

# Quality *Care & Service*

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 employees. 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, Tony Pierini, RN, 2008 Employee of the Year. Tony is recognized continually by his patients for the high quality of care he provides to them and their families. With his expertise as an operating room nurse, Tony could practice just about anywhere, probably for more money, but he takes pride in being able to provide quality care to his friends and neighbors in Sanders County.

Dr. Sharon Nichols, Cardiologist, left a large cardiology practice in Orlando, FL. Practicing at one of the nation's leading acute care hospitals didn't stop her from relocating to a small rural hospital to care for her patients in a different setting. In just one year, Dr. Nichols has transformed cardiology services in Sanders County. Beyond her professionalism, her patients instantly respond to her compassionate and genuine demeanor.

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 for quality healthcare in Sanders County.

## How Do We Compare?

Hospital Average Mortality Rate

All US Hospitals - 2.1 %

CFVH - 0.6 %

Source: Performance Improvement Network

Emergency Room Average Wait Time

All US Hospitals - 56 min.

CFVH - Zero min.

Source: CDC/Press Ganey

Unplanned Return to Surgery

All US Hospitals - 2.6 %

CFVH - 0.0 %

Source: Volunteer Hospitals of America

Average Daily Hospital Room Cost

All Montana Hospitals - \$929.00

CFVH - \$687.00

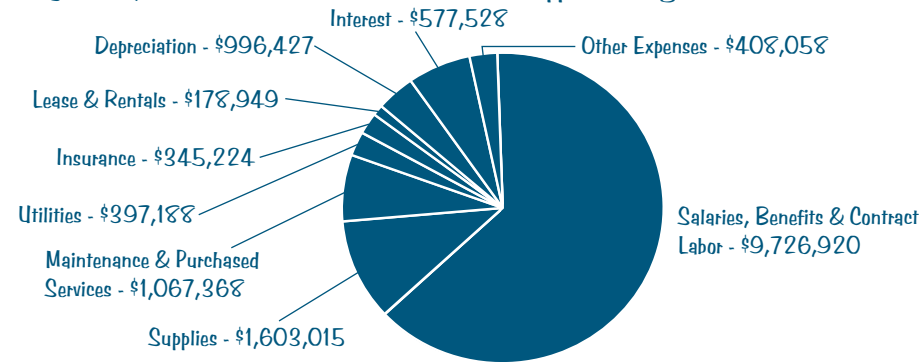
Source: Montana Informed Patient

# Inside *Look*

## 2008 Operating Expenses

Fiscal Year: Jan. - Dec.

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 6 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 2008.



## 2008 Revenue

### Gross Patient Revenue

Inpatient Services	\$4,935,831
Long Term Care Services	1,533,210
Outpatient Services	7,693,306
Home Health & Hospice Services	575,463
Emergency Room Services	671,365
Physician Services	3,458,694
<b>Total Gross Revenue</b>	<b>\$18,867,869</b>

Of each dollar in charges for health-care services, the hospital collected approximately 76 cents after discounts to government and private payers, charity discounts and bad debts. The resulting Net Patient Revenue was used to pay expenses.

## Community Benefit

As a tax-exempt not-for-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 and financial in nature, such as Charity assistance and sliding scale discounts to low income patients which amounted to \$476,691 in 2008. Other community benefits are not as well known, but are nonetheless diverse and include:

- Coalition Building
- Community Health Services
- Community Benefit Operations
- Community-based Clinic Services
- Community Building Activities
- Financial Contributions
- Health Professions Education & Workforce Development
- Subsidized Health Services

During 2008, CFVH Leadership staff tracked nearly 200 hours in time during work hours donated to various community activities. In addition, those same individuals identified nearly 700 hours of their own personal time supporting various community endeavors.

## Foundation Update

The word foundation has come to mean both solid and supportive. The Clark Fork Valley Hospital Foundation seeks to embody those meanings for Clark Fork Valley Hospital. With its primary goal of developing financial resources to ensure a solid footing, the foundation's board seeks to raise funds throughout our communities. Through several fundraising efforts the foundation has been able to purchase important equipment enabling a higher quality of care for our patients. The Transesophageal Echo Probe purchased in 2008 has done just this. This year, we have pledged to donate a new C-arm which will be instrumental in our ability to provide pacemaker surgery. To learn more about how you can invest in the health of our county or become a part of the foundation, visit [www.cfvh.org](http://www.cfvh.org) or contact Barry Fowler - (406) 826-4858.

# First Hand *Experience*

## Patient Testimonials

### Cardiopulmonary CPAP Services

"For 20 plus years I experienced symptoms of sleep apnea before I was ever tested. After I was diagnosed, a specialist from Missoula set me up with my CPAP equipment. My ten minute appointment left me with little understanding when it came to operating and maintaining my equipment. It was uncomfortable and really never fit me quite right. Consequently, I stopped using it.

