



**Glendive
Medical
Center**

2011

Community Benefit



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Friends & Neighbors Caring For You



Dear Friends & Neighbors,

YOUR COMMUNITY MEDICAL CENTER

Glendive Medical Center (GMC) is pleased to share our Community Benefit Report with you. We believe that a quality medical center is vitally important in meeting the region's health care and economic needs while making sure that every patient experience is the best it can be. This report summarizes some of the achievements over the past year to help you recognize our commitment to become the recognized provider of choice for quality health care in the region.

After two years of construction, the new Surgery Center is open and providing our patients with one of the finest modern surgical facilities in the region. Besides incorporating the latest technologies for surgery and patient safety, it is a recognized asset to help GMC recruit and retain medical providers. In addition, core infrastructure including heating and cooling systems, electrical service and modern laundry equipment have been added, which will serve the facility for years to come. Overall, the improvements allow better patient access throughout the facility via the new front entryway. A new Extended Care wing was also added, as well as separate entrances for walk-in and ambulance traffic for our Emergency Department (ED).

GMC is currently completing the renovation of the ED, another critical medical service for the community, as a final step in our facility improvement plan. The renovations include improving the examination and procedure rooms, finishing the lobby area and relocating the nurses' station. These improvements represent our continued effort to achieve the highest level of patient safety and quality through facility improvements.

This year, GMC also reopened our Behavioral Health Services and began a Hospitalist Program. This Program improves our patient quality and safety, helps eliminate variation and improves our ability to offer additional outpatient services. GMC recently recruited Mark Nichols, MD and General Surgeon, and Audrey Kerr, PAC, who joined our team of highly skilled medical providers. All of these changes help us in our commitment to give each patient an outstanding experience. In fact, this past year, GMC has worked diligently to train all employees on guest relations because your patient experience matters so much to us.

We thank you for your support and patience through our construction projects this past year. The future is filled with exciting and new challenges as we focus on quality, provider recruitment and adapting to coming changes resulting from health care reform. Rest assured our commitment to caring, healing and a healthier community is unwavering.

Sincerely,

David Linn
Board Chair

GMC BOARD

- | | |
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Dear GMC Staff,

I would like to thank the wonderful Extended Care staff at Glendive Medical Center. Your commitment to good care for my mother is very important to me.



Laurel Dassinger with her mother, Carol

In the past several years of mother's care, I have taken note of all the "little things" the Extended Care staff has done for my mom. For example, they seem to know the way she prefers to have a pillow between her legs while resting or the way she prefers to wear her hair. It's those little things that matter, because it shows they have taken the time to care about my mother as an individual, not just as another resident.

I'd also like to thank the staff for being so willing to do things I request for my mother. I know the staff is busy, but they continue to attend to the things I request for my mom's care.

It takes a very special person to care for the elderly. It is so nice to know I don't have to worry about my mother because your staff takes good care of her. She always comments on how the staff is "so good" to her. We are lucky to have Extended Care and its staff. I could never take care of my mom the way your staff does.

Thank you for what you do, as it doesn't go unnoticed.

