



621 3rd Street South
Glasgow, MT 59230

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2016

ANNUAL REPORT



621 3rd Street South
Glasgow, MT 59230
(406) 228-3693



HI-LINE MEDICAL SERVICES

621 3rd Street South
Glasgow, MT 59230
Hi-Line General Surgery: (406) 228-3653
Hi-Line Orthopedics & Sports Medicine: (406) 228-3536
Hi-Line Med Spa: (406) 228-3536



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



221 5th Avenue South
Glasgow, MT 59230
(406) 228-3400

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



Caring for Our Community Since 1911

OUR VISION

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

OUR MISSION

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

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OUR VALUES

COMMITMENT

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

COMPASSION

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

INNOVATION

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

STEWARDSHIP

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

COMPETENCE

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

COMMUNICATION

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

COOPERATION

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

A MESSAGE FROM THE CEO

The healthcare field has always been a changing environment. However, in the last few years those changes have been coming more often and covering a broader scope of the operations of healthcare organizations. Many of these changes, driven by new regulations from the federal and state agencies, will fundamentally change how healthcare is delivered. Many organizations are merging to remain viable and to seek economies of scale. Countless healthcare organizations simply will not survive. Those that do survive will need to have the resources available to navigate this change in a measured, mindful way. They will need to foster a culture that embraces change and where their people are committed to the greater vision and mission of the organization. They will need to be flexible, nimble and daring.

FMDH will be a survivor. Many years ago, the board, medical staff and administration sat together to develop strategies for the times to come. From those strategies, FMDH has been well-positioned from the perspective of the quality of care provided, the culture engagement of its employees, its commitment to meeting and exceeding the expectations of the patients we serve, and the financial strength of the organization.

In 2015, FMDH was named a Top 100 Critical Access Hospital by iVantage Analytics based on its performance to the factors listed above. Last year, FMDH was recognized by the National Organization of State Offices of Rural Health as being in the top 25% of all rural hospitals for quality of care, patient satisfaction and financial strength. In March 2017, FMDH was once again named a Top 100 Critical Access Hospital.



At FMDH, we measure our decisions against what we call our five operational legs – Employee Engagement, Clinical Quality, Patient Satisfaction, Financial Performance and Growth. Each of these legs has equal importance to our operations, and we cannot afford to place excessive concentration on any one leg. That said, the organization's great performance starts with its people. At FMDH, we have spent a lot of time, effort and resources toward assuring that we have an engaged group of people that will be able to navigate the changes ahead. I am proud to say that I am the CEO of Frances Mahon Deaconess most of all because of the people I get to work with every single day. There is no "just an" employee at FMDH. Every person in every position is important to the success of the organization. The talent is broad, and it runs deep in the organization.

FMDH has served Valley County and the region for over 100 years. Because of its people, it will continue to serve the region well into the future.

A handwritten signature in black ink that reads "Randall Allen".



A MESSAGE FROM THE PRESIDENT OF THE BOARD OF TRUSTEES



KAREN BREIGENZER
President

Dear Friends of FMDH,

The role of the Board of Trustees is simple, yet complicated. We are responsible for oversight and providing strategic direction. Our fiduciary duties include the duty of care, the duty of loyalty, and the duty of obedience. We must use reasonable care and undivided allegiance in our decision-making, as well as being ever-faithful to the mission of FMDH. Individual trustees have no authority and are required to put aside personal agendas after being elected to the board. The full board has authority to act only when convened in a properly noticed meeting. During these meetings, trustees deliberate with each other and offer opinions for discussion. The full board then votes on issues and all board members must support the results of the final vote. We are not involved in day-to-day operations, but we are ultimately responsible for what happens at FMDH. It's simple, yet complicated.

Our people are our greatest resource and Team FMDH is committed to a culture of excellence that has resulted in being recognized as a leader in health care.

The board meets monthly with the CEO, senior leadership team and medical staff members. Our discussions include strategic planning, quality assurance, patient safety, financial performance, physician recruitment and retention, policy revision, employee engagement, patient satisfaction, advocacy and regulatory issues, Medicare and Medicaid reimbursement, insurance contracts and more. Our board is deeply committed to trustee education to ensure we have an adequate understanding of health care industry issues. We strive for best practices in governance. We use self-assessment tools to identify areas of strength, as well as opportunities for improvement and growth. Our procedures are based on industry standards of evidence-based best practices. It's actually pretty complicated.

