



Clark Fork Valley Hospital & Family Medicine Network

Annual Community Health Report



20
09

www.cfvh.org

Quality

healthcare

close to home, family and friends

10 Kruger Road . Plains, MT 59859 . (406) 826-4800

MESSAGE TO THE COMMUNITY

It is gratifying to look back on the past year with a sense of accomplishment on behalf of the dedicated people who make Clark Fork Valley Hospital and its Family Medicine Network such a valuable resource to Sanders County. The hospital exists to serve you, and we, as a team, do it within the framework of one of the most rewarding careers imaginable.

Contemporary healthcare is a complex balance of medical training and critical supporting skills, new technology, bricks and mortar, creative administrative management and effective community outreach, all for the benefit of you and your family. With that in mind, we are continuously engaged in long-range strategic planning and careful capital management to place us in a position to expand critical services needed by community residents.

These practices were particularly important in 2009 as we saw record unemployment and the associated loss of health insurance for many throughout the county. For us, these issues resulted in increased charity care and like many local businesses, we responded by tightening our belts. I commend our dedicated staff for what has turned into an entire year of reduced hours in a team effort to control expenses. CFVH is fortunate to have employees who live out our mission and are willing to put others before themselves.

Even with the vastly changing environment of healthcare and an uncertain economy, we steadily moved forward and were able to complete vital capital projects in 2009. We added new services including CPAP, with which many sleep apnea patients have expressed a great deal of satisfaction, and pacemaker placement surgery. We also brought digital mammography and bone density testing services back in house. Our Long Term Care facility completed a much needed Bath-Suite renovation project which has allowed us to provide care with dignity to our residents.

The addition of two new providers and two new therapists assisted us in meeting set strategic goals for the year. J. Edwin Mundall, MD, joined Thompson Falls Family Medicine, completing the staff needed to serve that area. Tim Thornton, PA-C, joined our team of hospitalists to care for emergency and hospital patients. Nicole Feliksa, PT, and Mary Russell, OT (Occupational Therapist), joined our rehabilitation services team and brought with them a diverse wealth of knowledge and experience.

We are keeping quality healthcare close to home where it belongs. As we respond to the changing landscape of community healthcare nationwide, we continue to look to our community-based Governing Board to help us remain good stewards of the resources placed in our care.

Together our clinical and dedicated support staff work diligently to earn and keep your trust and to reinforce your confidence in us. What we do takes teamwork. We are always busy, always under construction, always building partnerships and alliances and always

moving forward with both measured and complementary investments in tools, technologies, training and talent. We believe the best healthcare is delivered one-on-one and we continue to place a priority on empowering our employees to be the best they can be to serve you.

- Dr. Gregory Hanson, President/CEO



COMMUNITY-BASED BOARD

This past year will be remembered as a significant one in the history of Clark Fork Valley Hospital. It was a year in which we faced a number of challenges, but we met those challenges head on through an extraordinarily collaborative effort by all. We have no doubt we will face more hard decisions as 2010 and 2011 unfold but we are confident in our organization's current position moving forward.

Under the leadership of Dr. Gregory Hanson, and by the hard work, dedication and passion for excellence of every employee at CFVH, the residents of Sanders County can be confident in our fiscal responsibility. We are taking steps to ensure cost savings and efficiencies while continuing to fulfill our mission of providing high quality healthcare close to home.

We look with optimism to the remainder of 2010 and beyond as we continue to discover innovative ways to add new services and enhance the patient/visitor experience. The addition of Dr. Jeff LaPorte, orthopedic surgeon from the Western Montana Clinic, earlier this spring has already been recognized as a huge milestone by the board as it was an important strategic goal to expand orthopedic services in the county for the past several years.

Quality care remains at the forefront of our focus. Together as a board we have made it a top priority to monitor nationally recognized quality measures against our own on a regular basis. 2009 quality performance was outstanding and we attribute this success to the significant amount of work done each and every day by the remarkable people that make up CFVH.

We realize you have many choices when it comes to healthcare and we hope you will choose us moving forward.

