

elevatinghealth

WINTER 2025



ELEVATING PATIENT
EXPERIENCE WITH
**WORLD CLASS
TECHNOLOGY** Pg. 3




**PETERSON
HEALTH**

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Peterson Health Leadership

Cory Edmondson
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Lisa Medovich
Chief Financial Officer

Kaeli Dressler
Chief Nursing Officer

Brian Robicheaux
Chief Information Officer

Christopher Glanton, MD
Chief Medical Officer

Tim Rye
Chief Strategic Development Officer


Tracy Davis
Chief Ambulatory Care Officer

Audrey Ducker
Vice President of People and Experience

Our CALLING Values


 Caring


 Accountability

 Learning

 Leadership

 Integrity

 Nurturing

 Going the Extra Mile

FROM THE PRESIDENT AND CEO

Change for the Best



We all experience change in our lives, but healthcare is constantly changing; even daily. Change in medications, research, treatment protocols, reimbursement, regulations, technology, state and federal government laws, etc. The healthcare industry must remain agile to be able to handle this change.

At Peterson, we are forward thinkers and have been able to remain fiercely independent in spite of these changes. Since we are the only independent nonprofit community health system in the Hill Country, it behooves us to be adaptable to change.

An area of change we pride ourselves in is technology. From new computers to the newest MRI technology, we want to keep up with the latest healthcare advancements. With a Vision of providing **“World Class Care, Today, Tomorrow, Always,”** our Board of Directors is willing to invest in such technology. In FY2023, Peterson invested \$17 million and an additional \$25 million in FY2024 into our facilities and technology to care for you. It is our commitment to continue with these advancements.

We have accomplished what we have today because of the philanthropic spirit of those in the Hill Country. It is evident that our local, regional, and statewide friends support us. Since they want the best, they give us their best by donating to our Foundation to benefit Peterson’s Mission and Vision. Our recent Gala event raised more than \$280,000 to purchase new state-of-the-art hospital mattress technology, an initiative that will provide the best quality, safety, and comfort to our patients.

We aspire to the quote by Jack Welch, former CEO of General Electric, “Change before you have to. Control your own destiny or someone else will. An organization’s ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.”

I’m proud of our heritage at Peterson. We are able to change and “Change for the Best.” If you are seeking health care that will give you the latest technology and provide exceptional, compassionate, patient-centered care, **choose Peterson Health.**

Sincerely,

Cory Edmondson
President and CEO, Peterson Health





Elevating Patient Experience with World Class Technology

Our Vision of providing “**World Class Care Today, Tomorrow, Always**” starts with World Class technology. The Peterson Health Board of Directors approved \$25 million in upgrades and advancements to bring state-of-the-art technology to the Hill Country. Here are a few of our top advancements that are elevating the patient experience at Peterson Health.

Sterile Processing

By ensuring the meticulous reprocessing of flexible scopes, we minimize the risk of infections and complications. The **Advantage Plus Pass Thru AER (Automated Endoscope Reprocesser) washers** ensure high-level disinfection, while the **Scope Buddy Plus Flushing Aid** facilitates thorough pre-cleaning. Additionally, the **Endo Dry drying and storing cabinets** maintain optimal drying conditions and provide a controlled environment for scopes, ensuring they remain highly disinfected until use. Strict protocols and proper attire are enforced to prevent any contamination during handling.

These advanced endoscopy machines are integral to a wide range of procedures, including colonoscopies, esophagogastroduodenoscopies (EGDs), and more.



Not only does this help streamline operations, but it also reinforces Peterson's commitment to delivering exceptional outcomes for our patients.

The Pass-Through System technology helps minimize the risk of cross-contamination and enhance efficiency for our sterile processing technicians. The **Amsco instrument washers** disinfect a variety of surgical instrumentation, while the **Amsco steam sterilizers** ensure the complete sterilization of all surgical tools. This includes but is not limited to: Ophthalmology instruments, Orthopedic instruments, general surgical instruments, Da Vinci robotic

surgical instruments, Laparoscopic instruments, and Endoscopic tools.

These advanced sterilization technologies enhance quality of care by ensuring that all surgical instruments are meticulously cleaned and sterilized before use.

The **Amsco 600 Steam Sterilizers** use high-pressure steam to eliminate bacteria, viruses, and spores from instruments. The process involves these key steps:

- **Pre-Conditioning:** Instruments are exposed to steam and pressure to eliminate air pockets, which can prevent proper sterilization.
- **Sterilization Cycle:** The instruments are subjected to steam at 132°C (270°F). This high temperature effectively kills all microorganisms.
- **Drying Phase:** After sterilization, the instruments go through a drying cycle to help prevent moisture that can harbor bacteria.

