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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.

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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.

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.



A Message from the

CEO

This past year, Frances Mahon Deaconess Hospital has enjoyed recognition in a number of ways. FMDH was recognized by iVantage® Health Analytics as being a Top 100 Critical Access Hospital (CAH) in the country. There are over 1,300 CAHs in the nation. FMDH also received recognition from the National Organization of State Offices of Rural Health as being in the top 25 percent of all hospitals in the nation for financial health. The Centers for Medicare and Medicaid Services (CMS) introduced a five-star rating system this past year, which rated hospitals on inpatient clinical quality and patient satisfaction. FMDH is currently the only CMS-rated four-star hospital in eastern Montana.

In addition to these recognitions, FMDH was surveyed by a number of agencies this past summer. The Joint Commission surveyed FMDH to their high standards in August of 2015. FMDH performed well in this survey and received its accreditation for the next three years. FMDH is one of three CAHs in the state of Montana to seek Joint Commission accreditation, which is a voluntary accreditation process. Two weeks after the Joint Commission survey, FMDH was chosen by CMS for a validation survey – a process CMS uses to verify agreement with the Joint Commission's findings. Again, FMDH performed well in this survey process. Within two more weeks, FMDH was surveyed by two other agencies that regulate various service lines provided by FMDH. As was the pattern, FMDH performed well in these survey inspections.



Why am I telling you all this? The reason is that there has been some public discussion regarding various activities occurring in the hospital operations this past year. Some of those discussions questioned the work environment at FMDH, associating perceptions founded in rumor to the work environment. Although the recognitions and achievements noted above may not seem relevant to the rumors, there actually exists a direct contrary link between the rumors and the performance.

FMDH has long held an operational philosophy that bases its operational decision-making on four "legs of a stool." Like a stool, each leg is equally important to the stability of the organization. Those legs are:

People – ensuring an environment that attracts and retains high-performing people

Patient – a consistent organizational focus on achieving high patient satisfaction

Quality – a focus on designing care delivery to be science-based, ensuring measurable quality performance

Finance – management of the limited resources available to the organization in a manner that ensures the organization has the ability to continue to meet its mission and achieve its vision well into the future

Although all four legs are equally important, there exists a hierarchy of focus that leads to the stability the legs represent. That hierarchy starts with the People leg. FMDH believes that

if we create the right people environment, the people will be committed to delivery of high levels of patient satisfaction and will perform well to the measures of quality performance. From there, if patient satisfaction and quality performance are achieved, the financial performance will follow. Are we perfect in our application of this philosophy? Certainly not! However, we continue to push ourselves to come as close to perfection as we can each and every day. And it all starts with the people. This is why FMDH has committed substantial resources to working with each other and with outside partners to directly discuss and improve the engagement of our people. The result of this commitment of resources is a high-performing, engaged group of people who deliver great service and measurable quality performance, resulting in the recognitions noted above. The people of FMDH, at every level of the organization, rightly deserve the recognitions received, and we applaud them.

Even though performance is high on all four legs of the operational "stool," we are not satisfied. We continue to commit resources to the People leg and concentration to the Patient and Quality legs, with mindfulness to the Finance leg, to produce even greater results. FMDH is not satisfied with a CMS four-star rating. It is our vision to be the only five-star hospital in eastern Montana. We have great people who, without a doubt, will get us there!

Randall G. Holom
Chief Executive Officer

A Message from the
**President of the
 Board of Trustees**



KAREN BREIGENZER
 President
 Serving 1st Term
 2014-2015, 2016-2018

Dear Friends of FMDH,

The Vision, Mission, and Values statements of Frances Mahon Deaconess Hospital define and drive all our strategic and operational goals. These statements and philosophies have guided us to achieve four-star status as defined by the Centers for Medicare and Medicaid Services. These statements and philosophies have guided us to achieve Joint Commission accreditation, a rigorous and voluntary distinction attained by only a handful of Critical Access Hospitals in Montana. These statements and philosophies have guided us to be named a Top 100 Critical Access Hospital in America, as defined by iVantage Health Analytics.

We are proud of the distinctions and awards we have earned. But we are not satisfied. We continue to strive for further excellence and are determined to become a five-star hospital. We have engaged the Studer Group to assist in improving and maintaining a culture of excellence throughout our organization.

We are committed to recruiting and retaining a full complement of excellent healthcare providers, thereby providing a wide scope of services to you, our family, friends, and neighbors. In 2015, we successfully recruited three new physicians to our medical staff and added a board-certified clinical psychologist. We have signed a contract with a new radiologist to begin in 2016. Recruiting full-time coverage for orthopaedics remains our top priority.