- Erika Lawyer, Governing Board Chairperson

2010 Board Members

- Erika Lawyer, Chairperson . Plains, MT
- Barbara Wooden, Vice Chairperson . Trout Creek, MT
- Jeanne Williams, MD, PhD . Plains, MT
- Don Damschen, MD . Plains, MT
- Cindy Morgan, RN, MSN . Trout Creek, MT
- Lawrence L. White, Junior . Missoula, MT
- Devin Huntley . Missoula, MT
- Bina Eggensperger . Thompson Falls, MT
- Craig Aasved . Missoula, MT
- Gregory Hanson, MD . Plains, MT

QUALITY CARE

We take great pride in our many accomplishments at Clark Fork Valley Hospital. High quality rankings, outstanding patient satisfaction scores and national awards are all indicators of our success. The driving force behind this success is our dedicated staff. Each day, they strive to make a difference in the lives of our patients and their families.

The teamwork of our remarkable staff, along with their total commitment to exceptional patient care, has allowed us to achieve new levels of excellence in patient satisfaction and in safety and quality performance.

Take, for instance, Dr. Don Damschen, General Surgeon. He spends two to four days a month working at St. Patrick's Hospital in Missoula to broaden his experience and refine his skills with higher volumes of surgeries. Dr. Damschen could easily build a practice at a larger facility where he could earn greater revenue, but he chooses to stay right here and have a practice in the community he grew up in. Caring for his friends and neighbors is what he loves to do.

Chris Cockrell, RN, and Quality and Performance Improvement Manager has worked at CFVH for over 30 years. She was recognized as the 2009 Employee of the Year and pays close attention to the detail of improving patient safety and quality care processes. She recognizes that the journey of excellence in patient safety is one that never really ends. No matter how well we do, we will always strive to do better - because that is what our patients deserve.

Robin Fry, PA-C, saw a patient from Alaska over his lunch break. The man was on a bicycling tour headed to Michigan and had already traveled through several states. The gentleman was experiencing symptoms suggestive of a UTI. Robin welcomed him in, provided treatment and spent some time sharing his own experiences as a marathon runner. Our new friend and patient next inquired about lodging for the night as he was not feeling up to continuing his journey down highway 56. Robin asked if he would be interested in staying in his home in Noxon so he could relax and rest before he set out on his journey. The gentleman readily agreed so Robin packed his bicycle on the car and drove him home to rest and recuperate. The next morning his guest was feeling much better, packed his bags and continued on his merry way.

The dedication to their practices, genuine compassion for people and unwavering commitment to quality and safety puts Clark Fork Valley Hospital employees in a league of their own. Whether they work in the dietary department, as support staff, nurses or clinicians, our employees are what make up the heart of our hospital and the foundation of quality healthcare in Sanders County.

How Do We Compare?

A look at the stats

Sources: The Joint Commission & Press Ganey

Heart Failure Care

All US Hospitals - 91.6 %

CFVH - 94 %



Infection Related Event

All US Hospitals - 2.1 %

CFVH - 0 %



Overall Patient Satisfaction - ER

Peer Group Hospitals - 86 %

CFVH - 89 %



FOUNDATION

The Clark Fork Valley Hospital Foundation successfully raised over \$82,000 in 2009 totalling over \$201,000 over the past two years. Our achievements would not have been possible without the generosity of the many community individuals, business leaders and hospital employees that support us throughout the year.

The foundation has funded a myriad of projects and programs over time and 2009 was no different. We provided an infant Audiometer to the hospital's acute care wing for necessary newborn testing, state-of-the-art equipment including a new C-Arm making pacemaker placement surgery possible and we helped fund a much needed Long Term Care Bath Suite project.

People are motivated to support the hospital Foundation for many reasons. Some give in gratitude for the care they or a loved one received at the hospital or because they have been personally affected by some specific disease. Others simply want to invest in the health of their community - their families, friends and neighbors.

The gifts received on behalf of CFVH come in many forms and sizes, and all of them are important. Even a modest contribution, when pooled with other gifts, can be tremendously effective.

