

The Big Picture for Grand Lake Home Health and Hospice



2010 was an eventful year for Grand Lake Home Health and Hospice as we continued our tradition of helping patients and their families cope with and overcome the health challenges they face daily. We received industry recognition as one of the top programs in the country, expanded effective programs, extended our reach into the communities we serve, and completed a very successful Ohio Department of Health certification survey with no deficiencies noted.

HomeCare Elite 2010

In 2010, Grand Lake Home Health was recognized as one of the HomeCare Elite™ by OCS HomeCare and DecisionHealth.

About HomeCare Elite™

- Puts us in the top 25% out of 9,375 of home health agencies in the nation
- Judged on quality of care, quality outcomes, and financial performance using data from Medicare's Home Health Compare and CMS Cost Report
- We've received the honor five years in a row

Tele-Management Grants

In 2010, Grand Lake Home Health received grants to further our patient tele-management program. This innovative service utilizes a home health monitoring system to help patients with chronic health conditions avoid re-hospitalization.

The Grand Lake Home Health Monitoring System

- Funded in part by grants from Care Source and the Mercer County Healthcare Fund
- Assesses vital patient information and transmits it to supervising nurses over phone lines
- Becomes part of patient's electronic medical record
- Can monitor blood pressure, temperature, pulse, oxygen level, weight, and blood glucose levels
- Provides patient education and medication reminders



Snapshot of GLHS

Admissions and Visits to GLHS

Acute/Transitional Care Admissions.....	2,863
Births.....	325
Home Health Visits	9,599
Hospice Visits	3,452
Emergency/Urgent Care Visits ...	24,877
Outpatient Center Visits	76,001
Visits to GLHS Physician Practices.....	52,414

Allocation of Annual Funds

Total Hospital Revenue...	\$118,341,249
Contractual Adjustments...	\$47,558,052
Bad Debt/Charity Care.....	\$6,066,033
Funds to Invest in Hospital's Future	\$7,494,292
Funds Transferred by Foundation and other entities.....	\$483,000



Firstname Lastname
1234 Anystreet Avenue
Cityname, OH 45885

A Regional Resource for Focused Treatment and Support



Diane Gayer RT(R)
Medical Imaging Services



Grand Lake Regional Cancer Center is operated by the Cancer Network of West Central Ohio and is the collaborative undertaking of five regional hospitals including Joint Township District Memorial Hospital. By pooling resources in a convenient central location, patients from all over the region can benefit from the most modern treatments and equipment, as well as the collective expertise of a central team of nationally-recognized cancer specialists.



Services Offered Include

- Consultation with a Board-certified Radiation Oncology physician
- Radiation therapy treatments
- Follow-up care and support services
- Expansive Resource Library and Patient Navigator provided in cooperation with the American Cancer Society
- Three Medical Oncology physician offices for consultation and treatment

The Picture of Good Health



Krissy Mullenhour
RN, MSN, CDE
Diabetic Educator and Grand Lake Health System Healthcare Worker of the Year 2010

We are pleased



to present the Grand Lake Health System (GLHS) 2010 Annual Report. Our theme for this year is "The Picture of Good Health" which is a summary for all we do and represent.

Our mission is to optimize the health status of those we serve by providing the highest quality, value and service while remaining financially strong. Being "The Picture of Good Health" physically, mentally, spiritually and financially can only be achieved when working as a team.

Our board members, medical staff, employees and volunteers continually strive to make GLHS one of the finest healthcare providers in the country. Our state and national recognition places us in the Top 5% of healthcare providers year after year. We value the trust our patients and communities place in GLHS and have a vision to coordinate all patient services you may need. Even those that exceed the scope of our health system by obtaining and maintaining relationships with other health systems.

As healthcare reform sweeps across our country, rest assured that GLHS will continue to improve, adapt, partner and lead in providing a comprehensive array of services to meet all the pictures of good health. Please feel free to contact us with questions, concerns or assistance regarding healthcare in West Central Ohio.

Sincerely,

Kevin W. Harlan
President & CEO, Grand Lake Health System

Enhancing Wapakoneta Medical Center's Portfolio of Services

Wapakoneta Medical Center is home to a variety of healthcare services providing quality and convenience for all members of the community with family medicine, pediatrics, women's health, and urgent care all operating at the same location. It's a truly unique facility, and an asset for the overall health of the area. In 2010, patient value was further enhanced as new physicians and service lines arrived.