Sincerely,

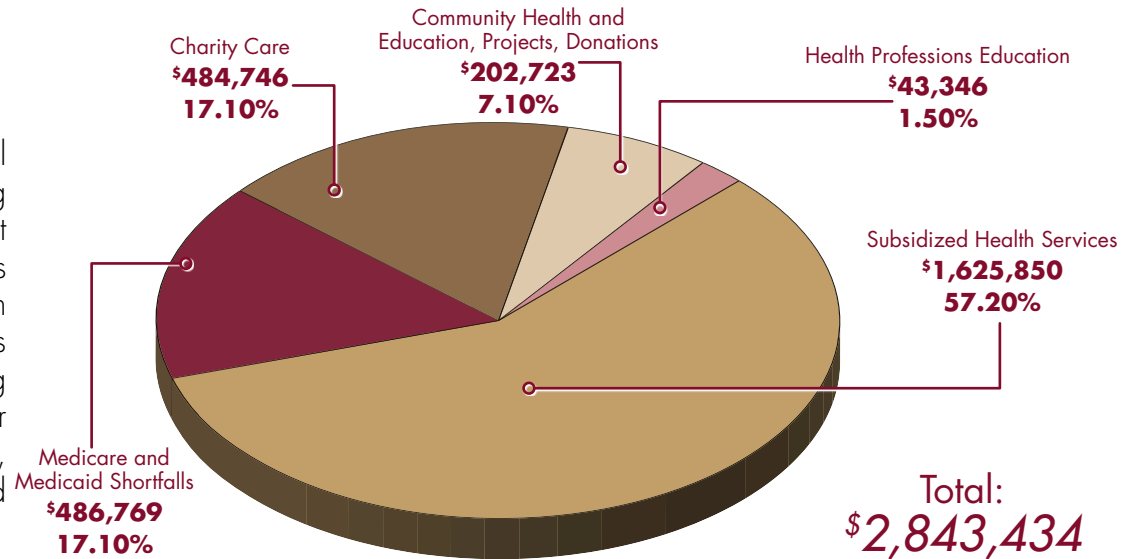
Laurel Dassinger

Laurel Dassinger
Glendive, Montana



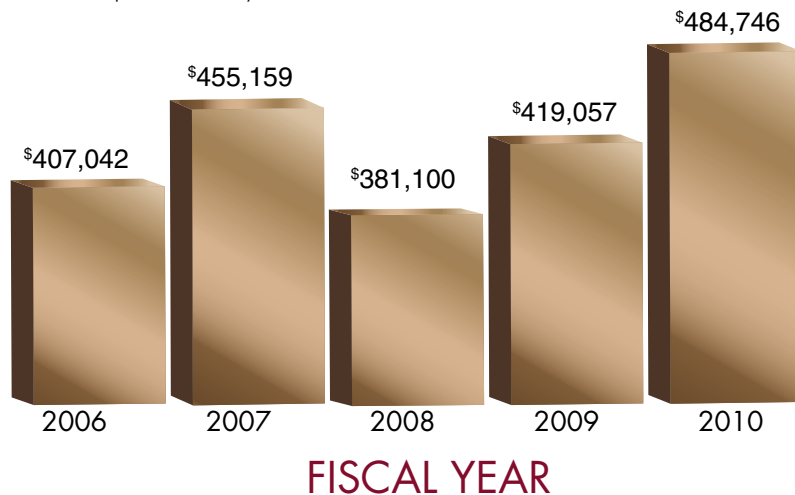
Total Community Benefit

In 2010, GMC provided more than \$2.8 million in total community benefit. This pie chart illustrates GMC's ongoing investment in the communities we serve and our commitment to provide quality medical care regardless of a person's financial means. The information demonstrates our dedication and history of providing a variety of community benefit and is an important element in fulfilling our mission of caring, healing and a healthier community. This past year GMC served over 17,500 people with services including health screenings, telemedicine mental health consultations, scholarships and subsidized health care services.



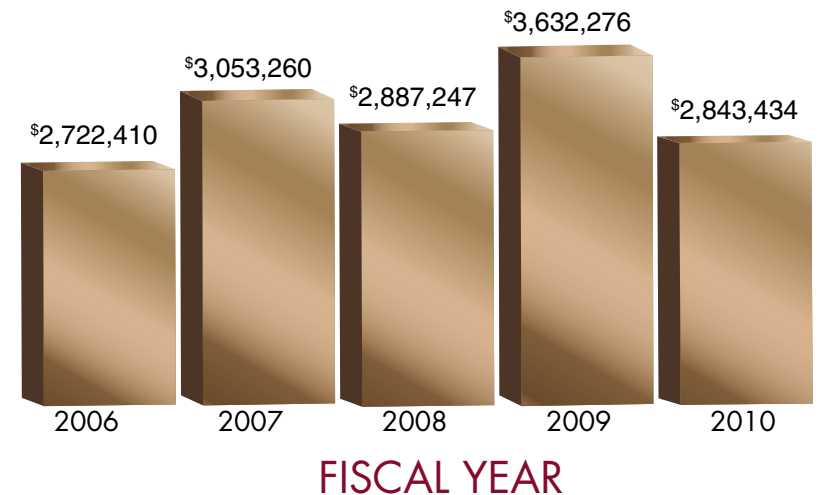
Charity Care

In 2010, GMC provided more than \$480,000 in charity care, and in the past five years provided more than \$2.1 million in charity care. As a not-for-profit community hospital, GMC has an obligation to provide care for all who come to us in need. GMC knows health care costs can create a financial burden and designed a program to provide equitable and consistent financial assistance. The graph below depicts GMC's charity care for the past five years.



