

QUALITY SERVICES

Acute Inpatient Care

Cardiopulmonary Services

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

CPAP/Home Oxygen

Diabetes Education

Emergency Services (24 Hour)

Full Service Medical Laboratory

Home Health & Hospice Care

Imaging Services

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

Long Term Care

Nutrition Counseling

Obstetrical Care

Pain Management

Prenatal Classes

Primary Care

- ◆ Diabetes Management
- ◆ Immunizations
- ◆ Internal Medicine
- ◆ Physical Exams
- ◆ Pre/Post Operative Exams
- ◆ Treatment of Illness
- ◆ Women's Health

Rehabilitation Services

- ◆ Aquatic Therapy
- ◆ Occupational Therapy
- ◆ Physical Therapy
- ◆ Speech Therapy

Surgical Services

- ◆ Cataract Surgery
- ◆ General Surgery
- ◆ Orthopedic Surgery
- ◆ Pacemaker Surgery
- ◆ Podiatric Surgery

Specialty Care Services Available at CFVH

Audiology

Cardiology

General Surgery

Neurology

Ophthalmology

Orthopedic Surgery

Podiatry

Urology



Clark Fork Valley Hospital & Family Medicine Network

2010 Annual Report



Quality

healthcare
close to home, family and friends

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

MESSAGE TO THE COMMUNITY

2011 marks forty years that Clark Fork Valley Hospital has served its Sanders County communities. The vision of those who worked diligently to open our doors has most certainly had a positive impact on the health of tens of thousands of residents and visitors. This organization has been through a great deal of change including a ten year stint during which it was owned by the Missoula hospitals. In 2001 the ownership returned to Sanders County residents, followed by a large expansion in 2005. Throughout the 1990s we expanded services to assure the presence of primary care and rehabilitation services in four convenient locations across the county. We also grew our Home Health services, adding locally sponsored Hospice services, both of which have received national recognition for their quality.

Through all the many changes, Clark Fork Valley Hospital has worked to positively contribute to the communities we are a part of. Certainly charity care is an important part of that contribution, but there is much more. Currently, over 200 jobs are present at the hospital, which accounts for approximately 5% of the Sanders County workforce and makes us its largest employer. Over 90% of our leaders spend some of their time participating in community organizations. We sponsor an annual scholarship designed to encourage a local resident to pursue a career in the medical field and return here to work. There is much more, but more important is what we will continue to do.

As Clark Fork Valley Hospital looks to its future we will endeavor to find new and important ways to contribute. We want everyone to be proud that it is here, and to feel that it is giving to the community at large. You should see us out in the community more this coming year, so when you do please say hello to the staff. Remember, we are your friends and neighbors, and Clark Fork Valley Hospital is your community hospital.

- Dr. Gregory Hanson, President/CEO



COMMUNITY BASED BOARD

Sanders County residents are facing big questions. What does healthcare reform mean for us here in Sanders County? What will potential changes do to our delivery of care in our rural communities? Will the reality of reform look like the promise? Will the uncertain health of the economy make healthcare harder to obtain?

Healthcare providers like Clark Fork Valley Hospital are asking many of the same questions. Uncertainties still loom large and no industry has been immune from making hard decisions, but I am proud to say that CFVH has continued to contain costs and maintain the high quality, personalized care we all deserve.

The board and senior leadership team continue to hold patient safety standards at the forefront of our priorities and we are actively engaged in monitoring quality care benchmarks. It is important to us that our friends and neighbors feel confident in the care they receive at CFVH and its affiliated Family Medicine Network offices.

As a not-for-profit organization, we take our responsibility to give back to our communities very seriously. Our sliding scale and charity care guidelines ensure that even those who feel they can't afford quality care, have access to it. CFVH and its employees give both their time and their money to many worthy causes throughout the county each year. We, as a board, are proud of that spirit of community giving and believe that these dedicated individuals who make CFVH successful are its greatest resource. They are the ones that make a difference in people's lives each and every day...not only at work, but on their personal time in their own communities as well.

- Erika Lawyer, Governing Board Chairperson

2011 Board Members

Erika Lawyer, Chairperson . Plains, MT

Barbara Wooden, Vice Chairperson . Trout Creek, MT

Jeanne Williams, MD, PhD, Chief of Medical Staff . 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, President/CEO . Plains, MT

