

A NEWSLETTER
FOR ASSOCIATES OF
CAPELLA HEALTHCARE

CONNECTIONS

ADVANCING OUR MISSION FROM DAN SLIPKOVICH



The year 2012 was Capella Healthcare's most successful year to date. Thanks to you, we experienced progress in all of our key initiatives, most importantly in improving quality of care and patient satisfaction. We were especially pleased with our ranking on *Modern Healthcare's*

inaugural listing of the country's fastest growing healthcare companies, for which we give full credit to you – our dedicated employees, physicians and volunteers.

We experienced strong positive growth in revenues, volumes and adjusted EBITDA growth, some of the most important measures by which others judge our success. In fact, our growth rates in adjusted admissions, surgeries and emergency department visits are among the highest in the investor-owned health sector. Importantly, we're growing both organically – by serving more patients and adding new services at our existing hospitals – and through acquisitions – in bringing onboard new facilities. Last year we added two outpatient imaging centers, a cancer

— continued on page 2



INSIDE

Capella's Mark Medley receives leadership award from THA PAGE 3

Our journey to becoming the very best PAGE 5

Rev. Bernie Crum celebrates 40 years of service PAGE 7

SPRING – A RENEWAL OF SPIRIT

A Celebration of Service

Spring is the time of year for renewal. And it's a time when Capella Healthcare's family of hospitals celebrates its service to the community, renewing their commitments for the coming year. Each hospital publishes a Community Benefit Report which provides an overview of the contributions made to their community. These reports provide a summary of taxes paid, charity and uncompensated care provided, and community investments, including physicians recruited. The hospitals also reflect on the time, dollars and other resources given to support their community's charitable organizations, schools, Chambers of Commerce and economic development initiatives.

Not only are our hospitals caring for the health of those they serve, they're improving the health of their communities. Here are just a few examples.

CARING FOR CHILDREN

A Heart for Kids

Grandview Medical Center (Jasper, TN) works in collaboration with the nine-school Marion County system to provide comprehensive health screenings. Thousands of children and youth receive free basic screenings, including blood pressure and scoliosis checks (with parental permission) and height/weight, vision and hearing screenings as part of a state mandate. "We live in an area of higher than national average rates in diabetes, obesity, and tobacco use, so reaching out to the children and their parents early with the results of these screenings is important not only to them and their families, but to the communities we serve as well," said CEO Bruce Baldwin.

Additionally, GMC sponsored the second annual "Healthy Horizons" event – working with the Marion County Health Council. While hundreds of children engaged in activities such as t'ai chi and jazzercise and enjoyed inflatable obstacle courses, their parents received education on nutritional cooking and local resources on healthy living.

Employees at River Park Hospital (McMinnville, TN) participated in the FUEL Backpack Program, which provides non-perishable food to elementary school students who may not have access to meals during the weekend. The bags are placed in the students' backpacks on Friday.

Highlands Medical Center (Sparta, TN) recently sponsored "Fuel Up for TCAPS," providing breakfast for students at White County Middle School the week of their Tennessee Comprehensive Assessment Program Achievement Test (TCAPS).

At DeKalb Community Hospital (Smithville, TN) and Stones River Hospital (Woodbury, TN), the staff recently bought Nike tennis shoes as well as shirts and pants for 20+ boys in the Indian Mount Residential Farm for Boys.

Providing Education

EASTAR Health System's Auxiliary and Volunteers recently sponsored the 30th annual "Let's Play Hospital" program for approximately 800 first-graders. The program is designed to alleviate fears of children who may need to come to the hospital for surgery. The program features the hospital's mascot Well Wabbit.

— continued on page 2



ADVANCING OUR MISSION

— continued from page 1

center and a hospital in addition to finalizing a landmark joint venture partnership with Saint Thomas Health, part of Ascension Health.

Adjusted EBITDA* – the most important part of our financial statement – shows the true performance of our hospitals. We use EBITDA to make capital investments in our facilities and to service our debt. In fact, did you know that all of our operating cash flow is reinvested into our facilities every year?

However, as many hospitals throughout the country will learn, past success is no guarantee of future achievement. This is going to be a challenging year for all healthcare providers. Here's why, and here's what we must do.

