

2014 Community Benefit ANNUAL REPORT



Glendive
Medical
Center

A Message from the Board Chair

Dear Friends & Neighbors,

Glendive Medical Center (GMC) is pleased to share this Community Benefit Report with you. It highlights our achievements over the last year. GMC is committed to be the provider of choice for quality health care in the region.

In September, the GMC Board of Directors and Billings Clinic finalized the affiliation agreement. We are looking forward to working more closely with Billings Clinic to recruit physicians and expand access and services for the Glendive region.

We also announced the new GMC Chief Executive Officer (CEO), Parker Powell, in September. We believe he is a great fit for GMC and are confident that Parker has the vision and skills to lead GMC as we work together with Billings Clinic to improve and grow quality healthcare options.

In June, GMC began a partnership with Ortho Montana. We are working with them to aggressively recruit an orthopedic surgeon. Until a permanent surgeon is recruited and established, Ortho Montana will continue providing interim orthopedic services on a rotating basis.

GMC successfully recruited four medical providers during the past year who joined our team of highly skilled providers. They include: David Stock, DO, Family Medicine; David Nieman, PA-C, Family Medicine; Laura Shellman, PA-C, Family Medicine; and Sarah Gubbles, LCSW.

We continue to be blessed to be in such a great community that supports our local community medical center! We are committed to focusing on patient-centered care, which is focused on achieving the highest level of quality, safety and value. We remain committed to our mission of caring, healing and a healthier community.

Warmest regards,



David Linn
2013 Board Chair

Words of Appreciation from a Patient



It was such a blessing to be able to get my total knee replacement done at GMC and not have to travel. I want to thank Dr. Scheer with Ortho Montana, the Surgery staff, my Acute Care nurses and those who helped me in Physical Therapy.

I have been a nurse for 37 years, so I tend to be pretty critical when it comes to patient care. In every way, you exceeded my expectations, and I cannot thank you enough. I was treated as if I was a family member by each of you. You took the time to answer my questions, show me compassion and make sure my patient experience was an incredible one. The best part was being able to return to work just three months after the surgery with no problems at all.

Thanks again,



Beverly Durand of Glendive

GMC Board

David Linn - Chair • Laura Glueckert - Vice Chair
Troy Myers, OD - Secretary • Steve Scheitlin - Treasurer
Kevin Maxwell, MD • Holly Micheletto
John Schallenkamp, MD • Jackie Schultz
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with the latest news at GMC!



GMC Foundation

Foundation Starts Grateful Patients Program



PHOTO CREDIT: THE DARLING BUD PHOTOGRAPHY

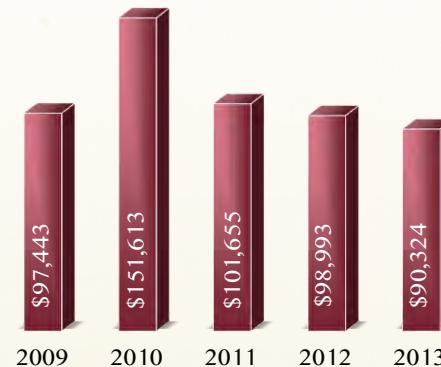
JEFF AND RANDI STOCKWELL'S GRACIOUS AND CARING ACTS PROMPTED A PATIENT TO WRITE IN AFTER BEING TREATED AND RELEASED. "RANDI IS A VERY CARING NURSE. AND JEFF STOCKWELL, FNP, IS KNOWLEDGEABLE AND WELL INFORMED. IN ADDITION, JANINE BABB, WARD CLERK, WAS VERY KIND TO ME. I AM SURE I WILL BE BACK."

Glendive Medical Center is known for offering many programs to benefit GMC staff members. One of the newest programs is the "Grateful Patients Program." This program is a way for patients and customers to contact the Foundation to compliment the services at GMC. Some patients even choose to include a donation with their note as a way to say "thank you."

In March, Jeff and Randi Stockwell both received Grateful Patients' recognition. One of several husband and wife teams at GMC, the Stockwells were both working the weekend shift in the Hospital Emergency Room.

All gifts to GMC's Grateful Patients Program are used to improve areas with high patient traffic. For more information on how you can become a Grateful Patient, please contact Foundation Director Carol Condon at 406.345.8996.

Support from the Community



Foundation Assets



GMC News

GMC Affiliating with Billings Clinic

In September, GMC and Billings Clinic finalized an affiliation agreement. The Billings Clinic agreement covers a wide spectrum of ways to collaborate that are intended to enhance patient care in Glendive and the surrounding area. The two organizations will work jointly to recruit physicians to expand access and clinical services for the Glendive region.



