



**Glendive
Medical
Center**

2007

Annual Report



*Friends &
Neighbors
Caring For You*



C O M M U N I T Y B E N E F I T

*Our commitment
is to provide you
with exceptional
customer service.*

*Glendive
Medical Center
is committed to*

*caring, healing
and a healthier
community.*



A Message from the GMC Board Chair

Dear Friends & Neighbors,

Greetings from Glendive Medical Center (GMC). It is a pleasure to share our annual Community Benefit Report for 2007 with you. The report contains information related to GMC's involvement in the communities we serve. It also includes statistical and financial data and some important achievements and recognitions.

Guided by its mission, the GMC Board of Directors created a Quality Committee in 2007. The committee is focused on achieving the highest level of clinical and patient safety outcomes. The new committee has quickly become an integral part of the culture at GMC.

GMC aligned itself with several national organizations including the Center for Medicare and Medicaid (CMS), the Institute for Healthcare Improvement (IHI), and the VHA-Superior Performance Initiative (SPI). The Medical Staff joined the effort by creating a new leadership position: Chief Quality Officer. In this new role, Clifford Long, MD, will provide clinical leadership and medical expertise to help meet the objectives of the committee.

In addition, a continued dedication to excellence in health care has stimulated the implementation of an updated Quality and Patient Safety Plan. The plan aligns with GMC's Strategic Plan and is designed to help systematically decrease error/risk and improve the performance of patient care and organizational systems through an interdisciplinary approach. GMC endeavors to provide inpatient and outpatient care and services that are effective, consistent with professional and patient safety standards, and delivered in a professionally competent manner utilizing appropriate resources.

Keeping pace with the ever-changing technology landscape, GMC has continued to plan for the future physical plant and facilities needs. The surgical construction project, scheduled to break ground spring 2008, represents the most significant example of this commitment.

GMC successfully recruited several medical providers in 2007. Physicians include: Dale Adishian, MD, Orthopedic Surgery; Don Hopwood, MD, Family Medicine; and Robert Ruth, MD, Family Medicine. Midlevel providers include: Jeff Stockwell, FNP, Emergency Room; and Greg Stanko, PA-C, Orthopedic Surgery. One hundred babies were born at GMC in 2007. We are also extremely proud of GMC's dedicated employees and volunteers, and we appreciate all they do for our patients and residents every day.

With continued community support, GMC will remain a first-class medical center with highly qualified medical providers and staff dedicated to providing the best care possible. We believe that a quality medical center is vital for meeting the region's health and economic development needs.

Our Mission is "GMC is committed to caring, healing and a healthier community." Good health and improved quality of life: these are things all of us want for our neighbors and ourselves. At GMC, we are making it happen as your "Friends and Neighbors Caring For You."

