

2024

# COMMUNITY BENEFIT REPORT

Our commitment to caring for our community



SHERIDAN  
MEMORIAL HOSPITAL



# LETTER FROM OUR CEO

## “ Sheridan Memorial Hospital strives to meet the healthcare needs of our growing community. ”



Here at Sheridan Memorial Hospital, our staff is privileged to have the opportunity every day to focus on our mission: Serving our community with excellent, patient-centered care.

As the community continues to grow and the healthcare needs of its residents expand, Sheridan Memorial Hospital strives to meet those needs. In 2024, we partnered with Sheridan Green House, Northeast Wyoming Pediatric Associates, Sheridan Orthopaedic Associates and Sheridan Anesthesia Associates to ensure these services remain available within our community for generations to come and our healthcare system remains strong.

In addition to these partnerships, in 2024 Sheridan Memorial Hospital opened the SameDay Health & Imaging clinic on Sheridan's south side, providing convenience access to care seven days a week. We understand healthcare needs don't always happen on schedule, and SameDay Health & Imaging provides walk-in access to excellent healthcare.

The continued growth at Sheridan Memorial Hospital has occurred with our guiding principles shaping the care we provide and the culture within our organization. Foundational elements of our guiding principles include value for the customer, respect for every individual, leading with humility, enterprise alignment and continuous improvement.

With highly-trained, board-certified physicians and clinical care experts helping to drive our mission, our unique patient-centered approach continues to focus on improving the quality of life for you, your friends and family.

In 2025, Sheridan Memorial Hospital will continue its work of Growing for You. The Growing for You campaign, led by The Sheridan Memorial Hospital Foundation, includes updates to the Emergency Department, Pediatric Unit, the Inpatient Unit and the creation of new Behavioral Health services.

We are excited to continue serving the community with excellent, patient-centered care as we work to address the health needs of our region.

A handwritten signature in black ink, reading "Mike McCafferty". The signature is stylized and fluid, with the first name "Mike" and last name "McCafferty" clearly visible.

**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

## OUR STRATEGIC PRIORITIES

### PATIENT EXPERIENCE

Provide compassionate and respectful care.

### QUALITY

Provide timely, equitable and reliable care.

### SAFETY

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

### SUSTAINABILITY

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

## LOCALLY OWNED AND OPERATED

At Sheridan Memorial Hospital, we are deeply rooted in our community. Our board, comprised of local residents and leaders, and our on-site leadership team ensure decisions affecting patient care are made by individuals who live and work here. This local control allows us to prioritize investments in services that directly address our community's needs, reinvest revenue back into the local economy and foster a culture of personalized care. Our strong relationship with the Sheridan Memorial Hospital Foundation further reinforces our mission to serve our community with excellent patient-centered care.



#### 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](http://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 — \$856,692

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

### Subsidized Health Services — \$7,837,143

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 — \$3,764,619

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 not have participated in or qualified for medical assistance under the SMH Medical Assistance Policy.

### Unpaid Cost of Medicare/Medicaid — \$23,967,920

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

**TOTAL COMMUNITY BENEFIT — \$36,426,374**

## EFFICIENT USE OF HEALTHCARE DOLLARS

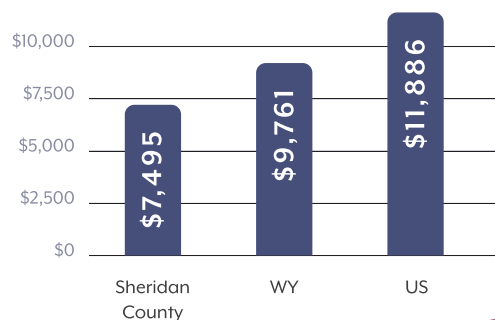
The Centers for Medicare and Medicaid Services (CMS) collect data regarding the amount spent per Medicare beneficiary in every county across the US. Currently, Sheridan County ranks in the top 0.07% of hospitals in the nation for having the lowest cost per beneficiary.

