



GRANT REGIONAL HEALTH CENTER



Looking Back...Moving Forward



1955-2015



The Early Years A Triumph of Community Cooperation

Although early efforts to build a hospital were unsuccessful, a series of events in the 1950s revived it. In 1952, citizens organized a hospital committee chaired by Albert Weber and applied for federal funding. However, it was local, private funding that gave the hospital project its real impetus – particularly an \$81,000 bequest of Mrs. Sumpter “Lulu” Williams in 1953. Inspired by Mrs. Williams’ generosity, a group of women formed the Lancaster Memorial Hospital Auxiliary and contributed greatly to the hospital’s realization through fundraising, sewing and more. Additional support included a federal grant, community referendums and even a student-led fundraising campaign.



A Message from Nicole Clapp President/CEO

It is with great pride and excitement that I share with you a glimpse of Grant Regional Health Center’s history and the promise of a bright tomorrow. Our hospital is 60 years strong this year because of our deep-rooted commitment to serving our surrounding communities. We are proud of the organization we have built over the years, and we have even more visions of what we’d like to accomplish in the future. We are determined to continue our long-standing tradition of providing quality healthcare for you and your family for many, many years to come.

We believe that much of what makes life worth living can be summed up in the word “attitude.” With the right attitude, we believe we can accomplish amazing things. At Grant Regional, each staff member is carefully selected to join our team because he or she possesses unique qualities and exemplary skills. No matter what their role, our employees and medical staff bring these special qualities to work each day to help us provide the best care experience and health outcomes for our patients. Our staff offers endless amounts of hope and encouragement for our patients. It’s our culture that helps us remember to look through the eyes of our patients and really respond to their needs in a way that makes them feel most comfortable and assured. This culture is what we define as service excellence. It’s something we work hard at each and every day. It’s this higher standard that has helped us achieve recognition and high rankings both regionally and nationally.

Since 1955, when our hospital first opened its doors, much has changed in the world, in healthcare and in our community. But one thing has not changed – and that’s our commitment to our patients. If anything, it has grown stronger over the years. We are very proud of our rich heritage and of all those who have made our progress possible.

I’d like to thank everyone who has helped shape our hospital into the strong, progressive organization that it is today. Thank you to our community members for your ongoing support. Thank you to the dedicated physicians, employees and volunteers who have made our hospital a vital place of health and healing. Thank you to a special group of volunteers – our hospital Board of Directors, Foundation Board and Auxiliary Board members – for serving in a very important capacity that provides leadership and direction to build on our strong history. We thank each and every one of them for their service and spirit of giving.

In the pages that follow, enjoy a glance back at our past. But more importantly, we invite you to join us as we look ahead to the future. Our mission is at the center of all we do: With our hearts and minds, we are touching lives.

Milestones

1955-2001



1955

Lancaster Memorial Hospital opens on September 19. The hospital contains **36 beds** and costs **\$600,000** to build.

1956

Hospital staff consists of **17 physicians, 24 full-time employees** and **10 part-time employees.**

1968

The hospital is accredited by **JCAHO.**

1975

An **expansion** leads to three new **intensive care units**, and the **emergency department is enlarged** from one to three rooms.

Since opening, the hospital has delivered **5,213 babies, eight pairs of twins** and **one set of triplets.**



1962 — **1964**

The **hospital expands** to include an **obstetrics department** and **56 beds.**

Physical therapy, a new service line, is introduced.



1973

The **hospital expands** to include a **new south wing.** The following **new services** are added: social services, inhalation therapy and EEG.



1980 — **1984**

The **hospital expands** to include a **new emergency department.**

MedFlight service begins.

1985

Specialty outpatient clinics open.

Bed capacity is 35.

The Family Center opens.

1995

The Potosi-Tennyson Clinic opens.

1996

The Foundation is incorporated.

Walk-In Care is added.

The **hospital is reorganized** (no longer city owned and operated).

2001

Pulmonary function testing is added.

The Safe Place for Newborns program is introduced.

The **Disney Customer Service** program begins.



1993 — **1994**

The Fennimore Clinic opens.

The following **new services are added:** occupational therapy and industrial rehab.

The **Hospice Suite** opens.

The hospital introduces a **modular addition** for sports medicine and occupational health.



1997 — **1998**

The hospital is renamed **Grant Regional Health Center.**

The **Grant Regional Family Practice Clinic** opens.