In my letter last year, I listed some of the awards and achievements that Frances Mahon Deaconess Hospital had received. We have been recognized by several organizations again this year, the details of which can be found elsewhere in this report. Credit for the awards and achievements belongs entirely to the dedicated administration and staff of FMDH. Our people are our greatest resource and Team FMDH is committed to a culture of excellence that has resulted in being recognized as a leader in health care.

We continue to be grateful for the opportunity to serve you, and we will not cease in our efforts to improve the health of our regional community.

Respectfully,

Karen Breigenzer
President, Board of Trustees

BOARD OF TRUSTEES



KEVIN MILLER
Vice President



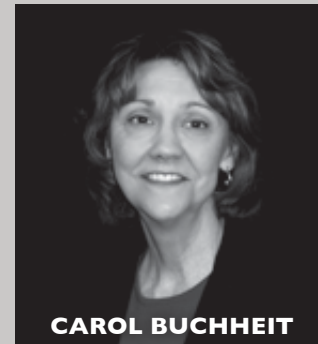
KRIS SIMENSEN
Secretary/Treasurer



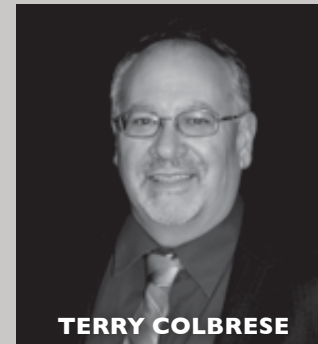
KERRY KINGSLEY



AMY CAPDEVILLE



CAROL BUCHHEIT



TERRY COLBRESE



DON FAST



BUTCH TEWELL

AWARDS AND ACHIEVEMENTS

- ★ 5-STAR RATING ON HOSPITAL COMPARE FOR PATIENT 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.

OVERALL EXCELLENCE IN FINANCIAL STRENGTH

Frances Mahon Deaconess Hospital has been recognized by iVantage Health Analytics and the National Organization of State Office of Rural Health (NOSORH) for overall excellence in Financial Strength, reflecting top quartile performance among all acute care hospitals in the nation. The rankings have been designated by the Hospital Strength INDEX™, the industry's most comprehensive and objective assessment of hospital performance. In partnership with NOSORH, iVantage Health Analytics has developed a data-driven program designed to identify excellence across a broad spectrum of indicators relevant to hospital performance and patient care. The Hospital Strength INDEX captures performance metrics for more than 4,000 acute care hospitals, including over 1,300 rural and Critical Access Hospitals.



PERFORMANCE LEADERSHIP AWARD

Frances Mahon Deaconess Hospital has been recognized by the National Organization of State Offices of Rural Health (NOSORH) as being in the top 25 percent among all rural acute care hospitals in the nation in overall excellence in patient satisfaction, quality and financial performance.

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.



FINANCIAL ASSISTANCE PROGRAM

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 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 \$29,000 may qualify for a 90% write off. The table is published in the Financial Assistance Application.

CHARITY CARE INCOME GUIDE

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

FAMILY SIZE	ADJUST OFF							
	100%	90%	80%	70%	60%	50%	40%	30%
1	\$16,884	\$18,090	\$19,296	\$20,502	\$21,708	\$22,914	\$24,120	\$ 28,944
2	\$22,736	\$24,360	\$25,984	\$27,608	\$29,232	\$30,856	\$32,480	\$ 38,976
3	\$28,588	\$30,630	\$32,672	\$34,714	\$36,756	\$38,798	\$40,840	\$ 49,008
4	\$34,440	\$36,900	\$39,360	\$41,820	\$44,280	\$46,740	\$49,200	\$ 59,040
5	\$40,292	\$43,170	\$46,048	\$48,926	\$51,804	\$54,682	\$57,560	\$ 69,072
6	\$46,144	\$49,440	\$52,736	\$56,032	\$59,328	\$62,624	\$65,920	\$ 79,104
7	\$51,996	\$55,710	\$59,424	\$63,138	\$66,852	\$70,566	\$74,280	\$ 89,136
8	\$57,722	\$61,845	\$65,968	\$70,091	\$74,214	\$78,337	\$82,460	\$ 98,952
9	\$63,700	\$68,250	\$72,800	\$77,350	\$81,900	\$86,450	\$91,000	\$109,200

The FMDH Financial Assistance Program is a comprehensive program that is 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.

