

FRANCES MAHON DEACONESS HOSPITAL

2013 ANNUAL
REPORT



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OUR MISSION

To advance the coordinated delivery of health services, guided with respect for the individual needs of our patients, thereby improving the health of our regional community.

OUR VISION

Frances Mahon Deaconess Hospital will be the best place to work, the best place to practice medicine and the best place to receive care in rural America.

OUR VALUES

Commitment. Our utmost commitment is to continuously improve the quality of services provided to our customers. It is our intent to be accountable to our customers through an organized quality improvement effort.

Compassion. Our first responsibility is to our patients. Our staff will show compassion and be responsive to their needs, regardless of race, creed or ability to pay.

Innovation. Creativity and innovation will guide our thinking. Flexibility will be the key to our success in a rapidly changing environment, while remaining responsive to our customers' needs.

Stewardship. We will manage our resources (technical, financial, human and natural) to support our commitment to high quality patient care both now and in the future.

Competence. Our employees are our greatest resource. By our investment in their personal and professional growth, our ability to provide a healing environment for our patients is enhanced.

Communication. An essential ingredient to providing quality patient care is communication with patients, with family and with healthcare team members. Our staff will communicate in an open, honest and respectful manner, seeking first to understand before being understood and focusing on the well-being of the patients we serve.

Cooperation. We believe in building relationships with our community. We work together with schools, businesses and public entities to improve the health of those we serve.

We also believe in the neighboring communities we serve. We partner with the healthcare facilities located in our service area and will work together to pool our resources to meet identified needs.

To Our Community



Frances Mahon Deaconess Hospital has had another good year. Financially we find again that the organization continues to perform well and operations are healthy. There have been many necessary improvements to the space plan at the hospital to accommodate the ever-changing environment of healthcare. The changes are reflective of our effort to provide high quality patient-centered care. Over the last year, a transition began to move all patient care departments to the main level floor of the hospital and non-clinical areas such as Administration Services to the upper levels. This will provide better access for patients and their families receiving care at the hospital.

Frances Mahon Deaconess Hospital has also adopted a new model of performance improvement; the primary focus is to provide efforts to meet the significant challenges resulting from changing federal regulations. The Affordable Care Act was signed into care, which has prompted several changes to the healthcare and health insurance industries. Most of these changes have had little impact on FMDH, but have brought enhanced services and health care protection. These changes include the mandatory coverage of pre-existing conditions and first dollar coverage from some preventative services. The expansion of Healthy Montana Kids and the extension of the age that parents can carry children on their health plans have both im-

pacted the way services are reimbursed. Many of you are aware that The Patient Protection and Affordable Care Act requires that most U. S. citizens and legal resident aliens have qualifying health coverage. To assist in this process, we participated in a grant through Montana Health Network to train two individuals as Navigators for the Health Insurance Marketplace. Our Navigators are available to assist patients with their health insurance.

As part of the Community Health Needs Assessment (CHNA), we have developed a partnership with Western Montana Area Health Education Centers (AHEC) and the University of Montana to better provide behavioral health services. Through this successful partnership program we recruited a Graduate Clinical Psychologist and a Clinical Social Worker that are earning patient contact hours toward licensure while providing a needed service in our community. The addition of these services has helped patients overcome major obstacles that exist in seeking care for behavioral health in rural America.

Consistent with the direction of the Affordable Care Act, we have continued practices that assure our compliance with the “new” requirements placed on not-for-profit hospitals. We have developed strategies to effectively address how best to meet our communities’ needs and any changes to the health care industry. I am confident that as challenges to FMDH operations arise, there will always be a course of appropriate action administered to fulfill our mission, values and needs to serve our community at large. As it has been the case over the last few years, we continue to enjoy great success. I have said this many times, I am proud to be part of FMDH. Our commitment is to make this the best place to work, the best place to practice medicine and the best place to receive care in rural America.

A handwritten signature in black ink, appearing to read "Randall Allen". The signature is fluid and cursive, with a long horizontal stroke at the end.

Dear Friends of *FMDH*,



Pat Gunderson

President
Serving Third Term
2007-2015



It is always a pleasure to have the opportunity to discuss the direction of the FMDH Board and Leadership Team in relation to fulfilling the FMDH Vision.

This past year has seen FMDH move forward on the Implementation Plan of the Community Health Needs Assessment that was completed in June of 2013. One aspect of the Plan was development of a mental health component to FMDH services. Leadership has taken advantage of an opportunity to place both a psychologist and medical social worker in the Glasgow Clinic. The burdens and stress that exist in our community need to be taken as seriously as the typical physical health issues. This service complements existing mental health services in Valley County. The use of this new opportunity is steadily increasing as more community members become aware of it.

FMDH also made an adjustment in the delivery of sports physicals in 2013 to provide a more thorough wellness assessment of each athlete. This change has allowed physicians the ability to take additional time with students when compared to the previous model that ushered dozens through the process in a single evening. In addition, FMDH has taken a leadership role in protecting the student-athletes of Valley County by implementing baseline concussion tests and providing training to conduct such tests to county schools. In addition, FMDH also provided concussion symptom recognition training to area coaching staffs.