The hospital undergoes a **major expansion** to its surgery, ER, outpatient and clinic space.

Cardiac rehab is added.

1999

Pulmonary rehab is added.

Milestones

2002-2015



2002

Grant Regional Health Center is certified as a **Critical Access Hospital**.

The following **services are added:** massage therapy, Moms in Motion and diabetes education.

2003

Hospital staff consists of 10 physicians, 96 full-time employees and 60 part-time employees.

The Bloomington Clinic opens.

BRIM selects GRHC as **board of the year**.

Laser hair and Régenique™ **services are added**.

The following **expansions take place:** outpatient clinic, GRFP and Auxiliary Gift Shop.

2006

GRHC receives the **Chamber Business Improvement Award** for the hospital and foundation.

The hospital receives a **donor services award**.

GRHC is granted the **MetaStar Award** for Quality Improvement Projects for Medicare Beneficiaries.

2007

High Point Family Medicine opens in the **Grant Regional Health Center**.

Seven babies are born in **12 hours**.

2012

GRHC receives a **Forward Award – Proficiency Level**.

The main lobby is **renovated**.

Telestroke and digital mammography are **added**.

2004

Four patient rooms are **remodeled**.

The cafeteria/break room is **remodeled**.

Landscaping begins for the **Healing Garden**.

Solucient names Grant Regional Health Center as a **Top 100 Hospital**.

The hospital receives a **donor services award**.

2005

Three patient rooms are **remodeled**.

Additional landscaping for the **Healing Garden**.

The hospital begins using **electronic medical records**.

Infant massage is added.

The **hospital staff** consists of 153 employees and 96 volunteers.

2008

A **major expansion project** includes: obstetrics, rehab, lower level parking, hospice suite, meditation room, family lounge, exterior courtyard and Memory Walk.

Sleep studies, laser tattoo removal and Transderm® mesotherapy **services are added**.

GRHC receives the **Chamber Business Improvement Award**.

GRHC is granted the **Governor's Award for Worksite Wellness – Bronze**.

GRHC receives a **"Get with the Guidelines"** Stroke Award.

2009

An **orthopedic surgeon** is recruited.

Aesthetic **services are added**.

2010

GRHC receives the **Governor's Award for Worksite Wellness – Silver**.

GRHC achieves the **Fast Forward Award**.

2011

CPS receives a **Clinical Site of the Year – Lab Award**.



*“Our mission is at the center of all we do:
With our hearts and minds, we are touching lives.”*



2015

GRHC **purchases land and assets** from the City of Lancaster on April 29.

Becker's Hospital Review names GRHC one of the **"100 Great Community Hospitals."**

Becker's Hospital Review names GRHC one of the **"50 Critical Access Hospitals to Know."**

As of August 1, the **hospital staff** consists of 240 employees.



2013—2014

Dr. Buckley joins GRHC.

The Joint Commission visits the hospital on July 2 and 3.

GRHC **purchases the Dean Clinic** on September 30.

Dr. Binsfeld, orthopedic surgeon, joins GRHC.

Dr. Sunby and Dr. Schope join GRHC.

GRHC is named a **Top 100 Hospital** by iVantage® Health Analytics.

Becker's Hospital Review names GRHC one of the **"100 Great Community Hospitals."**



2014 Hospital Stats

Total Outpatient Visits	36,814
Emergency Visits	3,245
Inpatients	645
Walk-In Care Visits	3,540
Inpatient Surgeries	125
Outpatient Surgeries	1,027
OB Deliveries	168
Grant Regional Community Clinic Visits	22,188



Community Involvement

Community Benefits

Our care extends beyond the walls of our hospital to touch lives where support is very much needed. In 2014, we provided the following community benefits:

- Community Benefits (Programs/Education): \$475,635
- Cost of Free/Discounted Care (Charity Care): \$75,601
- Unpaid Cost of Medicaid: \$478,621
- Total Community Benefits: \$1,029,857
- Number of People Benefiting (Based on Community Programs): 110,211



Grant Regional also offers special programs and activities to help meet the community's broader health and social needs, including:

- Educational outreach, health screenings and support groups
- Health classes, wellness programs and school programs
- Community health fairs and sponsorships