THE SEQUESTRATION

The Budget Control Act of 2011 (BCA) mandated a 2% sequester (or cut) of Medicare spending over the next nine years (2013–2021) to help reduce the deficit. The cuts to what providers are being paid are estimated to be \$10.7 billion this year. It's important to note that these cuts will not impact the benefits received by patients (Medicare beneficiaries), but will be achieved simply by reducing payments to providers for services. That means we're getting paid less this year for providing the same services to the same types of patients that we cared for last year.

It's also estimated that nearly half a million jobs will be lost this year due to the sequester, including workers employed directly in healthcare as well as other jobs supported by the purchases of providers and their employees.

THE AFFORDABLE CARE ACT

Additionally, the Affordable Care Act is going to have a significant impact on the way we are paid for services.

The expansion of states' Medicaid programs that was called for in the Affordable Care Act was declared optional last June by the U.S. Supreme Court. For states that choose to expand their programs, the federal government will pay 100% of expansion expenses for the first three years, and then states' shares will ramp up annually, reaching 100% by 2020. A number of states already have decided not to expand their Medicaid programs, even though most studies show that it will be more expensive for them NOT to expand and to miss out on the federal dollars that have been reserved for this. And, in case you missed it, the dollars that were set aside to fund state Medicaid expansions are being paid for by hospitals, who agreed to reduce their reimbursement rates in trade for more patients overall being insured.

Here's an example. Capella's five small rural hospitals in Tennessee already have lost \$1.4 million through the ACA and in April began experiencing more than \$8 million in additional cuts as a result of sequestration. Through 2019, payments for these hospitals' services will be cut by an additional \$30 million by the ACA. These amounts are for known cuts and do not include other cuts currently being considered in Washington.

OUR NEXT STEPS

Be assured that as Capella embraces the challenges of the future, we will continue investing in our facilities, our leadership and our communities – as well as focusing on creative and collaborative approaches – as we pursue new ways to improve access and quality while lowering the costs of care. We're going to have to look to you – more than ever before – for how we can lower our costs even as we continue to improve quality and service.

* **Earnings Before Interest, Taxes, Depreciation and Amortization** – calculated by looking at earnings before the deduction of interest expenses, taxes, depreciation and amortization.

Celebrating Service

— continued from page 1

TEACHING HEALTH HABITS

Keeping hearts healthy

For the seventh consecutive year, National Park Medical Center (Hot Springs, AR) sponsored the American Heart Association's annual Sweetheart program for the 2013 Heart Ball. The AHA Sweethearts are a group of high school sophomores and juniors who make a commitment to learn about cardiovascular disease and lead healthy lifestyles by participating in numerous heart-healthy activities over a four-month period.

The Hot Springs AHA Sweetheart program began in 2007 when Kathryn and Paul Russell were seeking a way to raise awareness about heart disease in young women after the sudden and tragic loss of their daughter, Caroline Grace, to an undetected heart condition. The one Sweetheart who demonstrates the most dedication to the program and the most knowledge of cardiovascular disease receives the \$2,000 Caroline Grace Russell Memorial Scholarship as well as the title of "Sweetheart of the Ball." Additional awards are given for leadership, volunteering, fundraising and the very special Catie Cooper Spirit Award, created in memory of 2010 "forever sweetheart" Catie Cooper who was tragically lost during her tenure as a sweetheart.

Throughout the Sweetheart program, the young women participate in heart-healthy activities and educational opportunities which include fundraising for the AHA, volunteering at NPMC certification in infant and adult CPR, a cardiovascular exercise day, a tour of the Cardiac Cath Labs, a LifeNet-sponsored ambulance dispatch ride-along, Father-Daughter Bar-b-que and a Mother/Daughter Luncheon. Sweethearts are also required to write an essay about cardiovascular disease which is graded by a cardiology specialist. At the end of the program, the Sweethearts are presented by their fathers at the AHA Heart Ball.

See page 6 to learn about Kamo's Kids, another outstanding organization supported by NPMC.

SERVING SENIORS

Thanks to the fourth annual "Be a Santa to a Senior" campaign, supported by Saint Mary's Regional Medical Center (Russellville, AR), up to 300 older adults who face poverty and loneliness in Arkansas got a gift of love over the Christmas holiday. Community





volunteers gather, wrap and deliver the gifts. Area school children also get in on the event as students in local classrooms write Christmas letters and do artwork on white paper bags that will “wrap” the presents. According to the U.S. Census Bureau, nine percent of U.S. seniors 65 and older are living in poverty and 27 percent are widowed.

