

A N N U A L
R E P O R T
2018



FRANCES MAHON
DEACONESS HOSPITAL

ANNUAL REPORT 2018

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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.

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.

MISSION

FMDH will 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.

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.

A MESSAGE FROM THE CEO



Two-and-a-half years ago, my wife and I experienced a change in life that has affected us more profoundly than any other life experience we have had in our 35 years of marriage.

Two-and-a-half years ago, we became grandparents.

My wife and I have five great children whom we love dearly. There is something different about being a grandparent. Maybe it is because we do not have the day-to-day stresses of trying to make the multiple decisions that come with raising a child, of constantly wondering what parental choice is in the best interest of our child. Being a grandparent is a different kind of experience – an experience that fills every moment with longing when apart, wonderment when together, and pleasure when consumed by the remembrances of the unique idiosyncrasies of this tiny person as she grows, explores, and lives life. It is a unique and special experience.

As I ponder this annual report message, I cannot help but think of how what we do at Frances Mahon Deaconess Hospital (FMDH) impacts people at a very personal level. Every patient

we deal with is part of a family who loves them and wants the best for them. Especially when people are dealing with health issues, we want to know that the people caring for them are doing so the same way they would if that patient was their own family – as if that patient was their only granddaughter.

Over the past 21 years that I have had the opportunity to serve as FMDH's Chief Executive Officer, I have had the joy of working with a team of people that approach their work with that family focus. I believe this is why, year in and year out, we have consistently performed in all operational sectors – organizational culture, customer service, clinical quality, financial stability, and organizational growth – at high levels compared to the rest of the industry. The statistics included in this report demonstrate another year of great performance by everyone at FMDH. Does this mean we are perfect? The answer is a resounding no! What it means is that we are constantly monitoring and measuring our organization and how we conduct business, and then taking action to improve ourselves and our way of delivering care to the family members we are so fortunate to serve. In the short term, this sometimes is difficult to endure. However,

we know in the long term that endurance makes us stronger and even more committed to the family values we hold dear.

I know if you talk to my children they would, in a loving way, point to times where I could have taken another approach to a parental issue at hand. For the most part I don't even need their input; I can recall vividly the times and circumstances where I would make different choices today. What will make me a better grandfather than I was a father is the fact that I experienced those decisions and their results. I learned, from experience, better ways. In the same manner, what makes FMDH a better organization is our willingness to experience, learn, and grow, enhanced by a perspective that when we serve our patients, we are serving our family.

Thank you for entrusting your families' care to us. Please know that we will strive to serve your families' needs with the same care, concern, and love that we would give to our own families – that my wife and I would give to our precious granddaughter.

A handwritten signature in white ink that reads "Randy Holom".

Randy Holom
FMDH Chief Executive Officer



A MESSAGE FROM THE BOARD PRESIDENT

Dear friends of FMDH,

“The best place to work, the best place to practice medicine, and the best place to receive care in rural America” – this vision and goal requires a coordinated effort by over 260 employees. FMDH has been guided by the leadership of our CEO, Randy Holom, for over 21 years. In 2018, we received many awards and recognitions that are described in detail throughout this Annual Report.

FMDH hosted and supported many community events and programs during the year. We realize the extensive remodel of FMDH’s physical structure has caused inconvenience and disruption, and we appreciate your patience and cooperation.

The board is fully aware of the travel distances required when we don’t have specialty services like Orthopedics available locally. Recruitment of specialists is our top priority because we want to provide you with the best service possible, right here in Glasgow.

Our staff is grateful for the opportunity to serve you. Throughout all the changes, FMDH remains committed to meeting the challenges of an ever-changing healthcare environment and providing the best possible healthcare to our community.

Sincerely,



Don Fast

President, FMDH Board of Trustees

BOARD OF TRUSTEES



Don Fast
President



Stan Ozark
Vice President



Kris Simensen
Secretary/Treasurer



Erika Bengochea
Trustee



Larry Bergstrom
Trustee



Patrick Menge
Trustee



Karla Zerbe
Trustee



Louis Bailey, MD
Physician Member



Randall Holom
CEO Member

AWARDS & ACHIEVEMENTS



5-Star Rating on Hospital Compare for Inpatient Satisfaction

FMDH received a five-star rating through Medicare's Hospital Compare. The five-star rating is based on FMDH's HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scoring. HCAHPS is a national survey that asks patients about their experiences during a recent hospital stay. The established rating scale and data is based on 11 important hospital quality topics.



