinct advantages to local control:



#### LOCAL DECISION MAKERS

Local control means decisions are solely based on what's best for our community, not outside financial interests.



#### PRICING TRANSPARENCY

Patient cost estimation tools and financial advocate resources are readily available at [SheridanHospital.org](https://www.SheridanHospital.org).



#### MEDICAL SERVICES

Community need is what drives SMH service additions and expansions. Patient experience is a priority.



# STATE-OF-THE-ART SERVICES

## TRANSITIONAL CARE — Transitioning You Home

Over the past two and a half years, Sheridan Memorial Hospital and the Sheridan Memorial Hospital Foundation have been working toward an expansion of our Transitional Care Unit (TCU). Since September 2022, many more patients have been able to receive transitional care right here at home. The effect on quality of life for patients and their families has been exponential.

**24/7 Nursing Care • Dietary Planning & Nutritional Counseling • Wound Care • Fall Prevention**  
**Physical Therapy • Respiratory Therapy • Speech Therapy • Occupational Therapy**  
**Coordinated Activities • Discharge Planning • Case Management & Social Services**  
**Collaboration with Home Care**

### THE NEW TCU EXPANSION INCLUDES...

- ✓ 20 private suites with bathrooms
- ✓ A Private Dining Area
- ✓ A Dedicated Rehab Space
- ✓ Separate Family Meeting & Consultation Rooms
- ✓ Personalized Treatment Plans
- ✓ Care Coordination





## ROBOTIC-ASSISTED SURGERY — Precision Care

Sheridan Memorial Hospital continually strives to provide leading-edge surgical care. With the acquisition of the da Vinci Robotic-Assisted Surgical System, our highly trained surgeons can perform many types of complex, delicate procedures for a wide range of conditions with more precision, flexibility, and control than is possible with conventional techniques.

**Hernia Repair • Hysterectomy • Gall Bladder Removal**

**Ovary Removal • Prostate Biopsy / Removal • Endometriosis**

### PATIENTS WILL EXPERIENCE...

- ✓ A Shorter Hospital Stay
- ✓ Less Pain & Discomfort
- ✓ Reduced Recovery Time
- ✓ Reduced Scarring



## PRIMARY CARE — Caring for You and Your Family

The new Sheridan Memorial Hospital Primary Care Practice, located at 61 South Gould Street in downtown Sheridan, provides a comprehensive approach to healthcare for families in a convenient location. This practice affords the opportunity for multiple generations to build relationships with the same provider, making the healthcare process easier to maintain over time.

Increased access, same-day appointments, and extensive online healthcare tools are all part of this clinic that is designed to exceed patient needs and expectations. More than 8,800 patient visits served since opening in August 2022.



# WHAT OUR PATIENTS SAY



## ADRIANE DUFF — Heart Center

Adriane has experienced a breadth of services offered through the hospital and had this to say about her experience, “From the staff at the Internal Medicine Clinic, the Heart Center, Wyoming Rehab, I can’t even name everything—they all have been just great. And they worked to find solutions for me. The doctors have always been very good about working with me.”

- ✓ **The SMH Heart Center has received an accreditation from the American College of Cardiology for excellence in patient care.**

## DESTINY BARRY — Women’s Health

“My new baby, Easton, and I received amazing care, above and beyond my best expectations. Words will never be able to describe how thankful I am. The Sheridan Women’s Health crew is always a five-star rating.”

- ✓ **SMH ranks among the Top 10% of hospitals in the nation for elective delivery perinatal care.**



## VERA OLSON — Transitional Care Unit (TCU)

Vera was suffering from more than one illness when first admitted to the SMH TCU but, in hindsight, one element remains salient: the kindness of the TCU nurses and physical therapists. “They watched me, they worked with me when I got stronger, they kept the exercises interesting,” Vera remembered. “They made it fun. The TCU [team] seemed to work so well together. It was the highlight of my day.” “I will never forget the caring, the support, the lightness of it, and the encouragement that they give you.”