### Sheridan County is:

- Lowest in WY
- Top 0.07% in the US

Sheridan County ranks 3,124 out of 3,146 counties in the United States, making it the 22nd lowest-ranked county.

Source:  
<https://www.data.cms.gov>  
Centers for Medicare & Medicaid Services





## FREE FINANCIAL ADVOCACY

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.

SMH provides 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.



Sheridan Memorial Hospital  
Financial Advocates  
**307.675.4620**

### *Did you know?*

SMH extends the valuable benefits of our financial advocates to anyone, not just patients.

#### **We can help you with:**

**Marketplace:** Affordable insurance plans offered through [healthcare.gov](https://healthcare.gov)

**Medicaid:** Child, Kid Chip, Adult, Medicare plans

**LINK:** Advocates facilitate the application and approval process for LINK funding through the SMH Foundation for cancer screening and diagnostic testing.

**Medication assistance:** Co-pay assistance and free medication based on health insurance coverage and household financial status.

**Grant assistance:** Advocates find available grant funding to assist with medical expenses.

**Local and state application assistance:** We can help fill out SNAP and LIEAP applications.

**Medicare Part D and low-income subsidy applications**



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

# NEW COMMUNITY PARTNERSHIPS

## EXPANDING SERVICES, SUSTAINING RURAL HEALTHCARE

Sheridan Memorial Hospital is deeply committed to the long-term health and vitality of our rural community. To ensure the continued availability of essential services, such as labor and delivery, OB/GYN, emergency care and comprehensive surgical services, we've strategically enhanced our partnerships with respected local providers. These collaborations are vital to sustaining our independent hospital's ability to deliver high-quality, accessible care close to home. By working together, we're strengthening our community's healthcare infrastructure and ensuring residents of Sheridan and the surrounding region have the resources they need for a healthy future. In 2024, we are excited to announce enhanced collaboration with the following groups.

### Northeast Wyoming Pediatric Associates: Expanding Pediatric Services

We are proud to announce an enhanced relationship with Northeast Wyoming Pediatric Associates. This collaboration will allow for a more streamlined approach to pediatric care, ensuring children in our community receive the highest quality medical attention. By aligning our resources, we are committed to providing comprehensive and compassionate pediatric services, supporting the health and well-being of our youngest residents for many years to come.

### Sheridan Orthopaedic Associates: Collaborative Orthopedic Care

Sheridan Memorial Hospital is pleased to announce a new partnership with Sheridan Orthopaedic Associates. This cooperation allows for an enhanced, more integrated approach to orthopedic care within our community. By working together, we aim to provide seamless access to a full spectrum of orthopedic services, from diagnosis and treatment to rehabilitation. This collaboration strengthens our ability to provide exceptional musculoskeletal care to our patients.

### Sheridan Green House: Enhancing Senior Care

Sheridan Memorial Hospital recognizes the importance of providing comprehensive care for our senior population. Our enhanced relationship with Sheridan Green House allows us to work together to improve the quality of life for elders in our community. By working in conjunction with Green House, we are able to provide a more holistic approach to senior care, ensuring that their physical, emotional and social needs are met.



Northeast Wyoming Pediatric Associates



Sheridan Orthopaedic Associates



Sheridan Green House





# 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 2024. 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.

- ✓ **SameDay Health & Imaging clinic opens**  
Enhanced patient care with the opening of the new SameDay Health & Imaging clinic, offering convenient access to immediate care, imaging and lab services. The clinic is open seven days a week, because we know healthcare needs don't always happen during the week.
- ✓ **Emergency Department renovation**  
Expanded capacity to provide timely and high-quality emergency care with the completion of the new Emergency Department renovation, ensuring access to critical care services when needed.
- ✓ **Internal Pharmacy relocation and renovation**  
Improved medication safety and efficiency with the relocation and renovation of the hospital's internal pharmacy, optimizing medication distribution and enhancing patient care.
- ✓ **New linear accelerator (LINAC) at Welch Cancer Center**  
Expanded access to state-of-the-art cancer treatment with the installation of a new LINAC at the Welch Cancer Center, providing advanced radiation therapy options to patients close to home.
- ✓ **Bariatric surgery now offered to approved patients**  
Expanded access to life-changing weight loss surgery with the launch of the bariatric surgery program, offering patients a comprehensive approach to weight management and improved overall health.