With innovations and investments like these, Peterson Health's surgical site infection rates are well below the National Healthcare Safety Network (NHSN) benchmarks among hospitals nationwide.

Continued on page 4

Information Technology

Our Information Technology department implemented AI functionality to optimize technology throughout the organization.

These efforts include using **Mimecast** to detect sophisticated phishing attacks, **DocuCare** to create Physician notes, and **Robotic Processing Automation (RPA)** to manage claims and status inquiries. These initiatives increase security, efficiency, and accuracy of the behind-the-scenes processes.

Heart Care

The **Rotablator Atherectomy System** features a 5-micron diamond-tipped burr that rotates up to 190,000 RPM. It helps cut through plaque in the coronary arteries to re-establish blood flow during a heart catheterization. The precision of the Rotablator System elevates our cardiac care outcomes.



The **Inari ClotTrievers System** is a thrombectomy device designed for the treatment of deep vein thrombosis (DVT) and allows us to remove blood clots and re-establish blood flow.

The **Inari FlowTrievers System** is the first mechanical thrombectomy system to receive FDA 510(k) clearance and is designed for rapid thrombus removal and immediate symptom improvement for patients suffering from acute pulmonary embolism (PE).

The **Impella Heart Pump** is used to assist the heart with pumping blood when under strain from heart failure. It provides the unique benefit of unloading the heart while providing coronary perfusion and end organ perfusion, while improving patient recovery by giving the heart muscle a chance to rest.



Radiology

The **Siemens X.cite 128 slice CT Scanner** is utilized for everything from CT exams to Cardiac Scoring, Coronary Arteries, and Low Dose Lung Screening exams. We also utilize this technology for drainages and biopsies. This scanner can accommodate patients up to 600 lbs. The technology on this machine provides radiation dose reduction, updated image processing, faster scan times, and higher quality images.

The **Canon Oriam Encore 1.5 T MRI** technology at the Pevehouse Ambulatory Care Center is utilized for all MRI exams, including breast and prostate exams. This scanner can accommodate patients up to 550 lbs. It allows for faster scan times, higher quality imaging, and additional exam offerings such as prostate exams.

The **Picture Archival Computer System (PACS)** is a digital storage system for Radiology images. This technology increases access efficiency across the organization and intermediary providers.

GE AMX Portables X-ray units have been introduced to operating rooms, patient floors, and in the Emergency Department for trauma bedside imaging. These machines decrease the need to transport patients to the Radiology Department for X-ray imaging.

The **Canon Aplio 700** is an Ultrasound device utilized for all general obstetrics and vascular needs. The new Ultrasound units allow for deeper penetration for larger patients, new reporting packages, increased scanning parameters, and

the highest quality of imaging. The equipment is also more ergonomic and lighter, which supports our imaging staff by reducing repetitive motion injuries.

Patient Comfort

The **Hillrom Pro+ Surface** is an innovative mattress solution with Advanced Microclimate therapy to remove excess heat and moisture away from the patient's skin and customized non-powered pressure redistribution technology to reduce pressure injuries



and increase patient comfort. The Pro+ Surface also features an integrated blower design to improve caregiver efficiency and therapy delivery, as well as reduce cross contamination risk. Thanks to generous contributions, Peterson Health has purchased and replaced all patient mattresses at Peterson Regional Medical Center with the Pro+ Surface technology.



Learn more

about our comprehensive services by scanning the QR code or visiting [PetersonHealth.com/Services](https://www.petersonhealth.com/services).





Ready to Serve at One of the Best Places to Work in Healthcare?

Join us in a fun and challenging work environment, where you will find purpose and meaning in the care you provide!

Peterson Health offers unique benefits, including:

- Flexible work hours
- Employee education scholarships
- Free access to a beautiful on-site 24/7 fitness facility
- Comprehensive health benefits for the whole family

Nursing Professionals

Our nursing professionals work directly

with patients in a variety of capacities and departments, including overall hospital care, home care, emergency care, and surgical services to name a few. Our Nurses are an invaluable part of the care team and provide world-class care to our patients. Registered Nurses have access to educational opportunities, process improvement committees, and career advancement pathways.