HEN Recognition

In 2013, GMC was nationally recognized by the Hospital Engagement Network (HEN) for no surgical site infections since June 2012 and invited to speak at the National Rural Health Care Leadership Conference sponsored by HEN. This has given GMC resources to improve the quality of health care given to all patients.

Partnering with Ortho Montana

In June, the GMC Board of Directors made the decision to partner with Ortho Montana to provide Orthopedic Services. Together, GMC and Ortho Montana aspire to improve the function and quality of life of each patient. For more information, visit www.gmc.org.

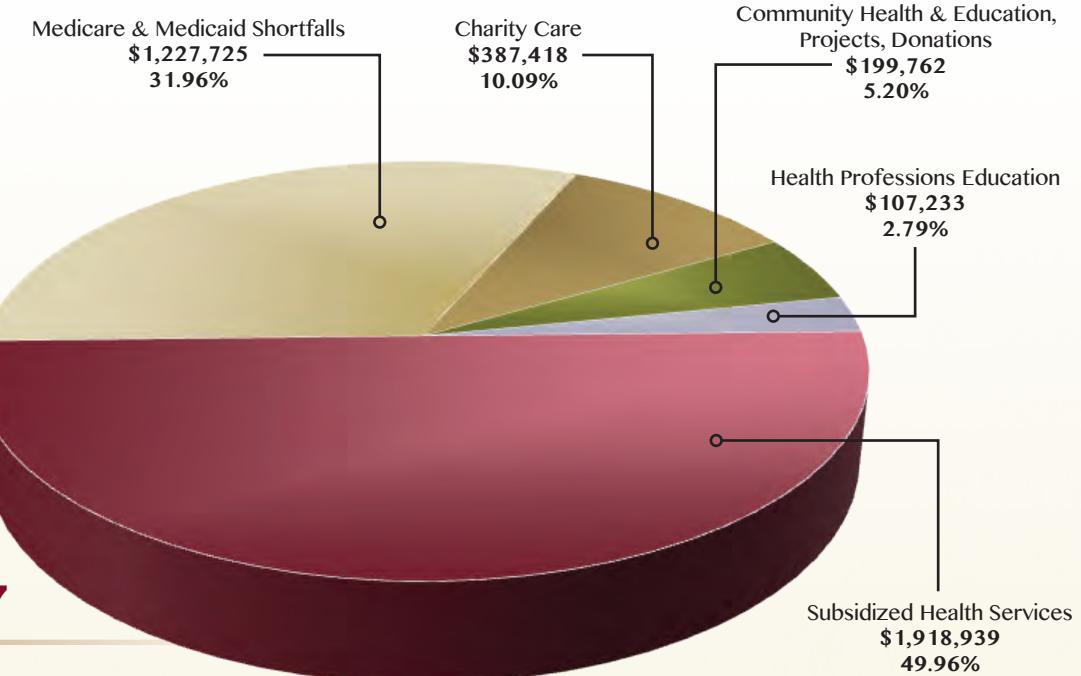


We are committed to caring, healing, and a healthier community.

GMC's Total Community Benefit

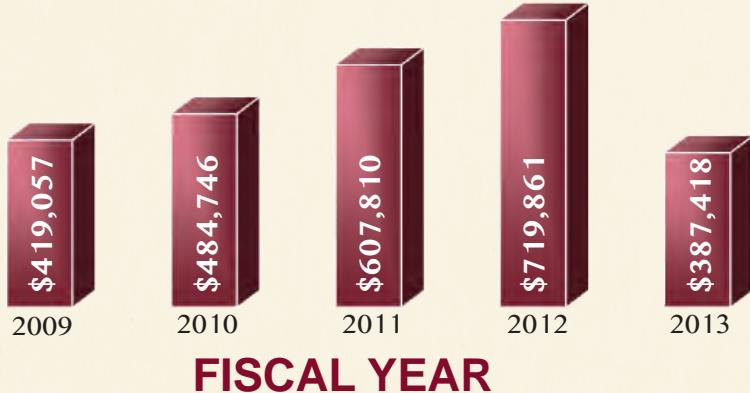
In 2013, GMC provided more than \$3.8 million in total community benefit. GMC remains committed to providing quality medical care regardless of a person's financial means, which is illustrated in this pie chart. The information demonstrates our dedication and history of providing a variety of community benefit and is an important element in fulfilling our mission of caring, healing and a healthier community. This past year GMC served over 21,000 people with services including scholarships, subsidized health care services and health screenings.