We will soon partner with the Valley County Health Department to complete a Community Health Needs Assessment. The results of this assessment will guide us to review our service offerings and assist in determining how to adjust those offerings.

We are 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
 Serving 2nd Term
 2012-2017



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 Secretary/Treasurer
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 2015-2016



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 2016-2018



BUTCH TEWELL
 Serving 1st Term
 2016-2018

AWARDS AND ACHIEVEMENTS OF 2015



TOP 100 CAH HOSPITAL

FMDH was named one of iVantage's Top 100 Critical Access Hospitals (CAHs) in the United States. We scored in the top 100 of 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.

FOUR-STAR RATING ON HOSPITAL COMPARE



FMDH received a four-star rating through Medicare's Hospital Compare. FMDH is the only four-star rated hospital in eastern Montana under the distinction of Medicare's Hospital Compare. The four-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 eleven important hospital quality topics.



THE JOINT COMMISSION SURVEY

In July of 2015, three Joint Commission surveyors conducted our triannual, unannounced survey to measure our compliance with Joint Commission accreditation standards. We are proud to share with our community members that, due to all of the staff's hard work and commitment to excellence, FMDH has been recertified and reaccruited as a Joint Commission accredited Critical Access Hospital, and FMDH is now also Joint Commission accredited for Home Care. 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.



OVERALL EXCELLENCE IN FINANCIAL STRENGTH

Frances Mahon Deaconess Hospital has been recognized by iVantage Health Analytics and the National Organization of State Offices 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.



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.

2015 proved to be a great year. The Foundation gifted **\$17,000** in scholarships to the following students pursuing a medical field:

- Devyn Bell
- Alacia Cole
- Alaina Cole
- Abigail Helland
- Jeff Irving
- Bethany Lacock
- Joy Linn
- Haley Lipszyc
- Alicia Nielsen
- Alex Page
- Ethan Pedde
- Rose Reyling
- Morgan Riggs
- Madison Sibley
- Chloe Sukut

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!

Along with supporting our students, the Foundation also gifted new wheelchairs and lift chairs to Valley View Nursing Home; a NuStep® for the Fort Peck Rec Hall; mindful parenting books, a vitals monitor, and a wheelchair scale to the Glasgow Clinic; new alarms in the labor and delivery rooms and the Emergency Department; and \$15,000 to the Respiratory Therapy Department. A total of \$48,393 was gifted to area students and the community. This year we raised \$18,500 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 2016 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.

2015 FMDH FOUNDATION BOARD MEMBERS

- Karla Zerbe, President
- Della Gardner, Vice President
- Tracey Waarvik, Treasurer
- Jon Bengochea
- Pamela Dance
- Mikel Erickson
- Shelly George
- Carrie Mesman
- Stan Ozark

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

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

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

CARING FOR OUR COMMUNITY

FMDH hosted a variety of events and programs throughout 2015, including:



HOSPITAL WEEK MOVIE NIGHT

As a thank you to our community members, FMDH hosted a complimentary dinner and outdoor movie showing of the film "The Goonies." With food and soda served, bug spray passed around from one community member to the next, and a 20-foot inflatable screen, the night panned out to be a wonderful community gathering event. FMDH would like to thank all of our community members for their support of each of our events!



FRESH FRUIT AND VEGETABLE PROGRAM

FMDH has once again sponsored a Fresh Fruit and Vegetable Program (FFVP) for both Glasgow Middle School and Nashua Public Schools. 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.



ANNUAL HEALTH FAIR

This year, FMDH hosted its Annual Health Fair on Halloween! Subjects covered for our community included healthy blood pressures, presentations from Respiratory Therapy and Cardiac Rehabilitation, a presentation on bad health habits that become risks for heart diseases, bicycle helmet safety, acid reflux and colonoscopy information, diabetes education, free Hemoglobin A1C screening tests, audiology screenings (out of 22 screenings, three led to medical intervention), and asthma and sleep apnea education. FMDH would like to thank all of our staff, participants, and community members who attended.



FMDH FOUNDATION GOLF TOURNAMENT

The FMDH Foundation hosted its 17th annual "Chip-In Fore a Cause" event. The tournament took place on June 14, 2015, with 24 teams participating. The teams came out to enjoy the beautiful weather as well as support a wonderful cause. The event raised \$18,500, which was put toward bettering our community in a variety of ways.



FMDH FOUNDATION DIAMOND DINNER

On October 10, 2015, the FMDH Foundation hosted its annual dinner. This year's theme was "Rings & Things," in relation to the grand prize of a diamond ring donated by Baker's Jewelry. The event had a full house, entertained by an a cappella quartet from Billings, MT, to help make the evening fun for the attendees. The event raised \$9,500, which has been applied to the Foundation's General Endowment, bettering our community in a variety of ways.