History of Community Benefit

The graph below shows the history of GMC's total community benefit for the past five years.





| Revenue | Year end June 30 – 2009 | Year end June 30 – 2010 |
|---------------------------|-------------------------|-------------------------|
| Inpatient Care..... | \$8,806,217 | \$9,545,523 |
| Aging Services Care..... | \$9,515,080 | \$9,336,490 |
| Emergency Care..... | \$4,840,315 | \$4,481,305 |
| Outpatient Care..... | \$14,614,597 | \$14,880,821 |
| Clinic Care..... | \$6,860,250 | \$6,604,845 |
| Total Revenue..... | \$44,636,459 | \$44,848,984 |

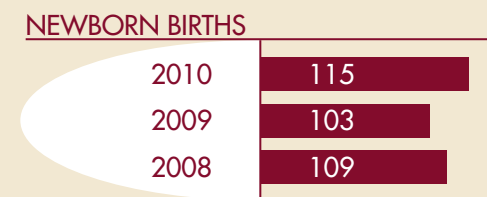
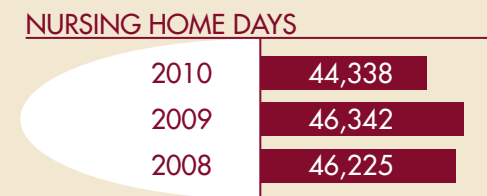
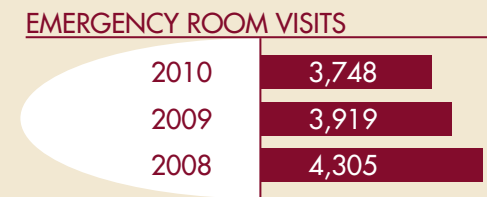
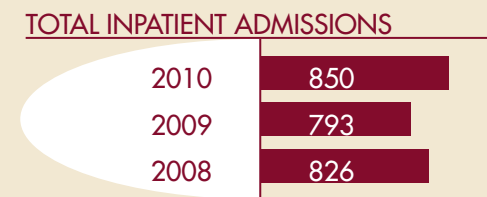
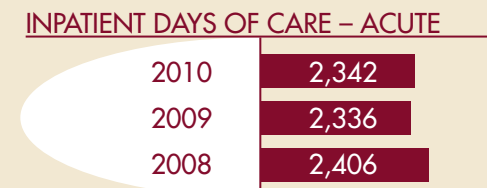
| Deductions from Revenue | Year end June 30 – 2009 | Year end June 30 – 2010 |
|--|-------------------------|-------------------------|
| Uninsured or Underinsured (Charity Care)..... | \$576,896 | \$734,867 |
| Unable or Unwilling to Pay..... | \$1,757,313 | \$1,389,432 |
| Medicare, Medicaid & Other Government Shortfalls..... | \$6,189,142 | \$6,272,527 |
| Insurance Preferred Provider & Other Similar..... | \$1,243,289 | \$1,483,253 |
| Total Deductions from Revenue..... | \$9,766,640 | \$9,880,079 |

| Other Income | Year end June 30 – 2009 | Year end June 30 – 2010 |
|---|-------------------------|-------------------------|
| Consulting, Cafeteria & Other Income..... | \$1,081,902 | \$1,216,342 |
| Contributions – Foundation/Auxiliary..... | \$105,894 | \$192,714 |
| Income from Investments..... | \$73,781 | \$285,737 |
| Total Other Income..... | \$1,261,577 | \$1,694,793 |

| Expenses | Year end June 30 – 2009 | Year end June 30 – 2010 |
|--|-------------------------|-------------------------|
| Employee Wages..... | \$16,621,974 | \$16,763,768 |
| Employee Benefits..... | \$3,561,389 | \$3,713,446 |
| Purchased Services..... | \$3,444,251 | \$3,556,169 |
| Supplies, Repairs & Other Expenses..... | \$7,705,561 | \$7,322,153 |
| Utilities, Telephone, Freight & Postage..... | \$814,189 | \$770,028 |
| Depreciation, Interest, Insurance & Taxes..... | \$3,681,938 | \$3,922,286 |
| Total Expenses..... | \$35,829,302 | \$36,047,850 |

| | | |
|--------------------------------------|------------------|------------------|
| Increase in Net Assets* | \$302,094 | \$615,848 |
|--------------------------------------|------------------|------------------|