Radiology Professionals

Our Radiology department employs allied health professionals and technologists specializing in imaging

technology, including X-ray, ultrasound, computed tomography (CT), magnetic resonance imaging (MRI), and nuclear medicine. This team works closely with Diagnostic and Interventional Radiologists to acquire detailed diagnostic imaging for interpretation and diagnoses.

To view all open positions, scan the QR code or visit PetersonHealth.com/Careers.



Wellness Lab Testing

Every 3rd Saturday | 8-10 a.m.
Peterson Health Medical Plaza
 1331 Bandera Highway in Kerrville

Peterson Health offers a variety of lab profiles and individual lab tests at reduced cost every 3rd Saturday of the month at Peterson Health Medical Plaza.

All lab results are reviewed by a Pathologist or the Medical Director

of Laboratory. Results are mailed to you and maintained in your Peterson Patient Portal.

No Doctor order or appointment needed. 10-hour fast is required, black coffee and water permitted. Cash or check only.

For more information, scan the QR code or call **830.258.7526**.



2024

COMMUNITY Benefit Report

This year we celebrated **75 years of elevating health in the Hill Country.** From technology upgrades to leadership training, facility construction to new service lines, we have been dedicated to elevating your care experience.

Here's a glance at our service to the Hill Country community in 2024.



ACCOUNTABILITY

In 2024, we received a **Five-Star Rating for Hospital Quality** from the Centers for Medicare and Medicaid Services (CMS).



LEADERSHIP

Honoring those who elevate others!
Employee of the Year: Stephanie Alford
Leader of the Year: Anne Raymond
Nurse of the Year: Chasity Cox, RN

BEST PLACES TO WORK™

Modern Healthcare 2024
 2021 | 2022 | 2023

NURTURING

Peterson Health was named one of the nation's **Best Places to Work** by *Modern Healthcare* for the fourth year in a row.



CARING

Our compassionate care ranks us among the top 10% of hospitals in the U.S. for **Patient Experience** by Healthgrades (eight years in a row).



LEARNING

Created the **Peterson Leadership Academy** to align skills and approach to navigating the complex and ever-changing healthcare landscape.



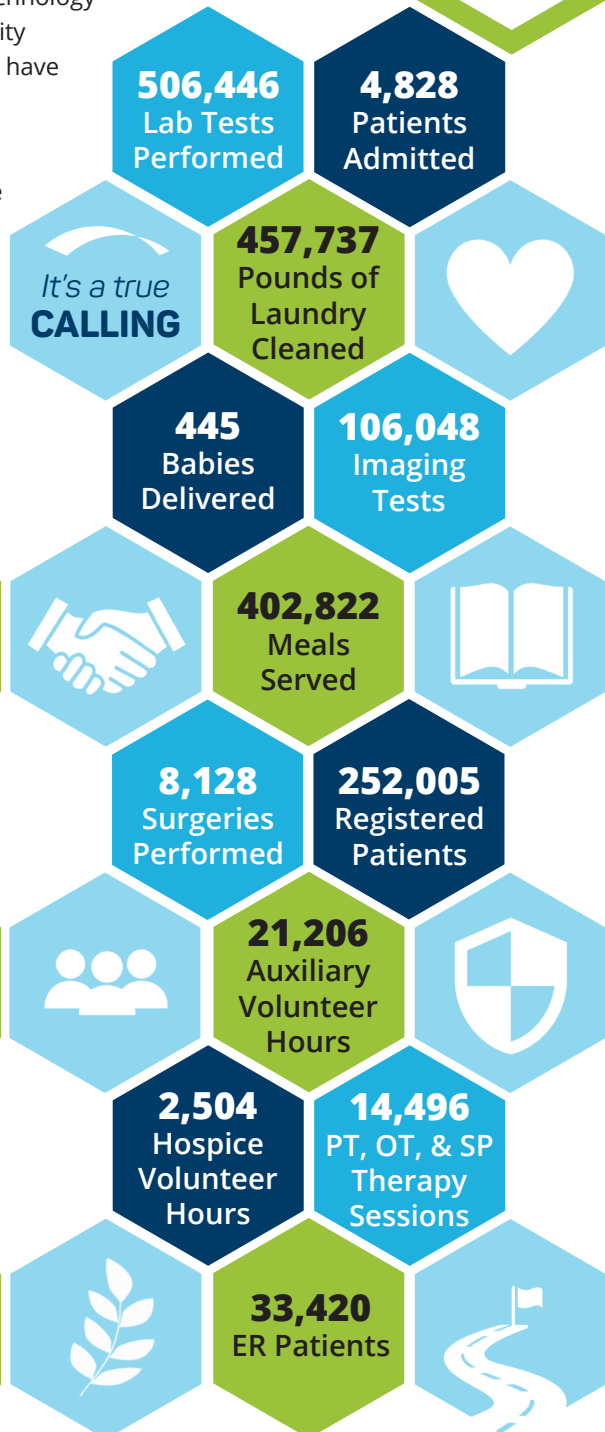
INTEGRITY

One of 15 hospitals recognized by The Leapfrog Group as a **Top Rural Hospital**, and the only independent healthcare organization in Texas.



