

On the horizon



LANGDON PRAIRIE HEALTH | SPRING 2022
2021 ANNUAL REPORT

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LETTER FROM OUR CEO

JEFF STANLEY
CHIEF EXECUTIVE OFFICER



Dear Reader,

I'm happy to share the latest edition of On the Horizon, our annual report edition. As we continue to move forward through the challenges of COVID-19, I'm thrilled that we are still here and able to serve our community with access to local, high-quality healthcare. Despite facing hurdles in 2021, we were able to add two new service lines at Langdon Prairie Health – pain management and gastrointestinal services. And our hope is that we can continue to add more service lines in the future to keep your care close to home.

Members of our team also spoke at a national Accountable Care Organization (ACO) conference after being recognized for exceptional quality of care. You can read more about this great honor and what it means for our community further on in this publication.

We're also refocusing on our values as a healthcare system with a renewed vigor. These values call for providing care with integrity, compassion, accountability, respect and excellence. By living out our values every day, we take great care of our community.

Another exciting development is our new website, which highlights the services we offer, our caring providers, patient information, careers, and much more. Check it out at [www.LPH.hospital!](http://www.LPH.hospital)

I am excited for the future and grateful for the opportunity to work with this dedicated team as we serve our wonderful community.

Sincerely yours,

Jeff Stanley



Your Health is in Good Hands

Our Primary Care Team is Here for You

Primary care is an essential piece to maintaining overall health. From critical preventive screenings to annual wellness checks and pre-existing condition management, the primary care providers at LPH are here to help you live your healthiest life possible.

"Our team cares for patients from birth to death," Darla Roder, LPH COO shared. "From pregnancy care and pediatrics to geriatric care, including nursing home visits, we will be a consistent, reliable presence in your health journey and ensure you get the care you need."

Telehealth and telephone visits also help patients receive needed primary care. What started as a way to maintain patient health during the onset of the COVID-19 pandemic, has now become another option for connecting with your primary care provider.

"We're dedicated to providing patients care in whatever way they're most comfortable with," Darla explained.

"By providing options like telehealth, and even in-home visits, we can better meet patient needs."

Beyond primary care, patients can also get help for mental health issues from our primary care providers.

"We can really see anything and everything in family practice," shared **Megan Overby, DNP, APRN, FNP-C**. "I provide primary care and have special interests in pediatric patients, women's health, diabetes management, mental and behavioral health concerns, including anxiety, depression and ADHD. For many patients they can get the care they need for these issues and more right here at LPH."

For behavioral health issues, patients will receive an evaluation that considers history and experiences that can contribute to mental health issues. From there, the provider will create a treatment and management plan personalized for the patient.

"I manage most patients' care right here at LPH. This makes it easier to get behavioral health care faster, as it can take weeks or months to find a specialty provider at a larger health facility."

-MEGAN OVERBY

With the primary care team at LPH, patients receive personalized, high-quality care from members of their own community. This level of care is hard to match in larger facilities.

"We take care of members of our community that we know and care about – it creates a personal continuity of care that separates us from big hospitals," Megan shared. "This helps us truly get to know them and be proactive about patients' health, which is invaluable."



Supporting Our Community

With the Power of Knowledge

At Langdon Prairie Health, we know our patients deserve easy access to accurate information to help make informed healthcare decisions. One of the ways our team has facilitated this sharing of information is through ongoing vaccination information initiatives, particularly in the wake of the COVID-19 pandemic.

In 2021, LPH received a Health Resources & Services Administration (HRSA) grant, to fund a Rural Health Care Vaccine Confidence (RHCVC) initiative throughout our community. This program has been instrumental in ensuring equal access to vaccine knowledge.

"In conjunction with the County Public Health Department, we've shared information in as many ways as possible, including social media, mailers, posters around the community and banners in local businesses," **Chris Sanders, LPH Ambulance Director**, shared. "We're trying to reach everyone we can with facts about vaccines to help encourage smart health decisions."

All information shared via this ongoing program comes from reputable medical sources, like the CDC, the American College of Obstetricians & Gynecologists, and more. And while information about the COVID-19 virus and vaccines is a large part of this program, there is also a wealth of information about other vaccines and how they can help maintain good health.

These initiatives will extend through fall of this year, but Chris has already seen their success in action.

"I think they're successful," he said. "We've seen an increase in vaccination rates since they've started. Especially with COVID-19, I think people want to get back to normal. And one of the best ways to do that is to get vaccinated and boosted if you're able. This information has helped people make informed decisions to get vaccinated."

In conjunction with sharing information, LPH is also dedicated to ensuring access to vaccines for those

who are unable to drive to vaccination sites. Our team, led by Chris, has a vaccine transport van that brings people to vaccination appointments, so no one is left behind.

