



Caring at a higher level.

2012 Annual Report



Mary Rutan
HOSPITAL

A Letter from the PRESIDENT

Throughout our 94-year history, Mary Rutan Hospital has maintained a strong commitment to improve the health, well-being and quality of life of the people entrusted in our care.

This commitment has positioned Mary Rutan Hospital as one of the state's leaders in health care safety, quality and service.

This past year has been one of remarkable achievements, highlighted by our recent designation as a Healthgrades Outstanding Patient Experience Award honoree. This distinctive award places MRH in the top 10 percent of hospitals nationwide for exemplary service to patients and one of only 18 in the State of Ohio to be recognized. Earlier in the year, MRH was the only hospital in our six-county region to receive an "A" Hospital Safety Score from the Leapfrog Group. And as we began operating under Medicare's new Pay for Performance system, Mary Rutan Hospital was listed as one of the top 10 hospitals in Ohio for quality and patient satisfaction.

In addition, we invested in a hospital-wide electronic medical record and clinic information system, which revolutionizes our delivery of patient care. Other 2012 improvements include re-

modeling the inpatient rooms and common areas on 3 West and 4 West and kicking off the year scanning patients in our new advanced computed tomography (CT) unit.

As we prepare for tomorrow and the many changes the health care landscape presents, we remain fully committed to providing health care services that exceed the needs and expectations of our patients and community.

We are intensely proud of the significant role we play in the life and health of our community. At the same time, we are sincerely grateful for your allowing Mary Rutan Hospital to care for you, your family, friends and loved ones.

Continued success for us in the years ahead will require ingenuity, adaptability and perseverance. Mary Rutan Hospital is ready for the challenge and eager to continue to serve you by providing quality care to all patients within our community.

Amanda C. Goble
President & CEO



» PATIENT QUOTE — "I WAS VERY IMPRESSED WITH THE CARE. EVERYBODY EXHIBITED EXCEPTIONAL CARE FOR ME AND MY FAMILY."

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Mary Rutan Hospital Board of Directors

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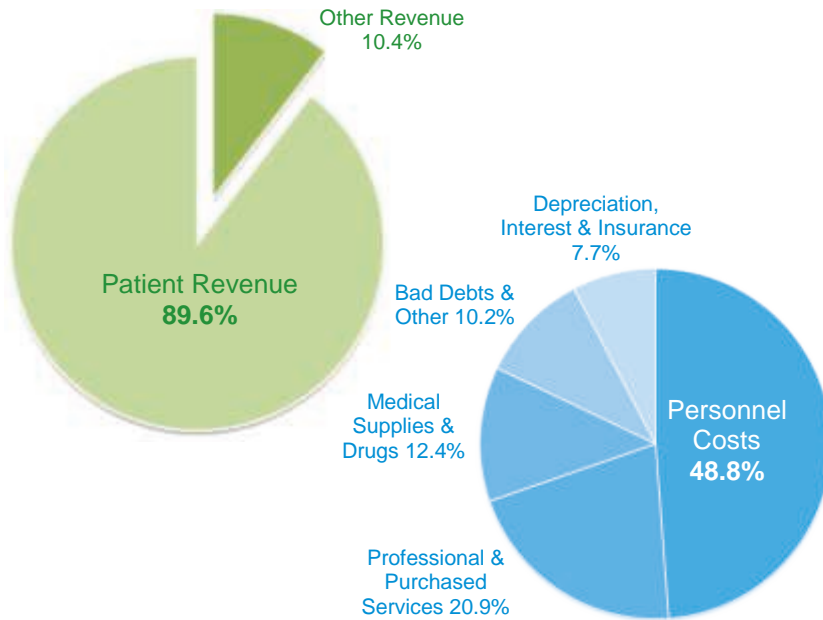
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2012 Financial HEALTH

In 2012, Mary Rutan Hospital maintained a stable position both financially and clinically, to meet community needs.

The hospital realized a positive financial performance, reporting a bottom line of \$2,764,490 for the fiscal year.

Mary Rutan Hospital was able to perform well financially, while continuing its policy of accepting all patients regardless of their ability to pay. The hospital provided a record \$4,574,104 in charity care during 2012.



Revenues

Net Patient Revenues	\$74,427,384
Other Revenues	\$ 8,677,417
Total Revenues	\$83,104,801

Expenses

Personnel Costs	\$39,219,149
Professional & Purchased Services	\$16,830,675
Medical Supplies & Drugs	\$ 9,934,034
Bad Debts & Other	\$ 8,145,838
Depreciation, Interest, Insurance	\$ 6,210,615
Total Expenses	\$80,340,311

Excess of Revenues Over Expenses ..\$ 2,764,490

Charity CARE Contributions



Caring at a Higher Level — Excellence Recognized



Since 1919, Mary Rutan Hospital has been a mainstay in our community by providing quality local health care services. Our reputation for quality care has remained strong throughout these many years but never has it been more recognized.