New SameDay Health & Imaging clinic



New LINAC at Welch Cancer Center





## 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 2025. 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

- ▶ Behavioral health services facility
- ▶ Pediatric unit relocation and renovation
- ▶ Increased capacity for outpatient surgeries
- ▶ Additional features in the MySheridanHealth online patient portal
- ▶ Digital patient billing



Behavioral Health expansion concept.  
Expected completion: early 2027



Pediatrics relocation & renovation  
Expected completion: early 2025



# 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
- SameDay Health & Imaging
- 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

## CHARLES GIBSON — Transitional Care Unit

At 91, Charlie Gibson faced a series of health challenges, including prostate and kidney cancer, and a severe urinary tract infection. However, his resilience shone through during his recovery at Sheridan Memorial Hospital's Transitional Care Unit. The team, inspired by his determination, organized a "decathlon" featuring adapted exercises, which became a highlight of his stay. Gibson's recovery journey emphasized not just physical therapy, but also the importance of positivity, laughter and accepting challenges.

"Don't just lay around. You don't get well doing that. You need someone to kick you in the butt every day and get you moving," he said.



Read Charlie's  
full story here:

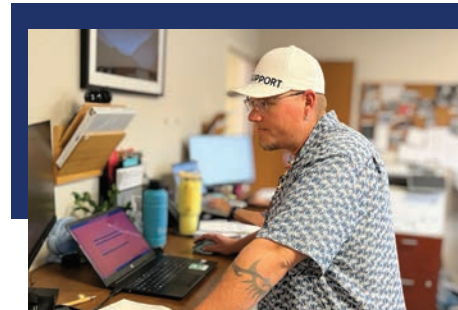


## BRENT WEAVER — Addiction & Internal Medicine

Brent Weaver's journey with addiction began with early experimentation and rebellion. After struggling with substance abuse for years, he found himself at rock bottom. Recognizing the need for drastic change, he sought treatment at Sheridan Memorial Hospital. Through the supportive programs at SMH and the guidance of peer specialists like himself, Weaver has successfully maintained sobriety and now dedicates his life to helping others on their recovery path.

"When you first come into recovery, you're a shattered person," he said.

"There is so much guilt and shame that you carry into the doors when you first want help. If you're sitting across from someone who has been in a similar position, who isn't judging you, who understands, you have more belief in yourself that you can make a change. You don't feel alone."

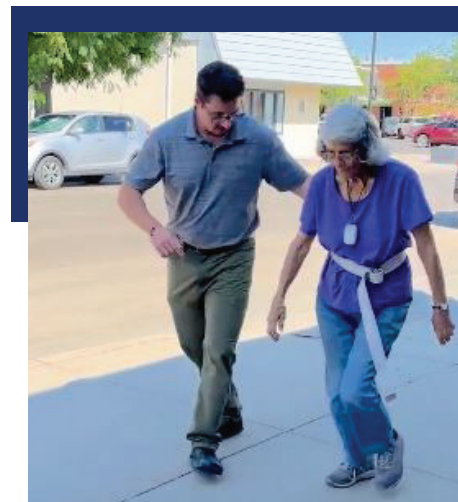


Read Brent's  
full story here:



## MARY ELLEN McWILLIAMS — Wyoming Rehab

At 92 years young, Mary Ellen McWilliams faced a daunting recovery after a serious fall that left her injured and uncertain about her future. Confined with limited mobility, McWilliams' spirits began to dwindle. However, her experience at Wyoming Rehab proved to be a turning point. With the dedicated support of her therapist, Justin Bridger, McWilliams embarked on a journey of healing. Through consistent effort and Bridger's expert guidance, McWilliams gradually regained her strength. Today, she can walk a couple of miles daily and enjoys an hour of invigorating exercise on her bike. This remarkable recovery has not only restored McWilliams physical well-being but also reignited her zest for life. Grateful for the exceptional care she received, McWilliams wholeheartedly recommends Wyoming Rehab to anyone facing similar challenges.