GOING THE EXTRA MILE

Officially opened the **Amanda and J. David Williams Surgery Center**, and invested in state-of-the-art facility features and technology.



FINANCIALS

at a Glance

A fairly large portion of the health care we provide for the region is categorized into **Bad Debt and Charity Care**.



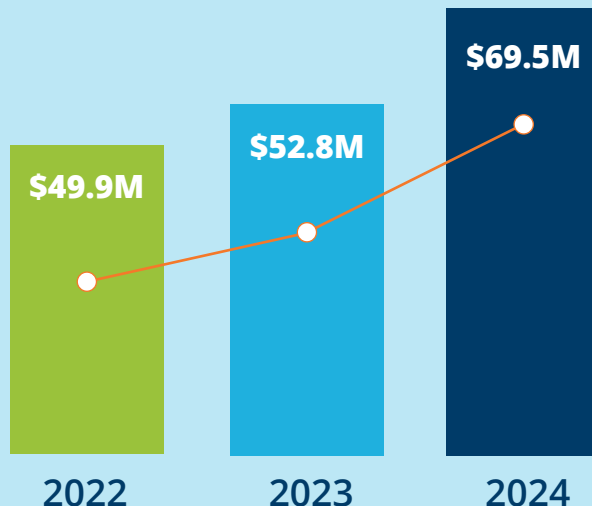
Bad Debt refers to outstanding balances owed that are deemed uncollectible and must be written off.



Charity Care refers to the services we provide for patients who qualify as uninsured, underinsured, or low-income patients who need financial assistance.

2024 BAD DEBT & CHARITY CARE:

\$69,500,000



Celebrating 75 Years of Elevating Health

"As we close out our monumental 75th year, we are grateful for the incredible support of our community, our generous donors, our exceptional physicians and providers, our team, and Board of Directors. Our vision is stronger than ever, our future is bright, and we are dedicated to providing world-class care – *today, tomorrow, always.*"

—**Tim Rye**, Chief Strategic Development Officer



Proclamations Mark Monumental Years of Service

Cory Edmondson, as well as City, County, State, and Federal officials gathered at Peterson Regional Medical Center for proclamations and to celebrate our 75th Anniversary. You can view the full recording of the Opening Remarks at [YouTube.com/@PetersonHealth](https://www.youtube.com/@PetersonHealth).



Official Ribbon Cutting for Amanda & J. David Williams Surgery Center

Peterson Health and the Kerrville Chamber of Commerce officially commemorated the opening of the world-class Amanda and J. David Williams Surgery Center with a ribbon cutting event on July 30.



A Night to Remember: Diamond Anniversary Gala

Peterson Health Foundation held the Diamond Anniversary Gala on September 21st at the Hill Country Youth Event Center. The event sold out a month in advance, and our fundraising goals were exceeded!



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For a list of physicians accepting new patients, visit our website at PetersonHealth.com/Providers.

Connect with Us!   



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Peterson Regional
Medical Center

10403M

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IN THE NEWS

Peterson Health Welcomes New Providers



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575 Hill Country Drive,
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Kerrville, TX 78028

830.258.7466



Megan Hillis, CNM

Obstetrics and Gynecology

575 Hill Country Drive,
Suite 202

Kerrville, TX 78028

830.258.6237



Vanessa Cox, FNP

Community Care

1740 Junction Highway
Kerrville, TX 78028

830.258.7900



PETERSON HEALTH *Diamond Anniversary* GALA

Thank you to all the generous sponsors and donors who exceeded our fundraising goal at this year's Gala and continue to support the mission of Peterson Health!

Thank You to Our Generous Underwriters & Diamond Sponsors



Cartewheels Catering

Baublit's Jewelers

Gena Griffin

The Perkins Tunitsky Group of Oppenheimer & Co. Inc.

US Acute Care Solutions

To learn more about how you can support the mission of Peterson Health, call 830.258.7411 or visit PetersonHealth.com/Foundation.