“We are grateful for the opportunity to bring joy to those in need and to share in the spirit of giving,” said SMRMC CEO Donnie Frederic.

CARING AROUND THE WORLD

Willamette Valley Medical Center (McMinnville, OR) is a “sister” hospital for a medical facility in west Africa through GhanaHope Foundation. GhanaHope is a partnership between McMinnville health care supporters and providers in Ghana that aims to improve medical care and daily life in this impoverished nation.

Thus far, local volunteers have made several trips to Africa, delivering equipment that is common here but sorely needed there. WVMC has also hosted a visit from a Ghanaian doctor who came to Oregon to learn about US medical facilities and practices.

In October, a McMinnville team went to Ghana to perform surgeries on cleft palates and cleft lips. Another team is helping Ghanians with diabetes and high blood pressure.

SERVING CANCER PATIENTS

With a commitment to provide medical care for every cancer patient, regardless of their ability to pay, but wanting to do even more, Willamette Valley Medical Center (McMinnville, OR) started a foundation ten years ago to help patients and their families. The non-profit organization, launched to assist cancer patients throughout northwestern Oregon, gives away approximately \$60,000 a year. The hospital provides office space, a resource library, and supports the director’s salary.

Successful fund-raisers include the annual Barium Cup Golf Classic, chaired this last year by Capella Healthcare’s Chief Medical Officer Erik Swensson, who is also a practicing physician at WVMC, which raised more than \$62,000.

HOSPITAL ESTABLISHES ENDOWMENT AT LOCAL COLLEGE

With a donation of \$10,000 to Cameron University, Southwestern Medical Center (Lawton, OK) has established a permanent endowment to help support healthcare education in the Lawton community. Over the past 25 years, the hospital has given more than \$82,000 to the college through various scholarships and sponsorships. This permanent endowment creates a source of revenue for scholarships for many years to come, said CEO Steve Hyde who is pictured here with Albert Johnson, Jr., Vice President of University Advancement.



For more information on how our hospitals support their communities, visit: www.CapellaHealthcare.com/about-us/serving-our-communities



THA recognizes Mark Medley for service to small and rural hospitals

The Tennessee Hospital Association (THA) has presented Mark Medley with its 2013 Small or Rural Hospital Leadership Award. Mark is President of Hospital Operations for Capella Healthcare.



According to Craig Becker, President of THA, who presented the award: “[Mark] has been an outstanding representative and vocal advocate on behalf of Tennessee’s small and rural hospitals. He has been a great supporter of THA’s advocacy efforts at the state and federal levels and chairs the THA Council on Government Affairs. Throughout his healthcare career, he has worked directly with over 30 hospitals in 15 states and we are fortunate to have him in Tennessee. He has always been willing to participate and contribute towards any effort to improve the sustainability of rural hospitals in Tennessee.”

Mark serves on the THA Board of Directors and began serving on the Tennessee Rural Partnership Board of Directors as it became a subsidiary of THA during 2012. He is a fellow in the American College of Healthcare Executives (ACHE) and serves on the Advisory Council to Tennessee’s Regent of the ACHE. He also serves on the Board of the non-profit Tennessee Rural Partnership Group. He joined Capella Healthcare in 2008.

“I’m incredibly honored to be recognized by the THA. Working on behalf of Tennessee hospitals that serve patients and their families in the time of some of their greatest need is a privilege. I want to thank my family for their support that allows me to do what I do. Additionally, I want to thank my colleagues at Capella Healthcare and our business partners at Saint Thomas Health and Mission Point Health Partners for their support – all of whom are committed to the success of small and rural hospitals. I was born and raised in rural Tennessee and realize how critically important high quality and fiscally strong community hospitals are in not only serving individuals’ healthcare needs but also the significant contributions they make in their local economies. As our nation’s healthcare system changes rapidly, I look forward to continue serving the staff, physicians, volunteers and boards of our community hospitals and supporting the furthering of our missions.”



