

# QUALITY AND SAFETY PILLAR



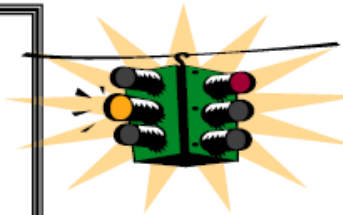
# STOUGHTON HOSPITAL BALANCED SCORECARD

## Current Indicator Status

Compared to Goals, Best In Class Benchmarks or Other Standards

Surpassed Stretch Goal	At or Above Goal	Caution < 5% Below Goal	Action Needed
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\* Corrective Action Plan required for scores in Red Zone. Score is greater than 5% from Goal.



4th Quarter  
Fiscal Year 2024 Results for  
09/30/2024

QUALITY AND SAFETY		SERVICE		SERVICE (Cont)		PEOPLE		GROWTH		FINANCES		
30 - Day Inpatient Readmission Rate	Current Qtr	Inpatient HCAPHS Rank Your Hospital High (Overall 9/10)	Current Qtr	Emergency Department Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr	Turnover (excluding Per Diems)	Current Qtr	New Patient Records	Current Qtr	Operating Margin Year-to-Date	Current Qtr	
	5.3%		95.0%		89.0%		12.5%		656		9.7%	
	Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr	
	3.9%		97.0%		85.0%		12.1%		717		14.3%	
Goal: ≤ 6%	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≤ 28%	Prior Qtr	Goal: 404 or more (per Qtr)	Prior Qtr	Goal: ≥ 9.7%	Prior Qtr	
	5.8%		73.0%		84.0%		11.1%		709		14.4%	
Completion of Columbia Suicide Severity Rating Scale	Current Qtr	Outpatient Rehab & Medical Imaging Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr	Geriatric Psych Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr	New Hire Turnover	Current Qtr	Ancillary Hospital Outpatient Visits	Current Qtr	Percentage of Departments Meeting or Progressing Toward Top Quartile Productivity Ranking	Current Qtr	
	98.0%		99.0%		94.0%		28.8%		10257		71%	
	Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr	
	98.0%		98.0%		99.0%		23.3%		10284		67%	
Goal: = 98%	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≤ 28%	Prior Qtr	Goal: 8610 or more (per Qtr)	Prior Qtr	Goal: ≥ 80%	Prior Qtr	
	98.0%		98.0%		99.0%		26.1%		9718		76%	
Quarterly Inpatient Fall Free Days/Injury Free Days	Current Qtr	Ortho Clinic Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr	Ambulatory Surgery Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr	Worker's Compensation Loss Ratio	Current Qtr	OR Procedures	Current Qtr	Total Compensation As % of Net Patient Total Revenues	Current Qtr	
	182		98.0%		91.0%		25.0%		380		45.3%	
	Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr		Recent Qtr	
	182		97.0%		84.0%		No Data		476		42.2%	
Goal: ≥ 180 days in Rolling 6 Months	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≥ 90%	Prior Qtr	Goal: ≤ 10%	Prior Qtr	Goal: 475 or more (per Qtr)	Prior Qtr	Goal: ≤ 46%	Prior Qtr	
	183		98.0%		78.0%		No Data		467		41.9%	
				General Surgery Clinic Press Ganey Definitely Would Recommend (Loyalty)	Current Qtr			ER/UC Admissions	Current Qtr	Accounts Receivable Days		Current Qtr
					100.0%				8278	48		
					Recent Qtr				Recent Qtr	Recent Qtr		
					99.0%				8756	44		
					Prior Qtr	Goal: 11462 or more (per Qtr)		Prior Qtr	Prior Qtr	Goal: ≤ 45 days		Prior Qtr
					98.0%				9246	53		

## QUALITY & SAFETY REPORT CARD

**Q4 FY2024**

[illegible]

# Survey Says!

December 2024

## Ambulatory Surgery

- I had a very good experience. everyone from the moment. I checked in to when I was discharged were so caring, & personable. I would definitely refer to others to our wonderful hospital, & staff.
- At work I still struggle to be called by my preferred name. At the Stoughton Hospital everyone was very good at noting and using my preferred name. Thank you!
- A very positive experience. Dr. Schwarb. The nurses & operating team work incredibly well together. I felt safe & well cared for. Everyone is smiling & friendly. The loaf of bread upon leaving is a big plus for the hospital!

## Emergency Department

- Very thoughtful very considerate of my sickness treated me very well.
- Doctor was awesome! Explained all the options & his recommendations. He also followed up by phone the next day to see how I was doing. I really felt that he cared about my treatment & how I responded & was feeling.