"We know some people are unable to drive themselves to vaccine appointments or even to get vaccine information, so it's important that we step in and help where we can," Chris explained. "And this program will continue at least through 2022."

Keep an eye out for these programs in the community. LPH will continue to share information and resources to help our community make smart choices for better health.



It's not too late to get your vaccine
If you would like to schedule a vaccination, please call **701-256-2402**. To coordinate transport, you can call Chris directly at **701-256-6136**.

Breaking a habit—no matter what it is—is never an easy task. But if you’re ready to quit smoking and say goodbye to tobacco, Langdon Prairie Health Tobacco Cessation Services are here for you.

“We follow a tobacco cessation program designed by Mayo Clinic,” **Nancy Boe, LPN**, explained. “This program includes behavior modification counseling, medication, nicotine substitution and a partnership with ND (North Dakota) Quits to help support people on their quitting journey.”

There are six members of the LPH staff trained in tobacco cessation: three nurse practitioners, two LPNs, and one pharmacist.

One of the LPNs, **Sheila Beauchamp**, works specifically with inpatients who cannot smoke while in the hospital to make their time at LPH as comfortable as possible—including offering medication and nicotine substitutes when needed.

“With our team of six, we are able to match the right Tobacco Cessation specialist with the patient to provide them the best chance of success possible,” **David Kavish, LPH pharmacist**, shared.

“At the end of the day our goal is to embolden people to help themselves quit.”

To utilize the Tobacco Cessation Services, a patient just needs to get a referral from their primary care provider. From there, they will have an initial meeting to determine a personalized plan that provides the best chance of success.

Looking to Kick Tobacco for Good?

Langdon Prairie Health Can Help!



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You can do anything with the right tools. This program gives people the tools to quit smoking.”

-NANCY BOE

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“Every person is different, so the strategies we help them use to quit differ as well,” David said. “It’s dependent on personality, age, lifestyle, and more.”

Understanding the significant positive impact of tobacco cessation, Nancy also shared that patients never receive a bill for partaking in this program.

“For someone who smokes, quitting smoking is the number one way they can improve their health, so we never bill for these services” she said. “We feel strongly that tobacco cessation is important to our community and want to offer these services to everyone, regardless of cost.”

By offering these services, LPH helps people take control of their health by quitting—or at least reducing dependency on—tobacco.

“We’ve had many success stories come out of this program,” David shared, “But success is unique to the individual. For many, it means being entirely smoke-free. For others, it might mean going from a pack a day to five cigarettes a day. Every little bit helps improve health outcomes.”

Tobacco Cessation Services are always available at LPH; you simply need to ask your provider for a referral to start taking steps to quit tobacco and enjoy a healthier life free from smoking.



Langdon Prairie Health Recognized

Top Healthcare Organization in Five-State Region

Taking pride in providing exceptional patient care comes naturally to our team at LPH, so we were thrilled to be named as the top healthcare organization in a 5-state region by Caravan Health Collaborative, our Accountable Care Organization (ACO) for Medicare achievements and telehealth work. The five states in our region are Idaho, Montana, North Dakota, South Dakota and Wyoming.



Darla Roder
Chief Operating Officer

Caravan Health Collaborative sets Medicare quality benchmarks for its member healthcare systems to achieve, and LPH exceeded them all. These benchmarks look to ensure at least 50% of Medicare patients receive or partake in needed care, including:

- Annual wellness visits
- HbA1c blood test
- Regular blood pressure checks
- Breast and colorectal cancer screenings
- Tobacco use screenings
- Depression screenings

"Caravan Health sets the benchmarks at 50% for these Medicare achievements,"

Darla Roder, LPH COO, explained, "but internally we set them at 80% to ensure our patients receive the best quality care and preventive services possible."

In addition to meeting all required Medicare achievements, Caravan Health Collaborative also recognized LPH for outstanding work with telehealth services. These services began early in the COVID-19 pandemic and significantly expanded the ability of providers to care for patients who were unable to come into the clinic for their needed treatment, screenings, or medication refills.

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"It's a testament to the dedication of our entire staff at LPH to get this program up and running. We know that many of our patients are older or don't have any close family or friends to check on them, so being able to connect with their healthcare provider from the comfort of their home makes them feel secure and cared about."

-DARLA RODER

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While simply providing the best care possible for our community is the most rewarding thing for our staff and providers, to receive recognition for the dedicated work of our team inspires us to keep finding new ways to connect with our patients and improve their health for a fuller life.

Meet Our New Employees

Every position is important, and every person is valued at Langdon Prairie Health. LPH is a nationally recognized healthcare system that fosters teamwork, compassion, and advancement to ensure our staff is able to provide the best patient care. We are grateful to our staff for choosing Team LPH and excited to have them on the team!