- ✓ **The new TCU was designed with a community mindset to create a home away from home within Sheridan.**







## ROBERT KESSLER — Welch Cancer Center

Robert Kessler's cancer diagnosis has led to years of treatment. He is thankful for the teams in Sheridan (Welch Cancer Center) and Salt Lake City for the excellent coordination of care he received.

"I have nothing but glowing respect and admiration for Dr. Ratterman and Nurse Practitioner Nina Beach and the whole team of nurses at the Welch. I always feel like they are treating one of their own family when I see them. The level of care at the Welch was fantastic."

- ✓ **SMH ranks better than both state and national percentage rates for recalls after breast cancer screenings.**

## TOM McCLAIN — Cardiopulmonary Rehab

Tom McClain has been in the SMH Cardiopulmonary Rehab program since 2019 after suffering a heart attack. Following the completion of his cardiac rehab sessions, Tom has continued to participate in the maintenance program, logging more than 320 sessions in the last three years. "This is a safe place for cardiac and pulmonary patients, and that's why I come here. It makes me feel better, and it's not hard to make myself come because there are people here who are expecting me. Coming to exercise here is just part of my weekly routine."



- ✓ **Patients hospitalized after a heart attack spend less time in acute care at SMH compared to the national average.**



## FAITH BEALER — Primary Care

"Every provider I've worked with at SMH is equally qualified as those in major medical institutions. At big medical centers you feel like a number. Not in Sheridan. Our providers make personal connections with their patients. That is priceless!"

- ✓ **SMH Primary Care offers walk-in and same-day appointments as well as on-site services such as lab and diagnostic testing.**

# SUPPORTING OUR COMMUNITY

## PROVIDING QUALITY CARE TO EVERYONE

Nobody is turned away at Sheridan Memorial Hospital. SMH is a community hospital committed to serving the Sheridan area with excellent patient-centered care. This commitment is easily demonstrated in the total amount of unreimbursed care provided by Sheridan Memorial Hospital during the past year.

### MEDICAL ASSISTANCE — \$2,730,600

Cost of services rendered that are not billed due to patient qualifying for Medical Assistance under SMH Medical Assistance Policy, which is based on Federal Poverty Limit Guidelines.

### SUBSIDIZED HEALTH SERVICES — \$7,798,805

The unreimbursed cost of support for services offered through SMH.

### BAD DEBT — \$2,982,840

Cost of services billed but deemed uncollectable.

### UNPAID COST OF MEDICARE/MEDICAID — \$19,436,894

The difference between the cost of services delivered and government reimbursement.

### TOTAL COMMUNITY BENEFIT — \$32,949,139



### EFFICIENT USE OF HEALTHCARE DOLLARS

The Centers for Medicare and Medicaid Services (CMS) collect data regarding the amount spent per Medicare beneficiary in every county across the U.S. Currently, Sheridan ranks as having the lowest cost per beneficiary in Wyoming and in the top 2% of hospitals in the nation.



### HEALTHCARE PRICING RESOURCES AT YOUR FINGERTIPS

Sheridan Memorial Hospital provides patients with many sources of information that demonstrate pricing comparisons in Wyoming. Also offered is a patient cost estimator for services at SMH. Access to these resources can be found at [SheridanHospital.org/Billing-Services](https://SheridanHospital.org/Billing-Services). For additional assistance, reach out to one of our Patient Financial Advocates at 307.675.4620.



## ONLINE ACCESS TO LOCAL HEALTHCARE

Stay in touch with your healthcare team using the MySheridanHealth Patient Portal on your computer or mobile device.



### SIGN UP TODAY

Visit [SheridanHospital.org](http://SheridanHospital.org) and click on the MySheridanHealth tab, or scan the QR code with your mobile device.



