

2023

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



We have seen areas of growth necessary to provide the added value you and your family deserve and demand.



Sheridan Memorial Hospital is an independent community healthcare system with a strong belief in our mission: To serve our community with excellent patient-centered care.

We believe in order to achieve operational excellence and deliver on our mission, we must have a culture rooted in our guiding principles. Foundational elements of our guiding principles are value for the customer, respect for every individual, leading with humility, enterprise alignment and continuous process improvement. We work every day to embody these principles and faithfully serve our mission.

This past year we have seen continued growth. The population has expanded, and local healthcare needs continue to broaden. As we strive to meet these needs, we have seen areas of growth necessary to provide the added value you and your family deserve and demand. Currently we are working to expand capacity and capabilities for mental health services. This work will entail not only the development of new facilities to serve the needs of our community, but also strengthening our capabilities with clinical experts to build a more effective system of mental health care across the region. Additionally, we will be investing in our future to meet current and future demand for surgical services. This will require us to expand our surgery facilities. Furthermore, we will be expanding our access to care and increasing capacity to provide outpatient imaging and diagnostic services so our patients and providers have more opportunities to receive care quickly and reliably.

Sheridan Memorial Hospital attracts highly-trained, board-certified physicians and clinical care experts throughout our system. Our unique, patient-centered approach focuses on 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.

We are very excited about our strategic growth initiatives over the next several years. Specifically, we are working to address the health needs of the Sheridan region and to create outstanding access for our customers.

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.



MEDICAL SERVICE NEEDS

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

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 — \$2,641,987

This includes the cost of services rendered that are not billed due to patients qualifying for medical assistance under the SMH Medical Assistance Policy, based on federal poverty limit guidelines.

Subsidized Health Services — \$10,618,296

SMH offers a host of provider clinics specializing in care from family medicine to rheumatology. Having these providers in the community is essential to caring for our local residents and the costs of running these clinics is often not covered by Medicare and insurance payers.

Bad Debt — \$3,634,933

This represents the cost of services provided to patients who are unable or unwilling to pay their bills despite our efforts to collect payment. These patients may also not have participated in or qualified for medical assistance under the SMH Medical Assistance Policy.

Unpaid Cost of Medicare/Medicaid — \$23,148,490

This represents the gap between the actual cost of care and the amount reimbursed by these government programs.

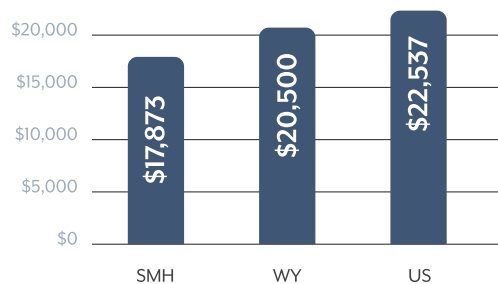
TOTAL COMMUNITY BENEFIT — \$40,043,706

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 US. Currently, Sheridan Memorial Hospital ranks in the top 27% of hospitals in the nation for having the lowest cost per beneficiary.

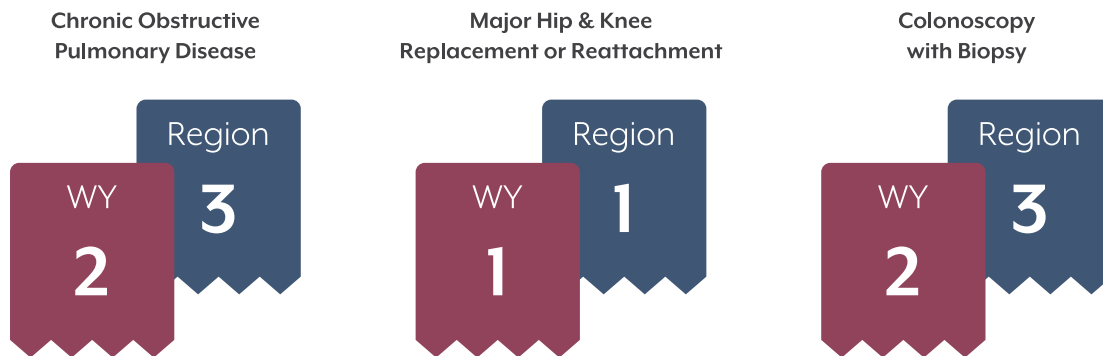
SMH is:
12% lower than WY
20% lower than US

Source:
<https://www.hcahpsonline.org>
Centers for Medicare & Medicaid Services,
Baltimore, MD.
February 2024



COMMON PROCEDURE PRICE RANKING

To further illustrate the efforts SMH is undertaking to hold prices down, the information below depicts where SMH ranks in the region for common procedures performed at each facility. (For example: 1 = lowest pricing)



PATIENT 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.