During the past year, Mary Rutan Hospital has been recognized in the areas of quality and patient satisfaction with two of the most prestigious awards in health care. What does this mean for patients at MRH? It means that each and every one of our patients experience top-notch medical care from highly educated, experienced and compassionate professionals.

» PATIENT QUOTE — “I ALWAYS RECOMMEND MARY RUTAN HOSPITAL OVER ALL OF THE SURROUNDING COUNTIES BECAUSE OF THE CARE YOU RECEIVE AND THE STAFF’S KNOWLEDGE.”

Recognized as Top Hospital for Safety



In 2012, Mary Rutan Hospital was honored with an “A” Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The “A” rating in hospital safety goes only to those select few U.S. hospitals that earn a national distinction for excellence in patient safety.

“We are very proud to be recognized as the only hospital in our six-county area to receive an ‘A’ rating,” said Mandy Goble, CEO of Mary Rutan Hospital. This is a true testament that bigger does not always mean better. “Our hospital went head to head with many of the larger hospitals in our region and we were the only one to receive the ‘A’ rating.”

“A” through “F” scores are assigned to U.S. hospitals based on preventable medical errors, injuries, accidents and infections. The Hospital Safety Score was compiled under the guidance of the nation’s leading experts on patient safety and is designed to give

the public information they can use to protect themselves and their families.

“This award is a direct result of the many initiatives that are in place and followed at our hospital as well as the ongoing dedication of our physicians, nurses and staff who strive each day to make our hospital a leader in quality care,” says Goble.

“Hospitals like Mary Rutan that earn an ‘A’ have demonstrated their commitment to their patients and their community,” said Leah Binder, president and CEO of The Leapfrog Group. “I congratulate Mary Rutan Hospital for its safety excellence, and look forward to the day when all hospitals will match this standard.”

Calculated under the guidance of The Leapfrog Group’s nine-member Blue Ribbon Expert Panel, the Hospital Safety Score uses 26 measures of publicly available hospital safety data to produce a single score representing a hospital’s overall capacity to keep patients safe from infections, injuries, and medical and medication errors.

Honored with Outstanding Patient Experience Award



Mary Rutan Hospital was recently named a recipient of the 2013 HealthGrades Outstanding Patient Experience Award. This distinction

ranks MRH among the top 10 percent of hospitals nationwide based on an analysis of patient satisfaction data by HealthGrades, the leading provider of information to help consumers make informed decisions about doctors and hospitals.

HealthGrades analyzed hospital data obtained from April 2011 to March 2012 from the Centers for Medicare and Medicaid Services (CMS). HealthGrades identified only 18 hospitals performing in the top 10 percent in Ohio for patient satisfaction based on required survey information.

The HealthGrades Outstanding Patient Experience Award is issued based on an analysis of patient surveys from 3,828 qualifying hospitals across the country. Under a program administered by the Centers for Medicare and Medicaid Services, part of the

U.S. Department of Health and Human Services, surveys were sent to patients within 48 hours after their discharge.

“Our goal at MRH is to provide the best care to every patient, every day, and this recognition from HealthGrades is a credit to the hard work our staff has put in to achieving this goal,” said Goble. “This is an incredible tribute to our team of experts who work tirelessly to exceed the expectations of our patients and their families by delivering unparalleled service in every interaction,” she adds.

Caring at a Higher Level.

“That single, powerful statement defines Mary Rutan Hospital in action. We will never stop working toward a future of better outcomes for all patients.”

-Mandy Goble, President & CEO
Mary Rutan Hospital

Attention to Detail—Renovation to Patient Care Areas

Patients may find their stay at Mary Rutan Hospital feels more like a stay at a hotel. In 2012, we introduced room service and free wireless Internet, installed dual flat screen televisions in patient rooms, and completely remodeled inpatient rooms and common areas on 3 West and 4 West.

The renovation has provided us with the opportunity to make our patient rooms more private. In most cases the rooms are designed to accommodate a single patient, eliminating the need to share a room with another patient.

Oak cabinetry, window replacements, improvements to heating and cooling systems, new window treatments and privacy curtains, new artwork, space-saving furniture, fresh paint, bathroom enhancements, lighting replacements and many other small details have transformed the inpatient care rooms.