Montana Rural Healthcare Performance Improvement Network's Quality Improvement Award

FMDH received this award for our work on Emergency Department Transfer Communications. FMDH worked to make improvements in the communications with the receiving hospital when transferring patients out to a higher level of care. This project demonstrated that improving transitions of care for patients is key to increasing the quality, effectiveness, and efficiency of healthcare services.



Top 100 Critical Access Hospital

FMDH was named one of iVantage's Top 100 Critical Access Hospitals (CAHs) in the United States. FMDH scored in the top 100 of the Critical Access Hospitals on the iVantage Hospital Strength INDEX. The INDEX is the industry's most comprehensive rating of U.S. acute care hospitals and the only one to include the country's 1,300 CAHs. The results recognize that the Top 100 Critical Access Hospitals provide a safety net to communities across rural America - measuring them across 62 different performance metrics, including quality, outcomes, patient perspective, affordability, population risk, and efficiency.



Women's Choice Award as one of America's 100 Best Hospitals for Patient Experience, and one of America's Best Hospitals for Obstetrics

FMDH has been named one of America's 100 Best Hospitals for Patient Experience and one of America's Best Hospitals for Obstetrics by the Women's Choice Award®, America's trusted referral source for the best in healthcare. The awards signify that FMDH has been ranked for patient experience within the top 100 hospitals of similar size based on number of beds, and that is in the top 17% of 2,720 U.S. hospitals offering obstetrics. The methodology used to select FMDH as one of America's 100 Best Hospitals for Patient Experience is unique in that it evaluates specific Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results along with primary research about women's healthcare preferences.

FINANCIAL ASSISTANCE

The FMDH Financial Assistance Program is a program designed to assist patients in meeting the financial obligations created by receiving necessary medical care. Financial Assistance covers non-elective services. Elective services are defined as those services that a patient chooses to undergo for reasons other than illness or injury. Only one application is needed for Frances Mahon Deaconess Hospital, Glasgow Clinic Primary Care, and Glasgow Clinic Specialty Care.

completing a Financial Assistance Application and providing supporting documentation. No patient that qualifies for financial assistance will be charged more than the amount generally billed.

The Potential Discount Table below shows the discount and income levels for differing family sizes. To check if you may qualify, find your family size in the left-hand column and look across to see where your total income falls. For example: A family size of three with an annual income of \$33,000 may qualify for an 80% write off. The table is published in The Guide to Financial Assistance, which is available at all registration areas in our facility, and online at fmdh.org.

Methods of Assistance

All patients with a self-pay balance are eligible to apply for financial assistance. Financial assistance is available in the form(s) of a discount and/or an Extended Payment Plan of up to 24 months. This is done by

Adjust Off

Family Size	100%	90%	80%	70%	60%	50%	40%	30%
1	\$ 17,486	\$ 18,735	\$ 19,984	\$ 21,233	\$ 22,482	\$ 23,731	\$ 24,980	\$ 29,976
2	\$ 23,674	\$ 25,365	\$ 27,056	\$ 28,747	\$ 30,438	\$ 32,129	\$ 33,820	\$ 40,584
3	\$ 29,862	\$ 31,995	\$ 34,128	\$ 36,261	\$ 38,394	\$ 40,527	\$ 42,660	\$ 51,192
4	\$ 36,050	\$ 38,625	\$ 41,200	\$ 43,775	\$ 46,350	\$ 48,925	\$ 51,500	\$ 61,800
5	\$ 42,238	\$ 45,255	\$ 48,272	\$ 51,289	\$ 54,306	\$ 57,323	\$ 60,340	\$ 72,408
6	\$ 48,426	\$ 51,885	\$ 55,344	\$ 58,803	\$ 62,262	\$ 65,721	\$ 69,180	\$ 83,016
7	\$ 54,614	\$ 58,515	\$ 62,416	\$ 66,317	\$ 70,218	\$ 74,119	\$ 78,020	\$ 93,624
8	\$ 60,802	\$ 65,145	\$ 69,488	\$ 73,831	\$ 78,174	\$ 82,517	\$ 86,860	\$ 104,232
9	\$ 66,990	\$ 71,775	\$ 76,560	\$ 81,345	\$ 86,130	\$ 90,915	\$ 95,700	\$ 114,840

Effective 1/21/19

Financial assistance may also be available in other limited circumstances; such as the size of the patient's medical bills and whether the patient meets certain other criteria.



Terry Jung
FMDH Financial
Counselor

Financial Counselor

FMDH employs a financial counselor to help patients determine payment options that fit the family budget. 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 Certified Application Counselor to assist patients with healthcare.gov.