Medication Assistance Program (MAP)

Cost is one of the main reasons people do not take their medications. Through our MAP program, 296 people qualified for medication assistance in FY23.



Find patient cost-estimation tools and additional financial assistance info by scanning the QR code or by visiting sheridanhospital.org/billing-services

GROWING FOR YOU

A YEAR OF MILESTONES

Reflecting on the past year, Sheridan Memorial Hospital is proud to celebrate a string of significant milestones achieved in 2023. These accomplishments, driven by our unwavering dedication to serving the community, have significantly enhanced the quality of care we provide. We are incredibly grateful for the dedication of our staff and the trust placed in us by our patients.



Our Primary Care clinic and Transitional Care Unit (TCU) celebrated a successful first year in operation.



SMH's Big Horn Surgical performed its 100th robotic surgery.

- ✓ Our Radiology Department received a new state-of-the-art nuclear medicine camera, further enhancing our diagnostic capabilities and commitment to exceptional patient care.
- ✓ Alongside our commitment to advanced technology, we're proud to unveil a newly renovated reception area at our main entrance, offering a more comfortable and welcoming environment for patients and their families.



GRATITUDE REPORT

Visit sheridanhospital.org/foundation and click on the "About Us" link, or scan the QR code with your mobile device.

LOOKING AHEAD

Looking ahead, Sheridan Memorial Hospital is brimming with excitement for continued growth and new services that will become available to the community in 2024. We are committed to ongoing improvement, and this year promises exciting new developments. We plan to unveil innovative advancements in patient care, introduce expanded services to meet evolving community needs and invest in further technological advancements to elevate the quality of healthcare provided. As we embark on this journey of continuous improvement, solidifying our position as your trusted partner in health, these projects will further our mission of providing excellent patient-centered care close to home.

PROJECTS UNDERWAY

- ▶ **Bariatric Surgery Program**
- ▶ **Behavioral Health Services & Crisis Stabilization Unit**
- ▶ **Emergency Department renovation**
- ▶ **Internal Pharmacy expansion**
- ▶ **Increased capacity for outpatient surgeries**
- ▶ **Increased capacity for outpatient imaging**
- ▶ **Additional features in the MySheridanHealth online patient portal**



STRATEGIC PLAN

Visit sheridanhospital.org/about-us and click on the "Vision, Mission, Strategy" link, or scan the QR code with your mobile device.

EXPANDING DIGITAL CONNECTIVITY

CLINIC TEXTING

Confirm, reschedule, cancel or ask questions about appointments. Use your clinic's office phone number to call or text.



FIND YOUR CLINIC

Visit sheridanhospital.org and click on the "Clinics" tab, or scan the QR code with your mobile device.



Texting available with the following clinics:

- Addiction Medicine
- Big Horn Surgical
- Ear, Nose & Throat
- Heart Center
- Internal Medicine
- Primary Care
- Rheumatology
- Urgent Care
- Women's Clinic

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 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

WHAT OUR PATIENTS SAY

BONNIE BRESTER — Transitional Care Unit (TCU)

Bonnie Brester spent 100 days in TCU, relearning the skills she would need to live at home, including how to walk. She practiced balance that would allow her to reach for a glass out of the cupboard and conduct daily personal hygiene. She worked hard to build the strength needed to get in and out of vehicles and step over and onto curbs.

“The people here at TCU have really given me a lot of support and a lot of good therapy,” Brester said. “The biggest thing I had to learn was to believe in myself, that I could do this. It was hard for me, but everyone was so encouraging. They wouldn’t let me go home if they weren’t sure I was ready.”



Read Bonnie's full story here:



JADE STANLEY — Robotic Surgery

Jade Stanley, a local Sheridan resident, was the first Sheridan Memorial Hospital patient to undergo hysterectomy surgery using state-of-the-art da Vinci® robotics. Stanley underwent the hysterectomy at the hospital in 2022 and has been sharing her positive experience since.

When asked if she would recommend SMH and robotic surgery to potential patients, Stanley said, “If you’ve got a hospital as great as this one in your neck of the woods, why go anywhere else? I would tell them not to be afraid. My recovery was virtually painless. It’s definitely the way to go.”



