

Lower Keys Medical Center Update

Drew Bigby, CEO

August 17, 2026



Phase 2 Renovations

- ▶ New furniture for first floor patient registration waiting room
- ▶ New sleeper sofas and sleeper recliners for L&D and postpartum units
- ▶ 1st floor staff and public restrooms renovations
- ▶ New flooring, paint and restrooms in Radiology
- ▶ New paint in ED waiting room
- ▶ New flooring, paint and restrooms in Main ED
- ▶ PACU nurses station renovation

Quality Updates



CMS 4-Star Rating

2026 Performance



• Upper tier of hospitals nationwide

Measures outcomes in 5 key areas:

- ✓ Mortality
- ✓ Readmission
- ✓ Safety of Care
- ✓ Timely & Effective Care
- ✓ Patient Experience



American Heart Association

Get with the Guidelines

Stroke Gold Plus

Quality achievement award for consistent high-standard care.

Rural Stroke Silver

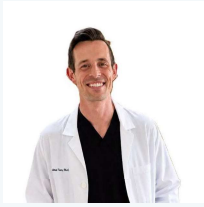
Recognized for efforts to optimize stroke care and reduce gaps in rural health outcomes.

Timely Treatment

Adherence to national clinical guidelines for patient therapy.

New Providers and Services

Welcome New Providers!



Josh Fiore (8/3)
Orthopedic Physicians Assistant

Amanda DeBoer (9/1)
Behavioral Health Nurse Practitioner

Amy Smart (9/17)
Family Medicine Physicians Assistant

Michelle Fede (10/14)
Family Medicine Nurse Practitioner

Dr. Todd Prochnow (11/14)
Orthopedic Surgeon

Tele-ID Services



- 24/7 Telehealth access to infectious disease specialists
- Investment in equipment and training
- Evidence-based approach to treatment

Employee Engagement Survey



Survey Format

Comprehensive 3rd party
survey

84%

Engagement

Employee participation

+28

Performance

Point improvement over
2025

Thank You