For more information on the financial assistance program contact:

Terry Jung
FMDH Financial Counselor
[406] 228-3633
Terry.Jung@fmdh.org

FRANCES MAHON DEACONESS HOSPITAL FOUNDATION INC.

2018 proved to be another exciting year at the FMDH Foundation. The final gift from Donald Baker's estate was received, making the total gift between the FMDH Foundation and Markle's Ambulance Trust nearly **\$400,000!** To honor his donation, we created a named Scholarship in 2017, and this was the first year that students received the benefit of his generosity. In June we gifted **\$24,000** in medical scholarships to the following students:

Amy Breigenzer	Luke Breigenzer	Morgan Guttenberg
Andrea Hansen	Alyssa Hoffman	Kerry Hoffman
Chloe Koessl	Karissa Liebelt	Mecaila Martin
Kyle Nielsen	Michelle Ozark	Alex Page
Rose Reyling	Madison Sibley	Joyce Stone
Katie Thornburg	Kendra Vaughn	Rachael Zeiger

Towards the end of 2018, we had two more scholarships established by the generosity of local families. In 2019, we will have the Sever & Esther Enkerud Nursing Scholarship and the Deborah Guenther Nursing Scholarship available to local students pursuing or continuing on with their nursing education. We now have a total of eight scholarships available to medical students. Since 1986, we have given **\$249,000** in scholarships, and our program will continue to financially help those who dream of a medical degree.

Along with supporting our students, the Foundation also gifted online training for surgical nurses, physical therapy tables, ambulance equipment, education mannequins for the community, a hydrotherapy tub for Valley View Nursing Home, and AEDs to help in making us the first Cardiac Ready Community in the state!

This year we raised **\$18,500** during our annual Golf Tournament, and all proceeds went to the General Endowment. Our annual Tree of Life event raised **\$14,000**. We were also able to give a little over **\$3,000** to our four ambulance services through the Markle's Ambulance Fund.

As you can see, the Foundation had another great year and continues to help your loved ones. Thank you all for supporting the Foundation and its mission to provide financial support to FMDH and other medically needed projects in Valley County, ensuring that the medical services provided are of the highest quality. Needless to say, none of this would be possible without the support of all of you and so many others over the years. Join us in 2019 for another great year.

2018 HIGHLIGHTS


\$24,000
 IN MEDICAL
 SCHOLARSHIPS GIFTED


\$14,000
 RAISED AT OUR
 TREE OF LIFE EVENT


\$18,500
 RAISED AT OUR
 GOLF TOURNAMENT


\$3,000
 GIVEN TO OUR FOUR
 AMBULANCE SERVICES



FMDH Foundation & Valley County Community Foundation purchase new portable biliblanket for Nursery
 Brandi Knierim, FMDH Labor and Delivery, Nursery, and ICU Coordinator, requested a new portable biliblanket. This device provides phototherapy treatment for infants with neonatal jaundice. As this is a no cost item for Valley County families, the FMDH Foundation teamed up with the Valley County Community Foundation to purchase this essential device.



Deborah Guenther Nursing Scholarship
 Keith and Deborah Guenther believe in the importance of a nursing education, including certification, and how it relates to the quality of care. "We are so pleased to have the ability to contribute to the FMDH Foundation to fund a scholarship which supports the nursing education and standards of care practiced when obtaining a degree or continuing on to gain certification." *Photo: Deb & Keith Guenther with her FMDH Surgical Team*



Sever & Esther Enkerud Nursing Scholarship
 Sever Enkerud's wife, Esther, was lifetime member of the Montana Nurses' Association and always kept her nursing license current. When she passed away in 2015 at the age of 83, Sever wanted to do something to honor Esther and her passion for nursing. He created a nursing scholarship in her memory and stated "I want this to help local kids who desire to be a nurse, just like Esther."



Tim Newton & family honor Karen with a generous gift to the FMDH Foundation
 Tim and Karen Newton have been active members of our community for over 40 years and raised their family here. Among their many contributions of time, talent, and treasure were careers in education and banking, as well as volunteer positions with Soroptimists and the FMDH Board of Trustees. Karen passed away unexpectedly in September of 2016. Even during a time of loss, Tim looked at the bigger picture and made a generous donation to the Foundation to help make Valley County a better place.



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 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. At some point, all of us will come into contact with an item the FMDH Foundation was able to purchase because of the wonderful support of our donors.

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 several different options.

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 FUND 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!



Mary Kate Tihista
Foundation Director

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 fmdh.org and click on FMDH Foundation.