In addition, the hallways on 3 and 4 West received new lighting, sound absorbing flooring, contemporary artwork, new doors to patient rooms, replacement handrails and new signage. The very last part of the renovation is currently underway and includes a complete redesign of the staff work areas.



» PATIENT QUOTE — “100% SATISFACTION!
STAFF AND TECHNICIANS WERE FRIENDLY
AND HELPFUL. VERY COMFORTABLE AND
CLEAN.”

CARING for Our Community

» OVER \$13.8 MILLION INVESTED IN HEALTH AND WELLNESS PROGRAMS, SERVICES AND COMMUNITY SUPPORT.

Mary Rutan Hospital is more than just a building where community residents seek care for illness and injury. Mary Rutan Hospital is a vital participant in the community, with outreach programs that bring health and wellness resources into classrooms, workplaces, neighborhoods and places of worship. It's an organization that provides quality health care across a diverse population and a safety net for vulnerable populations who have no health insurance.

Our objective is not simply to offer assistance, but to create opportunities for capacity-building, and sustainable, improved health in Logan County.

Before we can serve our community, we must first determine its needs. Outreach begins with a careful comprehensive Community Needs Assessment. In 2012, Mary Rutan Hospital partnered with 22 community



agencies and organizations to facilitate a formal community needs assessment. There was a strong partnership in this effort between public and private organizations and people. This collaboration has helped us reach all sectors of the community. Through this ongoing collaboration, we identified needs and dedicated funds and other resources toward awareness, programs and services that clearly benefit local residents.

Working together, we reach out to help keep mothers and babies healthy, offer primary care, and help patients manage chronic diseases like diabetes and high blood pressure. We help patients secure prescription medications, provide preventative screenings, and we promote healthy lifestyles through education on nutrition, exercise and maintaining a healthy weight. Children, teens, adults, seniors, families, employers, schools, faith-based groups and community organizations all take part in Mary Rutan Hospital's programs and partnerships.



In 2012, Mary Rutan Hospital provided community health programs totaling more than \$13,800,000 to more than 25,000 individuals.

Charity Care & Financial Assistance Programs \$6,512,439

Mary Rutan Hospital provides comprehensive health care to all individuals, including those in financial need.

» PATIENT QUOTE — "WE ARE SO THANKFUL. BECAUSE OF A SCREENING MY HUSBAND RECEIVED AT A HEALTH FAIR, WE SOUGHT MEDICAL TREATMENT FOR WHAT COULD HAVE BEEN A VERY SERIOUS SITUATION."



Committed to the Health & Wellness of Our Community

Medicare and Medicaid Shortfalls

\$6,828,513

Government programs such as Medicare and Medicaid offer fixed reimbursements. This most often does not cover the cost of the latest technology and treatment options. In 2012, 54.4% of our patient services were provided to beneficiaries of Medicare or Medicaid. This resulted in reimbursements that were \$6,828,513 less than the cost of providing these services.



Health Professional Education \$279,075

Mary Rutan Hospital is a major supporter of medical professional education. Student internships, clinical rotations and medical scholarships and loans inspire future generations to obtain careers in health care and provide future health services for the residents of Logan County.

Cash & In-Kind Contributions \$75,380

Each year Mary Rutan Foundation and Mary Rutan Hospital offer grant dollars to a wide range of initiatives that impact community health. In addition, other donations are made to community organizations that improve the health and safety of the citizens of Logan County.

Community Health Education and Outreach \$110,860

Touching more than 16,900 people, outreach and educational services are offered to the community at little or no cost so that cost does not prevent people from participating in programs and services that could assist them in making healthier lifestyle choices.



For further information about community health and wellness services or Community Benefits provided by Mary Rutan Hospital and Mary Rutan Foundation, please call (937) 599-7003.



Thank You for CARING

Chances are you've probably heard of hospital foundations like Mary Rutan Foundation. But like most people, you may have no idea what they are, or why they're so necessary. For a nonprofit hospital like Mary Rutan, they are critical.

Simply put, a hospital foundation raises money and community awareness for a hospital and the services it offers in the community. A hospital foundation supports the mission of a nonprofit hospital.

The focus of Mary Rutan Foundation is to provide resources for equipment, programs and services that otherwise may not be possible for the residents of Logan County.

It is with sincere gratitude that we thank our generous benefactors, friends and volunteers. Each gift, small or large, makes a difference in the health care provided in our community.