<div></div>	Audiometer.....	\$3,500
<div></div>	C-Arm.....	\$119,387
<div></div>	Long Term Care Bath Suite.....	\$3,500
<div></div>	Total Donations.....	\$135,087

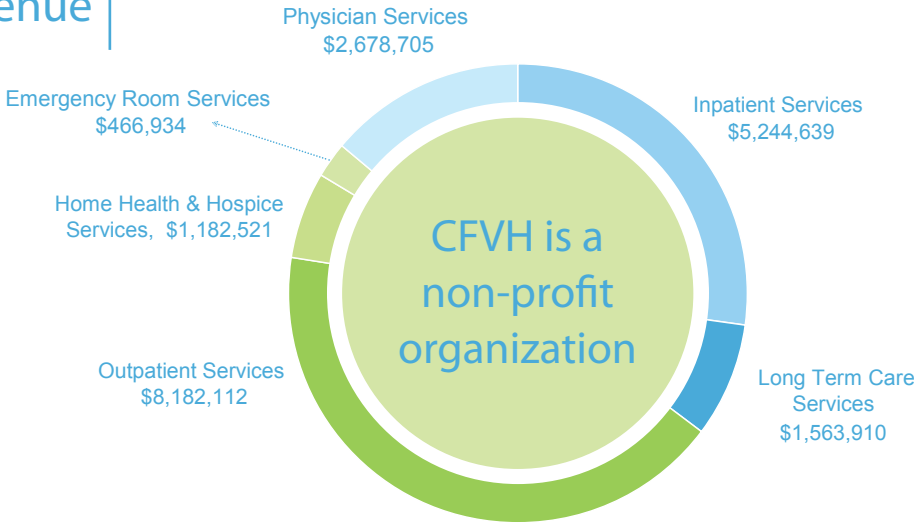
The newly funded C-Arm provides real time fluoroscopic imaging ability during surgical procedures like pacemaker placement.



INSIDE LOOK - FINANCIALS

2009 Gross Patient Revenue

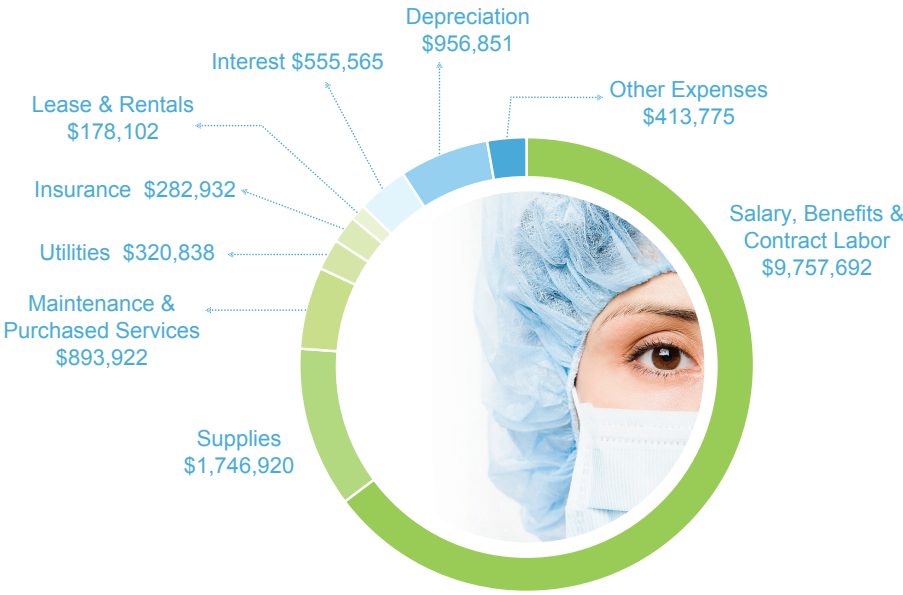
Of each dollar in charges for healthcare services, CFVH collected approximately 74 cents after discounts to government and private payers, charity discounts and bad debts. Resulting Net Patient Revenue was used to pay expenses.



Salaries, Benefits and Contract Labor comprise approximately 2/3 of the hospital's total operating expenses. Clark Fork Valley Hospital is the largest employer in Sanders County. When salary dollars are spent locally, it is estimated they generate a multiplier effect of six times as they circulate to support the local economy.

In addition to over \$9.7 million in staffing related expenses, CFVH paid nearly \$800,000 to local vendors for services and supplies during 2009.