2018 FMDH Foundation Board Members:

Shelly George – President
Stan Ozark – Vice President
Jon Bengochea – Treasurer
Derek Beadle
Michelle Bigelbach
Annie Capdeville
Somer Hoerster
Becky Johnson
Brianna Overbey

2019 FMDH Foundation Board Members:

Shelly George – President
Somer Hoerster – Vice President
Annie Capdeville – Treasurer
Derek Beadle
Michelle Bigelbach
Bronwin Hanshew
Becky Johnson
Stan Ozark
Zak Peterson

CREATE YOUR OWN FUND, in memory or honor of somebody, with a minimum donation of \$10,000. This is how the Markle's Ambulance Fund was created, as well as all our named Scholarship Funds!

Corral to Community: Annual Meeting Sponsored by the Busted Knuckle Brewery

Our annual meeting was held on October 6, where we recognized the new donors and donors that have moved up on the Wall of Honor, located outside our primary care clinic.

Corral of Compassion (\$5,000-\$9,999)

Dr. Gordon & Amy Bell
Rob & Connie Brunelle
Randy & Stephanie Holom
Brenda Koessl
Lester [Swede] & Mildred Nickels
John & Janice Swanson
Butch & Martha Tewell

Paving the Way Wagon (\$10,000 - \$24,999)

Harold Feldt
Tim & Karen Newton
Glenn Rorvig in memory of Francis Tarum
Harvey & Karen Wall
Galen & Karla Zerbe

Streets of Stewardship (\$25,000 - \$49,999)

Gerald & Audrey Feda

Building a Legacy (50,000 +)

Donald J. Baker

MEDICAL STAFF



Janet Armstrong, MD
Internal Medicine
**retired 2018*



Louis Bailey, DO
Radiology



Jace Ball, PA-C
Emergency Medicine



Kevin Ross, MD
Family Medicine, Obstetrics



Chelsea Sams, PA-C
Emergency Medicine



Thomas Schultz, CRNA, PhD
Anesthesia/Pain
Management



Lisa Ball, CRNA, MS
Anesthesia/Pain
Management



Robert Crochelt, MD,
PhD, FACS
General Surgery



Andrew Fahlgren, MD
Internal Medicine



Donna Smith, MD
Obstetrics/Gynecology



Jeremy Stringer, CRNA,
Anesthesia/Pain
Management



Kae Sukut, PA-C
Orthopedic Surgery
and Sports Medicine



David Knierim, MD
Family Medicine, Obstetrics



James Martin, PhD
Clinical Psychology



Anne Millard, MD
Family Medicine, Obstetrics



Blaine White, PA-C
Emergency Medicine



Kari Wiens, FNP
Family Medicine



Anne Williams, MD, FACS
General Surgery
**retired 2018*

CARING FOR OUR COMMUNITY

1 Fresh Fruit and Vegetable Program

For the fifth year in a row, FMDH has sponsored a Fresh Fruit and Vegetable Program (FFVP) for Irlle Elementary School and Glasgow Middle School. The FFVP is an important tool in our efforts to combat childhood obesity. The Program has been successful in introducing schoolchildren and adolescents to a variety of produce that they otherwise might not have the opportunity to sample.

through public meetings and used feedback from those meetings to identify priority needs, which include mental health, substance abuse, and physical activity/nutrition/weight. These needs have been assigned to committees of six to nine representatives of the community led by the Valley C.A.R.E. Coalition. The committees are working to develop programs to address the identified needs. Interested parties should contact the Valley County Health Department for more information.

2 Annual Health and Wellness Fair

FMDH hosted its Annual Health Fair in conjunction with the Glasgow Recreation Department's Zombie Dash! The Glasgow Clinic was on hand to administer flu shots and to sign patients up for their patient portal. We also had a giant educational walk-through heart, as well as the Zimmer Biomet Learning Lab. FMDH thanks all of our staff, participants, and community members who attended.

5 Prairie Ridge and FMDH Partner for Activity Programs

Experts agree that educational, social, and/or physical activities in group settings, particularly those that promote social interaction, regular attendance, and community interaction, have a positive impact on the physical and mental health of the participants, particularly older adults. Based on this research, FMDH and Prairie Ridge have partnered over the last year to hold a series of community events and dances aimed at replicating the effects of this research in Glasgow. To date, FMDH and Prairie Ridge have held a series of community dances, which are free of charge and open to the public of all ages, as well as a street carnival that provided families with children of all ages to interact with older adults, play fun carnival games as a family, and learn about various health topics. This event featured representatives from many local agencies, all of which helped provide entertainment and education for the community.