CARDIOVASCULAR SERVICES

In Memory of Bill Hammer
Sheryl Morris

In Memory of Joyce Sowers
Sue Crawfis
Ed & Judith King
Janet & Joe LaFleur
Sheryl Morris
Dorothy Notestine

In Memory of Gatha Ward
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In Honor of Tammy Allison

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Tina Dauber
Rob & Mandy Goble
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In Memory of Carol M. Dixon

Mary Rutan Hospital
Mary Rutan Hospital Medical
Staff

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Mary Rutan Hospital Guild

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Nancy Groves
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Laura Miller
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In Memory of Joyce Sowers
Wayne & Ellen Stevenson

MAMMOGRAPHY FUND

Unseen Elegance

CARING for Others

Volunteers are a gift to Mary Rutan Hospital and everyone who comes through our doors. From comforting patients at their bedside to helping families find their loved ones, our volunteers are committed to caring at a higher level. Last year nearly 11,500 hours were contributed by 122 volunteers.

Additionally, these volunteers engage in fundraising efforts, providing valuable resources for programs, equipment and capital improvements.

If you would like to join this highly valued group of volunteers, we invite you to contact our Volunteer Coordinator at (937) 599-7005.



MEDICATION ASSISTANCE FUND

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Freda Smith
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Sue Crawfis

In Memory of Kitty Weber

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Mary Rutan Hospital Guild

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In Honor of Robert Dunlap

Margie Dunlap

In Memory of Charles Moore

Janice A. Moore

In Memory of Our Parents

Jim & Janet Donnelly

In Memory of Susan Pickering

Winnie Pickering

In Memory of Douglas Smith

Betty Park

In Memory of Kim Wagner

Bill & MaryAnn Patterson

IN-KIND DONATIONS

Mary Lois Brugler
Dick & Nancy Harmon
Rath Information Systems
Wal-Mart Super Center

We have made every effort to properly recognize each of our valued donors. We apologize if we have omitted anyone. Please help us with corrections or omissions by calling the Foundation Office at (937) 599-7003.



» IF YOU WOULD LIKE TO LEARN MORE ABOUT HOW YOU CAN CONTRIBUTE TO OUR COMMUNITY THROUGH THE MARY RUTAN FOUNDATION, CONTACT TAMMY ALLISON, COO AT (937) 599-7003.



Recognized for CARING

› 2013 INTERNAL MERITORIOUS SERVICE AWARD

Each year Mary Rutan Foundation recognizes deserving individuals or organizations that place service to humanity ahead of personal gain or recognition by making substantial contributions to the community and Mary Rutan Hospital.

This year the Internal Meritorious Service Award was bestowed upon the hospital's 14-member Volunteer Chaplaincy Group.

The volunteer Chaplain Program was originally organized in September of 1972 by the late Rev. Howard Schmitt and Rev. Keith McNeill. Rev. Schmitt continued to serve as staff director for the program until 1985. He was succeeded by Brother Dwight Baldwin, Pastor Keith Matthews and Pastor Mike Sandlin. They served in this capacity until the Chaplain Program adopted its current status of a 100% volunteer group made up of ministers of various sized congregations, youth ministers, and church elders.

The volunteer chaplains are an important part of the Mary Rutan Health Care Team and provide assistance with the spiritual and emotional needs of the patients and families served.

During patient visits, the chaplains assist in experiences of both joy and grief. Whether it's celebrating the birth of a newborn baby, talk-



ing and praying with a patient during a hospital stay, holding the hand of a dying patient or providing comfort and support to a family in the Emergency Department during a critical time, the chaplains meet the needs of Mary Rutan Hospital patients and families on a daily basis.

Those recognized include: Roger Rude, Chairman; Ron Irick, Vice Chairman; and Tony Doehrmann, CJ Plogger, Lee Ortman, Glenn Gault, Mark Warren, Abe Kenner, Tami Wenger, Anne Reames, Jim Burton, Floyd Lundy, Catherine Murphy and Norlin Ricks.

› 2013 EXTERNAL MERITORIOUS SERVICE AWARD



Recognized as the External Meritorious Service Award recipient for his many contributions and selfless acts of service in the medical field, in Logan County and abroad, was Glen E. Miller, M.D.

Dr. Miller, a 1961 graduate of Western Reserve University School of Medicine, completed his internship in 1962 at Midland Community Hospital in Michigan and residency in family practice at Akron City Hospital in Ohio, before joining Oakhill Family Practice in Logan County.

By invitation from Dr. Paul Hooley, Dr. Miller cofounded Oakhill Medical Associates in 1965. The practice later became the first sizeable medical group practice in Logan County. His medical expertise and administrative skills were recognized early, resulting in his having a very important role in the evolution of a small city hospital to its current status as a highly reputable medical center.