For more information on the financial assistance program go to www.fmdh.org or contact:

Terry Jung
 FMDH Financial Counselor
 Call (406) 228-3633
 Fax (406) 228-3632

Effective 1/26/2017.



Our mission is to provide financial support to the Frances Mahon Deaconess Hospital and other medically needed projects in Valley County, ensuring that the medical services provided are of the highest quality.

2016 proved to be a great year. The Foundation gifted **\$19,000** in scholarships to the following students pursuing a medical field:

- ALEXA BARNES
- SHYLA BERGTOLL
- AMY BREIGENZER
- ALAINA COLE
- MADISON HANSEN
- ABIGAIL HELLAND
- KERRY HOFFMAN
- DANA HUGHES
- JOY LINN
- MECAILA MARTIN
- MICHELLE OZARK
- ROSE REYLING
- MADISON SIBLEY
- CHLOE SUKUT

Along with supporting our students, the Foundation also gifted new patient tables to FMDH Physical Therapy, an AIRVO™ to Respiratory Therapy, a portion of the new Audiology sound room, and an ergometer for Cardiac Rehab. A total of \$48,000 was gifted to area students, FMDH, and the community. This year we raised \$15,100 during our Annual Golf Tournament, and all proceeds went to the General Endowment. We were also able to give a little over \$2,000 to our four ambulance services this year.

As you can see, the Foundation has done great things in the last year, and continues to help Valley County and our community. Needless to say, none of this would be possible without the support of you and so many others over the years. Thank you for your commitment and all your support. Join us in 2017 for another great year!

ABOUT FMDH FOUNDATION

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

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!

2016 FMDH FOUNDATION BOARD MEMBERS

- Shelly George, President
- Stan Ozark, Vice President
- Mikel Erickson, Treasurer
- Jon Bengochea
- Pamela Dance
- Somer Hoerster
- Becky Johnson
- Carrie Mesman
- Tracey Waarvik

2017 FMDH FOUNDATION BOARD MEMBERS

- Shelly George, President
- Stan Ozark, Vice President
- Mikel Erickson, Treasurer
- Derek Beadle
- Jon Bengochea
- Somer Hoerster
- Becky Johnson
- Brianna Overbey

Visit us online at www.fmdh.org and click on FMDH Foundation.

GIFTS TO THE FOUNDATION

There are several different ways you can give a tax-deductible donation to the Foundation, such as cash gifts including memorials and honorariums, stocks, bonds, real estate, annuities, and bequests. Cash gifts can be given as cash, checks, credit cards, FMDH payroll deduction, and via ACH directly from your bank account. All gifts to the Foundation are managed by the Foundation Board, its Investment Committee, and account managers at RBC Wealth Management to guarantee the highest rate of return. You can determine how to support the Foundation's mission by choosing from three different trusts or endowments and one fund.

TRUSTS AND ENDOWMENTS

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

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

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

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

The Mammography Fund was started in 2010 when the Foundation pledged to help the Frances Mahon Deaconess Hospital raise the funds necessary to purchase a Hologic® digital tomography machine. This new technology allows the FMDH radiologist to view breasts in a 3-D image, thereby allowing improved identification of potentially cancerous areas. We reached our goal at the end of 2012, and the digital machine is now serving FMDH patients. We will continue this fund to help with future expenses and make sure our patients receive top-of-the-line care.

Create Your Own Fund provides the option of giving in memory or in honor of a loved one, 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!