Sincerely,

Melonie J. Beeler

Melonie J. Beeler + BOARD CHAIR



Melonie Beeler
GMC Board Chair

GMC Board of Directors

Melonie Beeler – BOARD CHAIR

Maureen Lundman – VICE CHAIR

Marvin Holas – TREASURER

Arthur Fink, DO – SECRETARY

Evelyn Hagenston | Jim Lee

Dave Linn | A. Rich Batterman

Clifford Long, MD

Bruce Bainbridge | Tammy Kane

Foundation Board Members

Tim Mort – PRESIDENT

LaNette Simonton – VICE PRESIDENT

Tige Vester – TREASURER

John Lutter – SECRETARY

Kermit Rogain, MD | Angie Hagen

Tim Mattick | Teresa Rankin

Jackie Schultz | Pamela Hart

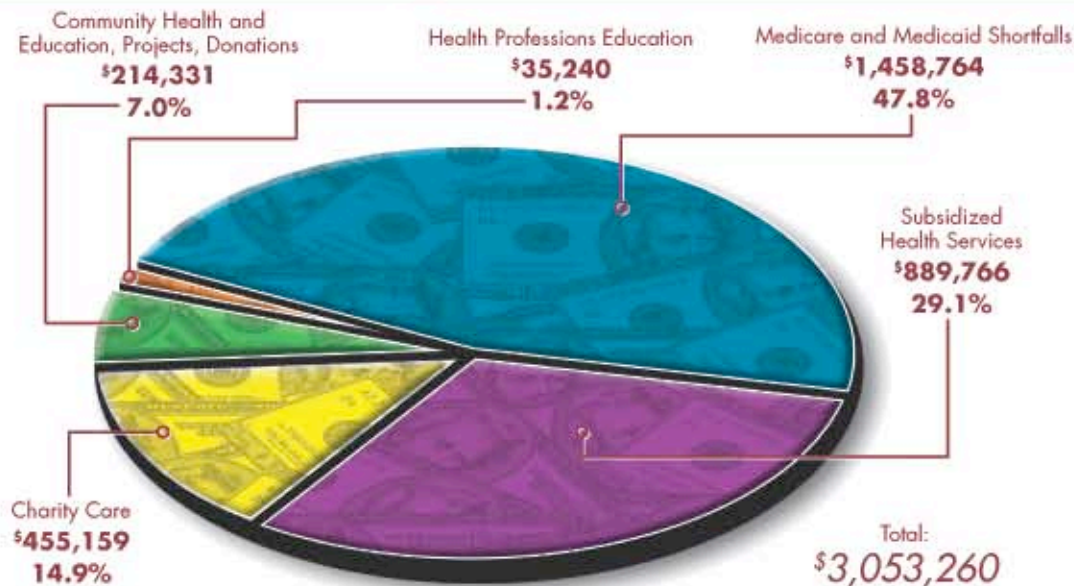
Dave Linn | Gregory McPherson, DDS



GMC's Community Benefits and Charity Care

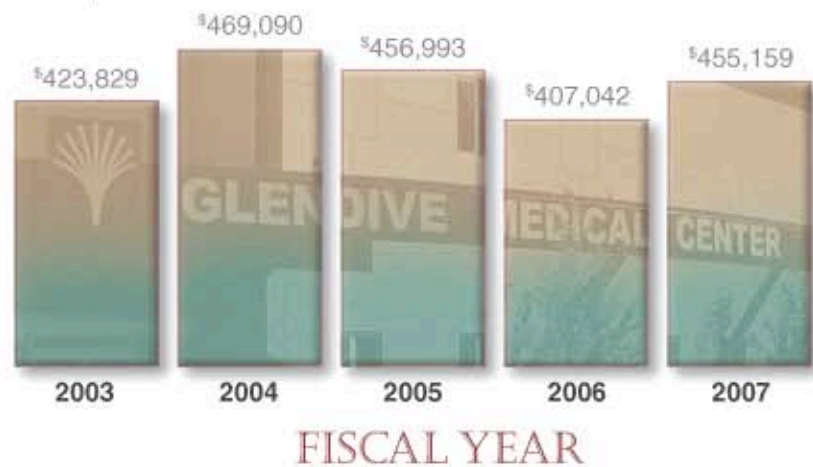
2007 Total Community Benefit

Glendive Medical Center (GMC) provided more than \$3 million in total community benefits in 2007. The graphs illustrate our ongoing investment in the communities we serve and our commitment to provide quality medical care regardless of a person's financial means. This commitment is an important element in fulfilling our mission of "Caring, Healing, and a Healthier Community." The information also demonstrates our dedication and history of providing a variety of community benefits. In addition, this past year GMC served almost 14,000 people who utilized the following services: health screenings, telemedicine mental health consulting, scholarships, transportation, subsidized health services, and economic development.



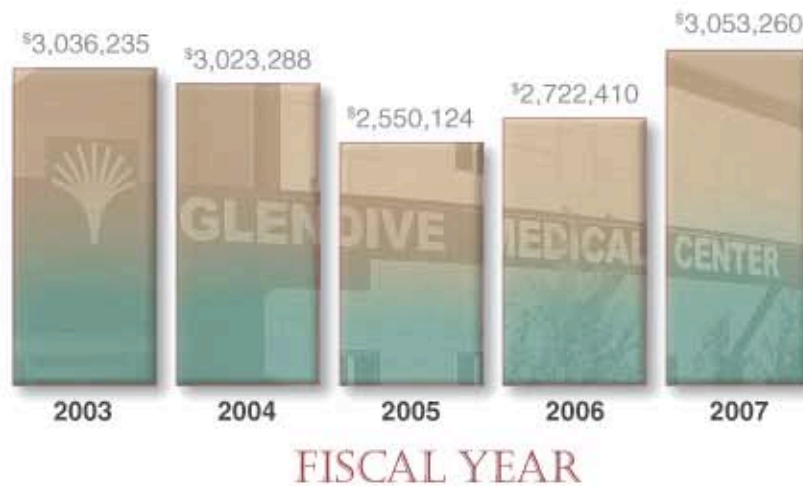
2007 Charity Care

In the past year, GMC provided more than \$450,000 charity care and more than \$2.2 million in the past five years. As a not-for-profit tax exempt medical center, GMC has an obligation to provide care for all who come to us. This obligation includes providing financial assistance if needed. In recognizing that the costs of healthcare services can create a significant financial burden, GMC created a program to provide equitable and consistent financial assistance standards for all patients. As a part of this program, GMC prepares this report annually. The graph below trends the history of GMC's charity care for the past five years.



History of Community Benefits

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





Revenue	Year end June 30 - 2006	Year end June 30 - 2007
Inpatient Care.....	\$9,360,097	\$7,437,876
Aging Services Care.....	\$7,688,420	\$8,781,367
Emergency Care.....	\$3,307,824	\$3,987,048
Outpatient Care.....	\$13,234,407	\$10,931,166
Clinic Care.....	\$4,095,635	\$4,898,868
Total Revenue.....	\$37,686,383	\$36,036,325

Deductions from Revenue

Uninsured or Underinsured (Charity Care).....	\$568,711	\$606,878
Unable or Unwilling to Pay.....	\$1,251,073	\$931,448
Medicare, Medicaid & Other Government Shortfalls.....	\$6,128,674	\$5,063,388
Insurance Preferred Provider & Other Similar.....	\$549,866	\$632,649
Total Deductions from Revenue.....	\$8,498,324	\$7,234,363