2009 Operating Expenses



\$800,000 to local vendors for services and supplies during 2009

ENGAGED IN OUR COMMUNITY

2009 Community Benefit

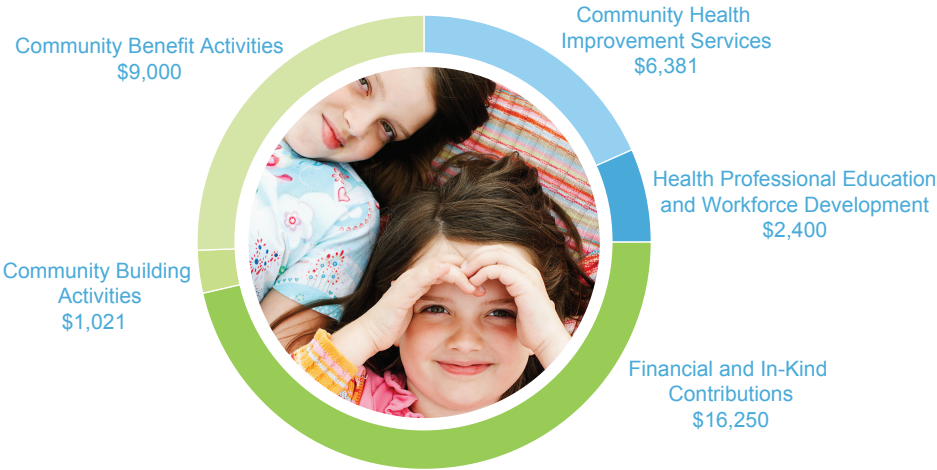
As a tax-exempt non-profit healthcare provider, it is an important part of Clark Fork Valley Hospital's mission to maximize and measure the benefits we provide to the communities we serve. Some of the benefits we provide are more obvious in nature, such as charity assistance and sliding scale discounts to low income patients which amounted to \$831,024 in 2009. Other community benefits are not as well known, but are nonetheless diverse and include:

- ◆ Community Benefit Operations
- ◆ Community Building Activities
- ◆ Health Professional Education and Workforce Development
- ◆ Community Health Improvement Services
- ◆ Financial Contributions

During 2009, CFVH Leadership staff tracked over 250 hours in time during work hours donated to various community activities. In addition, those same individuals identified nearly 1,000 hours of their own personal time supporting various community endeavors like:

- ◆ CADAA
- ◆ Sanders County Relay For Life
- ◆ Bridge the Gap Bridge Restoration Project in Thompson Falls
- ◆ Hands on Health
- ◆ Sanders County Fair
- ◆ Boy Scouts
- ◆ School Boards
- ◆ Library Boards
- ◆ Local Chamber of Commerces

Over \$831,000 in Charity Assistance and Sliding Scale Discounts in 2009



FIRST HAND EXPERIENCE

A Baby Story

Patient Testimonial

My husband and I initially chose to have a home birth and a midwife for our first baby. After discovering our baby had a heart arrhythmia, we thought a hospital birth would suit us better knowing the risks at hand. We live in Missoula and driving to Plains for appointments was kind of a hassle but we both felt it was completely worth it. We had been at CFVH for the birth of a family member's baby three years ago and were impressed with the one-on-one attention and professionalism of the staff.

Once we decided on CFVH, we talked with a financial specialist who helped navigate us through the transition from a home to hospital birth. Dr. Hanson along with the nursing staff reassured us he would watch our baby very closely.

The homelike environment provided for an intimate delivery experience and the staff was extremely supportive and worked closely with us to ensure the birthing experience we desired. I was also appreciative that Dr. Hanson welcomed our midwife as a labor support person. This was a huge comfort to me and my husband.

As soon as our baby was born he was quickly and thoroughly checked by Dr. Williams and the respiratory therapist while Dr. Hanson attended to me. All the nurses were great; very professional, explained everything to us in detail, gave us options and were very caring. We felt valued, cared for and very safe from the time we walked in the door until we were able to go home.

We would recommend CFVH to any growing family.

- Kendra Magelky, Missoula, MT



State-of-the-art birthing suites complete with jacuzzi tub offer a comfortable homelike atmosphere during labor and delivery.



My husband, Wally, fell from a ladder while working in his shop. He was unable to reach a telephone or call for assistance. From what he could recall, he had been on the floor about three hours before he was discovered and transported by ambulance to CFVH.

Upon his arrival, he received immediate care provided by competent doctors and nurses. A thorough examination revealed many broken bones to the pelvic region, plus many other additional injuries. He was admitted to the hospital, where he remained for seven weeks.

During Wally's stay, I had many opportunities to ponder how much I appreciated the convenience of our local hospital. It became clear very quickly that Wally was receiving the best care possible. For the first week, we needed to be with him many hours. The trauma of his injury plus the necessary pain medications caused some disorientation and the daily visits which I was able to have with him would not have been possible had he been sent to Missoula or elsewhere for treatment.