PILLAR TALK

Our Focus

QUALITY

Capella Healthcare participates in the Partnership for Patients, an initiative of the Centers for Medicare and Medicaid Services (CMS) which is focused on making hospital care safer, more reliable and less costly. Here's one way a hospital has worked collaboratively to improve an area of challenge for all hospitals.

NPMC succeeds with "Ex-FOLEY-ate" Campaign

Even though their rates for catheter-associated urinary tract infections (CAUTI) was within acceptable ranges, National Park Medical Center (Hot Springs, AR) wanted to be better. In January of 2012, they began a "Stop CAUTI" project in conjunction with the Arkansas Hospital Association and AFMC.

The CAUTI Prevention Team included employees and physicians from a variety of areas. The project began in the Rehab Unit and ICU.

In July, the program began expanding and incorporated hard stops in MEDITECH to evaluate the appropriateness of catheters for nursing.

In August, education sessions were held for nursing staff and the program became a part of new employee orientation.

Additional campaign aspects included:

- Posters asking, "Have you 'Ex-FOLEY-ated' Today?" were placed on all nursing units.
- Nurse managers evaluated all patients with catheters as part of the morning huddles and afternoon evaluations.
- Teaching tools, including signs and badge attachments, focused on the removal of unnecessary urinary catheters.
- Standing orders were developed for the Rehab Unit to begin bladder training and removal of Foley catheters for patients who arrive with one in place.

As a result of the campaign, the hospital saw a 25% decrease in the number of CAUTIs in fourth quarter, 2012, compared to the fourth quarter, 2011, even though the hospital saw an increase in total patient days of approximately 5%.

MARMC installs new MRI

With the installation of its new GE Optima 450W MRI, Mineral Area Regional (Farmington, MO) is the only facility in the region with this digital high definition technology. The HF 1.5T wide-bore magnet

brings numerous advantages. Exam times have been reduced significantly which improves patient satisfaction. Additionally, the hospital is now able to offer many new procedures including Breast MRI, MR angiography of any area and perfusion brain imaging.

SERVICE

Collaborating with Physicians

The 2013 National Physician Leadership Group has been announced, with physicians representing each hospital's medical staff.

"A large part of our success is due to the leadership and engagement of the physicians at our hospitals," said Capella's COO and Senior Vice President Michael Wiechart. "Frankly, we can't be successful unless physicians play a key role in all major decision-making processes. As we've worked with each of our hospitals to fully engage and partner with physicians, we've validated the direct relationship between medical staff satisfaction, improved quality and increasing volumes. We're seeing significant and sustained increases in all three of these vital areas. The leadership and trust of our physicians is key to that success."

Erik Swensson, MD, FACS, Chief Medical Officer of Capella, has senior leadership responsibility for facilitating the work of the NPLG. Other members of the 2013 NPLG include:

- Greg Blackner, MD, Capital Medical Center (Olympia, WA)
- Matthew Bliven, MD, Willamette Valley Medical Center (McMinnville, OR)
- Hugh Don Cripps, MD, DeKalb Community Hospital (Smithville, TN)
- Victoria Damba, DO, Mineral Area Regional Medical Center (Farmington, MO)
- Alan Drake, MD, Highlands Medical Center (Sparta, TN)
- Jay Gregory, MD, EASTAR Health System (Muskogee, OK)
- Kevin Hale, MD, National Park Medical Center (Hot Springs, AR)
- Rick Harrison, MD, Saint Mary's Regional Medical Center (Russellville, AR)
- Richard Levine, MD, Grandview Medical Center (Jasper, TN)
- Stephen Snell, MD, Southwestern Medical Center (Lawton, OK)
- James Spurlock, MD, Stones River Hospital (Woodbury, TN)
- Todd Stewart, MD, River Park Hospital (McMinnville, TN)

Dr. Bliven is currently serving as president, working in conjunction with Dr. Swensson to lead the group.

PEOPLE

With the goal of being a "best place" to work, hospitals recently completed participation in the annual Employee Satisfaction Surveys. Congratulations to the hospitals with the highest participation rates (all between 78-80%):

- Grandview Medical Center (Jasper, TN)
- River Park Hospital (McMinnville, TN)
- Saint Mary's Regional Medical Center (Russellville, AR)
- Willamette Valley Medical Center (McMinnville, OR)

Each hospital's leadership is currently reviewing survey results, discussing with staff, and evaluating opportunities for improvement.