## Geriatric Psychiatry

- I really didn't want to receive, but I had to... fun. I just love all the nurses that took care of me.
- This hospital is the only hospital that really calls & understands... of all of the patients, it was wonderful.

## Inpatient

- I wouldn't have gotten this surgery if the doctor didn't explain it like he did. Kept me well informed.
- The nurse staff was great. I cannot say enough good things about that staff.
- Love Stoughton Hospital!
- I believe our hospital, and staff are wonderful.

## Medical Practice

- Clark was exceptional! He was very patient and kind. He explained every step and was very gentle.
- Dr. Rawal was very easy to understand. I appreciated how thorough he was and I felt he truly listened to my concerns.
- Wow what a nice clinic very clean and big Kudos to clean restrooms so amazing.
- Everyone was so patient and kind. They all worked extremely well together. I was VERY pleased!

## Medical Imaging

- I am a private patient advocate and have been in many facilities and had contact with many providers. My experience at SH was one of the best I have had. Everyone- including information desk and volunteers were kind and helpful. I really felt respected and and heard and that your focus is patient centered care! The wait time for this procedure was much less than what was available in Madison also. Kudos!!
- Everyone was very professional and kind - The valet person was so kind - So was the tech who did my procedure -

## Rehab Services

- We love the staff at this facility they have seen us through broken legs, knee replacements and neck injuries. We would never consider going anywhere else!
- Very accommodating and very easy to work with. Kind hearted.
- I'm very impressed with the care that I receive from my therapist!



# Stoughton Health Awards



Stoughton Hospital was recognized in the top 5 percent of healthcare providers in delivering patient experience for its medical practice and outpatient services\* in the last year.



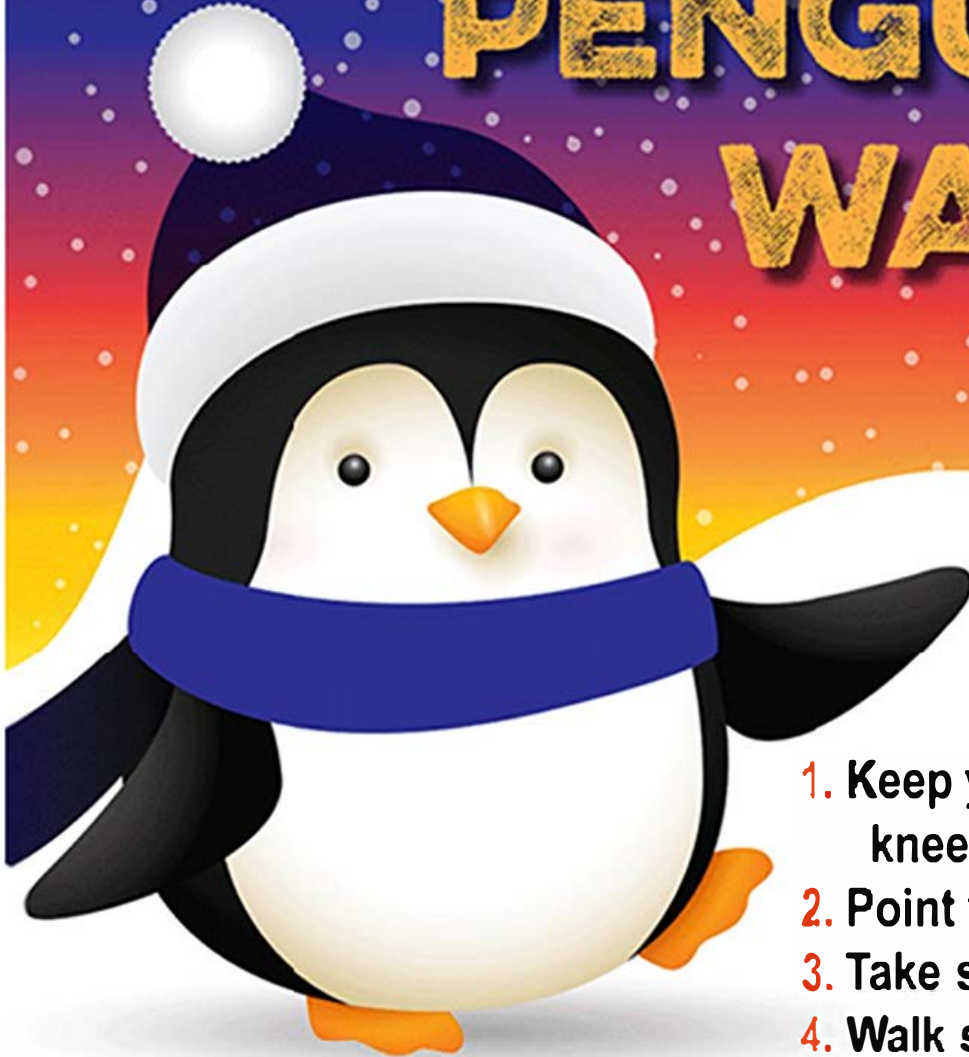
Stoughton Hospital was recognized for exhibiting the highest levels of standards in Patient Experience with Outpatient Services\* for three years in a row.



