



**CRAWFORD COUNTY**  
MEMORIAL HOSPITAL



**2025**  
**ANNUAL**  
**REPORT**

# *A Letter from the CEO*

As we mark 74 years of service to the people of Crawford County, Crawford County Memorial Hospital continues to evolve with purpose. While the healthcare landscape grows more complex—financially, operationally, and technologically—our commitment remains simple and strong: to provide exceptional, compassionate care close to home.

The foundation of that commitment is a belief we hold deeply: Health is the foundation of everything else in life. This belief is at the center of every decision we make at CCMH.



**ERIN MUCK**  
President & CEO

In 2025, we're making real progress toward our goal of becoming a 5-Star CMS-rated facility, not for the recognition, but because it reflects the kind of care our patients deserve. Achieving this means continuous improvements in safety, service quality, patient experience, and access to care.

Some of our key efforts this year include:

- Advancing our **\$28 million expansion and renovation project**, which will modernize clinic space and fully remodel rehabilitation services.
- **Expanding service lines** in orthopedic surgery, general surgery, diabetes education, pain management, and more, based on the needs of our patients.
- Strengthening our workforce with **new providers and specialized staff**, while investing in training and retention.
- **Prioritizing financial stability**—both for the hospital and the individuals and families we serve—through clear communication and patient-friendly billing practices.
- **Enhancing newly implemented** Electronic Medical Record (EMR)

Beyond our walls, we remain a committed community partner—collaborating with area EMS, schools, public health agencies, and local organizations to promote wellness, prevention, and future workforce development.

Healthcare will always bring challenges, but we face them with optimism, strategy, and a deep respect for those we serve. Thank you for supporting us in this important work.

Sincerely,  
Erin Muck  
President and CEO

# About Us

Crawford County Memorial Hospital (CCMH) is a 25-bed critical access hospital located in Denison, Iowa. Since opening in 1951, CCMH has grown into a modern healthcare facility, with a state-of-the-art hospital and clinic campus that opened in 2011 at 100 Medical Parkway.

CCMH provides a broad range of inpatient, outpatient, and diagnostic services. The provider-based rural health clinic features family medicine physicians, advanced practitioners, and in-house specialists in general surgery, orthopedics, and pediatrics. The hospital also operates Crawford County EMS, employs full-time ER physicians, and is certified as a Level IV Trauma Center with 24-hour anesthesia coverage.



Outpatient services include visiting specialists in cardiology, endocrinology, podiatry, ophthalmology, Ear, Nose and Throat (ENT) and more. Imaging services feature advanced technology including MRI, 3D mammography, and a 128-slice CT scanner. CCMH also offers comprehensive rehab therapies and a full-service in-house lab.

With 265 employees and over \$23 million in annual payroll, CCMH is both a healthcare leader and a key economic contributor in the region.

# Board of Trustees



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**SID LEISE**  
Board Member

At Crawford County Memorial Hospital, our mission and vision work hand in hand to guide our daily actions and long-term goals, ensuring we provide exceptional care while building a healthier future for our community.

## Vision

We strive to be the trusted choice for healthcare services by improving the health and wellness of our community.

### **What this means to us:**

At Crawford County Memorial Hospital, our vision guides everything we do. We aim to be the trusted choice for healthcare by improving the health and wellness of our entire community. Through prevention, education, and innovation, we empower individuals and families to live healthier lives. By fostering strong partnerships and addressing the unique needs of our rural population, we are building a healthier future—one where quality care is always within reach.

## Mission

To provide convenient access to safe, high-quality, patient-centered healthcare by skilled and trusted professionals, while exceeding customer expectations.

### **How we live our mission each day:**

Our mission is to provide convenient access to safe, high-quality, patient-centered healthcare. Every day, our skilled and trusted professionals deliver care with compassion, integrity, and excellence. We focus on creating a welcoming environment, ensuring open communication, and tailoring care to each patient's needs. By combining advanced medical expertise with a personal touch, we strive not only to meet expectations but to consistently exceed them.

# New Providers

As healthcare needs continue to evolve, we remain committed to expanding access to high-quality care. The addition of new providers this year reflects our ongoing investment in clinical excellence and our mission to deliver comprehensive, compassionate care to our community. Five providers joined us at CCMH in 2025.