The Board and FMDH leadership will continue to plan and implement improvements in services, equipment and building needs in 2014. We are determined to do our part in providing you with “the best place to receive care in rural America.”

Sincerely,

Pat Gunderson
President, Board of Trustees

Board of Trustees



Kevin Miller

Vice President
Serving First Term
2012-2014



Tim Newton

Secretary/Treasurer
Serving Third Term
2007-2015



Kerry Kingsley

Serving Second Term
2009-2014



Karen Breigenzer

Filling Unexpired Term
2014-2015



Amy Capdeville

Serving First Term
2012-2014



Carol Buchheit

Serving First Term
2014-2016



Tracy Meland

Serving First Term
2014-2016



Tracy Schuster

Serving First Term
2014-2016

Community Health Needs Assessment

The Affordable Care Act and the IRS have required FMDH to conduct a community health needs assessment (CHNA) and an implementation plan. The implementation plan responds to the findings of the CHNA which was completed and adopted by the FMDH

Board of Trustees on March 27, 2013. The CHNA and Implementation Plan are available at www.fmdh.org.

FMDH has a long history of using community needs assessments dating back to the 1960s. These

assessments have resulted in the development of a scope of services not typically found in a community of the size of Glasgow or a similarly geographically isolated rural region. The scope of services that FMDH has developed as a result of these assessments includes, but is not limited to:

- Radiology.
- The recruitment and retention of primary care providers in the quantity and of the quality to meet the general medical needs in the community.
 - Investment in advanced imaging equipment, laboratory and related services to support ready access to these services and timely diagnosis and treatment of trauma and disease.
 - Development of other ancillary services, such as audiology, physical and occupational therapy, cardiac rehabilitation, and out-patient chemotherapy.

- A fixed wing Air Ambulance service based in Glasgow to facilitate transport of patients needing care unavailable in the region. This service was first developed by FMDH and later evolved to a partnership with the medical providers of neighboring communities.
- The recruitment and retention of specialty physicians that were most needed in the community to assure local access to these services without travelling upwards of 250 miles. These services include: Obstetrics and Gynecology, Orthopedic Surgery, General Surgery and Diagnostic

As required by the IRS, FMDH prioritized its identified needs so that it could determine which needs could be addressed given the resource limitations in a small rural hospital. FMDH developed a Prioritization Tool, which was designed to assess the following areas for each

Patient Care Statistics

| | 2013 | 2012 |
|---------------------------------|--------|--------|
| Number of Staffed Beds | 25 | 25 |
| Number of Bassinets | 6 | 6 |
| Inpatient Admissions | 798 | 695 |
| Total Patient Days | 2,421 | 2,220 |
| Average Patients/Day | 6.6 | 6.08 |
| Average Length of Stay(in days) | 2.8 | 2.8 |
| Emergency Patients | 2,997 | 2,833 |
| Surgeries | 1,166 | 1,258 |
| Deliveries | 159 | 116 |
| Total Patients Served | 9,231 | 8,923 |
| Laboratory Tests | 53,463 | 49,025 |
| Radiology Procedures | 11,617 | 11,294 |
| Meals Served | 62,312 | 58,833 |
| Pounds of Laundry Processed | 83,438 | 79,687 |

identified need:

- Does FMDH have or can it reasonably acquire the resources –human and financial – to begin the services?
- Can FMDH assure that these resources are sufficient to assure consistently high quality?
- Will the service line produce enough operating cash flow to cover its direct and incremental costs to assure operational sustainability?

The scoring of each variable was completed with input from the FMDH Leadership Group, the FMDH Medical Staff, the FMDH Planning and Quality Committee and the FMDH Board of Trustees. The variables scored in the tool are:

- **Prevalence** - Quantity of cases within FMDH's identified service area (see FMDH's Community Health Needs Assessment for identification of its service area)

- **Clinical Severity** – Probability of significant population mortality or morbidity if access to services from any source were unavailable.
- **Quality of Life** Significance – the significance of impact on the general population's activities of daily living or enjoyment of life if access to services from any source were unavailable.
- **Community Demand** – the frequency of the population's request for development of services because of perceived community needs. This differs from the Prevalence measure as it rates perception rather than actual demand for services.
- **Degree of Community Impact** – the degree to which the community experiences negative consequences if services are not locally available.
- **Access to Alternative Service Providers** – the relative availability of services within the

immediate or greater service area to the identified service area from providers of service other than FMDH.

- **Potential for Negative Business Impact** – rating the likelihood of operational sustainability from a financial standpoint.
- **Barriers to Service Entry**
 - a rating of the difficulty of developing services given the start-up costs associated with known service lines related to the particular disease group
 - investments in needed equipment, physical plant, and working capital
 - and the human resource requirements relative to the capabilities and complexity of the known service lines related to the particular disease group.