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

CARING FOR OUR COMMUNITY

FMDH hosted a variety of events and programs throughout 2016, including:

HOSPITAL WEEK FUN RUN & WALK

As a thank you to our community members, FMDH hosted a Pokémon GO fun run and walk. With one-, two- and three-mile walk and run options, there was something for everyone! The Pokémon-themed event was then followed by a community dinner. FMDH would like to thank all of our community members for their support for each of our events!

FRESH FRUIT AND VEGETABLE PROGRAM

For the third year in a row, FMDH has sponsored a Fresh Fruit and Vegetable Program (FFVP) for both Irle 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 school children and adolescents to a variety of produce that they otherwise might not have the opportunity to sample.

SWIMMING UNDER THE STARS

Under the bright stars, the community joined together at the Glasgow City Pool for an evening of swimming, relaxing and free drinks and snacks. With over 100 people in attendance, it was a beautiful early August evening.

FMDH FOUNDATION GOLF TOURNAMENT

The FMDH Foundation hosted its 18th annual "ParTEE" event. The golf tournament took place on June 12, 2016, with 18 teams participating. The teams came out to enjoy a beautiful day, as well as support a wonderful community cause. The event raised \$15,100 which was put towards improving medical equipment around Valley County!

Golf tournament winner's photo for 2016: Erickson Farm/Thompson & Sons: Bart Erickson, Mikel Erickson, Rocky Thompson and Mike Archambeault

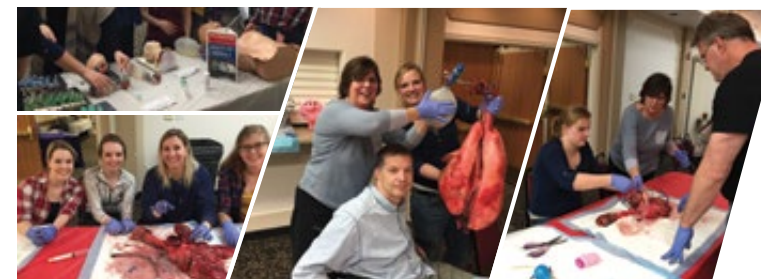


COMMUNITY HEALTH NEEDS ASSESSMENT

The Community Health Needs Assessment is a continual program that addresses health concerns in our community. For the next three years, we are committed to working on heart disease and stroke; nutrition, weight and physical activity; and tobacco use.

ANNUAL HEALTH FAIR

This year, FMDH hosted its Annual Health Fair in conjunction with the Glasgow Rec 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 many other educational topics including information on healthy blood pressure, bicycle helmet safety, GERD (gastroesophageal reflux disease) and colonoscopy info, smoking cessation, behavioral health services, antibiotic stewardship and cardiopulmonary rehab to name a few. FMDH would like to thank all of our staff, participants and community members who attended.



FMDH FOUNDATION DINNER

On October 22, 2016, the FMDH Foundation hosted its annual dinner. This year's theme was "Fall Festival." The event had wonderful donation baskets to be won, and entertainment by the GHS Swing Choir to help make the evening fun for the attendees. It was a relaxing evening, informing members of how the Foundation was doing and honoring Tracey Waarvik and Carrie Mesman for their six years of service on the board.

PRAIRIE RIDGE AND FMDH PARTNER FOR ACTIVITY PROGRAMS

The 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 for 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.

SARA BELL MEMORIAL NURSING CONFERENCE

FMDH hosted the 13th Sara Bell Memorial Nursing Conference on February 10-11, 2016. This year's conference featured an all hands-on skills lab. Attendees worked with harvested pig organs, bones, human umbilical cords, fetal pigs and more. In adherence to our mission, FMDH admitted high school students free of charge in the hope of encouraging them to pursue careers in healthcare.



VALLEY 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 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 and are working to develop programs to address the identified needs. Interested parties should contact Connie Boreson at the Valley County Health Department for more information.