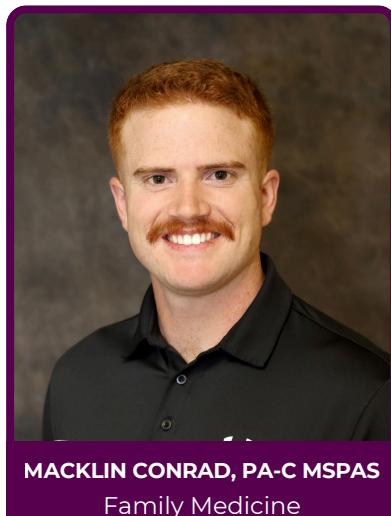
**DR. RICHARD MALYSZEK**  
General Surgery



**CYILEE MARTIN, DNP, FNP-C**  
Family Medicine



**SAMANTHA PAULEY, ARNP, MSN**  
Family Medicine



**MACKLIN CONRAD, PA-C MSPAS**  
Family Medicine



**KIAYA ALDERSON, PA-C MSPAS**  
Family Medicine

# 2025 Highlights

## CCMH Add New State-of-the-Art CT Machine

The addition of the new CT machine means patients will not have to travel long distances to receive the high-quality imaging services they desire.

"The new CT machine not only improves the quality of imaging but also ensures a faster and more comfortable experience for patients. This means shorter scan times and quicker results, which can be critical for early diagnosis and treatment", Katie Tremel, Director of Radiology, explained.

According to Tremel, staying at the forefront of diagnostic technology is essential for delivering exceptional care.

"The new CT machine features the newest imaging technology, allowing for vastly improved image clarity, and reduced radiation exposure for patients. This upgrade will enhance diagnostic capabilities, allowing our providers to detect and diagnose conditions with greater accuracy and efficiency," says Tremel.

## Gaul Earns Certified Diabetes

### Care Specialist Certification

Sara Gaul, MSN, RN Population Health Manager, has achieved her Certified Diabetes Care and Education Specialist (CDCES) certification. This certification recognizes Gaul's specialized knowledge and expertise in supporting individuals with diabetes and prediabetes.

As a CDCES, Gaul provides personalized education and guidance to those managing Type 1, Type 2, gestational diabetes, and prediabetes. Her focus is on empowering patients to take charge of their health and achieve their diabetes management goals.



# 2025 Highlights

## Expanding Access: Speech-Language Pathology Now at CCMH

CCMH rehabilitative services is now offering Speech Language Pathology. This service allows individuals experiencing difficulties with speech, language, communication, and swallowing to receive high-quality, personalized care close to



TAMMY HULSING, MA, CCC-SLP  
Speech Language Pathologist

home. Since launching the program, CCMH has been able to meet a growing need in the community—offering both pediatric and adult speech therapy services without requiring patients to travel out of town.

## Collaboration in Action: Regional EMS Conference at CCMH

CCMH hosted the 28th Annual Crawford County EMS Conference, offering free, high-quality training for EMS professionals and community members. Nearly 100 attendees from across western Iowa participated in sessions on trauma, pediatric and geriatric emergencies, rural prehospital delivery, and more. Hands-on simulations from SIM Iowa provided realistic training scenarios, enhancing clinical skills in a no-risk environment. The event not only delivered valuable continuing education but also strengthened collaboration among regional emergency responders.



## Senior Life Solutions

Crawford County Memorial Hospital's Senior Life Solutions is an intensive outpatient group therapy program designed to meet the unique needs of individuals—typically age 65 and older—experiencing depression or anxiety related to life changes often associated with aging.

Senior Life Solutions is located in the Outpatient Services Building at 2540 N Avenue. They started seeing patients in October 2025.

# *Economic and Community Impact*

Crawford County Memorial Hospital is not only a provider of essential healthcare services — it also plays a vital role in supporting the local economy. As one of the largest employers in the area, CCMH plays a key role in supporting local jobs and economic growth. In addition, many community benefit programs simply wouldn't be possible without the hospital's leadership, resources, and commitment to the well-being of Crawford County residents.