3 Sara Bell Memorial Nursing Conference

FMDH hosted the 14th annual Sara Bell Memorial Nursing Conference on February 16, 2018. This year's conference focused on sepsis, bowel issues, metabolic syndromes, neurological emergencies, chest pain, and non-critical trauma patients.

7 FMDH Rural Emergency Medicine Conference

In conjunction with the American Heart Association®, FMDH hosted a conference in October directed at Emergency Medical Services staff, nurses, and other healthcare providers. The conference covered a multitude of subjects, such as X-ray interpretation, CPR training, stroke care, chest pain protocols, and EKG interpretation.

8 Red Thumb Reminder Day

In conjunction with the Valley County Health Department and many local organizations and businesses, FMDH sponsored the third annual Red Thumb Reminder Day on April 10, 2018. Designed to raise awareness about texting while driving, participants paint their thumbnails red or add red to their thumbs as a visual reminder not to text. Some of the demonstrations included impaired driving obstacle courses, seat belt collision simulators, jaws-of-life demonstrations, and educational material on the risks of distracted driving.

4 C.A.R.E. Coalition

The Valley County Health Department, Eastern Montana Community Mental Health Center, Glasgow Police Department, and FMDH have joined together as the Valley C.A.R.E. (Community, Access, Resources, Education) Coalition. Our mission is to protect, promote, and improve the health of all people in Valley County. The Coalition has gathered and reported data regarding the needs of Valley County residents

6 Community Health Needs Assessment

The Community Health Needs Assessment is a continual program that addresses health concerns in our community. 2018 was focused on addressing tobacco use and nutrition, weight, and physical activity.



PATIENT CARE STATISTICS

[Year ended June 30, 2018]



NUMBER OF STAFFED BEDS **25**

SURGERIES **1,391**

NUMBER OF BASSINETS **6**

DELIVERIES **128**

INPATIENT ADMISSIONS **672**

TOTAL PATIENTS SERVED **37,458**

TOTAL PATIENT DAYS **1,772**

LABORATORY TESTS **60,242**

AVERAGE PATIENTS/DAY **7.85**

RADIOLOGY PROCEDURES **10,638**

AVERAGE LENGTH OF STAY (IN DAYS) **2.64**

MEALS SERVED **61,043**

EMERGENCY PATIENTS **3,339**

POUNDS OF LAUNDRY PROCESSED **86,152**

VISITING SPECIALISTS

Cardiology
William Dresen, MD

Nephrology
Justo Gonzalez, MD

ENT
Brett Bennion, MD
Patricia Cantrell, PA-C

Dermatology
Michelle Spenny, MD
Jared Lund, MD

Oncology/Hematology
Michael Kidd, MD
Diane Truchot, FNP

Urology
Daniel Swanson, MD

Neurology
Arturo Echeverri, MD

Orthopedic Spine
Alan Dacre, MD

Pulmonology
Fernando Caceres, MD

Vascular Surgery
Kevin Bruen, MD

Orthopedic Surgery
Curtis Settergren, MD

CERTIFIED REGISTERED NURSES

Connie Brunelle, RN, CFRN
Certified Flight Registered Nurse

Teddi Copenhaver, RNC-OB
Certified Inpatient Obstetric Nurse

Stacy Dawn Garwood, RN-BC
Certified Medical-Surgical Nurse

Brandi Knierim, RNC-OB
Certified Inpatient Obstetric Nurse

Brooke Martin, RN, BSN, CNOR
Certified Operating Room Nurse

Jill Meiers, MSN, RN, CNOR
Certified Operating Room Nurse

Leah Miller, RN, BSN
Certified Medical-Surgical Nurse
Certified Breastfeeding Counselor

Corinne Radakovich, RN, CEN, CCRN
Certified Emergency Room Nurse
Certified Critical Care Registered Nurse

Amber See, RNC-OB
Certified Inpatient Obstetric Nurse

Joyce Stone, RN, CEN
Certified Emergency Room Nurse



BALANCE SHEET

[Years ended June 30, 2017 and 2018]

Assets	2018	2017
Total Current Assets	14,615,675	16,172,334
Plant, Property and Equipment	19,326,664	13,469,759
Long Term Investments	19,206,385	18,962,748
Assets Whose Use is Limited	667,593	753,187
Other Assets	9,108,813	7,741,912
<i>Total Assets</i>	<i>62,925,130</i>	<i>57,099,940</i>