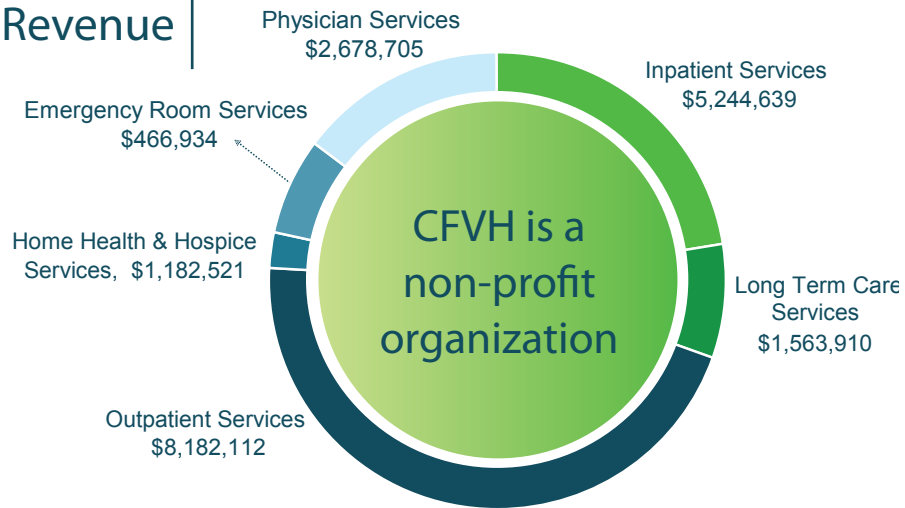
Erin McCarthy, Plains, MT

INSIDE LOOK - FINANCIALS

2010 QUICK FACTS

2010 Gross Patient Revenue

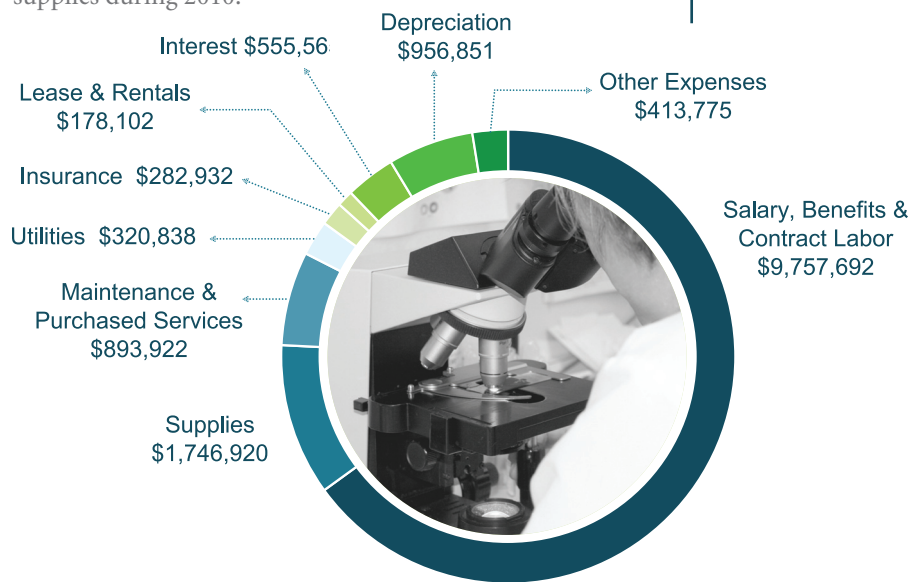
Of each dollar in charges for healthcare services, CFVH collected approximately 76 cents after discounts to government and private payers, charity discounts and bad debts. Resulting Net Patient Revenue was used to pay expenses.



Salaries, Benefits and Contract Labor comprise approximately two thirds 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 \$9.5 million in staffing related expenses, CFVH paid nearly \$975,000 to local vendors for services and supplies during 2010.

2010 Operating Expenses



\$975,000 to local vendors for services and supplies during 2010

2010 QUICK FACTS

592
Mammograms

22,079
Clinic Visits

4,724
Rehab Visits

233
Colonoscopies

261
Employees

31,859
Surgery Min.

2,615
ER Visits

32
Babies Born

125,738
Lab Tests

1,307
CT Scans

3.3
Ave. Length of
Inpatient Stay
(days)

725
Ultrasounds

FIRST HAND EXPERIENCE

Our family was blessed with a healthy baby boy in December 2010 and we couldn't have asked for better care than we received at Clark Fork Valley Hospital.

Beyond the state-of-the-art birthing suites that made delivery and recovery as comfortable as possible, the caring and compassionate staff made our time there one to remember. I was of course nervous, being a first time mom but the staff comforted and reassured me every step of the way.

Craig Gill, CRNA and Dr. Jeanne Williams were exceptional. I had lots of questions and concerns and I felt at ease in their hands. They were extremely supportive of my pain management decisions and I felt confident they would do whatever they could to stick to my birth plan.