Wapakoneta Primary Care has been a trusted name for healthcare in Wapakoneta and beyond for over 20 years. Dr. V.K.

Chalasanani and his Primary Care team, along with pediatrician, Dr. Paul Reddy, provide a welcoming and professional patient environment with flexible scheduling to meet the needs of today's busy families. Combined with Grand Lake OB/GYN, Wapakoneta Urgent Care (for life's bumps and bruises), a convenient walk-in lab draw, radiology and weekly mobile MRI services, the Wapakoneta Medical Center is a truly valuable community resource for total family health.



Christopher Glass
Chef, Food Services

Generosity Frames a Brighter Future

The **JTD Hospital Foundation** raised more than half a million dollars in 2010 to support our mission of furthering the quality of healthcare that Joint Township District Memorial Hospital (JTDMH) provides to the Grand Lake region. And we couldn't have done it without the dedication and generosity of our neighbors throughout the region who, despite these challenging economic times, found ways to make contributions toward safeguarding the good health of others. Our sincerest thanks for their continued kindness!

2010 Highlights:

- Raised more than \$500,000
- Distributed over \$231,000 for renovations and new equipment for Pediatrics and Medical Telemetry units
- Continued fundraising efforts for sixth floor renovations
- Annual Golf Classic raised over \$44,000
- "For the Love of Hospice" event raised more than \$28,000 for Grand Lake Hospice
- Awarded scholarships totaling \$8,000 for area students studying nursing and other healthcare-related fields
- Received a very generous endowment of \$55,000 from a special friend of JTDMH for area high school seniors pursuing careers in healthcare



New Faces Added to our Grand Lake Health System Family Portrait in 2010

We are always looking for potential team members that meet our high standards for clinical skill and experience, but we also want doctors who share the patient-centered values of our Grand Lake Health System family. We encourage all of our physicians and staff to do their very best, every day, to create truly exceptional experiences for our patients. In 2010, we welcomed two very qualified physicians to our GLHS family.

Jenny Zamor, D.O. practices at the Grand Lake OB/GYN offices in St. Marys and Wapakoneta. Dr. Zamor is a board certified obstetrician and gynecologist whose enthusiasm and energetic passion for improving the quality of life for women in the Grand Lake region make her a great fit for our patient-focused philosophy of care.

Efren Aganon, M.D., FAAP brings years of experience in pediatric medicine to Grand Lake Primary Care in St. Marys and Miami & Erie Medical Center in Minster. His expertise in diagnosing and treating childhood health issues is only rivaled by his gentle, reassuring nature that eases the minds of children and parents alike.



Efren Aganon MD
Jenny Zamor DO

Picture-Perfect Healthcare for Women and Children

Caring for the region's women and children is a privilege that we take very seriously. We continuously work to enhance the quality of our **OB/GYN and pediatric** patients' experiences, and in 2010, we added physicians and services to our OB/GYN and pediatrics practices across four communities to keep women's and children's health moving forward throughout our area.

WOMEN'S HEALTH SERVICES

Backed by the advanced medical and birthing facilities of Joint Township District Memorial Hospital, our Grand Lake OB/GYN practices in St. Marys and Wapakoneta provide a full range of obstetric and gynecological services from well-woman exams and screenings to prenatal care and delivery through to menopause management and beyond. In 2010, our experienced physicians, nurses, and midwives used their intimate understanding of women's health issues to help their patients enjoy the healthiest lives possible with expanded service availability through the addition of a new doctor, improved facilities, and flexible scheduling.



James Luedeke MD
Chief of Staff

PEDIATRIC SERVICES

In 2010, our Grand Lake pediatric services provided even more quality, compassionate care to children throughout the Grand Lake Region by welcoming new physicians, increasing convenience for busy families, and broadening service availability with an "immediate pediatric care" morning walk-in schedule in the Wapakoneta office. Offering routine check-ups and vaccinations as well as effective treatments for all kinds of childhood illnesses, our pediatricians are here for the communities they serve with practices in St. Marys, Wapakoneta, Celina and Minster.