Having had this experience, we both feel fortunate to live in a small community that has a hospital with advanced skills to treat trauma injuries with the same proficiency of any larger hospital. The advantages of being treated locally cannot be stressed too heartily by either of us. Being recognized as Wally and Sue, rather than feeling like strangers or simply another case, made this hospitalization much more bearable.

Thanks to each and every staff member who gave of themselves personally. Without your personal touch, we could have surely spent much more time, money and effort getting care at another medical facility. Plus, perhaps obtain less than a perfect outcome. Wally has recovered completely with no residual evidence of his fall at all.

- Mary Sue Logan, Plains, MT

A Trauma Recovery

Patient Testimonial



"The daily visits would not have been possible had he been sent to Missoula or elsewhere for treatment."

FAMILY MEDICINE NETWORK

The Clark Fork Valley Family Medicine Network provides a comprehensive base of services to Sanders County with four Family Medicine offices and an expansive rehabilitation program. Additional services are offered by our network of specialty care providers to keep your medical care closer to home, family and friends.

Plains

(406) 826-4810

Randy Mack, PA-C

Family Medicine

Terry Smith, DO

Internal Medicine

Geriatrics

John Drye, MD

Family Medicine

Geriatrics

Jeanne Williams, MD, PhD

Obstetrics

Gregory Hanson, MD

Obstetrics

Tim Williamson, PT

Physical Therapy

Nicole Feliksa, PT

Physical Therapy

Stan Stanhope, DPT

Physical Therapy

Mary Russell, OTR/L

Occupational Therapy

Laurie Slovarp, MS, CCC-SLP

Speech Therapy

Thompson Falls

(406) 827-4442

Jennifer Strine, PA-C

Family Medicine

Women's Health

Raymond Nelson, MD

Family Medicine

J. Edwin Mundall, MD

Family Medicine

Honani Polequaptewa, PT

Physical Therapy

Bull River

(406) 847-2100

Robin Fry, PA-C

Family Medicine

John Drye, MD

Family Medicine

Geriatrics

Tim Williamson, PT

Physical Therapy

Clark Fork Valley Cardiology

(406) 826-4973

Sharon A. Nichols, DO, FACC

Cardiology

Hot Springs

(406) 741-3602

Al Shear, PA-C

Family Medicine

John Drye, MD

Family Medicine

Geriatrics

Stan Stanhope, DPT

Physical Therapy

Our unique structure enables us to provide additional on-site services including lab testing, diagnostic imaging, EKGs and Rehabilitation Services.

2009 QUICK FACTS



564
Mammograms

3,783
Rehab Visits

271
Employees

2,584
ER Visits

43,550
Lab Tests

3
Ave. Length of
Inpatient Stay
(days)



20,740
Clinic Visits

230
Colonoscopies

735
Ultrasounds

48
Babies Born

1,373
CT Scans

547
Surgeries



QUALITY SERVICES

Hospital Services



Cardiopulmonary Services

- ♦ Cardiac Monitoring
- ♦ Cardiac Stress Testing
- ♦ Echocardiography
- ♦ Lung Function Studies
- ♦ Sleep Studies

CPAP/Home Oxygen

Diabetes Care

Full Service Medical Laboratory

Home Health & Hospice Care

Imaging Services

- ♦ CT/MRI Scanning
- ♦ Digital Mammography
- ♦ DXA (Bone Density)
- ♦ Ultrasound

Long Term Care

Nutrition Counseling

Pain Management

Prenatal Classes

Rehabilitation Services

- ♦ Aquatic Therapy
- ♦ Occupational Therapy
- ♦ Physical Therapy
- ♦ Speech Therapy

Surgical Services

Physician Services

Cardiology - Sharon Nichols, DO

Emergency Medicine

Family Medicine

General Surgery - Don Damschen, MD

Geriatrics

Internal Medicine

Obstetrics/Gynecology

Pathology

Pediatrics

Radiology

Trauma designated
facility since 2008

Visiting Specialist Services

Audiology - Jennifer Hartze, AuD . Helen Hallenbeck, AuD

Neurology - Kristin Yandora, DO

Ophthalmology - Rick Neumeister, MD

Orthopedic Surgery - Jeff LaPorte, MD . Mark Channer, MD

Podiatry - Gregg Neibauer, DPM

Urology - Joseph Nicoletto, MD