Total:
\$3,841,077



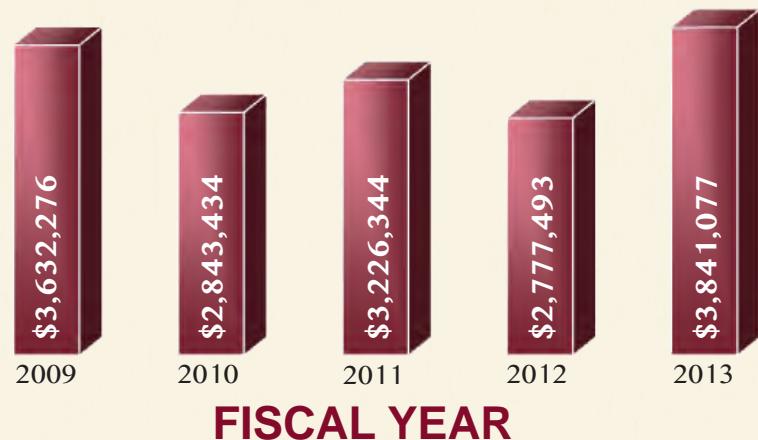
Charity Care

In 2013, GMC provided more than \$387,000 in charity care, and in the past five years provided more than \$2.6 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's charity care program was designed to provide equitable and consistent financial assistance to those experiencing a financial burden from health care costs. 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 during the past five years.



GMC and Affiliates Consolidated Financial Statement 2013

Revenue

Year End June 30 - 2012

Year End June 30 - 2013

Inpatient Care	\$9,719,844	\$9,092,117
Aging Services Care.....	\$9,128,371	\$11,133,379
Emergency Care.....	\$5,927,201	\$7,962,821
Outpatient Care	\$16,315,503	\$15,027,857
Clinic Care.....	\$5,152,719	\$4,867,217
Total Revenue	\$46,243,638	\$48,083,391

Deductions From Revenue

Uninsured or Underinsured (Charity Care).....	\$1,165,956	\$632,209
Unable or Unwilling to Pay	\$3,663,507	\$3,791,434
Medicare, Medicaid &		
Other Government Shortfalls.....	\$5,608,073	\$6,430,928
Insurance, Preferred Provider &		
Other Similar.....	\$1,449,867	\$1,891,688
Total Deductions from Revenue.....	\$11,887,403	\$12,746,259

Other Income

Consulting, Cafeteria & Other Income.....	\$1,297,334	\$1,043,481
Contributions - Foundation/Auxiliary.....	\$374,525	\$370,594
Income from Investments	\$154,467	\$354,363
Total Other Income	\$1,826,326	\$1,768,438

Expenses

Employee Wages	\$18,167,268	\$18,091,040
Employee Benefits.....	\$3,685,460	\$3,010,657
Purchased Services.....	\$2,862,072	\$3,964,300
Supplies, Repairs & Other Expenses	\$7,093,994	\$6,838,624
Utilities, Telephone, Freight & Postage.....	\$826,221	\$822,244
Depreciation, Interest, Insurance & Taxes.....	\$6,031,825	\$5,780,058
Total Expenses	\$38,666,840	\$38,506,923

Change in Net Assets* **-\$2,484,279** **-\$1,401,353**

*Capital Building & Equipment Purchases

Statistics

INPATIENT DAYS OF CARE - ACUTE

2013	2,324
2012	2,296
2011	2,846

TOTAL INPATIENT ADMISSIONS

2013	699
2012	750
2011	919

EMERGENCY ROOM VISITS

2013	4,524
2012	4,501
2011	4,039

OUTPATIENT VISITS

2013	26,438
2012	26,420
2011	26,990

NURSING HOME DAYS

2013	44,439
2012	38,661
2011	39,747

NEWBORN BIRTHS

2013	75
2012	102
2011	141

GMC Volunteers

Over \$456,000 Donated by GMC Volunteers in 2013

Last year, volunteers provided over **29,000 hours** of service, which is in excess of a **\$456,000** in value of benefit to GMC and the community. The proceeds from the Gift Shop and The Attic were used to purchase **\$222,000** worth of medical equipment and other hospital supplies.

Our volunteers love to serve and to give to a cause greater than themselves. They lighten the load of the staff and brighten the days of our patients!

For more information about volunteering at GMC please contact Vicki Stockwell, Volunteer Coordinator, at 406.345.3363 or vstockwell@gmc.org.



*DON TELLEFSEN, MANAGER OF LABORATORY SERVICES, STANDS
BESIDE ONE OF THE NEW LAB BLOOD ANALYZERS SECURED WITH
MONEY GIVEN BY THE AUXILIARY.*

Ways to Volunteer:

- Junior Volunteer Program
- GMC Auxiliary
- GMC Volunteers
- Extended Care
- Hospital Gift Shop
- Sunshine Beauty Shop
- Eastern Montana Veterans Home
- Greeters Desk
- The Attic
- Various other areas



2014 COMMUNITY BENEFIT REPORT

This publication is published annually by Glendive Medical Center. To view a copy online, please visit www.gmc.org. For additional information or questions, please contact Kim Stulc, GMC Public Relations Coordinator, at 406.345.2614.

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