Meet some of our staff that joined us in 2021:



Oscar Fernandez, M.D.
Provider at Langdon Clinic



Karla Parkes, NP
Provider at Walhalla Clinic



Margaret Fontana, CPA
Chief Financial Officer



Jan McDowell
Materials Management
Manager



Erin Navarro
Medical Records Coordinator



Michael Navarro
Business Office Manager



2021 Year in Review:

Preparing Us for Today & Beyond

2021 was another year filled with challenges and triumphs. Langdon Prairie Health continued our mission of providing exceptional, compassionate healthcare to our community while managing the changes brought upon by the COVID-19 pandemic.

With 2022 now well under way, we wanted to share some of the highlights of 2021 that have prepared us for this year and well into the future.

New Name, Same Great Care

We made the switch to Langdon Prairie Health to better reflect our service of Langdon and the surrounding areas. This helped reduce mix-ups between our facilities and our neighboring hospital while also clarifying we are not a community-owned hospital.

ACO Outstanding Performance Recognition & 100% Positive Quality Ratings

Everyone at LPH worked harder than ever to ensure patients received the very best care. We were recognized for our achievements in far exceeding ACO Medicare Performance Benchmarks as well as quickly and efficiently adapting to telehealth care early in the pandemic. We also received top scores from 100% of patient quality surveys in the first three quarters of 2021.

New Service Lines & Facility Upgrades

In 2021, we introduced two new service lines – pain management and gastrointestinal services – allowing us to serve the healthcare needs of

the people of Langdon and surrounding areas more fully. The addition of a new CT Scanner meant quicker scans for patients that are easier for radiologists to read and use for diagnosis. Plus, major upgrades to the HVAC, sprinkler and security systems all contributed to a safer and healthier hospital environment.

Vaccine Confidence & Education

We want our patients to have the tools they need to make informed healthcare decisions. To help support that, we launched vaccine confidence initiatives to bring our community information that supports their health journeys.

Financially Ready for the Future

We ended the year on a positive financial note that will allow us to grow into the future and find new ways to improve patient care and better meeting community healthcare needs.

Thank you, Board of Directors!

- **Jay DuBois** – President
- **Dawn Roppel** – Vice President
- **Shauna Schneider** – Secretary
- **Kathryn Kopf** – Treasurer
- **Sherry Buchweitz**
- **Runa Anderson**

Your hard work and dedication to making Langdon Prairie Health a top-notch healthcare system was instrumental in allowing our team to do what they do best – take exceptional care of our community. We are grateful for you!

2021 was a year of cautious yet hopeful adaptation to the world's "new normal." While it certainly wasn't easy, the Langdon Prairie Health team yet again ended the year on firm financial ground. This means that our community can continue to count on LPH to meet its healthcare needs.

In November, our new **CFO Margaret Fontana** took the reins for the healthcare system's finances and was happy to join such a dynamic, fiscally responsible team.

"It was great to join this team and see that, despite the pandemic, we still ended the year in a very good spot financially," Margaret shared. "It's a testament to how the team used pandemic relief funds wisely to ensure continued access to care."

Of the many ways funds were utilized last year to improve LPH facilities and services, some of the most significant were:

- Ongoing work on replacing the HVAC system
- Replacement of all oxygen cylinders
- Improved computer systems
- New patient transport van
- Improved security system

These changes all contribute to a better patient experience and ensure that LPH continues to provide the highest level of care.

Of course, there were also challenges we needed to tackle, and one of the greatest was the procurement of necessary supplies at manageable costs.

"I think everyone is aware of the supply chain issues brought upon by the pandemic," Margaret said, "and we are not immune to that. Getting supplies in a timely manner and at acceptable prices—particularly in a rural area—is tough. But we've managed to make it happen."

On a brighter note, LPH ended the year with a financial audit that showed we were well positioned financially for the future.

"We really have a great financial springboard for this year," Margaret shared. "All of our numbers are up to date, and we have a great team in place to continue to make improvements to our system and make everything more user-friendly for both our staff and patients."

The focus of this year for the LPH financial team is simple: Help continue a return to normalcy, particularly getting patients back in for needed care.

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"Clinical revenue drives our financial goals. So we're refocusing on how to go forward and help encourage people to return for annual visits, preventative care and other routine appointments. This of course is good for the financial health of the hospital, but more importantly for the health of the community."

-MARGARET FONTANA

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Margaret Fontana, CPA
Chief Financial Officer

**Looking Ahead,
Moving Forward**
**Welcoming LPH's
Newest CFO**

QUALITY MEASURES



Jamie Nienhuis, MSN, RN
Chief Nursing Officer

Quality is Our #1 Priority

No Patient is Just a Number

For our team at Langdon Prairie Health, there is no greater honor than knowing we have provided a member of our community with compassionate, knowledgeable care. And that is reflected in our patient care quality scores.