A perk to choosing CFVH was the convenient commute for appointments. Not having to take days off of work for checkups allowed me to work right up to my due date and get the most out of my maternity leave. My husband was also able to make it to my ultrasounds without taking time off. More importantly though, when we headed for the hospital at 3:00 am, in the dark and on fully ice coated roads, we didn't have far to go.

My husband and I would recommend CFVH to any growing family.

- Tonya Revier, Plains, MT

A Baby Story

Patient Testimonial



We purchased our home in Plains in 2005 and made frequent weekend trips until we relocated permanently in 2008. It didn't take long for us to appreciate the important role a modern and well-staffed medical facility would play in our lives. Over Labor Day 2007, Karen cut her hand while slicing layers for a wedding cake and we made an immediate trip to the Clark Fork Valley Hospital emergency room. Unlike the long waits we had experienced in urban ERs, Karen was promptly attended to, professionally patched up and home within an hour.

Since our permanent move to Plains, we've become frequent customers for regular checkups, yoga classes, physical therapy, flu shots, X-rays and unexpected ailments. We always receive a friendly greeting and prompt, professional care. We especially appreciate follow-up phone calls from hospital providers or staff briefing us on test results and the coordination with other medical professionals in Missoula and Kalispell.

Clark Fork Valley Hospital and Plains Family Medicine serve an indispensable role in this community. We are so grateful to have a wide-range of medical care so close at hand and we thank all the professionals and staff who, by their 24/7 presence, help provide us with medical security.

- John and Karen Thorson, Plains, MT

A New Home And New Kind of Service

Patient Testimonial

Heartening Experience

Patient Testimonial

Recently, my mother age 91, needed medical care which required her to be hospitalized at Clark Fork Valley Hospital. Needless to say, this circumstance was stressful and trying for her and her loved ones.

It was with trepidation that we delivered her to the emergency room but from her arrival to her release she was treated with dignity, respect and the best of medical care. A sense of propriety and professionalism from every department and each employee was evident, not only toward my mother, but for her family. The concern and empathy put forth by the entire staff was exceptional. Whatever information I sought regarding my mother's condition

was provided to me completely, and on a timely basis. The discharge orders were detailed and complete and the follow-up has been consistent and comforting.

In a time when we as a society seem to be steeped in social, political, and economic cynicism and greed, it is heartening to experience the care and compassion which can only be born from determined leadership and a true commitment to the tenets of the Hippocratic Oath, community, and the God given right of dignity to all humankind. Job well done Clark Fork Valley hospital, job well done!

My mother, Rose, thanks you, as does her family. We are truly grateful for all you have done and continue to do.

- AD Cristaldi, Thompson Falls, MT

BEYOND HEALTHCARE

Community Benefit

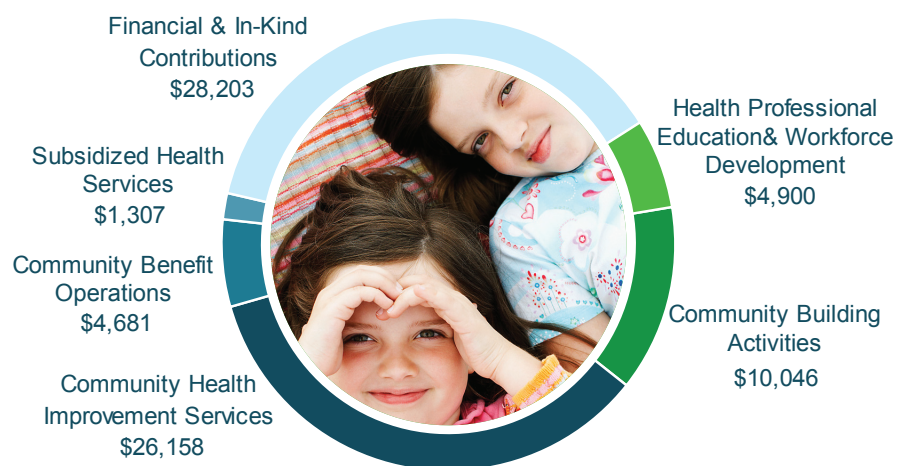
2010

As a tax-exempt non-profit healthcare provider, it is an important part of our 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 \$770,800 in 2010. Other community benefits are not as well known, but are nonetheless diverse and include:

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

During 2010, CFVH leadership staff tracked over 270 hours in time during work hours donated to various community activities. In addition, those same individuals identified nearly 1,700 hours of their own personal time supporting various community endeavors like:

- ◆ Boy Scouts
- ◆ CADAA
- ◆ Hands on Health
- ◆ Local Chambers of Commerce
- ◆ Sanders County Relay For Life
- ◆ Sarah's Place Child Advocacy Center
- ◆ School Boards



Over \$770,800 in Charity Assistance and Sliding Scale Discounts in 2010

Relay for Life

Supporting the Fight Against Cancer

Cancer touches the lives of many of our friends, neighbors and loved ones in Sanders County. CFVH employees support the local Relay for Life event to promote awareness and help those fighting cancer celebrate more birthdays. Beyond participation, a great amount of collaborative effort is put into fundraising and helping to coordinate the event each year.