MEDICAL STAFF



JANET ARMSTRONG, MD
Internal Medicine



LOUIS BAILEY, DO
Radiology



JACE BALL, PA-C
Emergency Medicine



LISA BALL, CRNA, MS
Anesthesia/Pain Management



GORDON BELL, MD
Family Medicine



**ROBERT CROCHELT,
MD, PHD, FACS**
General Surgery



DAVID KNIERIM, MD
Family Medicine
Obstetrics



ANNE MILLARD, MD
Family Medicine
Obstetrics



KEVIN ROSS, MD
Family Medicine
Obstetrics



CHELSEA SAMS, PA-C
Emergency Medicine

MEDICAL STAFF



**THOMAS SCHULTZ,
CRNA, PHD**
Anesthesia/Pain Management



DONNA SMITH, MD
Obstetrics/Gynecology



KAE SUKUT, PA-C
Orthopedic Surgery
Sports Medicine



BLAINE WHITE, PA-C
Emergency Medicine



KARI WIENS, FNP
Family Medicine



ANNE WILLIAMS, MD, FACS
General Surgery

VISITING SPECIALISTS

CARDIOLOGY

Benjamin Plank, MD*
Amber Zito, PA-C

NEPHROLOGY

Kim Trostel, MD†

ENT

Brett Bennion, MD

DERMATOLOGY

Jared Lund, MD
Michelle Spenny, MD

ONCOLOGY/HEMATOLOGY

Michael Kidd, MD
Kathryn Waitman, DNP

UROLOGY

Daniel Swanson, MD

NEUROLOGY

Arturo Echeverri, MD

ORTHOPEDIC SPINE

Alan Dacre, MD

To make an appointment for a visiting specialist, call (406) 228-3656.

PULMONOLOGY

Fernando Caceres, MD

VASCULAR SURGERY

Kevin Bruen, MD*

ORTHOPEDIC SURGERY

Curtis Settergren, MD^

Legend:

* = both telemedicine and visiting

† = telemedicine only

^ = call (406) 228-3536 to make an appointment

CERTIFIED REGISTERED NURSES

Connie Brunelle, RN
Certified Flight Registered Nurse

Teddi Copenhaver, RNC-OB
Certified Inpatient Obstetric Nurse

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

Deborah Guenther, RN, CNOR
Certified Operating Room Nurse

Brandi Knierim, RNC-OB
Certified Inpatient Obstetric Nurse

Pamela Lee, RN, BAN
Certified Professional in Healthcare Management

Joy Linn, RN-BC
Certified Medical-Surgical Nurse
Certified Emergency Room Nurse

Jill Meiers, RN CNOR
Certified Operating Room Nurse

Leah Miller, RN-BC
Certified Medical-Surgical Nurse
Certified Lactation Consultant

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

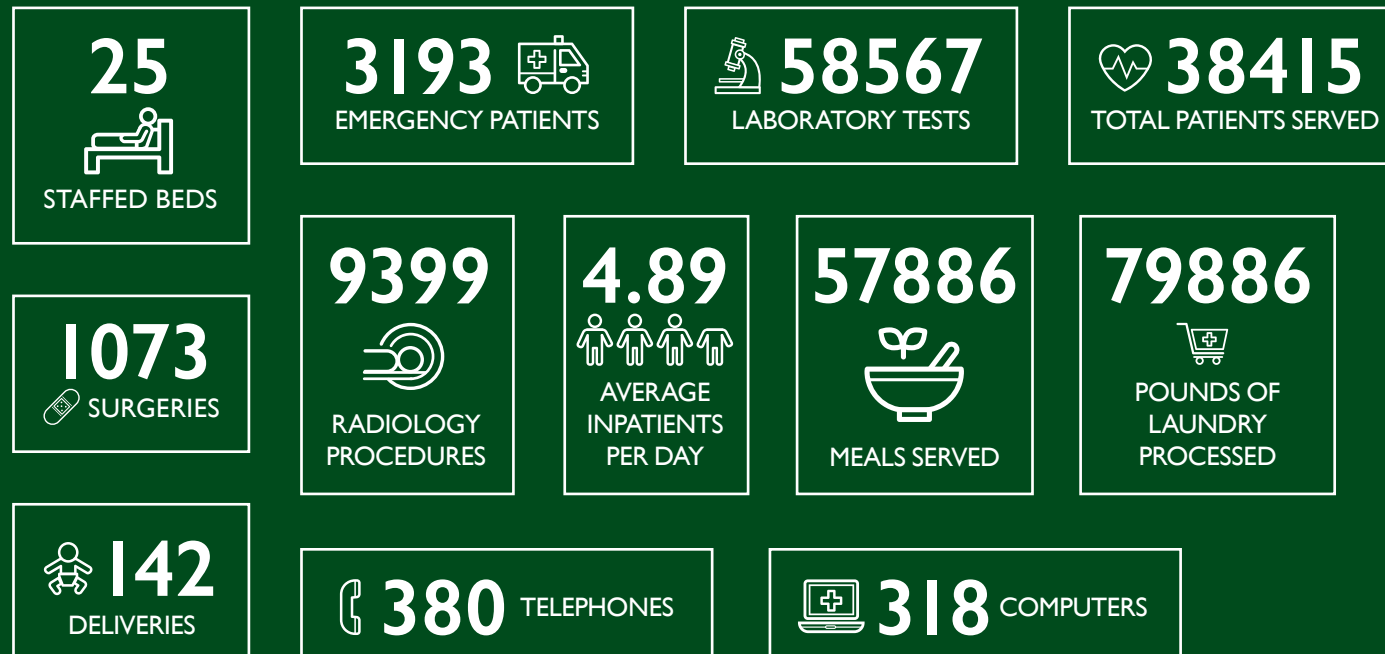
Amber See, RNC-OB
Certified Inpatient Obstetric Nurse