Except for one subspecialist in ophthalmology, Mary Rutan Hospital, like most small community hospitals of the mid-1960s, consisted of family medicine physicians and general surgeons. There were no other specialties represented at that time, and the need for such was not apparent. Quality trained hospital administrators were also few in number.

Dr. Miller, along with several other like-minded physicians, sensed a need for constructive changes and improvements. They exhibited a pioneering role in recruiting a formally trained hospital administrator, Ewing H. Crawfis. They recruited additional young family physicians and forecasted the need for more specialty-trained physicians, starting with a radiologist and a pathologist. This led to future recruitment of physicians trained and board certified in obstetrics, pediatrics, internal medicine, orthopedics, emergency medicine and anesthesia.

In 1971, after spending several years in family medicine at Mary Rutan Hospital, Dr. Miller left to receive formal training in internal medicine. Upon returning in 1973, he exercised a leading role in initiating quality education for the medical staff. He played a key role in peer review matters, restructuring of the medical bylaws, and in 1989 became Mary Rutan's first formally employed medical director.

In 1990, Dr. Miller left Logan County to become more involved in medical missions. He served as the Director of the India Mennonite Central Committee Program, the Interim Co-director of the Cambodia Mennonite Central Committee, and was the Program Manager of the Healthcare Access Initiative for the Mennonite Church USA. In 2009, he authored the book *EMPOWERING the PATIENT: How to reduce the cost of healthcare and improve its quality.*

Contributions to the Logan County Cancer Society

Tom & Tammy Allison
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DeGraff United Methodist Church
Rob & Mandy Goble
Cassandra Hassel
John & Jeanne Jenkins
Tom & Laura Miller
Barbara Moore
Lynn Myers
Logan County Area Convention and Tourist
Bureau Oldest Street Walk
The Richwood Banking Company
Riverside Lady Pirates Volleyball – Volley for the Cure
Riverside Athletic Boosters – Shoot for the Cure
Pam Taylor
Dorothy Turner
West Liberty-Salem Shoot for the Cure
Richard & Elva Wilgus
Lisa Zell
Joyce Anne Zilles

In Honor of Nancy Harmon
Worth Repeating Too

In Honor of Mary Rutan Hospital Medical Staff
Mary Rutan Hospital

In Honor of Mary Rutan Hospital Board of Directors
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In Honor of Mary Rutan Foundation Board of Directors
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In Honor of Mary Rutan Health Association Board of Directors
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In Honor of Logan View, Inc. Board of Directors
Mary Rutan Hospital

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Debi Sherer
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VFW Post 1080 Auxiliary

In Memory of LaFreda Engle
VFW Post 1080 Auxiliary

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Patricia Beard
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In Memory of Evelyn Gillespie
Norm & Cathy Burmaster
Chuck & Choyce Earick
Dale & Sue Hirschfeld

In Memory of Huldah Mae Harpest
Mary Ellen Burrey

In Memory of Connie Hemphill
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Anonymous
Willard & Alberta Bruns
Elizabeth Hawley & Judith Guenther
Dr. & Mrs. John D. Hubbell
V. A. Hubbell
Bill & Carol Troth

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Linda & Jim Dodge & Family
Eve & Jeff Lane Family
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A. Riley
Jim Riley & Family

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Mad River Family Practice
Oakhill Medical Associates

In Memory of Robert Kessler
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Carol Skeen

In Memory of Mary Jane Kipker
Parker Hannifin Corporation

In Memory of Dick Kirby
Larry & Jayne Kinney
Richard & Sam Kinney

In Memory of Lisa Borst Kinnison
Larry Black
Dick Huffman
Jodi & Bryan Thompson

In Memory of Katherine (Kitty) MacDonald
Patricia MacDonald

In Memory of Susan Miller
Patricia MacDonald

In Memory of Mary Ann Larson Ozment
Mary Ellen Burrey

In Memory of Velma Ruth Plikerd
VFW Post 1080 Auxiliary

In Memory of Dick Powers
Transportation Research Center, Inc.

In Memory of Many Parishioners but Especially in Memory of Robert Stahler and Gerald Wappelhorst
Holy Trinity Episcopal Church

In Memory of Carla Vicario
William & Joyce Badenhop
Bellefontaine City Schools Food Service Staff
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Bev & Tami Fogt
Grace Fogt
Greg & Peg Fogt
Jason & Robin Fogt
Matthew Fogt
Paul & Missy Fogt
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