Marie Bailey, RN, Rehab Nurse Manager; Stacy Roberts, RN, ICU Nurse Manager; and Barb Chesshir, RN, Infection Preventionist led the "Have You ex-FOLEY-ated Today" campaign at National Park Medical Center.

GROWTH

Southwestern Medical Center expands outpatient services

SWMC (Lawson, OK) has acquired two imaging centers: Doctors MRI and The Imaging Center & Open MRI. SWMC's expansion reflects the way healthcare is changing, with the emphasis on outpatient care. As a result, it will be easier for outpatients to be scheduled based on their needs and their location. In the future, there will be one common phone number for a patient to call to schedule an imaging service at SWMC.

Ground-breaking held for new \$7 million medical office building

Saint Mary's Regional Medical Center (Russellville, OK) and the physicians of Millard Henry Clinic have broken ground on a new \$7 million 47,000 square foot office building.

Dr. Vickie Henderson, an obstetrician/gynecologist and president of the clinic's executive committee, said the new medical office complex will be the largest in the River Valley region. "The facility matters, but the bottom line is what's delivered," she said. "We want to provide state-of-the-art medical care, so you do not have to go anywhere else to get better care."

Jeff Pipkin, president and CEO of the Russellville Area Chamber of Commerce, said: "Anytime you have a clinic the size of Millard-Henry in your community, it is an understatement to say it is a boost to the local economy," he said. "From a recruiting standpoint, the medical community in this region of the state is a bright, shining star," Pipkin said.



A COMPELLING MESSAGE ABOUT PATIENT SAFETY

After the tragic death of his 17-month-old son Josh due to a medication error in 2004, Ridley Barron has become a tireless advocate for patient safety, speaking to health care organizations throughout the country. He spoke at each of Capella's three regional leadership training meetings earlier this year. To learn more about his compelling message and read some of the comments from hospital leaders who attended the program, visit the "For Employees" section at CapellaHealthcare.com



Our journey to becoming the very best

BY MIKE WIECHART, SVP, CHIEF OPERATING OFFICER

Our family of Capella hospitals embarked on a journey three years ago to significantly improve our quality and service excellence outcomes on behalf of our patients, physicians and employees. Our goal has been to equip every leader, at every level of the organization, with the necessary tools, training and technology to become the very best in providing the highest quality healthcare possible.

It is with a great sense of gratitude that I am able to report that throughout the Capella family we have seen outstanding improvement in nearly every key quality and constituency performance measure, thanks to the hard work and commitment of so many. In this relatively short period of time, we have seen significant and sustained improvement in our overall constituency satisfaction and quality scores, outpacing our competitors nationally, and in many of our communities setting the pace for other providers.

We are understandably proud of the progress each of our hospitals has made, and yet we also know much work remains to be done in achieving our goal of being in the top quartile of all hospitals nationally.

Even as our hospitals have improved, so have others. And the bar we must reach is going to keep moving up. As hospitals are paid for performance – through value-based purchasing – every hospital will be working harder to deliver excellent care.

WHAT MUST WE DO?

First, make no mistake in thinking that quality and satisfaction are unrelated. Hospitals that have more satisfied employees and physicians actually have higher patient quality scores.

Second, use the resources and education that's available as you focus on the most important things. Since embarking on our journey, Capella Healthcare will invest well over \$15 million in resources to support its leadership, staff and physicians. And now there is indisputable evidence linking certain best practices to improved quality, satisfaction and clinical outcomes. It's up to each individual to act on these facts. And it's up to hospital leadership to hold accountable those who aren't able or willing to do what's required.

Finally, remember that if "good is the enemy of great" then "usually is the enemy of always." We are united by our purpose: to deliver the highest quality of care and service – always. We should expect no less from each other than we would expect from those who would care for our own families. Frankly, there's never been a time in the history of health care in which it was more important for every single individual to be the very best they can be – to deliver their best work every day, with every patient, every time, as well as in their interactions with every co-worker.

Tell me about what you are doing to make a difference and how we can deliver an even higher quality of care, create better work places, and reduce costs of care. Email me at Connections@CapellaHealthcare.com

To learn more about evidence-based leadership and the practices that lead to improved care and patient satisfaction, visit our website at: www.CapellaHealthcare.com/about-us/equipping-our-leaders/



OUR MISSION

Together, making health care better for our communities. Setting a new standard in patient care excellence.