Community Building

Operation Problem Powder

Emergency Preparedness Simulation

The Sanders County Office of Emergency Management (EOM) along with representatives from Clark Fork Valley Hospital, the Sanders County Health Department, local law enforcement and Sanders County emergency response agencies (ambulance, fire, etc.) conducted a one day disaster simulation exercise known as Operation Problem Powder in October 2010. The exercise simulated an event to test emergency response systems and interagency coordination in Sanders County. Nearly 30 hospital employees were involved in the simulation from development stages to treating victims in the ER the day of the event. The hospital also obtained a grant that helped support emergency and disaster preparedness in Sanders County.

Compassion Charitable Giving



Sarah's Place

Child Advocacy Center

Clark Fork Valley Hospital provided the space for Sarah's Place, a children's advocacy center designed to reduce the further trauma that victims of child abuse can encounter once the authorities become involved in their cases. The result of three years of work by the Sanders County Child Abuse Response Team, included the hard work and dedication of a number of hospital and Family Medicine Network employees.

Sharing Resources



Nicole Feliksa, PT

Our hospital and clinic structure is rare because it allows providers to work closely on a daily basis. One on one time with each patient is encouraged and a multidisciplinary approach to discharge planning benefits each individual patient in the long run.

Trust is an important component of the healing process; therefore it is paramount that my patients are confident in me as a therapist. I hold myself to high standards of personal and professional accountability and provide the best care I can regardless of a patient's age, employment status or ethnicity. All patients deserve our unconditional acceptance and respect the minute they walk in our door.

Tracy Caldwell, Medical Financial Specialist

Each and every day brings new experiences and in my job I get to work with many of the patients who come through our doors. I understand that navigating medical bills can often be an overwhelming experience due to the high costs of healthcare and highly complex coding systems. As a medical financial specialist, I work with patients one on one to get their questions answered. I clarify billing codes and charges related to a patient's care as well as discuss potential payment options and financial assistance programs available to them.

I take great pride in my job knowing that I play an integral role in the patient's overall experience as they access healthcare services either at the hospital or from one of our Family Medicine offices. I am an advocate for our patients and hope I provide them assistance that ultimately brings them comfort and peace of mind.

Nerissa Kovacevich, RN, BSN

I have seen firsthand what an asset it is to have high quality healthcare in rural communities, especially urgent and critical care in trauma situations. For those who think a small hospital can't provide care to the same standards of large facilities, they are mistaken. I would argue that our size is to the benefit of the patient; more one on one care and no patient gets lost in the shuffle. We are genuinely concerned for our patients, many of which are our friends and neighbors.

Working in a rural healthcare setting is unique. Smaller staff pools require nurses to have a broad range of clinical skills and work in a variety of settings. CFVH supports ongoing education and I have been given a number of opportunities to enhance my skill sets so I can meet the diverse needs of our patients.

At CFVH, we are part of a team but more importantly a community that values personal connections and relationships. I have never felt a greater sense of accomplishment than when a person returned to the hospital to thank me for the care I provided them in the ER days earlier. You just don't find that other places. CFVH is special and unique and the patients who are cared for here get the very best.

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

Sally Baskett, FNP

Family Medicine

Women's Health

John Drye, MD

Family Medicine

Geriatrics

Honani Polequaptewa, PT

Physical Therapy

Hot Springs

(406) 741-3602

Al Shear, PA-C

Family Medicine

Sally Baskett, FNP

Family Medicine

Women's Health

John Drye, MD

Family Medicine

Geriatrics

Stan Stanhope, DPT

Physical Therapy

Plains

(406) 826-4810

» Saturday Clinic Available

Randy Mack, PA-C

Family Medicine

Carla Brook, FNP

Family Medicine

Women's Health

Terry Smith, DO

Internal Medicine

Geriatrics

John Drye, MD

Family Medicine

Geriatrics

Jeanne Williams, MD, PhD

Obstetrics

Gregory Hanson, MD

Obstetrics

Maria Schnitzer, MD

Obstetrics

Nicole Feliksa, PT

Physical Therapy

Stan Stanhope, DPT

Physical Therapy

Mary Russell, OTR/L

Occupational Therapy

Elizabeth Johnson, MCSD, SLP

Speech Therapy

Clark Fork Valley Cardiology

(406) 826-4973

Sharon A. Nichols, DO, FACC

Cardiology



» All FMN offices accept walk-ins