Other Income

Consulting, Cafeteria & Other Income.....	\$684,204	\$826,386
Contributions - Foundation/Auxiliary.....	\$165,304	\$174,849
Income from Investments.....	\$78,637	\$243,065
Total Other Income.....	\$928,145	\$1,244,300

Expenses

Employee Wages.....	\$13,446,225	\$13,786,499
Employee Benefits.....	\$2,883,843	\$3,180,835
Purchased Services.....	\$2,369,923	\$2,234,656
Supplies, Repairs & Other Expenses.....	\$6,372,796	\$6,165,252
Utilities, Telephone, Freight & Postage.....	\$710,119	\$740,581
Depreciation, Interest, Insurance & Taxes.....	\$3,146,840	\$3,316,879
Total Expenses.....	\$28,929,746	\$29,424,702

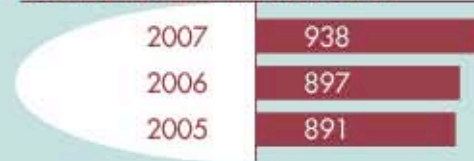
Increase in Net Assets*	\$1,186,458	\$621,560
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*Capital Building & Equipment Purchases

INPATIENT DAYS OF CARE - ACUTE



TOTAL INPATIENT ADMISSIONS



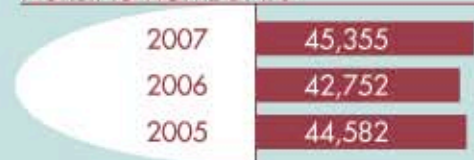
EMERGENCY ROOM VISITS



OUTPATIENT VISITS



NURSING HOME DAYS



NEWBORN BIRTHS





GMC Foundation

Your gifts truly help our community

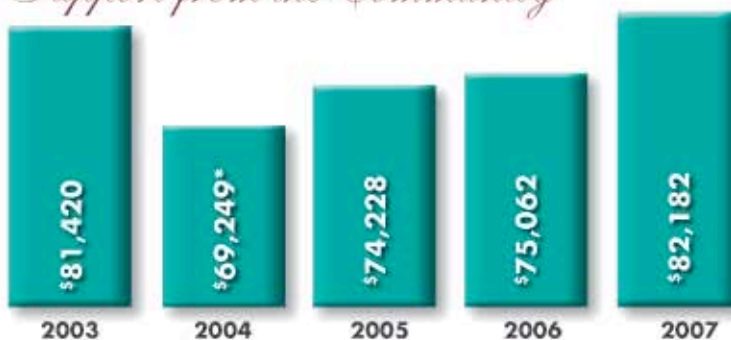


Carol Condon
Director, GMC Foundation

The Foundation's connection with this community is a treasure for Glendive Medical Center. We provide a way for friends and families to help others in the healing process. Your donations to the GMC Foundation go to fund new technology and capital improvements, financially assist individual patients and their families, and improve the overall quality of healthcare services for all our patients. As a 501(c)(3) organization, donations to the Foundation are tax-deductible as allowed by law. All contributions, large or small, are deeply appreciated.

If you are looking for a meaningful way to invest in the health of your community and to help your neighbors in need, consider a gift to the GMC Foundation. Outright gifts of cash, appreciated assets and real estate immediately go to work for GMC. Planned gifts give you the opportunity to make a future gift to GMC while reaping the rewards during your lifetime.

Support from the Community



*GMC Foundation also received the Sabotka Endowment of \$250,000

Foundation Endowment Assets



Awards and Recognition

Nurse of the Year

Connie Ripley received the national award for the Positive Promotions Nurse of the Year contest. The award marks a very special event in Connie's thirty-eight year nursing career.



In recognition of the event, the GMC Foundation received a \$500 check in Connie's honor.

Outstanding Officer

GMC's Human Resources Director, **Sandi McGovern**, was selected as the American Society for Healthcare Human Resources Administration's (ASHHRA) 2007 Outstanding Chapter Officer Award.



Excellence in Action

Eastern Montana Veterans Home (EMVH) received the My InnerView's Resident Satisfaction Survey Excellence in Action award, recognizing them for their commitment to continuous quality improvement. They have demonstrated world-class performance and have made quality a priority to better serve the residents' needs.

Avatar Award

Outpatient Surgical Services and Obstetrics received "above average" patient satisfaction performance scores among all Critical Access Hospitals from Avatar International, Inc., the leader in measuring healthcare customer expectations. The Surgical Services department scored 98% for patient satisfaction and the Obstetrics score was 96%.

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THE HEART OF A VOLUNTEER IS NOT MEASURED IN SIZE, BUT BY THE DEPTH OF THE COMMITMENT TO MAKE A DIFFERENCE IN THE LIVES OF OTHERS.



- GMC Auxiliary
- GMC Volunteers
- GMC Junior Volunteers
- GMC Shuttle Drivers
- Eastern Montana Veterans Home Volunteers



In 2007, 286 volunteers contributed a combined 23,847 hours of service. The GMC Auxiliary contributed \$107,000 through sales at the Gift Shop and The Attic.

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