"We continue to appreciate the feedback we receive from our patients and see that overall, they are very satisfied with their experiences at LPH," **Jamie Nienhuis, MSN, RN, Chief Nursing Officer** shared. "For three out of four quarters in 2021, our patient quality scores were 100%, and we're very proud of that."

The 100% quality scores reflect ratings that inpatients gave Langdon Prairie Health last year on a variety of quality measures, including:

- Communication with nurses and doctors
- How quickly they were able to receive care
- Whether they were satisfied with their discharge transition and information
- Hospital environment
- Overall hospital rating

To achieve a 100% rating means that for each quality measure an inpatient responded to, they gave LPH the highest score possible, a clear sign that they were happy with their care.

Every patient is encouraged to give feedback about their experience, either by name or anonymously. This helps us find new ways to

improve patient care and be the best healthcare partner possible.

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"We understand that for most people, going to the hospital or health clinic isn't something you want to do. But every member of our team truly tries to make each patient's experience the best it can be."

-JAMIE NIENHUIS

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This determination to compassionately serve patients is reflected in the work of our providers and staff every day. They continually work to improve their skills and knowledge while emphasizing the personal side of healthcare – no patient is just a number.

"We're thankful to serve a small community and to those who provide feedback after an appointment," Jamie said. "It's invaluable. But we'd love for everyone to return these surveys so we know what we can do better. Anything from adjusting the temperature of exam rooms to how we should share information before a procedure is helpful. At the end of the day, it just helps us better serve you."

Looking ahead to the rest of 2022, we are excited to find new ways to further improve our quality of care and connect with our patients.

2021 was a turning page for the LPH Foundation, because it marked the resumption of its major fundraising events after pausing them in 2020 during the early stages of the COVID-19 pandemic. The Annual Golf Tournament was held on June 8th and the 50th Annual Foundation Picnic was held on August 17th. We were thrilled to have our community together again for these events.

McKinzie Sivertson, Executive Director of the Foundation, shared, "We are so grateful for each and every donation we received last year from these events and others – it means more funds to improve the level of care that LPH can provide the community."

Throughout the course of 2021, the LPH Foundation raised \$31,000, which supported various health initiatives at LPH and in our community.

"One thing we were very excited to do was to use foundation funds to pay for the sports physicals for all our local student athletes and those in surrounding communities," McKinzie said.

The foundation already has some of the funds raised this year earmarked for two new pieces of medical equipment: a spa tub for patients in the nursing department and a new anesthesia medical supply cart.

As a rural healthcare system, funds like these donated to the foundation from our community

are invaluable. They provide opportunities to implement advanced technology, add new service lines, complete facilities updates, and more.

"Community involvement and donations help keep our doors open," McKinzie explained. "As the history of the foundation states 'Our Early Pioneers joined together to work for necessary facilities, competent doctors, and modern equipment.' It has been this 'Pioneer Spirit' or 'Prairie Spirit,' if you will, that has prevailed over the years as it's met the many challenges the community has faced."



How Can You Help Support the Foundation?

Your involvement is a strong and purposeful effort that is needed to continue to ensure that the high-quality, close-to-home healthcare that our residents deserve is available for generations to come. Partake in foundation events or make a one-time, tax-deductible contribution to join in the legacy of community support that has made and continues to make Langdon Prairie Health a top healthcare provider for our community.

To learn more about the foundation visit us online at www.LPH.HOSPITAL/foundation. We are grateful for your support!



McKinzie Sivertson
Foundation Executive Director



| **Thank You for Your Continued Support**

909 2nd St., Langdon, ND 58249

www.LPH.hospital

Save the Date!

27th Annual Golf Tournament
Saturday, June 4, 2022

Join LPH for some fun and friendly competition at our annual two-person scramble golf tournament.



For the first time, the tournament will be themed. **This year's theme is USA**. There will be prizes for the best dressed team, so come out in your red, white, and blue best!

Scan code on your phone or tablet to register

For golf outing questions, contact McKinzie Sivertson at foundation@LPH.hospital | office: 701-256-6139 | cell: 701-370-8876

Important Information

Time: 9:00 a.m. Registration/Coffee/Donuts
10:00 a.m. Tee-off

Place: Langdon Country Club, 10650 95th St.

Prizes & Games:

- 1st, 2nd and 3rd place cash prizes
- Hole-in-One on #9 \$10,000
- Men's & Women's longest drive, putt and closest to the pin
- 50/50 Drawing

Entry Fee: \$100 Per Person

- Entry fee includes steak supper ticket
- Participation gift for each golfer
- Includes chance to win a Blackstone grill, Apple Watch, Hand-made wood bean bag toss and more!

This year's theme is
USA