Finally, upon completion of the scoring of each disease category identified as a need in the FMDH Community Health Needs Assessment, the Board and Administrative Team examined the results

to look at natural breaks in the aggregate score results. Based on this review, FMDH identified the score of 30 as the natural break threshold. Consequently, FMDH prioritized, developed and implemented strategies that addressed the needs associated with the following disease groups:

- Respiratory Disease
- High Cholesterol
- High Blood Pressure
- Heart Diseases
- OB/GYN/Prenatal
- Mental Health and Substance Abuse

"FMDH has a long history of using community needs assessments dating back to the 1960s"



FMDH Foundation

2013 proved to be a great year. The Foundation gifted \$16,000 in Scholarships to the following students pursuing a medical field: Alexa Barnes, Devyn Bell, Emily Braaten, Christopher George, Le-Grand Guinard, Aaron Hartsock, Alyssa Hoffman, Jeff Irving, Paige Komrosky, Joshua McIntyre, Rachel McMurry, Morgan Riggs, Johanna Schultz, Chloe Sukut and Justine Stein.

Along with supporting our students, the Foundation also gifted new radios and laptops to Hinsdale Ambulance Service, a Stella Stand Lift Assist, AED, Bladder Scanner, and CPR training for Valley View Home. A total of \$37,169.20 was gifted to area students and the community. This year we raised \$15,000 during our Annual Golf Tournament, and all proceeds went to the General Endowment. We were

also able to give a little over \$2,000 to our four ambulance services this year. As you can see, the Foundation has done great things in the last year and continues to help Valley County and our community. Needless to say, none of this would be possible without the support of you and so many others over the years. Thank you for your commitment and all your support. Join us in 2014 for another great year!

About FMDH Foundation

The FMDH Foundation is an independent, non-profit charitable organization that was incorporated in 1982. It is governed by a dedicated board of directors while its day-to-day administration is managed by

OUR MISSION

To Provide Financial Support To
Frances Mahon Deaconess Hospital
And Other Medically Needed Projects
In Our Area To Ensure That
The Medical Services Provided In
Valley County Meet The Highest
Quality Standards.

the Foundation Director. The Foundation is an integral part of the Frances Mahon Deaconess Hospital and the community, helping to provide the latest technology, medical equipment, and training for FMDH, better medical equipment for community organizations, and scholarships to Valley County graduates studying in a medical field.

Gifts to the Foundation

There are several different ways you can give a tax deductible donation to the Foundation such as cash gifts including memorials and honorariums, stocks, bonds, real estate, annuities, and bequests. Cash gifts can be given as cash, checks, credit cards, FMDH payroll deduction, and via

ACH directly from your bank account. All gifts to the Foundation are managed by the Foundation Board, its Investment Committee, and account managers at RBC Wealth Management to guarantee the highest rate of return. You can determine how to support the Foundation's mission by choosing from three different trusts or endowments and one fund.

Trusts and Endowments

When you give to support FMDH Foundation trusts or endowments, your gift is preserved in perpetuity ensuring that it will thrive and continue to grow, impacting the lives of future generations. Your original gift is invested and only the interest and dividends are used to support the Foundation's giving. These choices include:

General Endowment that allows the Foundation to purchase much-needed medical equipment for FMDH and other community organizations. (All unspecified donations are deposited into the General Endowment.)

Markle's Ambulance Trust helps support the ambulance services in Glasgow and throughout Valley County.

The Scholarship Trust ensures that funds are given to second-year college students studying in a medical field who have graduated from a Valley County high school.

The Mammography Fund was started in 2010 when the Foundation pledged to help the Frances Mahon Deaconess Hospital raise the funds necessary to purchase a Hologic digital tomography machine. This new technology allows the FMDH Radiologist to view breasts in a 3-D image, thereby allowing improved identification of potentially cancerous areas. We reached our goal at the end of 2012 and the digital machine is now

serving FMDH patients. We will continue to have this fund to help with future expenses and make sure our patients receive top of the line care.

When you give to the Foundation, your gift benefits you and your family while positively affecting our community. It's a gift that never stops giving!

To learn more about the Foundation please contact:

Mary Kate Tihista - Foundation Director
621 3rd Street South
Glasgow, MT 59230
Office Number: (406) 228-3614
Fax Number: (406) 228-3535
Visit us online at www.fmdh.org and click on FMDH Foundation

2013 *FMDH* Foundation Board Members:

Sam Knodel,
President
Dan Frost,
Vice President
Tracey Waarvik,
Treasurer

Jon Bengochea
Karen Breigenzer
Della Gardner
Carrie Mesman
Butch Tewell
Karla Zerbe

FMDH Begins Behavioral Health Services

Frances Mahon Deaconess Hospital has partnered with Western Montana Area Health Education Centers (“AHEC”) and the University of Montana – Missoula to provide behavioral health services in the Glasgow area. Funding for this project is provided in part by a grant from Health Resources and Services Administration (“HRSA”). The project goal is to provide behavioral health services in a primary care setting which is based in a Critical Access Hospital. Mental health needs are seriously underserved in rural areas. Barriers to primary care coupled with challenges in navigating complex healthcare systems has been a major obstacle to patients seeking care for behavioral health issues and/or remaining in treatment.

Located in the Glasgow Clinic at 221 5th Street South, Behavioral Health Services (“BHS”) provides confidential assessment and counseling for children age 5 and older, adolescents, adults, couples, and families. This new service is available to patients that have a primary care provider at the Glasgow clinic. Patients are

referred to behavioral health specialists only by their primary care provider.