SARA BELL MEMORIAL NURSING CONFERENCE

FMDH hosted the 12th annual Sara Bell Memorial Nursing Conference on February 11-12, 2015. This year's conference featured a hands-on skills lab. Attendees worked with harvested pig organs and bones, human umbilical cords, fetal pigs, and more. In adherence to our mission, FMDH admitted students free of charge in the hope of encouraging them to pursue careers in healthcare.

VALLEY COUNTY C.A.R.E. COALITION & SURVEY

The Valley County Health Department, FMDH, and Northeast Montana Community Mental Health Center have joined together as the Valley County C.A.R.E. (Community, Access, Resources, and Education) Coalition. Our mission is to protect, promote, and improve the health of all people in Valley County. On the afternoon of Saturday, April 23, 2016, volunteers went door to door filling out the Valley County Health Needs Survey. The short questionnaire asked residents how they view the health status of our community and where we can make improvements.

HEALTHCARE PROVIDERS



JANET ARMSTRONG, MD
Internal Medicine



JACE BALL, PA-C
Emergency Medicine



ROBYN HARDIE, PSY.D.
Behavioral Health



DAVID KNIERIM, MD
Family Medicine
Obstetrics



LISA BALL, CRNA, MS
Anesthesia/Pain Management



GORDON BELL, MD
Family Medicine



ANNE MILLARD, MD
Family Medicine
Obstetrics



SUMMERA QAMAR, MD
Family Medicine



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



PAMELA DANCE, MSW, LCSW
Behavioral Health



KEVIN ROSS, MD
Family Medicine
Obstetrics



CHELSEA SAMS, PA-C
Emergency Medicine

HEALTHCARE PROVIDERS



THOMAS SCHULTZ, CRNA, PHD
Anesthesia/Pain Management



DONNA SMITH, MD
Obstetrics/Gynecology



BLAINE WHITE, PA-C
Emergency Medicine



ANNE WILLIAMS, MD, FACS
General Surgery



KAE SUKUT, PA-C
Orthopaedic Surgery
Sports Medicine



KARI WIENS, FNP
Family Practice



AMY WOOD, CRNA
Anesthesia/Pain Management



VISITING SPECIALISTS

CARDIOLOGY

Benjamin Plank, MD*
Amber Zito, PA-C

NEPHROLOGY

Kim Trostel, MD†

ENT

Brett Bennion, MD

DERMATOLOGY

Michelle Spenny, MD
Jared Lund, MD

ONCOLOGY/HEMATOLOGY

Michael Kidd, MD
Kathryn Waitman, DNP*

UROLOGY

Daniel Swanson, MD

NEUROLOGY

Arturo Echeverri, MD

ORTHOPAEDIC SPINE

Alan Dacre, MD

PULMONOLOGY

Fernando Caceres, MD

VASCULAR SURGERY

Kevin Bruen, MD*

Legend:

* = both telemedicine and visiting

† = telemedicine only

CERTIFIED REGISTERED NURSES

Joy Linn, RN, BC

Certified Medical-Surgical Nurse
Certified Emergency Room Nurse

Leah Miller, RN, BC

Certified Medical-Surgical Nurse

Brandi Knierim, RNC-OB

Certified Inpatient Obstetric Nurse

Amber See, RNC-OB

Certified Inpatient Obstetric Nurse

Connie Brunelle, RN

Certified Flight Registered Nurse

Pamela Lee, RN, BAN

Certified Professional in Healthcare
Management

Corinne Radakovich, RN

Certified Emergency Room Nurse

Stacy Dawn Garwood, RN-BC

Certified Medical-Surgical Nurse

Jill Meiers

Certified Operating Room Nurse

PATIENT CARE STATISTICS

(Years ended June 30, 2015, and 2014)	2015	2014
Number of Staffed Beds	25	25
Number of Bassinets	6	6
Inpatient Admissions	700	699
Total Patient Days	1,943	1,994
Average Patients/Day	5.32	5.46
Average Length of Stay (in days)	2.8	2.9
Emergency Patients	3,292	3,048
Surgeries	1,162	1,204
Deliveries	130	132
Total Patients Served	34,983	34,073
Laboratory Tests	56,570	52,900
Radiology Procedures	12,016	11,602
Meals Served	68,395	60,385
Pounds of Laundry Processed	80,903	80,916