Read Jade's full story here:



TIM DOOLIN — Ear, Nose & Throat

“The relationship that I had developed with the office, Dr. Varner and all of the nurses in Dr. Varner’s office was something that I didn’t want to disrupt or change,” Tim Doolin said, adding that with the help of the SMH Ear, Nose and Throat Clinic, he petitioned Blue Cross Blue Shield to cover additional allergy testing. “I had that testing done recently with Dr. Varner’s office and was quite impressed with how thorough and comprehensive the testing was. The tests done here at Sheridan Memorial Hospital were far more thorough and extensive than those I received initially through my treatment in Billings.”



Read Tim's full story here:



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 59 years of accreditation.**



CMS — FIVE-STAR RATED IN 2021, 2022 & 2023

Sheridan Memorial Hospital has been awarded a five-star rating for the third consecutive year by the Centers for Medicare and Medicaid Services (CMS). Based on seven quality categories, this rating puts SMH in the top 16% of hospitals across the entire country.

✓ **Top 16% in the nation.**



HCAHPS — FOUR-STAR PATIENT RATED IN 2022 & 2023

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

✓ **Top 42% in the nation.**



CHARTIS GROUP — TOP 100, NINE 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

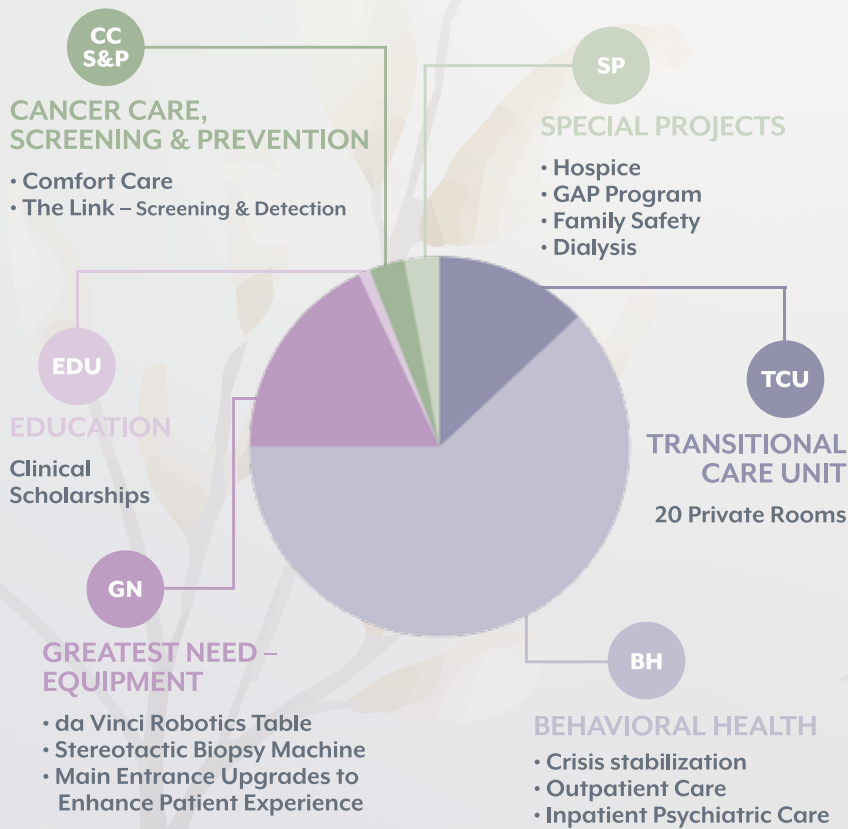
The American College of Cardiology recognized Sheridan Memorial Hospital for its demonstrated expertise and commitment to treating patients who come to SMH’s cardiac cath and heart labs for care, including for diagnostic catheterizations (cath) and percutaneous coronary intervention (PCI) procedures.



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

YOUR CONTRIBUTIONS AT WORK IN 2023

Established in 1976, The Foundation has created a lasting legacy, as well as strategic goals for the future. It is The Foundation's mission to support the Hospital as we collectively strive always to "serve our community with excellent patient-centered care." Through that mission, we support excellent healthcare right here at home; the **25** specialties, the **100** physicians and advanced care practitioners, more than **800** staff and growing – ready to serve the community they call home. Your support continues to enable The Foundation to financially assist Sheridan Memorial Hospital with strategic and vital healthcare projects today and into the future.



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 to home 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.



The dining room.
Transitional Care Unit (TCU)



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

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