BALANCE SHEET

(Years ended June 30)	2015	2016
Assets		
Total Current Assets	\$ 15,952,451	\$ 16,197,588
Plant, Property, and Equipment	11,286,835	12,123,077
Long-Term Investments	16,685,661	16,684,641
Assets Whose Use is Limited	924,976	839,997
Other Assets	7,027,065	7,599,500
Total Assets	\$ 51,876,988	\$ 53,444,803
Liabilities and Net Assets		
Total Current Liabilities	\$ 4,310,455	\$ 3,826,561
Long-Term Liabilities	401,830	326,931
Total Liabilities	4,712,285	4,153,492
Net Assets	47,164,703	49,291,331
Total Liabilities and Net Assets	\$ 51,876,988	\$ 53,444,803

PATIENT CARE STATISTICS

Year ended June 30, 2016



STATEMENT OF OPERATIONS

(Years ended June 30)	2015	2016
Total Operating Revenues	\$ 31,296,328	\$ 30,810,109
Total Operating Expenses	30,070,250	30,179,390
Gain From Operations	1,226,078	630,719
Increase in Unrestricted Net Assets	2,664,831	2,126,608



SERVICES

AUDIOLOGY

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

GLASGOW CLINIC

The Glasgow Clinic is a fully staffed primary/urgent care clinic located within the FMDH facility. The clinic is staffed by four family practice physicians, one internal medicine specialist, two family nurse practitioners, and an OB/GYN physician.

HI-LINE MEDICAL SERVICES

Hi-Line General Surgery

Located within the FMDH facility, Hi-Line General Surgery is staffed with two full-time surgeons. Our surgeons are trained to diagnose, treat, and manage a broad spectrum of diseases that may require surgical treatment. We provide care for patients from pre-operative, operative, and post-operative care. Besides abdominal organs and thyroid glands, they also deal with diseases involving the skin, breast, soft tissue, and hernias.

Hi-Line Orthopedics & Sports Medicine

Located within the facility, Hi-Line Orthopedics & Sports Medicine offers full-time staff that specializes in the evaluation and treatment of sports medicine, fracture care, and various conditions of the musculoskeletal system.

Hi-Line Med Spa

Located within the FMDH facility, Hi-Line Med Spa specializes in cosmetic and medical Botox, the non-surgical face lift, tone correction, restoring facial volume, and skin resurfacing.

5th Avenue Pharmacy & Gift

Located within the hospital facility, 5th Avenue Pharmacy & Gift offers a full spectrum of prescription and over-the-counter medications as well as gifts. Two full-time pharmacists and three technicians staff the pharmacy five days a week.

HOME OXYGEN/DURABLE MEDICAL EQUIPMENT

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

INPATIENT NURSING SERVICES

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

LABOR, DELIVERY, AND RECOVERY (LDR)

The LDR suites are inclusive so all parts of a normal vaginal delivery can be accomplished in that room. A childbirth preparation class is also 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 practice physicians with training in obstetrics on staff to deliver and care for babies at FMDH.