Women's Choice Award has recognized Stoughton Hospital as one of 300 award recipients that have met the highest standards for outpatient experience\* in the U.S. Stoughton Hospital is in the top two percent out of 4,675 hospitals. The Patient Experience Award recognizes Stoughton Hospital as one of the top 100 hospitals of its size that has met the highest standards for patient experience.

\*Outpatient Experience includes specialty clinics, rehab services, medical imaging, breast care services, and more. Medical practice includes cardiology, general surgery, orthopedics and podiatry.

# DO THE PENGUIN WALK



1. Keep your knees relaxed
2. Point your toes out
3. Take short steps
4. Walk slowly

When it gets icy and cold:

Always keep your hands free and outside of your pockets.

# SERVICE PILLAR



STOUGHTON  
HEALTH

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*Creating Excellence Together*



# Community Donations



**Stoughton Health donated first aid kits to Stoughton High School to enhance classroom preparedness for injuries or emergencies. With this contribution, classrooms at the high school will now be equipped with a first aid kit designed to assist in casualty care.**



# Community Donations



Stoughton Health's President and CEO Chris Brabant delivered new LED stop paddles to the Stoughton grade school crossing guards.



Stoughton Health's President and CEO Chris Brabant presented a check for \$5,000 to Margaret Straub, the Splash Pad Co-Leader, for the development of the new splash pad in Oregon.



# Google Reviews

Staff was GREAT. Very friendly and accommodating. I've have MANY MRIs and this was one of the most comfortable experiences I've had. Thank you.

(Stoughton Hospital)

#1 Best all around therapy services. Excellence in diagnostics and assessment. Stellar skills for a customized and successful therapy plan of care that works. Continuity of care, compassionate personalized service.

(Stoughton Rehabilitation & Sports Medicine Clinic)

Everyone was super nice and very patient! I was extremely nervous and ended up getting a little upset, but everyone I talked to was absolutely wonderful and so kind! Dr. Schwaab explained everything to me which helped my nerves a little bit, and the anesthesiologist was also very kind and helped ease my nerves! I would recommend the whole team to anyone I know! I also got a loaf of wheat bread for choosing Stoughton Hospital, and it's very good! 10/10 would recommend Dr. Schwaab and his team!!

(General Surgery Clinic)

After the wonderful results from my knee replacement, I knew I would trust no one else to do a replacement on my shoulder! Everyone is very caring and personable.....and organized! Everything has good follow through. I would only recommend Dr. Rawal and staff.

(OrthoTeam Clinic)

Very thankful this clinic is here. We've been here 5 different times and our visits have always been under an hour, for children needing to be seen this place has been wonderful.

(McFarland Urgent Care Clinic)

Staff are very friendly and welcoming, the PT is wonderful!

(Oregon Rehabilitation & Sports Medicine Clinic)

I had an excellent experience this morning having a mammogram with the technician at Stoughton Health! She was friendly, welcoming and we even had a few laughs. The procedure was much less uncomfortable than I expected.

(Stoughton Hospital)



**Congratulations to the Stoughton Health Rehabilitation Team for being voted the People's Choice Winner for Rehabilitation Facility! The team received an award they can proudly display in their department!**



# PEOPLE PILLAR



**STOUGHTON**  
**HEALTH**

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*Creating Excellence Together*



# STOUGHTON HEALTH INCREDIBLY NOTEWORTHY EMPLOYEES

NOVEMBER 2024


MARY E.

PATIENT FINANCIAL SERVICES




Stoughton Health Incredibly Noteworthy Employee	
To:	Mary Erdman
Dept.:	PFS
From:	Sarah Watkins
Date:	11/05/20



**You shine because:**

Mary,  
Thank you so much for your willingness to help with any task. You're always willing to roll up your sleeves and jump in no matter the task or the crazy idea! You always keep a positive attitude and are in it to win it. You're a peach to work with! Thank you! From, Sarah Watkins



DECEMBER 2024

SADIE M.  
MCFARLAND UC



Stoughton Health Incredibly Noteworthy Employee	
To:	Mercedes Cray
Dept.:	McFarland Urgent Care
From:	Paula Forss
Date:	12/04/24



**You shine because:**

Sadie helped train me at McFarland Urgent Care. I don't think there is much that rattles this young woman. She is always cool, calm and collected. I have been on the phone to ask her for a form that wasn't available at Cottage Grove the first week we were there. She faxed it ASAP, even though they were busy. Tonight she took phone calls from Cottage Grove because I was unable to change my password for the first 2 hours of my shift. She is professional and stands up under pressure. I'm so grateful to have her as a coworker!