24/7 Access via  
Computer or Phone



Request a  
Prescription Fill



View Upcoming  
Appointments



Attend a Secure  
Video Visit



Send a Message  
to Your Provider



Access Your Personal  
Health Records

## LET US BE YOUR FINANCIAL ADVOCATES

Sheridan Memorial Hospital and Clinics are committed to extending financial assistance to qualified individuals. We assist underinsured and uninsured patients in navigating federal and state health insurance programs and we help enroll those patients in the programs for which they are eligible.

We provide financial counselors who assist patients to determine eligibility and to complete the application process. We have also taken additional steps to build a convenient and patient-friendly process that maximizes enrollment in certain government-sponsored health insurance programs, including Medicaid.

Call our Financial Advocates at **307.675.4620**. They will advise you and investigate other sources that might provide financial assistance.



Find patient cost-estimation tools and more financial assistance info by scanning the QR code with your mobile device, or by visiting [SheridanHospital.org/billing-services](http://SheridanHospital.org/billing-services)



# A LEGACY OF EXCELLENCE



## THE JOINT COMMISSION — NATIONAL QUALITY APPROVAL

Sheridan Memorial Hospital holds a three-year accreditation from the Joint Commission, an accreditation recognized as the “Gold Seal of Approval” in health care. SMH has held this accreditation since 1964.

✓ **More than 58 years of accreditation.**



## CMS — FIVE-STAR RATED IN 2021 & 2022

Sheridan Memorial Hospital has been awarded a five-star rating for the second consecutive year by the Centers for Medicare and Medicaid Services (CMS). Based on seven quality categories, this rating puts SMH in the top 14% of hospitals across the entire country.

✓ **Top 14% in the nation.**



## HCAHPS — FOUR-STAR PATIENT RATED IN 2022

The Hospital Consumer Assessment of Healthcare Providers and Systems is an initiative to provide a standardized survey instrument and data collection methodology for measuring patients’ perspectives on hospital care. Sheridan Memorial Hospital has achieved four out of five stars.

✓ **Top 35% in the nation.**



## CHARTIS GROUP — TOP 100, EIGHT YEARS RUNNING

SMH has been recognized as one of the Top 100 Rural & Community Hospitals in the country. This list is developed using the Chartis Rural Hospital Performance INDEX®. The INDEX® assesses performance utilizing 37 independent indicators across eight areas of performance including quality, outcomes, patient perspective, cost, charges, and finance.



## ACC ACCREDITATIONS

The American College of Cardiology recognized Sheridan Memorial Hospital for its demonstrated expertise and commitment to treating patients who come to SMH’s cardiac cath and heart labs for care, including for diagnostic catheterizations (cath) and percutaneous coronary intervention (PCI) procedures.



To see how SMH performance compares to other hospitals, please visit [medicare.gov/care-compare](https://www.medicare.gov/care-compare).

# Sheridan Memorial Hospital is here to *care* for you, even when it's *unexpected*.

Much like the foundation of a sturdy home, the Sheridan Memorial Hospital Foundation works with donors like you to strengthen our community hospital. Your contribution ensures healthcare is here when you, your neighbors, and your family need it most. Keep your loved ones close at Sheridan Memorial Hospital.



Learn more about giving opportunities and how you can help,  
or join us as a Foundation Member by scanning the QR code or by visiting  
[sheridanhospital.org/foundation](https://sheridanhospital.org/foundation)



307.673.2418 | PO Box 391 Sheridan, WY 82801





# OUR COMMITMENT

In an environment of TEAMWORK  
We will keep you SAFE,  
We will help you get BETTER,  
We will treat you with RESPECT,  
We will be KIND to you, and  
We will continually IMPROVE our processes  
for excellent patient-centered care.



SHERIDAN  
MEMORIAL HOSPITAL

1401 West 5th Street | Sheridan, WY 82801  
307.672.1000 | [sheridanhospital.org](http://sheridanhospital.org)