*Capital Building & Equipment Purchases





GMC FOUNDATION

Strong Foundation... Strong Community

The Foundation at GMC remains a strong cornerstone to the community's not-for-profit organizations. As contributions continue to grow, the Foundation is able to provide more support. Established in 1986, the Foundation is led by a Board of Directors comprised of a diverse group of business and community leaders with one thought in mind: to ensure your community hospital meets local health care needs.

Over the Foundation's twenty-five years, we have donated more than \$1 million towards advances in local medical technology. These contributions were 100% due to donor support and in a very real way, have helped in providing life-saving technology, modern facilities and a highly trained, compassionate medical staff to our community. We extend our heartfelt gratitude to you, who faithfully help us turn our aspirations into accomplishments year after year. The depth of your commitment never ceases to touch us, motivate us and make us grow.

-Tige Vester, GMC Foundation President



2011 GMC Foundation President Tige Vester (right) presents a check to Nathan Hough, Cardio Pulmonary Services Director, for new ventilators purchased with proceeds from the 2010 Foundation Golf Outing.

Support From the Community



Foundation Endowment Assets



AWARDS AND RECOGNITION

CEO Appointed to AHA Board



Scott A. Duke

Glendive Medical Center Chief Executive Officer Scott A. Duke became one of eight newly elected members of the American Hospital Association (AHA) Board of Trustees.

The AHA is a not-for-profit association of health care provider organizations and individuals committed to the improvement of health in their communities. It leads, represents and serves hospitals, health systems and other organizations that are accountable to the community and committed to health improvement.

Duke shared that as a member of the Board of Trustees, he hopes to present a rural perspective and to enhance and improve quality and safety of care systems.

Nurse Earns CNL Certification



Shawna Dorwart

Shawna Dorwart, RN and Surgery Nurse Manager, earned the Clinical Nurse Leader (CNL) certification through the Commission on Nurse Certification (CNC) and the American Association of Colleges of Nursing (AACN).

The CNL Certification Program provides a unique credential that recognizes graduates of master's and post-master's CNL programs or other similar master's programs. Candidates must meet all eligibility requirements and pass the CNL Certification exam.

"Completing a master's degree in nursing and obtaining the CNL certification will make it possible for me to bring the newest perspective in nursing to patient care at GMC," Dorwart said.

Health Connection Wins Award



The 2009 Fall Health Connection won an Aster Award. The Aster Award Competition is one of the largest of its kind. It is hosted by Marketing Healthcare Today Magazine and Creative Images, Inc.

The Aster Awards program recognizes outstanding health care professionals for their excellence in advertising and marketing efforts during the calendar year 2009.

For more information on the Aster Awards, visit www.AsterAwards.com. To obtain a copy of the latest Health Connection, visit www.gmc.org.

Our Mission...

We are

committed

to caring,

healing,

and a

healthier

community.

The Attic Reaches \$2 Million in Giving

The Auxiliary reached \$2 million in lifetime giving in 2010 through sales at The Attic and the GMC Gift Shop.



Volunteer Emma Doty gives her time at The Attic.

GMC Volunteers Include:

- GMC Auxiliary
- GMC Volunteers
- GMC Junior Volunteers
- GMC Shuttle Drivers
- Eastern Montana Veterans Home Volunteers
- GMC Hospice Volunteers
- GMC Extended Care Volunteers



Vera Tauck volunteers her time in the GMC Gift Shop.

During 2010, **296** volunteers contributed more than **31,000** hours of service. Sales from the Gift Shop and The Attic exceeded **\$200,000**.

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