# SHINE AWARDS

**CELEBRATING MILESTONE ANNIVERSARIES  
FOR  
JANUARY, FEBRUARY, MARCH  
CONGRATS TO ALL!**



**Janel Minick**  
Medical Imaging  
40 Years, January 1



**Judy Schmidt**  
Anesthesia  
5 Years, January 1



**Jodi Harris**  
Ortho Clinic  
20 Years, January 3



**Tonya Stenback**  
Human Resources  
25 Years, January 29



**Jenny Petersen**  
Medical Imaging  
20 Year, February 14



**Angela Kunze**  
Cottage Grove UC  
10 Years, February 16



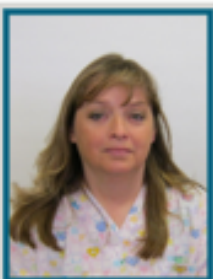
**April Haynes**  
Laboratory  
10 Years, February 16



**Jessica VonFossen**  
Day Surgery  
20 Years, February 28



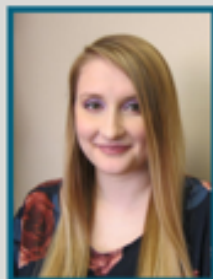
**Julie Staddler**  
Emergency Services  
20 Years, February 28



**Tammy Gassen**  
Registration  
30 Years, March 6



**Linda Schaefer**  
Marketing  
20 Years, March 14



**Ashley Vance**  
Emergency Room  
5 Years, March 16



**Nikki MacLeod**  
McFarland UC  
10 Years, March 16



# Welcome New Employees!

(12/16/24 – 2/3/25)



Ayva Bennett is a Surgical Technologist in Surgical Services on a full-time basis. She lives in Madison. Her hobbies include reading, plants, live music, and spending time with friends.



Andy Boryczka is the Director of Engagement and Experience in the Engagement and Experience department on a full-time basis. He lives in Madison (but really McFarland). His wife is Karen. His hobbies include volunteering, bicycling, comic book collecting, roleplaying games and the outdoors. When asked what brought you to Stoughton Health he shared "a great opportunity with an organization that has demonstrated commitment to mission, staff, and the community. What's better than that?"



Chloe Kapusta is an Emergency Department Technician in the Emergency Department on an occasional basis. She lives in Stoughton and is currently attending UW Madison to study nursing. Her hobbies include horseback riding. She is a re-hire, so welcome back Chloe!



Caitlyn Matson is a Registered Nurse in the Med/Surg department on a Per Diem basis. She lives in Madison and has a fiancé, Tucker. Her hobbies include golf, reading, watching and going to sporting events, and trying new restaurants and drinks. When asked what brought you to Stoughton Health she replied, "I was exploring options and Stoughton was close to home."



JoDeen Hettenbach is the Clinic Operations Manager in the Multi-Specialty Clinics on a full-time basis. She lives in Madison with her husband, Scott and has two children, Scotty and Katie. Her hobbies include hiking, reading, yoga, running and community service. When asked what brought you to Stoughton Health she replied, "Dedicated professionals, committed to providing quality care for the community."



Aidan Nutter is a Graduate Nurse in the Emergency Room on a full-time basis. He lives in Madison.



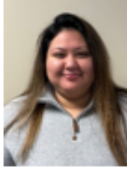
Jihyun "Hanna" Hwang is a Certified Nursing Assistant in the Med/Surg department on an occasional basis. She lives in Madison. Her hobbies include drums, spending quality time with people, and learning languages. When asked what brought you to Stoughton Health she replied, "A small yet impactful, awesome community and so many learning opportunities."



Chloe Crothers is a Certified Nursing Assistant in the Geriatric Psychiatry department on an occasional basis. She lives in Dane.



Chelsi Evans is a Material Services Technician in the Material Services department on a full-time basis. She lives in Stoughton. Her family includes her husband, Nate and children, Darius, Nolen, and Meryn. Her hobbies include golf and basketball.



Gabriela Garcia is a Certified Nursing Assistant on the Med/Surg unit on a full-time basis. She lives in Stoughton. Her significant other is Bradley and her children are, Michael, Isabella, and Natalia. Her hobbies include traveling and reading. When asked what brought you to Stoughton Health she replied, "I worked here as a traveler."



Tina Larsen is an Environmental Services Technician in the Environmental Services department on a part-time basis. She lives in McFarland. Tina is a rehire employee who worked at Stoughton Health previously. Welcome back!