## **Crawford County Memorial Hospital Created ...**



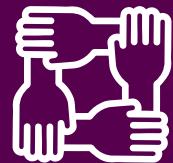
**595.5**  
Total Jobs



**\$38.8 Million**  
Total Wages



**\$70.8 Million**  
Total Expenditures



**\$2.3 Million**  
in community  
benefits were  
delivered.



**4,312**  
encounters through  
community service  
programs

We served **847** participants in our  
Community Wellness Screenings

We certified **217** participants in  
various levels of CPR classes.

**Through our commitment to the community, we provided over \$300,000 in charity care.**

Care Support Groups  
CPR Training & EMS Conference  
EMS Standby Coverage for Events

Patient Family Advisory Council  
Bike Safety Training & Helmets  
SIM Iowa Education

Community Lunch & Learns  
Health Fairs  
Health Presentations for Schools

# Financial Stewardship

## Did You Know?

**Only about 5%** of CCMH's annual revenue comes from local property taxes.

That means **95%** of our funding is generated through the care we provide — from clinic visits and hospital stays to therapy, lab work, and other services.

While we're **proud to be a county-owned** hospital, we work hard to be financially responsible and self-sustaining. Tax support plays a small but important role — helping us maintain facilities, equipment, and essential services that benefit everyone in our community. But the vast majority of our operating budget comes from patient care and insurance reimbursements.



# Living Our Promise

## Clinic Patient Care

**36,548**

Visits



## Specialty Clinic Patient Care

**6,066**

Visits

## Inpatient Admissions

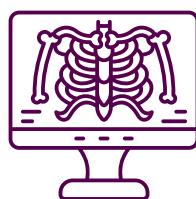
**410**

Intakes

## Outpatient Services

**1,324**

Visits



## Radiology Visits

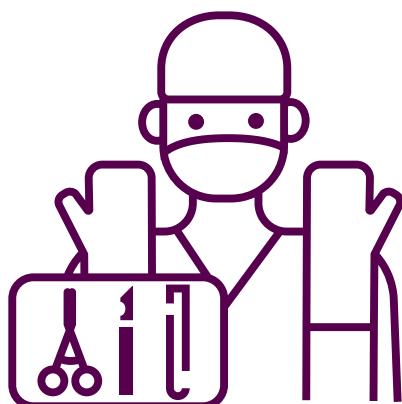
**15,546**

Patients

## Lab Visits

**82,308**

Tests



## Surgery Procedures

**56**

Inpatient

**1,083**

Outpatient

## Emergency Room

**5,422**

Visits



## Ambulance

**1,314**

Trips



# *Living Our Promise*

Rehabilitation services offered  
Physical Therapy

19,308  
Visits

Speech Therapy

195  
Visits

Occupational Therapy

1,788  
Visits

Cardiac Rehab Procedures

1,620  
Visits

Pulmonary Rehab

164  
Visits

CCMH is working in collaboration with the Denison Community School District to provide local athletic training care on campus and on the field to help keep our student athletes safe and healthy.