Earlier this year, I was happy to hear that Clark Fork Valley Hospital was offering CPAP services. I have had the opportunity to build relationships with many staff members over the years and felt confident they could answer my questions and help me find the proper equipment to fit my personal needs. I was not disappointed. The Cardiopulmonary staff at the hospital exhibited the utmost professionalism and attention to detail. I was presented with multiple mask options to see what type would work best for me. I appreciated the clear and accurate instructions on what to do to keep up with my therapy.

I am happy to report that after a month of using my new equipment my sleep is much more restful and I have had a dramatic decrease in headaches during the day. I have no hesitation recommending Clark Fork Valley Hospital CPAP services to others living with a sleep disorder. It was nice to be taken care of so personally by my fellow neighbors and not have to drive far for my care."

- Bea Dobbelaere, Plains Resident



### Clark Fork Valley Cardiology

"My experience with Dr. Nichols as my Cardiologist was wonderful. I had been worried about my high blood pressure and was able to get in promptly without having to wait very long at all. This was important to me as I had been having trouble controlling my blood pressure levels for quite some time. Dr. Nichols was very knowledgeable. She changed my medication and my blood pressure went from 187 to 122 in just a matter of days. Dr. Nichols' personable nature really made me feel at ease and my care was of the highest quality. We are lucky to have such an experienced and professional Cardiologist right here in Sanders County."

- Lisa Whitcomb, Plains Resident

# Up And *Coming*

## CPAP Services

Clark Fork Valley Hospital now offers CPAP (Continuous Positive Airway Pressure) Therapy services. Our Cardiopulmonary team has worked with a number of patients who suffer from moderate to severe sleep apnea and who have benefited from CPAP therapy. Therapy includes using a machine that helps people breathe more easily during sleep.

## Pacemaker Surgery

With the Foundation's pledge to generously donate a new C-arm, permanent pacemaker surgery is on the horizon of services offered by Clark Fork Valley Hospital. Clark Fork Valley Cardiology will work closely with Wildhorse General Surgery to provide this lifesaving service to the residents of Sanders County. Our team of skilled professionals are gearing up to begin services in Summer 2009. Pacemaker Surgery will be provided in addition to our pacemaker clinic already offered at Plains Family Medicine. For further information, please call (406) 826-4973.

# Quick *Facts*

46 Births

1,420 CT Scans

825 Ultrasounds

518 Mammograms

46,876 Laboratory Tests

3,513

Rehabilitation Services Visits

21,753

Family Medicine Network Visits

283 Employees

65 Volunteers

2,437 ER Visits

1,622 Medical Inpatient Days

2.79

Ave. Length of Inpatient Stay (Days)

351

Surgery Dept. Surgeries & Procedures

# Medical Services

## Physician Services

- Cardiology
- Emergency Medicine
- Family Medicine
- Obstetrics/Gynecology
- Pathology
- Pediatrics
- Radiology
- Surgery

## Specialty Services

- Audiology
  - Dudley Anderson, BS, BC-HIS
- Neurology
  - Kristin A. Yandora, DO
- Ophthalmology
  - Rick Neumeister, MD
- Orthopedics
  - Mark Channer, MD
  - Rob Alfiero, PA
  - Cody Brown, PA
- Podiatry
  - Gregg Neibauer, DPM
- Urology
  - Joseph Nicoletto, MD

## Hospital Services

- Cardiopulmonary Services
  - Lung Function Studies
  - Cardiac Monitoring
  - Echocardiography
  - Cardiac Stress Testing
  - Sleep Studies
- CPAP/Home Oxygen
- Diabetes Care
- Nutrition Counseling
- Full Service Medical Laboratory
- Home Health & Hospice Care
- Imaging Services
  - Ultrasound
  - CT Scanning/MRI Scanning
  - Mammography
  - DEXA Scanning (Bone Density)
- Long Term Care
- Pain Management
- Prenatal Classes
- Rehabilitation Services
  - Aquatic Therapy
  - Physical Therapy
  - Speech Therapy
  - Occupational Therapy

For information on Hospital Services, please call our Information Line - (406) 826-4950 or visit our website at [www.cfvh.org](http://www.cfvh.org).

# 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 Family Medicine

(406) 826-4810  
Saturday Hours (9am - 3pm)  
Randy Mack, PA-C  
Family Medicine  
Terry Smith, DO  
Internal Medicine  
Geriatrics

John Drye, MD  
Family Medicine  
Geriatrics  
Jeanne Williams, MD  
Obstetrics  
Women's Health  
Gregory Hanson, MD  
Obstetrics  
Tim Williamson, PT  
Stan Stanhope, PT

## Bull River Family Medicine

(406) 847-2100  
Robin Fry, PA-C  
John Drye, MD  
Family Medicine  
Geriatrics  
Tim Williamson, PT

## Hot Springs Family Medicine

(406) 741-3602  
Al Shear, PA-C  
Family Medicine  
John Drye, MD  
Family Medicine  
Geriatrics  
Stan Stanhope, PT

## Thompson Falls Family Medicine

(406) 827-4442  
Jennifer Strine, PA-C  
Family Medicine  
Raymond Nelson, MD  
Family Medicine  
Gregory Hanson, MD  
Family Medicine  
Obstetrics  
Honani Polequaptewa, PT

## Clark Fork Valley Cardiology

(406) 826-4973  
Sharon A. Nichols, DO, FACC

For information on specific primary or specialty care services provided at one of our Family Medicine Network offices, please call (406) 826-4839.