Ripley Trainor is a Certified Nursing Assistant on the Medical/Surgical unit on an occasional basis. She lives in Cambridge. When asked what brought you to Stoughton Health she replied, "I have been looking into working at a hospital since I am currently a pre-nursing major."



Shaylee Kooima a Certified Nursing Assistant in the Geriatric Psychiatry department on a part-time basis. She lives in Stoughton. Her hobbies include biking, hiking, traveling, and reading. When asked what brought you to Stoughton Health she replied, "Being a part of the community through working at Stoughton Health and proximity to home."



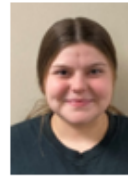
Jenny Oppedahl is a Certified Nursing Assistant in the Med/Surg department on a full-time basis. She lives in Evansville.



Danielle Hein is a Licensed Practical Nurse in the Geriatric Psychiatry department on a Per Diem basis. She lives in Edgerton with her husband, Steve. Her children are, Brenton, Jillian, Kellen, stepson Logan and daughter-in-law, Lindsey. Her hobbies include working out, riding bike, kayaking, cross stitching, cooking, spoiling her dogs, and making to-do lists. When asked what brought you to Stoughton Health she replied, "I had a clinical rotation at Stoughton Hospital and liked it so much I applied."



Lacy Chappell is an Exercise Physiologist in the Cardiac Rehab department on an occasional basis. She lives in Pardeeville. Her significant other is Ryan. Her hobbies include hiking and reading. When asked what brought you to Stoughton Health she replied, "I really like this area and really see this as an opportunity to grow within the hospital."



Ashley Poff is a Certified Nursing Assistant in the Geri Psych department on a part-time basis. She lives in Evansville. When asked what brought you to Stoughton Health she replied, "I was exploring options and Stoughton was close to home."



Courtney Bays is a Surgical Technologist in the Surgical Services department on an occasional basis. She lives in Stoughton with her husband, Leo.



Allison Lessard is a Registered Nurse in the Operating Room on a Per Diem basis working an On-Call Weekender role. She lives in Madison. Her hobbies include section hiking the Ice Age Trail and volunteering with the IAT, rowing, reading, and making coffee! When asked what brought you to Stoughton Health she replied, "I was intrigued to learn something new and Stoughton Health offered that opportunity for growth and expansion for the OR. I am excited to broaden my nursing skills in the OR!"



Victoria Camiou Cattino is a Food Prep Assistant in the Food and Nutrition Services on a full-time basis.

# Standards Honors



*Jen Wagner*  
*Geri Psych RN*  
*October 2024*



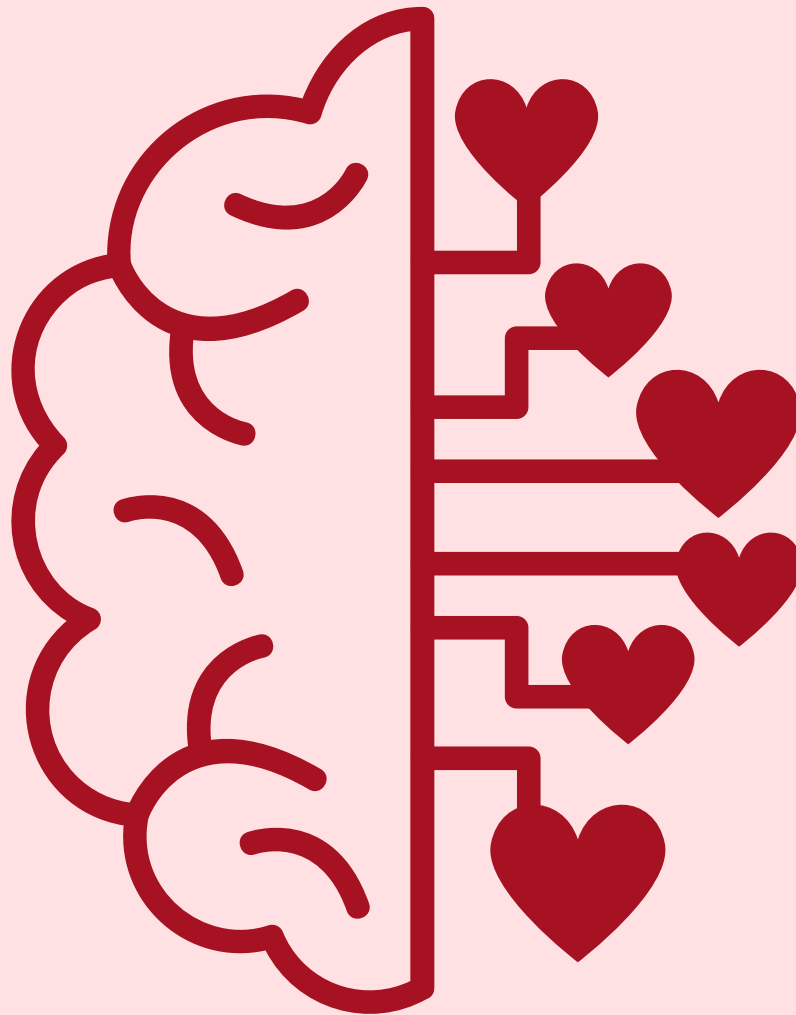
*Marissa Brady*  
*ICU RN*  
*November 2024*