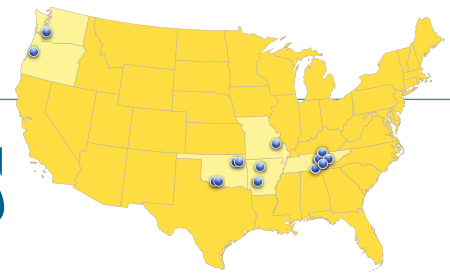
TWO WORDS

"The most important words in our mission are 'together' and 'excellence.' That's because we have to work together to succeed; that will be even more important in the coming years. And, we are united by our calling to be the very best – to achieve excellence – because it's vital in the life-saving work we do. Further, for hospitals who do not achieve excellence, survival will not be possible during the era of health reform."

— Mike Wiechart



CAPELLA'S HOSPITAL HIGHLIGHTS



Taxes Due: \$14 Million

Did you know that Capella's hospitals paid more than \$14 million in taxes last year? That includes property and sales taxes which go to help support city, county and state governments, including the funding of schools, public safety, building of roads, and more. To learn more, visit the Community Benefit section of our website.

ARKANSAS

NATIONAL PARK MEDICAL CENTER Hot Springs NPMC sponsors Christmas Scramble Golf Challenge

NPMC recently sponsored the 29th annual NPMC Christmas Scramble Golf Challenge, from which all proceeds benefited Kamo's Kids Foundation. Kamo's Kids Foundation was established in 2009 by Dr. Kevin Hale and his wife Kim after the tragic loss of their son Kameron. The foundation works with local organizations and schools to serve underprivileged children.

"It is our prayer and vision that Kamo's Kids will touch the lives of many who have somehow lost hope," said Dr. Hale. In addition to their case-by-case aid and donations provided for children in need, the Kamo's Kids Foundation is working with the Juvenile Drug Court on a rewards program for young people who reach major milestones in the program or successfully complete it. "We are matching dollars raised by the Juvenile Drug Court system to provide rewards such as guitar lessons, movie tickets, gift cards for dinner and other gift cards for students in the program. The golf tournament raised more than \$17,600 for Kamo's Kids. Capella Healthcare was a co-sponsor.

SAINT MARY'S REGIONAL MEDICAL CENTER Russellville Employees recognized for service

Each year employees of SMRMC are recognized for their outstanding contributions to the hospital, modeling the organization's core values, and providing quality, compassionate patient care. During this year's Annual Employee Awards Banquet, 83 employees and volunteers were honored, including

three employees recognized for 40 years of service and another for 35. Donna Lynch, Flora Owens and Judy Thompson were honored for 40 years of service with Beng Bibler honored for 35.



A highlight of the evening came with the presentation of six highly coveted, special recognition awards. The criteria for these awards are rigorous and include nominations from patients and their families as well as hospital staff. Congratulations to:

- Volunteer Excellence Award – Jerry Pruitt and Walter Jenkins
- Nursing Excellence Award – Judy Thompson, RN
- Promise Star Award – Jane Goodman, RN
- Saint Mary's Angel Award – Pearlie Montgomery, CNA
- Team Leader of the Year Award – Daniel Bessette
- Employee of the Year Award – Tim Tanner, RN

Saint Mary's pharmacy department recently highlighted in Arkansas Pharmacy Association magazine

The Department of Pharmacy at Saint Mary's Regional Medical Center was recently highlighted in the Arkansas Pharmacists Association's quarterly magazine for their outstanding achievements. Susan Newton, Pharm. D., Assistant Director of Pharmacy at Saint Mary's, was featured on the magazine's front cover. Newton has served as the executive director of the Arkansas Association of Health-System Pharmacists (AAHP) for the past three years.

The pharmacy was recognized for its impressive technology and medication safety focus in the magazine's article "Hospital Pharmacists On the Move with Health Care Reform." Utilization of advanced technology, such as bedside barcode scanning, smart infusion pumps and Pyxis automation, help the staff provide safe, efficient care.



MISSOURI

MINERAL AREA REGIONAL MEDICAL CENTER Farmington Employees honored for service

Several special awards were presented in January as Mineral Area Regional held its annual Service Awards Banquet. Reverend Bernie Crum was honored for 40 years of Spiritual Care Services to patients, visitors and employees of the hospital. See page 7 for his photo.