The new partnership is based on a holistic model of integrated care, using a team approach that addresses physical and mental health in one setting. This proven model of health care delivery enhances the balance of mind-body health and wellness of individuals living with behavioral health disorders which often can co-occur with medical and substance abuse disorders.

People with mental and substance abuse disorders may die decades earlier than the average person - mostly from untreated and preventable chronic illnesses such as hypertension, diabetes, obesity, and cardiovascular disease that are aggravated by poor health habits such as inadequate physical activity, poor nutrition, smoking, and substance abuse.

At the same time, primary care settings such as the Glasgow Clinic have become the gateway to the behavioral health sys-

Integrated health care produces the best outcomes by providing the most effective approach to caring for people with multiple healthcare needs.

tem by carefully coordinating medical and behavioral healthcare. Integrated health care produces the best outcomes by providing the most effective approach to caring for people with multiple healthcare needs. In large part, this works more effectively because the combined healthcare challenges an individual may be experiencing are treated simultaneously, an approach often referred to as “parallel”



treatment. Instead of isolating complex diagnoses by treating only the behavioral issues or only the medical issues in sequence, the healthcare team members coordinate treatment of both categories of healthcare concurrently to provide comprehensive, patient-centered services.

Behavioral Health Services is staffed by a graduate Clinical Psychologist professional, Dr. Robyn Hardie, and a graduate Master of Social Work professional, Pamela Dance.

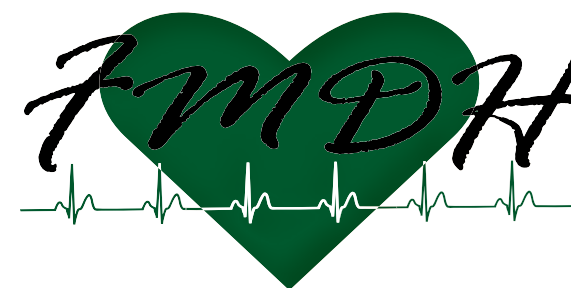
Dr. Hardie earned a Bachelor's degree in Psychology with a behavioral neuroscience specialization, in addition to obtaining a degree in Addiction Studies; both from McMaster University in Hamilton, Ontario. She went on to complete her Doctorate in Clinical Psychology from Nova Southeastern University in Fort Lauderdale, Florida. Dr. Hardie is a member of the American Psychological Association and is the current committee chair for the Montana Psychological Association Early Career Psychologist committee.

Pamela Dance earned a Bachelor's degree in psychology from Montana State University, Bozeman, prior to completing her Master's degree in Social Work at University of Montana, Missoula. Combining a life-long equestrian background with behavioral health, she also holds Advanced Instructor and Equine Specialist in Mental Health and Learning certifications with the Professional Association of Therapeutic Horsemanship International.

By using distance technology and periodic on-site visits, professional supervision for the pre-licensed post-doctoral psychologist and social worker is administered by University of Montana faculty who are licensed and highly experienced in the two respective fields of practice.

Because BHS staff are pre-licensure professionals, fees for services are reduced from the usual charge for this type of service. In addition to reduced charge, BHS also provides a sliding fee schedule in order to make services more affordable and, therefore, more accessible to a

greater number of people. This scale is based on household income and the number of individuals in the home. At this time services provided by a behavioral health specialist are not billed to Medicare, Medicaid or commercial insurance. All personal, medical, and financial information remains confidential. Behavioral health counseling is a cooperative relationship between a therapist and a client. In this relationship the two parties agree to work together toward goals they have established together. The therapist is there to listen without judgment and help the client work out solutions that are best suited for that individual.



FMDH Healthcare Providers



Janet Armstrong, MD
Internal Medicine



Jace Ball, PA-C
Emergency Medicine



Lisa Ball, CRNA
Anesthesia



Brian Bell, MD FACOG
Obstetrics/Gynecology



Gordon Bell, MD
Family Medicine



Brett Dorwart, R Ph
Hospital Pharmacy



Pamela Dance, MSW
Behavioral Health



Timothy Forshay, PA-C
Family Medicine

FMDH Healthcare Providers



Jennifer Fowler, DO
Family Medicine



Robyn Hardie, Psy.D.
Behavioral Health



Arin Iman, DO
Family Medicine



Angela Kemp, PharmD
Hospital Pharmacy



Brenda Koessl, FNP
Nursing Services



Robert Martin, MPT
Physical Therapy



Anne Millard, MD
Family Medicine
Obstetrics



Thomas Mirich III, MD
Orthopaedic Surgery

FMDH Healthcare Providers



Greg Page, R Ph
Retail Pharmacy



Gina Reyling, PT
Physical Therapy



Kevin Ross, MD
Family Medicine
Obstetrics



Chelsea Sams, PA-C
Emergency Medicine



Thomas Schultz, CRNA
Anesthesia
Pain Management



Sharlene Schmidt, MS
Audiologist



Walter Smith, DO
Radiology



Kae Sukut, PA-C
Orthopaedic Surgery

FMDH Healthcare Providers



Blaine White, PA-C
Emergency Medicine



Kari Wiens, FNP, PA-C
Family Medicine



Anne Williams, MD FACS
General Surgery



Amy Wood, CRNA
Anesthesia

Our employees are our greatest resource. By our investment in their personal and professional growth, our ability to provide a healing environment for our patients is enhanced.