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 of air medical care in our region by staffing advanced trained critical care RNs, PA-Cs, paramedics, and a medical director. 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.

NUTRITION SERVICES

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

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 everything from routine health maintenance issues to complex, high-risk pregnancies to advanced laparoscopic surgery.

OCCUPATIONAL THERAPY

FMDH offers a full service occupational therapy program for patients receiving outpatient or inpatient care, including services for infants and toddlers under 3 years of age.

OUTPATIENT INFUSION/ CHEMOTHERAPY

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

PAIN MANAGEMENT

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

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 work-place injury minimization, and treats dysfunction throughout the whole body.

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 3-D full field system using iCad SecondLook 3-D 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

RESPIRATORY THERAPY

R.T. offers services and care related to the respiratory needs of patients throughout the hospital and the emergency room. They work closely with nursing staff and providers to ensure the best possible care is given to our patients. They also provide outpatient Pulmonary Rehabilitation for individuals with COPD.

SURGICAL SERVICES

The department of Surgical Services (DSS) provides care to patients of all ages and acuity undergoing elective or emergency surgery. This department consists of outpatient surgery, anesthesia, operating room, and sterile processing.



MAKING THE MOST OF MEDICARE PART B

Initial Preventative Physical Exams (formerly known as Welcome to Medicare) are a great way to get a well-rounded view of your health, as well as save you money!

Medicare covers a one-time preventative visit within the first 12 months that you have Medicare Part B. The goal is to get up-to-date on important screenings and shots, as well as bring all of your medical history together to one place so we can focus on you as a whole. During this initial visit, we will work on preventative care, identify any unmet needs, and establish a relationship between you and a primary care provider. There is no deductible or co-pay, making this a great opportunity to raise concerns or ask questions you have been putting off.

During the visit, your doctor will record your medical and social history, check your height, weight and blood pressure, calculate your body mass index, give you a simple vision test and hearing test, review your potential risk for depression and your level of safety, and offer to talk to you about creating advanced directives. You will also receive a written plan letting you know what screenings, shots and other preventative services you need.

For questions or to schedule your appointment, please call the Glasgow Clinic at 406-228-3400.

AFTER YOUR INITIAL PREVENTATIVE PHYSICAL EXAM
If you have had Medicare Part B for longer than 12 months, you are eligible to receive a yearly “Wellness” visit to develop or update your personalized prevention plan based on your current health and risk factors. Again, there is no deductible or co-pay for this yearly service. You do not need to have had an Initial Preventative Physical Exam before getting a yearly Wellness visit.

VALUE OF WELLNESS VISITS FOR PATIENTS
A one-hour visit per year extends life and reduces disabilities, and:

- Increases compliance with preventative care.**
- Detects functional decline.**
- Detects changes in family/social support.**
- Detects depression and substance abuse.**
- Detects vision and hearing loss.**
- Reduces progression of diseases and improves outcomes through appropriate referrals and follow up.**

ANNUAL WELLNESS VISITS INCREASE PARTICIPATION IN IMPORTANT SCREENS AND ASSESSMENTS

TASK COMPLETED	NO ANNUAL WELLNESS VISIT	ANNUAL WELLNESS VISIT COMPLETED
Men Up To Date On AAA Screen	70.1 %	83.8%
Women Up To Date On Mammogram	42.2 %	74.0 %
Women Up To Date On Bone Density	45.3 %	75.1 %
Up To Date On Depression Screening	1.9 %	94.9 %
Up To Date On Health Risk Assessment	1.9 %	94.3 %
Up To Date On Fall Risk Screening	1.9 %	94.3 %
Up To Date On Smoking Cessation Screen	1.9 %	94.3 %
Up To Date On End Of Life Plan Screen	1.9 %	93.8 %

Source: Hattiesburg Clinic



THE JOINT COMMISSION

CERTIFIES



x1000
PROGRAMS

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 onsite 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 the Quality Check® website, www.qualitycheck.org.

PRODUCTION CREDITS

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