*Colleen Bradley*  
*Registration*  
*December 2024*

# **WELL-BEING LUNCH AND LEARN**

## **THE CONNECTION BETWEEN MENTAL HEALTH & HEART HEALTH**



**WITH BRIANNA DEMOTTO FROM THE  
AMERICAN HEART ASSOCIATION**

**MARCH 6TH @ NOON IN  
THE BRYANT CENTER**





*Wear Red Day*



# GROWTH PILLAR



**STOUGHTON**  
**HEALTH**

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*Creating Excellence Together*



## **MISSION**

**The mission of Stoughton Hospital is to provide safe, quality health care with exceptional personalized service.**

## **VISION**

**We grow to meet the changing needs of the communities we serve and become their health partner of choice.**

## **VALUES**

**Our patients and community are our number one priority.**

**Employees are committed to providing Excellence Together through:**

- ☆ **Attitude**
- ☆ **Accountability**
- ☆ **Appearance**
- ☆ **Communication**
- ☆ **Teamwork**
- ☆ **Service**





# Oregon Urgent Care Clinic

## Expanded Hours Beginning February 24!

**990 Janesville Street**

**Monday to Friday: 8 a.m. to 8 p.m.**

**Saturday and Sunday: 9 a.m. to 5 p.m.**

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## Oregon Clinic Ribbon Cutting & Open House

**Monday, February 24**

**4:30 to 6:00 p.m.**



**STOUGHTON**  
HEALTH

# New Technology for ACL Healing: The BEAR® Implant



The BEAR® Implant

Dr. Ashish Rawal, board-certified in orthopedic surgery and sports medicine, is the first in Dane County to offer the innovative BEAR® Implant, a breakthrough technology for treating anterior cruciate ligament (ACL) tears—one of the most common knee injuries in the U.S. This cutting-edge technology promotes natural healing and provides patients with a faster recovery.

To learn more about the BEAR Implant, please call the OrthoTeam Clinic Madison at (608) 231-3410 or OrthoTeam Clinic Stoughton at (608) 877-3419.



**OrthoTeam Clinic**  
*Excellence in Orthopedics*

# DOT Physicals



**Stoughton Health is now offering DOT physicals, meeting all state-required standards to ensure commercial drivers are fit for the road. Our experienced team led by Jen Mora, APNP, is committed to providing convenient and reliable care. Appointments are scheduled by calling (608) 873-6611.**



# Transform Your Life

Unlock your potential through personalized coaching. Together, we'll increase motivation, reduce stress, and achieve your well-being goals!



## Well-Being Coaching Highlights

Personalized Guidance

Ongoing Support

Sustainable Habits

Confidence Building

Goal Setting

Holistic Approach

To schedule your coaching session, scan the QR code or contact Andy Saul, CWP at:



608-877-3485



asaul@stoughtonhealth.com

# FINANCE PILLAR



**STOUGHTON**  
**HEALTH**

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*Creating Excellence Together*



# THANK YOU!

Thank you for YOUR generous support towards our Annual Appeal to help fund the replacement of Geriatric Psychiatry patient recliners. We were able to raise over:

