

2022 Excellence in Leadership Award Nominee



David Jones, President/CEO

CHI Health Missouri Valley, Missouri Valley

- Years of service at the hospital/organization = 2
- Years of service in health care = 24

Nomination

Connie McWilliams, Chaplain and Board Chair

CHI Health Missouri Valley, Missouri Valley

David Jones has turned around CHI Health Missouri Valley in a short time. His results around our pillars include:

- ***Employee engagement***
 - 100% employee-engagement participation two years in a row; 90% in the first 48 hours.
 - 7% turnover; overall register nurse turnover = 0.
 - Increase in engagement score.
 - Not using travelers because of retention.
- ***Patient experience***

- Double-digit increase in patient-satisfaction scores.
- Emergency room patient satisfaction at 76%.
- **Quality**
 - 2022 Top 20 Critical Access Hospital announced by the National Rural Health Association.
 - Meeting or exceeding quality and nursing scorecards.
 - Two consecutive quarters qualifying for CMS' five-star rating (one of 17 hospitals in Iowa and Nebraska).
- **Finance and growth**
 - Developed a new patient transport service line in 45 days including a new ambulance for the county.
 - Double-digit increase in census without sacrificing employee satisfaction.
 - Exceeding financial goals with not only profit, but also a double-digit increase in earnings before interest, taxes, depreciation and amortization.
- **Community**
 - David is the vice president of the Chamber of Commerce and is very active in the community. He volunteers for many events.
 - David developed a shop-at-home campaign raising \$250,000 for small businesses.

Summary

David Jones has more than 20 years of experience as a health care executive as a chief operating officer and CEO. David's roles have primarily been in behavior health and critical access hospitals including working in large health systems. David's current role with CHI is regional market president.

IHA involvement

Event attendance:

- 2022 IHA Tee Off Golf Classic
- 2022 IHA Summer Leadership Forum
- 2022 IHA Governance Forum
- 2022 Critical Access and Rural Hospital Forum

Board/Council memberships:

HPCAI Palliative Care Advisory Group, 2011

Attendance at IHA District Meetings:

- May 2022
- September 2021