Visiting Specialists

Allergy/Immunology

James M. Sweet, MD*

Cardiology

Ronny Jiji, MD*

Dermatology

Michelle L. Spenny, MD
Jared J. Lund, MD

Ear, Nose & Throat

Brett R. Bennion, MD
Sean M. Demars, MD

Gastroenterology

William M. Chamberlin, MD

Nephrology

Kendrick Trostel, MD*

Neurology

Arturo Echeverri, MD

Neurosurgery

Michael Copeland, MD

Oncology/Hematology

Ala'a Muslimani, MD
Venu Thirukonda, MD

Ortho Spine Surgery

Alan K. Dacre, MD

Urology

Sarah Ryan, MD

*provider utilizes telemedicine

Certified Registered Nurses

Connie Brunelle, RN

Certified Flight Registered Nurse

Pamela Lee, RN, BAN

Certified Professional Healthcare Management

Elaine Schuchard, BSN, MSN

Certified Emergency Room Nurse

Michelle Feezell, RN

Certified Wound Care Nurse

Joy Linn, BSN, RN-BC

Certified Medical-Surgical Nurse

Amber See, BSN, RNC-OB

Certified Obstetric Nurse

Deborah Guenther, RN, BSN, CNOR

Certified Nurse Operating Room

Jill Meiers, RN, BSN, CNOR

Certified Nurse Operating Room

Heidi See, RN

Certified Flight Registered Nurse

Brandi Knierim, BSN, RNC-OB

Certified Obstetric Nurse

Leah Miller, RN, BSN, CBC, RN-C

Certified Breastfeeding Counselor
Certified Medical-Surgical Nurse

Dori Ware, RN, BSN, CBC, CCE

Certified Breastfeeding Counselor
Certified Childhood Educator

Brenda Koessl, RN, BSN, FNP, MSN

Certified Emergency Room Nurse
Certified Family Nurse Practitioner

Vonnie Pattison, RN, BSN, MSN

Certified Gerontological Nurse

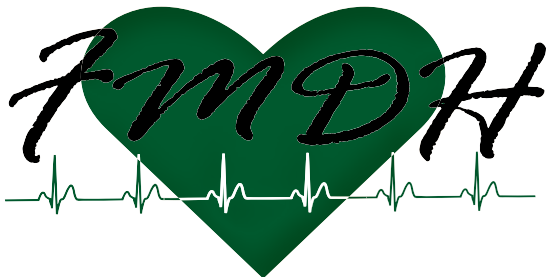
Balance Sheet and Statement of Operations

Statement Of Operations

| Years ended June 30 | 2013 | 2012 |
|-------------------------------------|--------------|--------------|
| Total Operating Revenues | \$29,393,359 | \$28,273,330 |
| Total Operating Expenses | 27,228,359 | 25,847,060 |
| Gain From Operations | 2,165,000 | 2,426,270 |
| Net Non-Operating Gains | 713,005 | 694,041 |
| Increase in Unrestricted Net Assets | 2,738,216 | 3,115,209 |

Balance Sheet

| Years ended June 30 | 2013 | 2012 |
|--|---------------|--------------|
| Assets | | |
| Total Current Assets | \$ 15,446,902 | \$9,536,400 |
| Plant, Property, and Equipment | 10,785,610 | 9,716,869 |
| Long-Term Investments | 11,943,518 | 14,819,772 |
| Assets Whose Use is Limited | 605,713 | 302,658 |
| Note Receivable | 4,265,772 | 5,036,802 |
| Other Assets | 2,177,962 | 1,898,035 |
| Total Assets | \$ 45,225,477 | \$41,310,536 |
| Liabilities and Net Assets | | |
| Current Liabilities | \$ 4,247,745 | \$3,177,112 |
| Net Investment In Prairie Ridge Village, LLP | 264,234 | 194,227 |
| Deferred Revenue | 233,906 | 197,818 |
| Net Assets | 40,479,592 | 37,741,379 |
| Total Liabilities and Net Assets | \$ 45,225,477 | \$41,310,536 |





Our Services

At FMDH, we are dedicated to ensuring that northeastern Montanans have access to as many medical services as can be supported by our regional community. We are so committed to ensuring that we are able to address the health needs of our regional community that we offer many services not often found in a Critical Access Hospital. We even go so far as to subsidize some of our services, just to ensure that residents in our service area have access to the care they need.

5th Avenue Pharmacy

The 5th Avenue Pharmacy is located within the hospital facility and offers a full spectrum of prescription and over the counter medications as well as gifts. One full time Pharmacist and three technicians staff the pharmacy five days a week.

Audiology

Provides diagnostic hearing testing and hearing aid services for all ages; audiology also provides hearing screenings/testing for the school population and also for the Community Child Finds throughout northeastern Montana.

Behavior Health

Provides behavioral health services to patients referred by a primary care provider at the Glasgow Clinic. Services are based on a holistic model of integrated care, using a team approach that addresses physical and mental health in one setting. Individual, family, and couples counseling services are offered to provide support and enhance mind-body health and wellness.