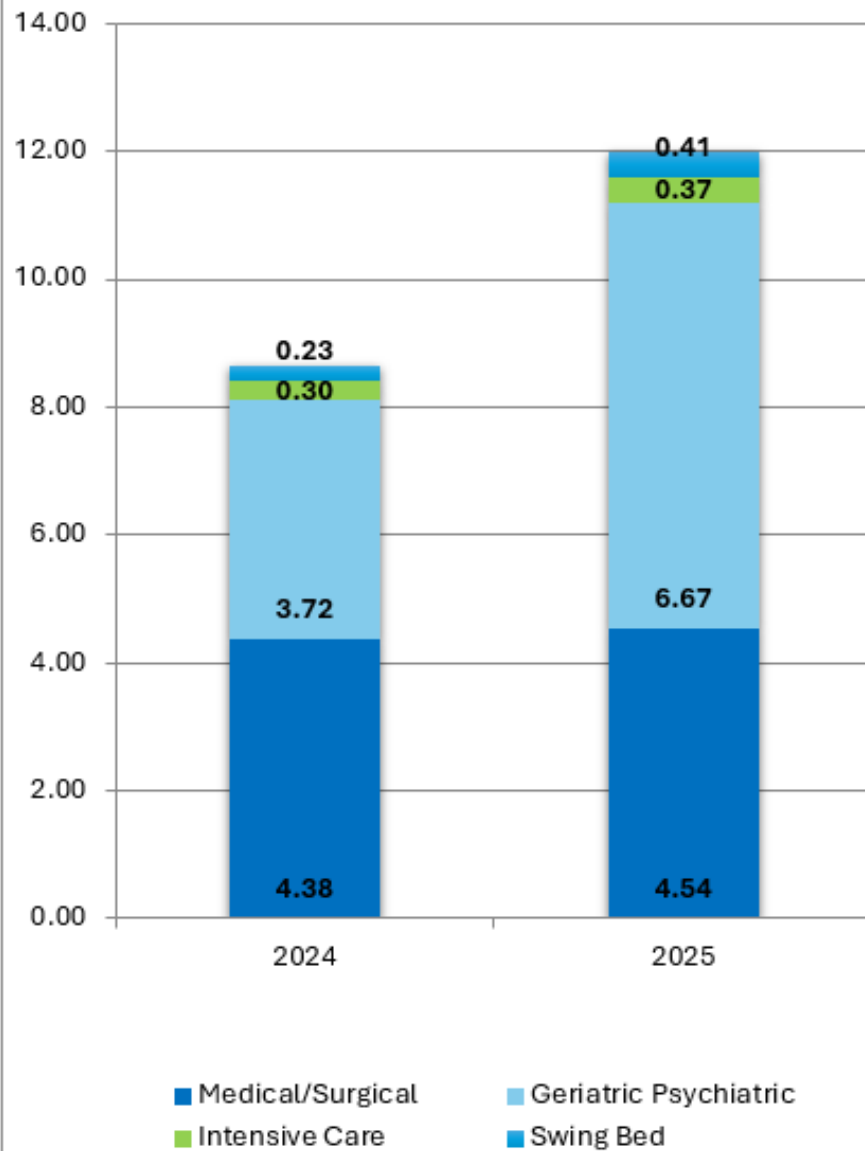
## \$21,250

Kathy Alme  
Sharon Beall  
Michael Berger  
Gary and Cindi Birch  
Dr. Stephen and Danielle Boorstein  
Diane Brue  
Gloria Carpenter  
Katherine Christenson  
Robert and Jodi Coon  
Ethel Denton  
Robert and Lynne Diebel  
Leonard and Meredith Doom  
Dr. Michael Ejercito and Karen Reed  
Anthony and Dana Ellis  
John and Nancy Elvekrog  
Barb Entwistle  
Rachel Farrell  
Bobby Faulkner  
Jerry Furseth  
Ronald and Barbara Furseth  
John and Sharon Gibson  
Roger and Lois Gohlke  
Richard and Diane Halom  
Kim and Mary Hanson  
Linda Harrison  
James and Mary Hemmersbach  
Mark Holzmann  
Hometown Computer Pros  
Arden and Vicki Hvam  
Henry and Judith Jacky  
Marcia Jacobson  
Richard and Kathy Johnson  
Amy Ketterer  
Patrick and Lavon Kiss  
Peggy Kiss  
Jeffery and Brenda Kitsembel