Liabilities and Net Assets	2018	2017
Total Current Liabilities	3,949,833	3,321,877
Long Term Liabilities	813,210	858,684
Total Liabilities	4,763,043	4,180,561
Net Assets	58,162,087	52,919,379
<i>Total Liabilities and Net Assets</i>	<i>62,925,130</i>	<i>57,099,940</i>

STATEMENT OF OPERATIONS

[Years ended June 30, 2017 and 2018]

	2018	2017
Total Operating Revenues	40,239,378	33,512,261
Total Operating Expenses	36,656,909	30,376,544
Gain from Operations	3,582,469	3,135,717
<i>Increase in Unrestricted Net Assets</i>	<i>5,242,708</i>	<i>3,628,068</i>

SERVICES

Ambulance Services

Provides transportation and emergency care of the sick and injured of all ages. Transportation and emergency medical care is provided by STAT Ambulance Service in Glasgow, Hinsdale, Opheim, and Lustre. The service operates under a medical director who is a member of the FMDH Medical Staff and is staffed by on-call Emergency Medical Technicians (EMT) and Advanced Emergency Medical Technicians (AEMT).

Audiology

Provides diagnostic hearing testing and hearing aid services for all ages. Audiology provides hearing screenings/testing for the school population and for the Community Child Finds throughout northeastern Montana. Audiology services are also provided in Malta at the clinic once per month.

Behavioral 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 health and wellness.

Cardiac Rehabilitation

Services include a 12-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.

Emergency Department

Provides evaluation and treatment to patients of all ages and levels of illness 24 hours a day. Emergency Department (ED) patients are initially assessed by the nurse who determines treatment urgency and placement within the ED. The ED provider evaluates the patient and orders diagnostic testing and treatment based on patient needs. Emergency patients are evaluated for response to treatment and are admitted to the hospital, transferred to another facility, or discharged with follow-up instructions as appropriate. The department is staffed with registered nurses and primary coverage in the ED is delivered by midlevel providers, with backup coverage from primary care physicians who also serve as hospitalists.

Glasgow Clinic Primary Care

Our Clinic is a fully staffed primary/urgent care clinic located within the FMDH facility. The clinic is staffed by four Family Medicine physicians, one Internal Medicine physician, and two Family Nurse Practitioners.

Glasgow Clinic Specialty Care

General Surgery

Our surgeon is trained to diagnose, treat, and manage a broad spectrum of diseases that may require surgical treatment. We provide pre-operative, operative, and post-operative care. Besides abdominal organs and thyroid glands, we also deal with diseases involving the skin, breast, soft tissue, and hernias.

Orthopedics

Offers full-time staff that specializes in the evaluation and treatment of sports medicine, fracture care, and various conditions of the musculoskeletal system.

OB/GYN

Both gynecological and obstetrical services are offered with an emphasis on applying the most up-to-date medical care to each individual,

depending upon her particular circumstances. Services provided include routine health maintenance issues to complex, high-risk pregnancies; and advanced laparoscopic surgery.

Hi-Line Med Spa

Specializes in cosmetic and medical Botox®, the nonsurgical facelift; tone correction; restoring facial volume; and skin resurfacing.

Home Oxygen/Durable Medical Equipment

We offer all the supplies needed to provide care from the comfort of home. We also carry a full complement of breathing assistance devices including home and portable oxygen, nebulizers, CPAP and BiPAP machines, and medical supplies such as walkers, wheelchairs, and hospital beds.

Inpatient Nursing Services

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



SERVICES

Labor, Delivery, And Recovery (LDR)

The LDR suites are inclusive so all aspects of a normal vaginal delivery can be done from that room. A childbirth preparation class is available to educate expectant families about the delivery process and introduce mothers to the facility and staff. FMDH has an Obstetrician/Gynecologist as well as Family Medicine physicians with training in obstetrics to deliver and care for babies.

Laboratory Services

Lab professionals perform diagnostic testing in the laboratory 24 hours a day, 365 days a year. Diagnostic tests aid providers in diagnosis and care of patients. Testing performed at FMDH includes:

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

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 in 2006 to provide stabilization, critical care, and rapid transport of seriously ill and injured patients, and assist in

providing the highest-quality air medical care in our region. It presently conducts approximately 580 flights per year, with the majority of transports from northeast Montana to Billings. We currently employ 26 full-time and part-time positions to complete our mission, including advanced trained critical care RNs, PA-Cs, paramedics, and a medical director.