BALANCE SHEET

(Years ended June 30, 2015 and 2014)	2015	2014
Assets		
Total Current Assets	\$ 15,952,451	\$ 18,140,445
Plant, Property, and Equipment	11,286,835	11,258,571
Long-Term Investments	16,685,661	12,503,035
Assets Whose Use is Limited	924,976	916,349
Other Assets	7,027,065	6,248,779
Total Assets	\$ 51,876,988	\$ 49,067,179
Liabilities and Net Assets		
Total Current Liabilities	\$ 4,310,455	\$ 4,126,452
Long-Term Liabilities	401,830	440,855
Total Liabilities	4,712,285	4,567,307
Net Assets	47,164,703	44,499,872
Total Liabilities and Net Assets	\$ 51,876,988	\$ 49,067,179

STATEMENT OF OPERATIONS

(Years ended June 30, 2015 and 2014)	2015	2014
Total Operating Revenues	\$ 31,296,328	\$ 31,499,439
Total Operating Expenses	30,070,250	28,203,062
Gain From Operations	1,226,078	3,296,377
Increase in Unrestricted Net Assets	2,664,831	4,020,280

Services



5TH AVENUE PHARMACY

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

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

Behavioral health services are provided 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.

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

GLASGOW CLINIC

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

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 which includes pre-operative, operative, and post-operative care. Besides treating abdominal organs and thyroid glands, we also deal with diseases involving the skin, breast, soft tissue, and hernias.

HOME OXYGEN/DURABLE MEDICAL EQUIPMENT

Carrying a full complement of supplies and equipment, we can offer all the supplies needed to provide care from the comfort of one's home. Supplies and equipment include a full complement of breathing assistance devices (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 done within the suite. A childbirth preparation class is also available to educate expecting families about the delivery process and introduce mothers to the facility and staff. FMDH has an obstetrician/gynecologist as well as family practice physicians with training in obstetrics on staff to care for mothers who choose to deliver their children at FMDH.

LABORATORY SERVICES

Lab professionals perform diagnostic testing in the laboratory 24 hours a day, 365 days a year. Diagnostic tests help 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

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.





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 Women, Infants and Children (WIC) program is also administered through the Nutrition Services Department.

OCCUPATIONAL THERAPY

FMDH 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.

ORTHOPAEDICS & SPORTS MEDICINE

This department is located within the facility and offers full-time staff who specialize in the evaluation and treatment of sports medicine, fracture care, and various conditions of the musculoskeletal system.



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

The focus of this service is pain interventions, in the form of injections, to help manage chronic pain. FMDH has three CRNAs specializing in anesthesia and pain management.

PHYSICAL THERAPY

Serving patients in Glasgow, the department's primary patient load consists of musculoskeletal injuries or orthopaedic injuries. The Physical Therapy Department also works with neurological disorders, provides instruction on workplace injury minimization, and treats dysfunction throughout the whole body.

RESPIRATORY THERAPY

This therapy offers services and care related to the respiratory needs of patients throughout the hospital and the emergency room while working closely with nursing staff and providers to ensure the best possible care is given to our patients. Respiratory therapy also provides 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.



Financial Assistance Program

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. The program covers non-elective services provided by Frances Mahon Deaconess Hospital, STAT Air Ambulance, Glasgow Clinic, and Hi-Line Medical Services. Elective services are defined as those services that a patient chooses to undergo for reasons other than illness or injury.

METHODS OF ASSISTANCE

All patients with a self-pay balance are eligible to apply for financial assistance. The program provides two methods of assistance, a discount to the patient's account and/or an interest-free, extended payment plan. The type and quantity of assistance that a patient receives is dependent on the financial need demonstrated through information supplied on the Financial Assistance Program application. The application is presented to the patients in the form of a two-sided brochure called "The Guide to Financial Assistance," which includes information about the Financial Assistance Program as well as blanks for the patient to complete with his/her income, expenses, assets, and liabilities. A completed application requires proof of income. A completed Financial Assistance Program application allows us to extend credit up to 24 months with a minimum monthly payment of \$25. No patient that qualifies for financial assistance will be charged more than the amount generally billed.

The Potential Discount Table 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 \$23,000 may qualify for an 80% write-off. The table is published in The Guide to Financial Assistance brochure, which is available at all registration areas in our facility and online at www.fmdh.org.