## Primary Care in Your Community

Identifying and successfully treating medical conditions before they become serious enough to require hospitalization or emergency treatment is an essential reason to establish care with a Primary Care Provider, (PCP). Regularly scheduled visits with your PCP will provide an understanding of potential health risks, continuity of care, pharmacy assistance, and access to additional health resources.

Our unique structure enables us to provide additional on-site services including laboratory testing (hemoglobin A1C, pro-times, urine chemistry, and micro albumin), diagnostic imaging with on-line Radiologist reading capability, EKG's with Cardiologist reading capability, and Rehabilitation Services at each of our Family Medicine Network office locations so that you don't have to visit another healthcare facility for your regular PCP visits.

Clark Fork Valley Hospital  
PO Box 768  
Plains, MT 59859

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BOXHOLDER

Spring 2009 Issue

# CFVH Community health Report



>> building a healthy community

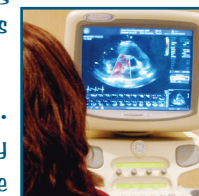
## From Our Board

Long range planning, vision for the future and ensuring that each member of our community receives the highest quality of healthcare now and in the future are priority goals for the Governing Board at Clark Fork Valley Hospital. As we look forward to increasing the available services at our hospital, current economic pressures weigh heavily on all of us. Thankfully, through generous contributions to the Hospital Foundation, additional lines of service including pacemaker placement, as well as higher precision epidural steroid injections will soon be on the horizon.

Clark Fork Valley Hospital continues to operate as a non-profit organization. Rather than being accountable to shareholders with profit as the primary concern, we are able to focus on delivering the highest quality of healthcare close to home. The people we serve, our local community, are who we are ultimately accountable to.

Last year the Governing Board hired Dr. Gregory Hanson to fill the role of CEO. We could not be more pleased with his Leadership, Energy, Passion for Excellence and Quality Care as well as the Vision of the Future for the hospital. His ability to motivate staff to move forward, be the best they can be, stretch their limits and contribute in new ways is contagious. I think all who work at Clark Fork Valley Hospital and the Family Medicine Network offices agree, Dr. Hanson, with grace, humility and strength of character, continues to make CFVH a premier employer and place to receive the highest quality of healthcare in our community.

- Erika Lawyer, Board Chair



## Board Members

- Erika Lawyer, Board Chair (Plains)
- Bina Eggensperger, Vice Chair (Thompson Falls)
- Donald Damschen, MD, Secretary (Plains)
- Gregory Hanson, MD, President/CEO (Plains)
- Barb Wooden (Trout Creek)
- Cindy Morgan (Trout Creek)
- Devin Huntley (Missoula)
- Jeannette Carr (Hot Springs)
- Jeff Fee (Missoula)
- Lawrence L. White, Jr. (Missoula)
- Samuel Sacchi (Thompson Falls)

Clark Fork Valley Hospital  
& Family Medicine Network

[www.cfvh.org](http://www.cfvh.org)

10 Kruger Road . PO Box 768 . Plains, MT 59859  
(406) 826-4800

# CEO Message

Clark Fork Valley Hospital has served as a vital part of Sanders County for over 35 years, and 2008 brought more change that built on the tradition of caring for friends and neighbors. The Governing Board laid out several goals that needed to occur in 2008 to place the organization in a strong position for the future as well as to meet the current healthcare needs of county residents.

We recognize that healthcare is ultimately dependent on the people who work here, and therefore many of the goals were related to employee education and growth. We increasingly incorporate the use of the internet for educational purposes, both to train for new skills and to maintain knowledge. We also recognize that satisfied employees will give their best so we have improved the work environment and increasingly involve employees in decision making processes. Our recent employee survey indicates that a large majority of employees feel this is a better place to work than two years ago. We remain committed to making this a premier work environment.

2008 saw several services added to the already extensive list available in our community. The arrival of Cardiologist, Dr. Sharon Nichols, makes Sanders County residents a fortunate group who have a local heart specialist. This is a rare privilege that shows our commitment to bringing your care close to home. You will see an enclosed Foundation report showing how it is maturing and has contributed significantly to the establishment of the Cardiology service line. Another significant achievement occurred when the State of Montana designated CFVH a "Community Trauma Center". This shows a great deal of staff commitment in terms of level of education and making themselves available to you in the time of crisis. We also welcomed the return of mammography services so women can once again obtain this important preventative measure without the inconvenience of traveling 150-200 miles.

Overall, we are very excited about all that is occurring here. We welcome opportunities to continue the hospital's tradition of serving Sanders County and look forward to the coming year with anticipation of contributing even more to this wonderful community we are fortunate to be a member of.

- Gregory Hanson, MD  
President/CEO