Nutrition Services

The FMDH staff of registered dietitians provide nutrition assessments and education to inpatients and outpatients (by referral). Nutrition consultation is provided to other facilities, including nursing homes. The Valley County WIC program is administered through the Nutrition Services Department.

Outpatient Infusion/Chemotherapy

Providing one-on-one nursing service in the privacy of individual rooms, the Outpatient Infusion Therapy Clinic offers 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, help manage chronic pain. FMDH has three CRNAs specializing in anesthesia and pain management.

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 Toshiba Aquilion 80 slice
- Nuclear medicine offering a GE Infinia imaging camera
- Mammography images produced by a Selenia® Dimensions® 3D full-field system using iCad Second Look® 3D Tomosynthesis for computer-aided detection (CAD)
- Ultrasound using a Siemens/Acuson™ unit, as well as a GE Vivid™ 9
- DXA, a GE Lunar machine that measures bone density

Rehabilitation Services

Occupational Therapy

Offers a full-service occupational therapy program for patients receiving outpatient or inpatient care, including services for infants and toddlers under three years of age.

Physical Therapy

The department's primary patient load consists of musculoskeletal injuries or orthopedic injuries.

The Physical Therapy Department also works with neurological disorders, provides instruction on workplace injury minimization, treats dysfunction throughout the whole body, and offers dry needling.

Respiratory Therapy

Offers services and care related to the respiratory needs of patients throughout the hospital and the emergency room. We work closely with nursing staff and providers to ensure the best possible care is given to our patients. We also provide outpatient pulmonary rehabilitation for individuals with COPD.

Surgical Services

Provides care to patients of all ages and acuity undergoing elective or emergency surgery. The department consists of outpatient surgery, anesthesia, operating room, and sterile processing.

5th Avenue Pharmacy & Gift

Offers a full spectrum of prescription and over-the-counter medications as well as gifts. Three full-time pharmacists and three technicians staff the pharmacy five days a week.



MASTER RENOVATION PROJECT

FMDH is progressing with the Master Renovation Project. To date, extensive remodel work has taken place in the lower level where space previously used for storage has been converted into the FMDH Conference Room and offices for Information Services as well as Support Services staff.

Early in 2018, the Rehabilitation Services Department, including physical therapy and occupational therapy, moved into their new space in the southwest portion of the facility, and the cardiac/pulmonary rehabilitation gym was expanded and updated. The Patient Accounts and Health Information Management departments swapped locations and were updated as well. To round out the improvements to the southwest wing of the facility, the telemedicine and mail rooms were relocated and updated to allow space for physical and occupational therapy.

The space formerly occupied by Rehabilitation Services is now Glasgow Clinic Specialty Care. This space just south of the Primary Care Clinic houses orthopedics, general surgery, and OB/GYN. Upon the completion of a small addition to the front of the building, all providers, nurses, directors, and reception staff for the three specialties listed above will be conveniently located together.

Also progressing in late 2018 and early 2019 is the expanded and updated Emergency Department. In conjunction with the expansion of the Emergency Department, access to the elevator in the Medical Arts Building has been improved.

Looking forward, work will continue inside the facility as well as on the grounds. Areas yet to be remodeled include the nurses station, laboratory, inpatient and retail pharmacies, as well as the Primary Care Clinic. Exterior improvements will include expansion of the southwest parking lot and loading dock, a canopy on the main entrance, and completion of a walking path in the courtyard, which will be used by the Rehabilitation Services Department as well as FMDH staff.



THE 340B DRUG DISCOUNT PROGRAM

Frances Mahon Deaconess Hospital and 5th Ave Pharmacy are fortunate to be able to provide our community with access to a federal program known as the 340B Drug Discount Program. The program was enacted by Congress in 1992 as an amendment to the Public Health Services Act (1944) and was created to protect hospitals in vulnerable areas that were being harmed by the Medicaid Drug Rebate Program of 1990. The Medicaid Drug Rebate Program of 1990 statutorily required pharmaceutical companies to sell drugs to Medicaid patients at a “best price” rate rather than their usual wholesale rate. The 1990 rebate program was intended to save money by decreasing the cost of outpatient drugs for Medicaid patients. The actual result was big pharmaceutical companies shifting the cost of the Medicaid program to everyone else. This meant that facilities like ours, who serve all patients regardless of their ability to pay, were seeing dramatic price increases for prescription drugs used in outpatient settings. In order to rectify the situation, Congress implemented the 340B program. In short, this program requires the big drug companies to offer a discounted price for drugs commonly used in an outpatient setting to facilities in underserved areas.