CHARITY CARE INCOME GUIDE

ANNUAL INCOME

Family Size	Adjust Off 100%	Adjust Off 80%	Adjust Off 60%	Adjust Off 40%	Adjust Off 20%
1	\$ 11,880	\$ 14,850	\$ 17,820	\$ 20,790	\$ 23,760
2	16,020	20,025	24,030	28,035	32,040
3	20,160	25,200	30,240	35,280	40,320
4	24,300	30,375	36,450	42,525	48,600
5	28,440	35,550	42,660	49,770	56,880
6	32,580	40,725	48,870	57,015	65,160
7	36,730	45,913	55,095	64,278	73,460
8	40,890	51,113	61,335	71,558	81,780
9	45,050	56,313	67,575	78,838	90,100

MONTHLY INCOME

Family Size	Adjust Off 100%	Adjust Off 80%	Adjust Off 60%	Adjust Off 40%	Adjust Off 20%
1	\$ 990	\$ 1,238	\$ 1,485	\$ 1,733	\$ 1,980
2	1,335	1,669	2,003	2,336	2,670
3	1,680	2,100	2,520	2,940	3,360
4	2,025	2,531	3,038	3,544	4,050
5	2,370	2,963	3,555	4,148	4,740
6	2,715	3,394	4,073	4,751	5,430
7	3,061	3,826	4,591	5,356	6,122
8	3,408	4,259	5,111	5,963	6,815
9	3,754	4,693	5,631	6,570	7,508

FINANCIAL COUNSELOR

FMDH employs a financial counselor to help patients navigate the hospital's credit policy and Financial Assistance Program. The financial counselor is available to help patients determine payment options that fit with a reasonable family budget. The goal of the financial counselor is to allow the patient to meet all of their financial obligations, including but not limited to those incurred through seeking care at FMDH. The counselor takes into consideration all of the patient's financial obligations, including medical expenses incurred throughout our facility and medical debt owed to other providers. The financial counselor reviews applications for any benefits through the Office of Public Assistance and other programs that may assist the patient. The financial counselor is also trained as a certified application counselor to assist patients with applying for insurance at www.healthcare.gov.

THE PATIENT PROTECTION AND AFFORDABLE CARE ACT (ACA)

Many of you are aware that the Patient Protection and Affordable Care Act requires that most U.S. citizens and legal resident aliens have qualifying health coverage. To assist in this process, FMDH has two individuals who are trained as certified application counselors for the Health Insurance Marketplace. CACs assist consumers with enrollment at www.healthcare.gov. The next open enrollment period will begin on November 1, 2016, and end on January 31, 2017. Consumers with certain life events may be eligible for a special enrollment period. More information about a special enrollment period is available at www.healthcare.gov.

PRICE TRANSPARENCY

The ACA also requires hospitals to make their prices available to the public. This is commonly referred to as the ACA's Price Transparency Requirement. FMDH is meeting this requirement in a couple of ways. A list of our most frequently provided tests and procedures can be found on our website at www.fmdh.org. For information on tests or procedures not found on the website, or if you want to know your cost after insurance, we have a Priceline available. Individuals may call the FMDH Priceline at (406) 228-3511. When you call this number, you will be asked to leave your name, daytime phone number, type of service, and the name of the ordering physician if available. This voicemail is checked at 8 am and noon, Monday-Friday, and a return call is made.

For more information on the Financial Assistance Program, contact:

TERRY REDDY, FMDH
Financial Counselor
(406) 228-3633
terry.reddy@fmdh.org





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 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

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

Marketing Department
Frances Mahon Deaconess Hospital
621 3rd Street South, Glasgow, MT 59230
Phone: (406) 228-3642 | Fax: (406) 228-3680

Board and Healthcare Provider photograph courtesy of FMDH Marketing Department and Image Photography

DIRECTORY

Administration: 228-3601

Audiology: 228-3530

Customer Service Insurance Billing (Hospital)
If your last name starts with A-D: 228-3621
If your last name starts with E-M: 228-3622
If your last name starts with N-Z: 228-3624
Payment Plan Representative: 228-3620

Dietary Services: 228-3613

STAT Air Ambulance Dispatch: (800) 992-7828

EMS/Ground Ambulance Director: 228-3648

5th Avenue Pharmacy: 228-3693

Financial Counselor: 228-3633

FMDH Foundation: 228-3614

Glasgow Clinic: 228-3400

Customer Service Insurance Billing (Clinic)
If your last name starts with A-K: 228-3415
If your last name starts with L-Z: 228-3417
Payment Plan Representative: 228-3434

Health Information/Medical Records: 228-3611

Hi-Line General Surgery: 228-3653

Home Oxygen: 228-3618

Human Resources: 228-3638

Laboratory Services: 228-3677

Marketing: 228-3642

Nurses Station: 228-3222

Nursing Services Director: 228-3602

Orthopaedic Clinic: 228-3536

Physical Therapy: 228-3635

Priceline: 228-3511

Privacy Officer: 228-3547

Radiology Services: 228-3630

Visiting Specialist Clinic: 228-3656