# 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 60 years of accreditation.**



## HCAHPS — FOUR-STAR PATIENT RATED

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.



## PEDIATRIC RECEIVING FACILITY DESIGNATION SINCE 2022

Sheridan Memorial Hospital has been recognized as a Level I Pediatric Receiving Facility by the Wyoming Department of Health’s Emergency Medical Services for Children (EMSC) and Wyoming Hospital Preparedness programs. The Wyoming Pediatric Recognition Designation ensures services, equipment, disaster preparedness and staff competencies are in place in a facility that may treat an acutely injured or ill child in Wyoming.



## HOSPICE HONORS 2024

SMH Hospice was named a Hospice HONORS recipient in 2024 by HEALTHCAREfirst, a leading provider of billing and coding services. This award places SMH Hospice in the top 20% of hospice programs in the country and recognizes hospice programs providing the highest level of quality as measured from the caregiver’s point of view.



## 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).





Established in 1976, the Sheridan Memorial Hospital Foundation created a lasting legacy "to cultivate community involvement and support the hospital's vision through advocacy, financial support and stewardship."

Through The Foundation's philanthropic efforts and generous contributions from over 8,600 volunteers and generations of donors, we help ensure financial resources are available to meet the current and future needs of your community hospital.

This year, Foundation funds supported expansion of Transitional Care, updates for the Griffith Emergency Department, new technology and equipment in clinics and operating rooms, along with vital clinical staff education and support. By supporting innovative patient programs and major initiatives, like our Growing for You Campaign, our donors demonstrate the exact reasons we love living here in Sheridan.

## Please join us

We invite you to make a profound difference in the health and well-being of our rural community, now and for years to come. Scan the QR code or visit us at [sheridanhospital.org/foundation](https://sheridanhospital.org/foundation).



## YOUR CONTRIBUTIONS AT WORK IN 2024

1,314 donors / 622 employee partners



**\$1,100,000**

for  
equipment  
upgrades



**\$24,000**

for  
Welch Comfort Care  
& GAP funds



**\$80,000**

for  
clinical  
scholarships



*"Updated technology enables us to provide more accurate diagnoses, perform procedures with greater precision and, ultimately, improve patient outcomes. These additional ultrasound resources are truly a game-changer in delivering excellent patient-centered care."*

– Dr. Rebecca Franklund, SMH Women's Clinic

# NOW OPEN 7 DAYS/WEEK



SHERIDAN  
MEMORIAL HOSPITAL  
**SameDay Health**  
& Imaging



## Providing



**Urgent  
Care**



**Lab**



**Imaging/  
Radiology**

## Walk-ins welcome!



1470 Sugarland Drive | Call or Text 307.673.2411 | [sheridansameday.org](http://sheridansameday.org)





# EMBRACE A LIFE OF COMFORT & COMMUNITY

Experience a new standard of personalized assisted living at Sheridan Green House. Our unique model prioritizes resident-directed care in a warm, inviting home environment.

We focus on fostering independence, dignity and meaningful connections. Learn more about our approach and see how we can support your loved ones.

Visit our website: [sheridangreenhouse.org](https://sheridangreenhouse.org)  
Call us today to schedule a tour: **307.672.0600**

## *Experience*

- ▶ Central living
- ▶ Private rooms
- ▶ Beauty & barber shop



2311 Shirley Cove | Sheridan



*Creating long-term care where individuals live dignified, fulfilling lives*



# 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](https://www.sheridanhospital.org)