Three employees were also recognized for 35 years of service, including, from left to right: Tammy Gifford and Pat Laughlin, who are shown here with Lab Director John Spurgin, CNO Chris Jepsen and CEO Lynn Mergen. Not pictured, Marie Dealy.



Chris Jepsen is new CNO

Additionally, Chris Jepsen is the new Chief Nursing Officer at MARMC. Chris comes to Mineral Area from Tampa, Florida, where she was the CNO of a 201-bed hospital.





OKLAHOMA

EASTAR HEALTH SYSTEM Muskogee

EASTAR Health System adds bone densitometer

A new bone densitometer was recently installed at EASTAR Health System and the hospital used it as an opportunity to educate the public about osteoporosis. Research in osteoporosis, the disorder in which progressive bone loss results in increased risk of fracture, is making important new advances. A key factor in this success has been the availability of improved equipment to measure bone density.

Jim Davidson is new COO

Also, Jim F. Davidson has been appointed Chief Operating Officer for EASTAR Health System. He comes to EASTAR from Westlake Hospital in Melrose Park, Illinois, where he served as the Chief Operating Officer.



SOUTHWESTERN MEDICAL CENTER Lawton

SWMC sponsors Wellness Expo

SWMC sponsored the 4th Annual Community Wellness Expo in Lawton, OK. More than 200 participants attended the free Expo. The expo featured on-site health and fitness experts offering practical knowledge to achieve personal goals. There were also health screens, fitness assessments and prize drawings.



OREGON

WILLAMETTE VALLEY MEDICAL CENTER McMinnville

WVMC opens Behavioral Health Service

Willamette Valley Medical Center has opened a new 10-bed Senior Behavioral Health Services facility, representing an investment of \$1.2 million and the creation of 20 new jobs. Program Director Steve Lowry said the new unit would provide short-term, in-patient behavioral services for citizens ages 65+, focusing on patients with cognitive impairment, such as those with Alzheimer's Disease.



CEO Dan Ordyna, CNO Connie Pullen and Program Director Steve Lowry cut the ribbon on WVMC's new geropsychiatry unit.

The renovation included the latest features for patient safety. The treatment schedule will be intensive, featuring nursing, occupational therapy, psychiatric care and social work. The Medical Director is Dr. Robert Buckler of Newberg, who is board-certified in forensic medicine, general psychology and chemical dependency.

In other news, Chief Quality Officer Carolyn Lash was selected to be a presenter at Oregon's state "Partnership for Patients" meeting, focusing on Physician & Leadership Engagement.

HONORING BRIGHT STARS

Volunteers Making Us Shine

Rev. Bernie Crum – celebrating 40 years of service

September 1972:

- The TV show M*A*S*H premiered on NBC
- US Swimmer Mark Spitz became the first athlete to win seven Olympic Gold Medals
- And Rev. Bernie Crum began serving patients at Mineral Area Regional Medical Center in Farmington, MO

And, while Spitz is no longer swimming competitively and there are no new episodes of M*A*S*H, Rev. Crum is still blessing the lives of patients in Farmington. The hospital recently honored him for 40 years of service.



Even though a lot has changed, the main goals of the pastoral care services program are still the same – to meet the spiritual needs of patients and their families. "When I started, I made rounds to see all the patients," said Bernie. "Now I coordinate a program with six different volunteer chaplains. I'm still on call 24/7 and I fill in for others as needed."

The chaplains also pray for requests that are left in a Prayer Box in the hospital's chapel. And sometimes employees seek counsel as well.

"Serious illness has a way of refocusing people on the values that are most important. It makes them come face to face with their spiritual values. The most rewarding thing is knowing you've helped to lift and strengthen people," said Bernie.

Volunteer Receives Governor's Star Award

Long-time Grandview Medical Center volunteer Jim Gohlmann recently received the Governor of Tennessee's Volunteer Star Award.

Jim was nominated for the award for his work with the Marion County Food Bank, but his involvement and volunteer spirit extend far beyond one service. His body of volunteer work at Grandview Medical Center, at the Bridge rehabilitation center, and, especially his service with the Alzheimer's Association of America, is extensive.