Cardiac Rehabilitation

Services include a twelve week comprehensive outpatient program designed to help clients develop a healthier lifestyle. It is a multidisciplinary program made up of specially trained staff, doctors, dietitians, pharmacists, physical and respiratory therapists, stress managers and psychologists.

Deaconess Radiology

In addition to general radiology including C-Arm Fluoroscopy and X-ray, the department offers:

- Magnetic Resonance Imaging (MRI) using a GE 1.5 Magnet unit.
- CT Scan produced by a 16 slice Siemens Somatom Sensation scanner that allows subtle body changes to be better detected.
- Nuclear Medicine offering a GE Infinia imaging camera.
- Mammography images produced by a Selenia Dimensions 3D full field system using iCad Secondlook 3D Tomosynthesis for computer-aided detection (CAD).
- Ultrasound using a Siemens/Acuson unit.
- DXAA GE Lunar machine that measures bone density.

Diabetic Education

FMDH has a Registered Nurse on staff that specializes in Diabetes Education.

Glasgow Clinic

A fully staffed primary/urgent care clinic located within the FMDH facility. The clinic is staffed by six Family Practice Physicians, one Specialist in Internal Medicine, a Family Nurse Practitioner, and a Physician Assistant.

Hi-Line General Surgery

Located within FMDH facility, Hi-Line General Surgery offers a variety of surgical and diagnostic services.

Home Oxygen/Durable Medical Equipment

Offers all the supplies needed to provide care from the comfort of home. Carrying a full complement of breathing assistance devices including home and portable oxygen, nebulizers, C-pap and Bi-pap machines as well as medical supplies such as walkers, wheelchairs and hospital beds.

Inpatient Nursing Services

FMDH offers a full range of highly trained nursing staff available to make patients as comfortable as possible. Their services are always delivered with empathy and complete regard for patient confidentiality.

Labor, Delivery and Recovery (LDR)

The LDR suites are inclusive so all parts of a normal vaginal delivery can be done from that room. A childbirth preparation class is also available to educate expecting families about the delivery process and introduce mothers to the facility and staff. FMDH has an Obstetrician/Gynecologist as well as Family Practice Physicians with training in Obstetrics on staff to care for mothers who choose to have their children at FMDH.

Laboratory Services

Lab professionals are available on-call to our physicians 24 hours a day 365 days a year. The department is a Clinical Laboratory that performs diagnostic laboratory work on blood, urine and other body fluids.

These tests include work in:

- Arterial Blood Gases
- Bacteriology
- Chemistry
- Coagulation
- Hematology
- Immunology
- Therapeutic Drugs
- Thyroid Studies
- Transfusion Services
- Urinalysis



Milk River OB/GYN

Both Gynecological and Obstetrical services offered with emphasis on applying the most up to date medical care to each individual, depending upon her particular circumstances, from routine health maintenance issues to complex, high-risk pregnancies, to advanced laparoscopic surgery.

Northeast Montana STAT Air Ambulance

FMDH is a proud member of this cooperative. It was formed by FMDH with the Phillips County Hospital and Northeast Montana Health Services to provide stabilization, critical care, and rapid transport of the seriously ill and injured patient and assist in providing the highest quality of air medical care in our region by staffing advanced trained critical care RNs, PA-Cs and a Medical Director. It presently conducts approximately 350 flights per year with the majority of transports from northeast Montana to Billings.

Nutrition Services

The FMDH staff of dietitians provide nutrition assessments and education to inpatients and outpatients (by referral). Nutrition consultation is also provided to other facilities including nursing homes and the WIC program.

Occupational Therapy

Offering a full service Occupational Therapy program for patients receiving outpatient or inpatient care, including services for infants and toddlers under 3 years of age.

Orthopaedics & Sports Medicine

Located within the facility and offers a full-time Orthopaedic surgeon and a Certified Physician Assistant. The department specializes in sports medicine, arthroscopic surgery, total joint replacement and shoulder conditions.

Outpatient Infusion/Chemotherapy

Providing a one-on-one nursing service in the privacy of individual rooms, Outpatient Infusion Therapy clinic offers the service delivery of various infusion medications including, but not limited to, chemotherapy. The rooms are equipped and decorated to make receiving treatment as comfortable as possible.

Pain Management

Pain interventions, in the form of injections, to help manage pain. FMDH has three CRNAs specializing in anesthesia and pain management.

Physical Therapy

Serving patients in both Glasgow and Malta, the department's primary patient load consists of musculoskeletal injuries or orthopaedic injuries. However, they also work with neurological disorders, provide instruction on work-place injury minimization and treat dysfunction throughout the whole body.

Respiratory Therapy

This department performs oximetry studies, pulmonary function studies, fits patients with ventilators, and conducts referrals.

Surgical Services

The department of Surgical Services (DSS) provides care to patients of all ages and acuity undergoing elective or emergency surgery. This department consists of Outpatient Surgery, Anesthesia, Operating Room, Peri Anesthesia Care Unit, Sterile Processing and Outpatient Procedure Lab.