**SARAH BRANNING**  
Athletic Training

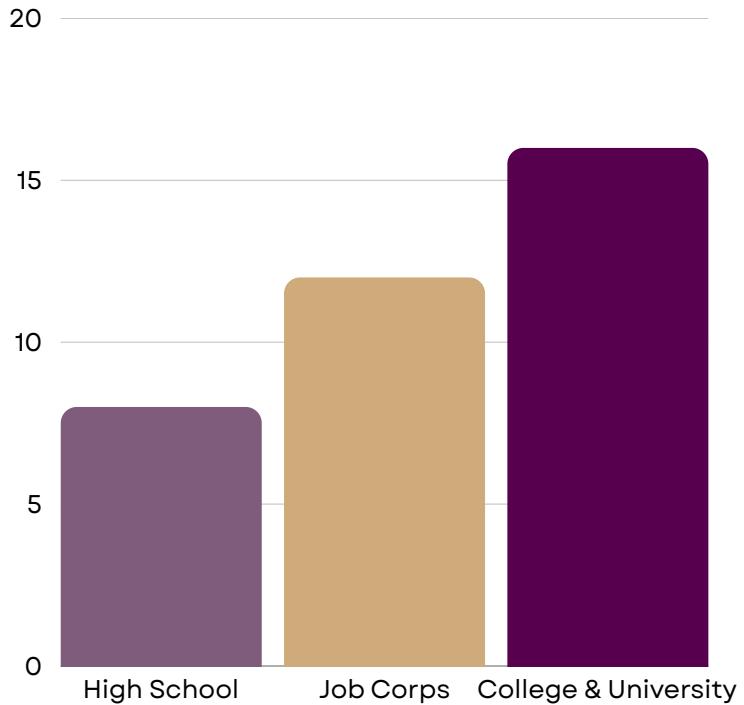


# ***Tomorrow's Care starts with Today's Students***

Students come to CCMH in the following capacities

- Work-based learning opportunities through Job Corps
- Career Exploration through Denison Community Schools
- Work-based learning opportunities from high school such as: Boyer Valley Community Schools, OABCIG, MVACOU, and other schools upon request
- Clinical rotations with WITCC, Job Corps, Des Moines University, Methodist College, Iowa Central College, UNMC, DMACC, Creighton, University of Iowa and other colleges
- Observation hours required by more schools prior to applying to advanced programs.

Students Represented at CCMH



**151 Students were exposed to the Health Care field at CCMH in FY25**



## **Interns at CCMH**

- One Rehab Services Intern
- One Radiology Intern
- Four Nursing Interns
  - Rotations included: ED, MU, Surgery

# ***Empowering Youth Through Health Career Exposure***

At Scrubs Camp, participants gain firsthand insight into exciting healthcare professions, exploring areas such as radiology, emergency services, laboratory science, surgery and anesthesia, physical therapy, nursing, and more.

- ⌚ 126 participants in FY25
- ⌚ 100% of students reported they would recommend Scrubs Camp to a friend



# Engaging Our Community

Community engagement continues to be an essential part of our work. Through outreach, education, and partnerships, we promote wellness, strengthen relationships, and support the evolving needs of our community.

## ***Wear Blue for Diabetes Awareness***

The community wore blue to bring awareness to Diabetes on World Diabetes Day in November.



## ***Parades and Community Events***

Our team loves to support our community and the citizens of Crawford County.

# Looking Ahead

## Our Top Priorities

As we plan for the future, CCMH is focused on growing access, expanding services, and deepening our connection with the community. Here are our top priorities for the coming year:

### ***Expanding Access to Care***

We plan to extend clinic hours to better serve patients with busy schedules, ensuring more opportunities for same-day and after-hours appointments.

### ***Growing Our Team of Experts***

Recruiting additional providers and bringing in new specialties will allow us to offer more comprehensive care right here in our county.

### ***Building Stronger Community Connections***

A new Community Liaison role will help us better engage with local organizations, respond to community health needs, and share important resources.

## New & Upcoming Programs

We're excited to introduce programs that support whole-person care and meet the evolving needs of our patients:

- Senior Life Solutions – A program focused on the emotional and mental well-being of older adults.
- Expanded Rural Health Clinic Services – Enhancing care options within our Rural Health Clinic to better serve local patients.
- AI Integration – Implementing artificial intelligence tools to improve patient safety, streamline workflows, and support provider decision-making.

### **Facility Enhancements Underway**

Construction is bringing exciting improvements — from modernized spaces to more patient-friendly environments. These upgrades reflect our commitment to comfort, safety, and quality care for every patient at every visit.



# Contact Us

712-265-2500

WeCareForLife@ccmhia.com

[www.ccmhia.com](http://www.ccmhia.com)

We are deeply grateful to our patients, staff, and community members for their trust, dedication, and support throughout the past year.

To our patients, thank you for allowing us the privilege of caring for you and your families.

To our staff, your compassion, professionalism, and commitment to excellence make our mission possible every day.

And to our community, your partnership and encouragement strengthen the foundation of our work. Together, we continue to build a healthier future for Crawford County and beyond.

# *Our Volunteers Make a Difference*

Crawford County Memorial Hospital is supported by dedicated volunteers who generously give their time and talents to strengthen healthcare access across our community.

Volunteers support key programs including the Community Cares Patient Transportation Program, the Good Samaritan Center Thrift Shop, the Senior Health Insurance Information Program (SHIIP), and the Patient Partners Program, among others.

## **Volunteer Drivers Make and Impact in the Transportation Program**

- Over 600 patients served
- Over 1200 rides
- Over 2300 volunteer hours
- Over 21,000 miles driven