FMDH is able to use these savings in a number of ways. First and foremost, we offer discounted drug prices to those who are unable to afford prescription drug coverage. Secondly, we use the cost savings to offset the cost of other essential departments and programs whose cost to operate exceeds the income generated by that department.

The 340B program is under constant attack and scrutiny by Congress because the big pharmaceutical companies do not like selling drugs at discounted rates. The drug companies contend that hospitals like ours do not honor the intent of the program, which is to protect hospitals in underserved areas from drastic price increases, claiming that we just buy the prescription medications at discounted rates and pocket the increased profits.

While we cannot speak for everyone, at FMDH the assertion made by the drug companies is entirely untrue. In order to characterize how FMDH uses the savings received from this program we need look no further than the 5th Ave Pharmacy and Gift located onsite at FMDH.

In 2018, 5th Ave purchased \$1,081,678 worth of 340B-eligible medications for \$224,715. This was a savings of \$856,963. In the same year, 5th Ave Pharmacy provided over 3,000 discounted prescriptions, whose typical cost to the patient would have been \$850,979, for \$142,437. This amounts to a savings shared with our community of over \$700,000 in prescription medications alone. FMDH then used the remaining benefit of the program to offset \$2,183,710 in financial assistance and certain other community benefits at cost that we provided to our community in 2017.

What is the 340B program? The 340B program is a program enacted by Congress that requires pharmaceutical manufacturers to provide discounts on covered outpatient medications purchased by specified providers, called “covered entities,” that serve the nation’s most vulnerable patient populations at no cost to the taxpayer.

340B Purpose – The 340B Program enables covered entities to stretch scarce federal resources as far as possible, reaching more eligible patients and providing more comprehensive services..

FMDH & 340B – Frances Mahon Deaconess Hospital qualifies as a “covered entity” due to our status as a Critical Access Hospital. 5th Avenue pharmacy is a contract pharmacy that can dispense 340B discounted medications to qualified patients.

Who is a qualified patient? Qualified patients are any patient who has an established relationship with an FMDH provider and FMDH maintains the records of the individual’s care. Under the guidelines, an individual is not considered a patient of the covered entity if the only health care service received by the individual from the entity is the dispensing of a drug for subsequent self-administration or administration in the home setting. Medicaid patients are not qualified for 340B because pharmaceutical companies already provide discounts through the Medicaid program.

THE JOINT COMMISSION



The Joint Commission is an independent, not-for-profit organization. The Joint Commission accredits and certifies nearly 21,000 healthcare 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 undergoes an on-site survey by a Joint Commission survey team at least every three years.

Joint Commission standards are the basis of an objective evaluation process that can help healthcare organizations measure, assess, and improve performance. The standards focus on important patient, individual, or resident care and organization functions that are essential to providing safe, high-quality care. The Joint Commission's state-of-the-art standards set expectations for organization performance that are reasonable, achievable, and surveyable.

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.

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

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Phone: [406] 228-3642 | Fax: [406] 228-3680

DIRECTORY

General: [406] 228-3500

Administration: [406] 228-3601

Audiology: [406] 228-3530

Customer Service Insurance Billing (Hospital)

If your last name starts with

A-F: [406] 228-3621

G-N: [406] 228-3622

O-Z: [406] 228-3624

Payment Plan Representative: [406] 228-3620

5th Ave Pharmacy & Gift (Pharmacy): [406] 228-3693

5th Ave Pharmacy & Gift (Gift Shop): [406] 228-3692

Financial Counselor: [406] 228-3633

FMDH Foundation: [406] 228-3614

Glasgow Clinic Primary Care: [406] 228-3400

Glasgow Clinic Specialty Care: [406] 228-3536

General Surgery

Orthopedics

OB/GYN

Health Information/Medical Records: [406] 228-3611

Hi-Line Med Spa: [406] 228-3536

Home Oxygen: [406] 228-3618

Human Resources: [406] 228-3662

Laboratory Services: [406] 228-3677

Marketing: [406] 228-3642

Nurses Station: [406] 228-3222

Physical Therapy: [406] 228-3635

Priceline: [406] 228-3511

Privacy Officer: [406] 228-3619

Radiology Services: [406] 228-3630

Respiratory Therapy: [406] 228-3526

Surgical Services: [406] 228-3652

Visiting Specialist Clinic: [406] 228-3656

WIC Program: [406] 228-3626





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5th Avenue Pharmacy & Gift

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Glasgow Clinic

221 5th Ave South
Glasgow, MT 59230

- Primary Care (406) 228-3400
- Specialty Care (406) 228-3536

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