Quality

In addition to our vision of growth and expansion, we remain committed to quality improvement and have made great strides in enhancing patient experiences and improving patient outcomes. Accreditation by The Joint Commission has also helped us sharpen our focus on quality and patient safety. We're proud to report that our team recently achieved:

- Five-star ranking by Centers for Medicare and Medicaid Services
- Year-to-date patient satisfaction score of 95%
- Regional and national recognition awards

Community Health Needs Assessment

As part of the community benefit requirement by the IRS to maintain our tax-exempt status, we conduct a Community Health Needs Assessment every three years. This past year, we initiated an implementation plan focused on wellness, diabetes and access to care – the top priorities identified in our most recent assessment. We also extended our reach outside Lancaster by providing health screenings and programs at over 30 community events in seven surrounding communities.

A Tradition of Giving

We are fortunate to have two organizations by our side with a mission to support the hospital. The hospital Auxiliary and Foundation coordinate fundraisers, grants, educational programs and community events for the benefit of the hospital. Highlights include:

- Gift Shop
- Annual Campaign/Grants
- Tour of Homes
- Benefit Golf Outing
- Book Fairs
- Festival of Trees
- Love Lights
- Club Scrub
- Dinner Dance
- Memory Walk

Self-Owned & Operated

As a non-profit hospital that receives tax exemption, we understand there may be some misconceptions relating to taxpayer money contributing to the operation of the hospital. Grant Regional has been an independent, non-profit organization since 1995 and has solely funded its operations. We had been leasing the current land and assets from the City of Lancaster until the recent purchase in April, making us 100% self-owned and operated.



We're proud to support the health and well-being of our surrounding communities.

2014 Impact on Local Economy



Grant Regional provides access to vital healthcare services **24 hours a day, seven days a week, 365 days a year.**



2014 IMPACT ON LOCAL ECONOMY

(Total Income)

\$12.5m Direct Impact

\$9.4m Indirect Impact

\$21.8m Total Impact

(Revenue)

\$24.9m Direct Impact

\$14.3m Indirect Impact

\$39.2m Total Impact

2014



JOB IMPACT

193

Direct Jobs

120

Indirect Jobs

313

Total Jobs



\$16.4m

Total Wages to Support
the Local Economy

\$3.1m

Staff Benefits
Paid in 2014



GRANT REGIONAL
HEALTH CENTER

Wages and salaries are subject to federal, state and local taxes.

Looking Ahead

Grant Regional Health Center is proud to be in this neighborhood, contribute to our area's local economy and provide quality care to our neighbors for the past 60 years. Since 1955, we have been a vital part of this region – and for six decades, people in these communities have depended on the hospital for comprehensive healthcare and specialized services.

Over the years, the hospital has changed and grown in response to the changing and diverse needs of our communities. Today, Grant Regional Health Center is a vibrant, growing corporation standing ready to invest even more into our community through a major hospital expansion. This will position us to meet the needs of our growing clinic and hospital services and ensure an even higher level of care.

Building on our 60-year foundation, we have been diligently reviewing and trying our best to project our needs for the future in order to advance our technology and enhance our services. We plan to make our family practice clinic even stronger by recruiting additional physicians and adding more insurance plans. We have been successful in recruiting providers to enhance areas such as orthopedics, gynecology, primary care and general surgery.

In order to accommodate this growth, we are working with the City of Lancaster to expand our property by proposing to close Monroe Street in front of the properties we own. This added space will allow us to remain in our current location, which is our sincere hope. Once we know what space we have for future expansion, we will resume our facility master planning process.

The Planning Commission recommended the resolution be forwarded on to the Common Council, which then unanimously voted to accept the resolution. The next step is to continue to work with the City and neighbors

for a positive outcome. A public hearing during the Council meeting will be held on October 19 at 6:30 p.m. We would appreciate everyone who values a strong hospital as close as your backyard to please attend and show your support – support for growth, for healthcare that is close to home and for the promise of a hospital for future generations.

With years of progress behind us and the potential growth in front of us, we are looking for ways to expand our reach and offer added comfort. Each year we provide care for thousands of patients and their families. But we prefer to measure our 60 years not by achievements, expansions or even rankings – but instead by the renewed health and wellness that we are able to provide.



Grant Regional Health Center is proud to be in this neighborhood, to contribute to our area's local economy and to provide quality care to our neighbors for the past 60 years.

For more information, contact:

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