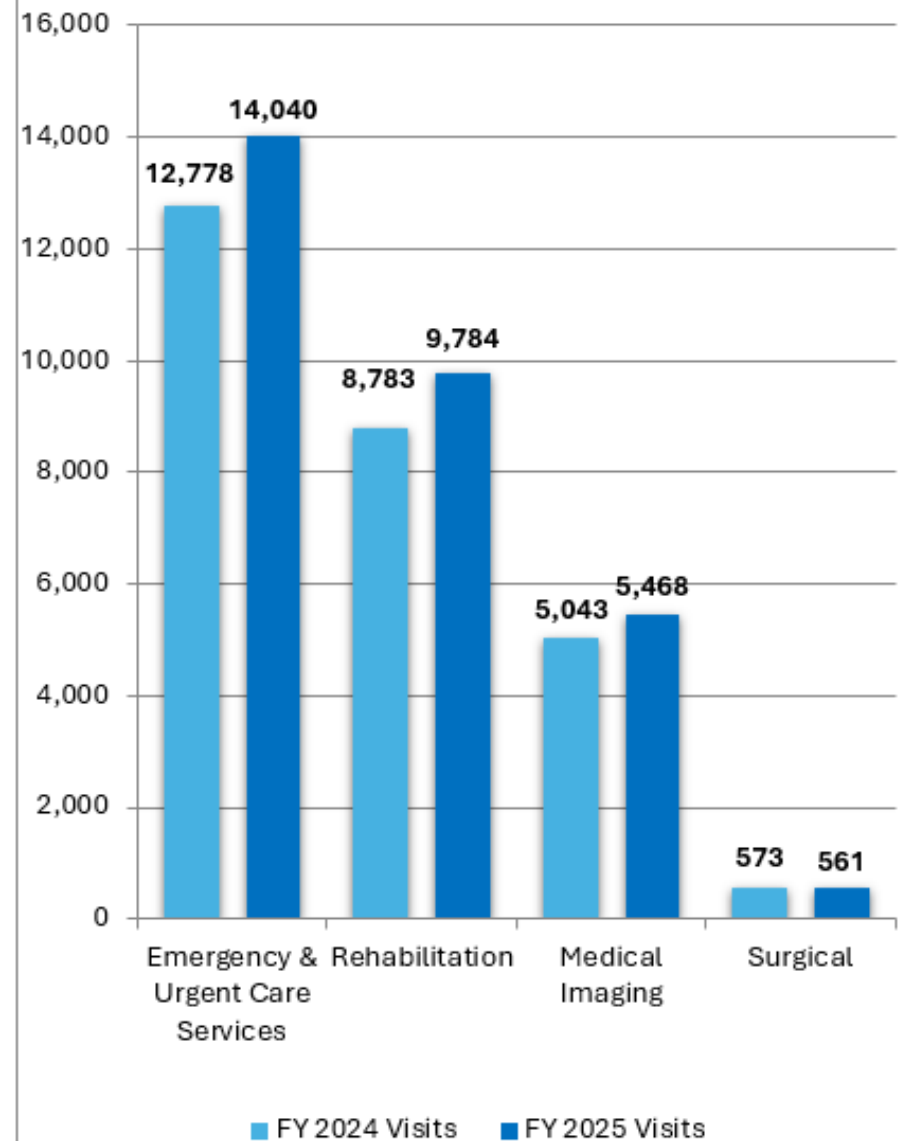
Jacquelyn Kittelson  
Paul LaZotte  
Jonathan and Sylvia Lewis  
JoAnn Lien  
Dr. Steve and Larissa Lyon  
Douglas and Susan Mackenzie  
Kelly Macvittie  
Beverly Manson  
Ann Miglio  
Joseph and Shirley Morrison  
Bert and Suzette Mullooly  
Patricia Murphy  
Jan Olson  
George and Anna Paul  
Cynthia Peterson  
Stephen Pinckney and Deborah Ericson  
Frederick and Janice Redford  
Dale and Claudia Richardson  
Samuel and Audrey Schwab  
Robert and Pam Sier  
Bruce and Kim Sime  
Edmond Smith  
Rodney and Phyllis Spangler  
Nancy Spooner  
Carmen Stout  
James and Erma Sundby  
Donna Tarpinian  
Leo Thorsen  
Robert and Kathryn Travis  
Lukas and Mikaela Trow  
Roger and Joyce Uttermark  
Bruce Voight  
Bill Weber and Laura Mays  
John Westbury and Lori Molinski-Westbury  
Jim and Joan Wilcox  
Janice Witzel



# **Inpatient Services Average Daily Census** **Fiscal Year 2025 vs 2024** **Four Months Through January**



# **Outpatient Services Visits** **Fiscal Year 2025 vs 2024** **Four Months Through January**



STOUGHTON HOSPITAL FOUNDATION PRESENTS:

# CELEBRATION MESSAGE FUNDRAISER

For \$50 there is a new way to celebrate a milestone,  
accomplishment, anniversary, or birthday.

Your message will be showcased on Hwy B in Stoughton or  
featured on the McFarland Urgent Care large digital display sign.



FOR QUESTIONS OR TO SIGN UP:  
SCAN THE QR CODE OR CALL THE FOUNDATION

(608)873-2334



# Employees Giving Back

Jonathan Milton APNP, CNS was awarded a \$1,000 Wisconsin Organization of Nurse Leaders (WONL) educational scholarship. In a gesture of commitment to advancing local healthcare, these funds were donated to the Stoughton Hospital Foundation, with restrictions placed for use in the pilot program known as the Cardiac HEAL Program<sup>SM</sup>. This program is designed to enhance cardiovascular health and improve quality of life for patients 65 years and older with heart failure through guided exercise, lifestyle management, and evidence-based practices.



Jonathan Milton APNP, CNS  
and Laura Mays, Foundation  
Executive Director