Outpatient Rehab Center

Our Grand Lake Health System outpatient rehab center near Joint Township District Memorial Hospital is filled with the latest occupational and physical therapy equipment to help our patients enjoy fuller, healthier lives. Operated by our team of dedicated rehabilitation professionals, this advanced facility was designed for our patients' comfort and convenience inside and out.

Snapshots of Cooperation — Working Together to Compose a Healthier Community

We are a "community health organization" in the purest sense of the term — helping Grand Lake residents enjoy healthier lives is at the heart of everything we do. While a big part of our job is treating people when they get sick, it's also our responsibility to provide resources that help community members stay healthy. This is where our **community outreach programs** excel.

COMMUNITY HEALTH AND FITNESS PROGRAMS

Our award-winning Grand Health and Road to Fitness Challenges have become some of our most popular and effective community outreach programs. Since the first Grand Health Challenge was held in 2007, we've helped more than 1,500 members of the community develop healthier lifestyles and lose over 16,000 pounds of excess weight.

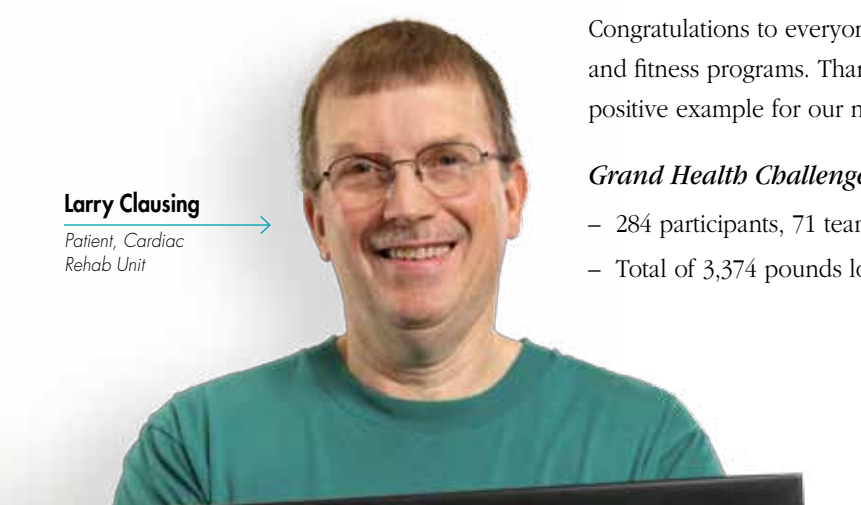
In 2010, we received a \$23,222 grant from the Ohio Hospital Association (OHA). This money allowed us to add a Family Challenge component to our Grand Health Challenge competition for the first time, in 2011. This will help us to curb childhood obesity while building stronger families in the region by encouraging parents, kids, and relatives to work together to develop healthy habits that will last a lifetime.

2010 was a great year for our Road to Fitness Challenge too. This annual competition awards points to individuals for participation in fitness activities with points that they can redeem for prizes including athletic gear, fitness equipment, and iPods. In 2010, the number of people reaching the top prize level of 100 points more than doubled what we had in 2009!

Congratulations to everyone who participated in our 2010 community health and fitness programs. Thanks for all of your hard work and for setting a positive example for our neighbors throughout the Grand Lake region.

Grand Health Challenge 2010 Results

- 284 participants, 71 teams
- Total of 3,374 pounds lost



Larry Clausing
Patient, Cardiac Rehab Unit



Expanding Our Collage of Care

We believe that to more fully develop superior community health we need to continually provide **new and enhanced services** for Grand Lake residents that go beyond the "routine." So, in 2010, we launched three new service lines that offer advanced treatments and greater options for our patients.