FMDH Financial Assistance Program

The FMDH Financial Assistance Program is a comprehensive program that is designed to assist patients of Frances Mahon Deaconess Hospital in meeting the financial obligations created by receiving necessary medical care at its facility. The program covers non-elective services provided at Frances Mahon Deaconess Hospital, Deaconess Radiology, STAT Air Ambulance, the Glasgow Clinic, and Hi-Line Medical Services. Elective services are defined as those services that a patient chooses to undergo for reasons other than illness or injury.

Methods Of Assistance

All patients with a self-pay balance are eligible to apply for financial assistance. The Program provides two methods of assistance, a discount to the patient's account and/or an interest-free

extended payment plan. The type and quantity of assistance that a patient receives is dependent on the financial need demonstrated through information supplied on the financial assistance application. The application is presented to the patients in the form of a two-sided brochure called, Guide to Financial Assistance, which includes information about the Financial Assistance Programs as well as blanks for the patient to complete with their income, expenses, and assets. A completed application includes proof of income for the last three months and a copy of the most recent Federal Income Tax Return. A completed Financial Assistance Application allows us to extend credit up to 24 months on balances over \$300.00. No patient that qualifies for financial assistance will be charged more than the amount generally billed.

FRANCES MAHON DEACONESS HOSPITAL

Charity Care Income Guide
Effective January 22, 2014

Annual Income

| FAMILY SIZE | ADJUST OFF | | | | |
|-------------|------------|----------|----------|----------|----------|
| | 100% | 80% | 60% | 40% | 20% |
| 1 | \$11,670 | \$14,588 | \$17,505 | \$20,423 | \$23,340 |
| 2 | 15,730 | 19,663 | 23,595 | 27,528 | 31,460 |
| 3 | 19,790 | 24,738 | 29,685 | 34,633 | 39,580 |
| 4 | 23,850 | 29,813 | 35,775 | 41,738 | 47,700 |
| 5 | 27,910 | 34,888 | 41,865 | 48,843 | 55,820 |
| 6 | 31,970 | 39,963 | 47,955 | 55,948 | 63,940 |
| 7 | 36,030 | 45,038 | 54,045 | 63,053 | 72,060 |
| 8 | 40,090 | 50,113 | 60,135 | 70,158 | 80,180 |
| 9 | 44,150 | 55,188 | 66,225 | 77,263 | 88,300 |

Monthly Income

| FAMILY SIZE | ADJUST OFF | | | | |
|-------------|------------|---------|---------|---------|---------|
| | 100% | 80% | 60% | 40% | 20% |
| 1 | \$973 | \$1,216 | \$1,459 | \$1,702 | \$1,945 |
| 2 | 1,311 | 1,639 | 1,966 | 2,294 | 2,622 |
| 3 | 1,649 | 2,061 | 2,474 | 2,886 | 3,298 |
| 4 | 1,988 | 2,484 | 2,981 | 3,478 | 3,975 |
| 5 | 2,326 | 2,907 | 3,489 | 4,070 | 4,652 |
| 6 | 2,664 | 3,330 | 3,996 | 4,662 | 5,328 |
| 7 | 3,003 | 3,753 | 4,504 | 5,254 | 6,005 |
| 8 | 3,341 | 4,176 | 5,011 | 5,846 | 6,682 |
| 9 | 3,679 | 4,599 | 5,519 | 6,439 | 7,358 |

The financial assistance discount is granted to patients whose combined gross household income places them at or below 200 percent of the federal poverty guidelines as established by the Department of Health and Human Services. The discount is applied on a graduated scale from 20% to 100% based on the number of people in the household and the total household income. The Potential Discount Table (previous page), shows the discount and income levels for differing family sizes. The table is published in The Guide to Financial Assistance for patients to review during the application process.

Financial Counselor

FMDH employs a financial counselor to help patients navigate the hospital's credit policy and financial assistance program. The financial counselor is available to help patients determine payment options that fit with family budgets. The goal of the financial counselor is to allow the patient to meet all of their

financial obligations including but not limited to those incurred through seeking care at FMDH. The counselor takes into consideration all of the patient's financial obligations including medical expenses incurred throughout our facility and medical debt owed to other providers. The financial counselor is also trained as a Navigator, to assist patients with healthcare.gov.

The Patient Protection and Affordable Care Act

Many of you are aware that The Patient Protection and Affordable Care Act requires that most U. S. citizens and legal resident aliens have qualifying health coverage. To assist in this process, FMDH participated in a grant through Montana Health Network to train two individuals as Navigators for the Health Insurance Marketplace. Navigators assist consumers with enrollment at healthcare.gov and with obtaining exemptions when appropriate. The first open enrollment period was October 1, 2013 to March 31,

2014. The next open enrollment period will begin November 15, 2014. Consumers with certain life events may be eligible for a special enrollment period. More information about a special enrollment period is available at healthcare.gov.

For more information on the financial assistance program contact:

Terry Reddy
FMDH Financial Counselor
(406) 228-3633 or
terry.reddy@fmdh.org.



FMDH is Quality Focused

The Joint Commission is an independent not-for-profit organization that has accredited hospitals for more than 50 years.