His wife, Patty, loved to volunteer as a Pink Lady at Grandview. When she became ill with Alzheimer's, rather than have her give it up, he started going with her and became a "pink man."

Jim is a dedicated fund-raiser for the Alzheimer's Association, and has been a team leader for the annual Alzheimer's Walk since 1997. He has received a Lifetime Achievement Award from the organization.



HOSPITAL HIGHLIGHTS – continued from page 7

Wound Care Center receives Center of Distinction award

Congratulations to the Wound Care Center at Willamette Valley Medical Center which just received the Center of Distinction award by Healogics Wound Care company. Presented annually, the award was earned by just 18 of 500 centers affiliated with Healogics.

TENNESSEE

DEKALB COMMUNITY HOSPITAL Smithville STONES RIVER HOSPITAL Woodbury CNO named

Kimberly Frazier, RN, BSN, has been promoted to Chief Nursing Officer (CNO) for DeKalb Community Hospital (Smithville) and Stones River Hospital (Woodbury). Having worked at DeKalb Community Hospital since 1998, she's served as Director of the Medical Surgical nursing units as well as ICU and ER.



GRANDVIEW MEDICAL CENTER Jasper Grandview's CQO appointed to THA Committee

Grandview's Chief Quality Officer Holly Stewart has been selected to serve on the Tennessee Hospital Association's Quality Committee for 2013. This advisory committee to the THA Board of Directors is tasked with recommending quality improvements to the association's members specifically related to sharing of clinical care and information.

HIGHLANDS MEDICAL CENTER Sparta "Best practices" highlighted at national conference

Teresa Roberts, Chief Quality Officer of Highlands Medical Center, was selected as a presenter for a recent CRIMSON Clinical Advantage educational program. Of the 109 participants across the country, Teresa was selected to present not one but two of the opportunities that she identified through her dedication to the learning process associated with the CRIMSON program.

RIVER PARK HOSPITAL McMinnville River Park Hospital honors staff

In December, River Park Hospital's Nurse Practice Council honored three very special employees with awards. Tonya Panker and Joan Wilson were the DAISY Award recipients for the third quarter and fourth quarters of 2012. Nominations come from peers, directors, patients and community members.



Tonya Panker



Joan Wilson



Brenda Garcia

These nominees were chosen for their clinical expertise, the compassionate care they provide and for being outstanding role models in the nursing community.

During the award reception, the Nurse Practice Council also awarded the first Sunshine Award to Medical Records employee Brenda Garcia. Brenda was recognized for her dedication to caring for patients, for her unending support of the nursing staff and for her constant willingness to lend a hand. The Sunshine Award will be presented quarterly to a non-clinical employee who has provided support to the nursing staff.

WASHINGTON

CAPITAL MEDICAL CENTER Olympia Capital earns "total value" designation

Capital Medical Center has earned the Blue Distinction "Total Value designation" for both knee/hip replacement surgery as well as spine surgery. Blue Distinction® is a national designation program, developed in collaboration with the medical community to recognize facilities that demonstrate expertise in delivering quality specialty care – safely, efficiently and cost-effectively.

CAPELLA HEALTHCARE

Corporate Office recognized

Capella Healthcare's corporate office has been honored by The United Way of Williamson County. Capella was honored with a "Most Creative Campaign" award as well as a "Circle of Caring" award. Employees are giving \$31,385 this year, representing a 25% increase over last year, and an average gift of \$654.

Congrats to Fred Meisiek

Congratulations to Fred Meisiek who works in Information Services at Saint Mary's Regional Medical Center. Fred won our Readership Survey participants' drawing and is now \$75 richer. To see an overview of the survey results, visit the "For Employees" section of Capella's website at: www.CapellaHealthcare.com




CAPELLA HEALTHCARE™

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To see this issue on-line, or learn more about Health Heroes and Bright Stars, visit our website's "For Employees" section.



Photo contest winners

Congratulations to the winners of the 2nd Annual Capella Communities Photography Contest. And a very special THANK YOU to the 46 individuals from 13 communities who entered a record 356 photos! For a complete list of winners and to view some of their photos, visit the "For Employees" section of CapellaHealthcare.com

First Place in the Purpose category – Tricia Bentley, Saint Mary's Regional Medical Center