In 2010, GLHS Opened These New Facilities

GRAND LAKE SLEEP CENTER

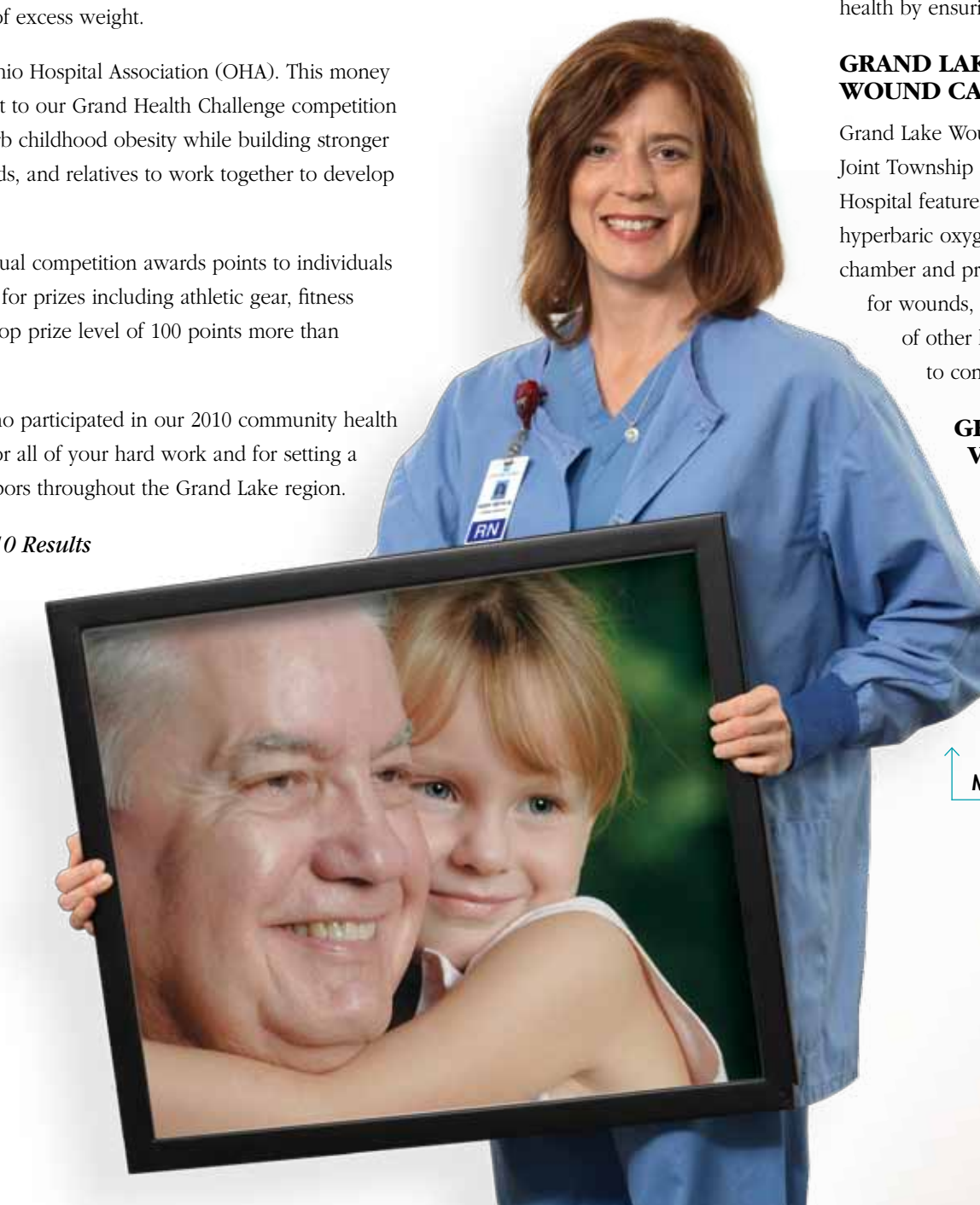
Grand Lake Sleep Center offers the most in-depth sleep disorder diagnoses and treatments in the region. Fully accredited by the American Academy of Sleep Medicine, our facility is equipped to help Grand Lake residents achieve better health by ensuring restful sleep.

GRAND LAKE WOUND CARE CENTER

Grand Lake Wound Care Center at Joint Township District Memorial Hospital features the region's only hyperbaric oxygen therapy (HBOT) chamber and provides advanced treatment for wounds, traumatic injuries, and a variety of other health issues that don't respond to conventional healing methods.

GRAND LAKE VEIN CARE CENTER

Conveniently located on the west side of Joint Township District Memorial Hospital, Grand Lake Vein Care Center helps patients assess, treat and overcome vein-related health issues — including venous reflux disease and varicose veins — to achieve healthier lives.



MaryBeth Mielke RN



THE PREFERRED CHOICE FOR HEALTHCARE
IN THE GRAND LAKE REGION