Today it accredits more than 15,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization

must undergo an on-site survey by a Joint Commission survey team at least every three years. Joint Commission standards address the hospital's performance in specific areas and specify requirements to ensure that patient care is provided in a safe manner and in a secure environment. The Joint Commission develops its standards in consultation with healthcare experts, providers and researchers, as well as measurement experts, purchasers and consumers.

A Hospital Quality Alliance Participant



designates that a hospital has agreed to submit performance measures for publication on the Centers for Medicare and Medicaid (CMS) website. Information about the safety and quality of accredited hospitals is available to the public at Quality Check® www.qualitycheck.org.

Production Credits

If you would like additional copies of the Frances Mahon Deaconess Hospital Annual Report, or for more information please contact:

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Nickolas Dirkes, **Director of Marketing**
Megan Haddix, **Marketing Specialist**

Board and Health Care Provider Photographs Courtesy of Image Photography

This report has been published as a service to the patients of Frances Mahon Deaconess Hospital in accordance with reporting requirements for 501(c)(3) Tax Exempt Organizations.

Frances Mahon Deaconess Hospital

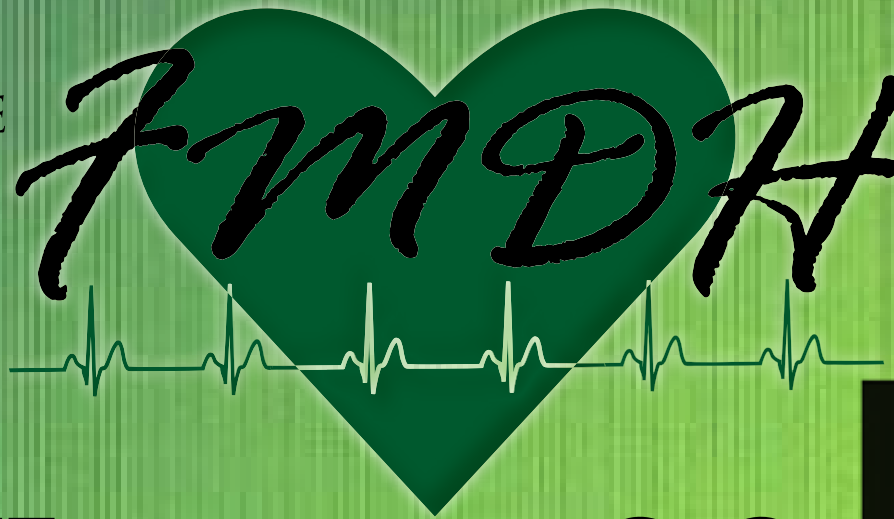
(406) 228-3500

| | |
|--|--------------|
| Administration | 228-3601 |
| Audiology | 228-3530 |
| Chaplain | 942-2877 |
| Chemotherapy/Infusion Therapy | 228-3297 |
| Complaints | 228-3610 |
| Customer Service Insurance Billing (Hospital) | |
| If your last name starts with A-D | 228-3621 |
| If your last name starts with E-M | 228-3622 |
| If your last name starts with N-Z | 228-3620 |
| Payment Plan Rep | 228-3620 |
| Deaconess Radiology Insurance Billing A-K | 228-3606 |
| Deaconess Radiology Insurance Billing L-Z | 228-3608 |
| Dietary Services | 228-3613 |
| STAT Air Ambulance Dispatch | 800-992-7828 |
| EMS/Ground Ambulance Director | 228-3648 |
| 5th Ave Pharmacy | 228-3693 |

| | |
|--|----------|
| Financial Counselor | 228-3633 |
| FMDH Foundation | 228-3614 |
| Glasgow Clinic | 228-3400 |
| Glasgow Clinic Insurance Billing (A-K) | 228-3415 |
| Glasgow Clinic Insurance Billing (L-Z) | 228-3417 |
| Payment Plan Rep | 228-3434 |
| Health Information / Medical Records | 228-3611 |
| HI-Line General Surgery | 228-3653 |
| Home Oxygen | 228-3618 |
| Human Resources | 228-3647 |
| Laboratory Services | 228-3675 |
| Marketing | 228-3643 |
| Nurses Station | 228-3522 |
| Nursing Services Director | 228-3602 |
| Orthopaedic Clinic | 228-3536 |
| Physical Therapy | 228-3635 |
| Privacy Officer | 228-3547 |
| Radiology Services | 228-3630 |
| Visiting Specialist Clinic | 228-3656 |

Frances Mahon Deaconess Hospital
621 3rd Street South
Glasgow, MT 59230

ORTHOPAEDICS AND
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621 3rd Street South
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GLASGOW
CLINIC
221 5th Street South
Glasgow, MT 59230
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5th **AVENUE**
Pharmacy & Gift
621 3rd Street South
Glasgow, MT 59230
(406) 228-3693

HOME OXYGEN &
DURABLE MEDICAL EQUIPMENT

621 3rd Street South
Glasgow, MT 59230
(406) 228-3618

HMS
Hi-Line Medical Services

621 3rd Street South
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Orthopaedics: (406) 228-3536
Hi-Line General Surgery: (406) 228-3653