

GRAND LAKE

HEALTH SYSTEM

2009 — REPORT TO THE COMMUNITY

WWW.GRANDLAKEHEALTH.ORG

FUTURE OUTLOOK



The healthcare forecast for the entire Grand Lake region looks sunny!

JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL TOP 1%

Once again, JTDMH is recognized by the Premier Healthcare Alliance as a winner of the Award for Quality "Top 1%" of all hospitals in the nation. **P2**

WOUND CARE CENTER IS NOW AVAILABLE IN THE GRAND LAKE REGION

The latest technologies for the care of chronic wounds can be found at Joint Township District Memorial Hospital's new center. **P3**

THE "GRAND" EXPERIENCE



A new customer service program is implemented at every facility throughout Grand Lake Health System to better serve patients, families, visitors, and employees. **P4**

AWARD-WINNING FACILITIES AND PROGRAMS



Grand Lake Home Health and JTDMH Community Outreach receive awards for their services and programs. **P5**

BY THE NUMBERS

GLHS community report. **P6**

TOP-QUALITY CARE IN WAPAKONETA AND CELINA

With a wide range of services and additional physicians, these two facilities continue to serve families in the region. **P7**

Grand Lake Health System is the preferred choice for healthcare



Patient care is our number one priority at Grand Lake Health System. Our 13 affiliates, 10 Centers of Excellence, 150 physicians and over 800 skilled medical professionals are committed to providing the highest quality of healthcare in the region.

Grand Lake Health System is trusted for its high quality care

ST. MARYS — In the Grand Lake region, people know that Joint Township District Memorial Hospital and Grand Lake Health System (GLHS) provide the best in lifetime medical care. There are many reasons why GLHS has become the "preferred choice," including the fact that it has built a team of over 800 top-quality medical professionals who have a real passion for caring. Led by over 150 of the region's finest physicians, the team at GLHS understands that caring compassion and the human touch form the foundation for getting well and staying well.

When families seek out skill, knowledge and experience in their healthcare, GLHS offers the answer. Excellence, compassion and the human touch are only part of the GLHS approach to quality

healthcare. GLHS also knows that the public's trust is based on an exceptional level of medical expertise. With highly trained teams skilled in the disciplines of cardiac catheterization, emergency care, nuclear medicine, obstetrics, rehabilitation, family care and countless other specialties, patients are confident that GLHS has the experience to provide the very best healthcare solutions.

GLHS invests in the latest technologies and state-of-the-art medical facilities because patients expect the very best

medical care, right here, close to home. The Centers of Excellence at Joint Township District Memorial Hospital show a commitment to providing convenient, responsive and well-equipped healthcare environments. Plus, patients now enjoy expanded facilities in Wapakoneta and Celina.



GRAND LAKE
HEALTH SYSTEM

200 ST. CLAIR STREET
ST. MARYS, OHIO 45885-2400
PHONE: 419-394-3335 | TOLL-FREE: 877-564-6897
GRANDLAKEHEALTH.ORG

Thank You

WELCOME — to what we believe is the best acute primary care hospital in the State of Ohio; and as our national awards prove, one of the finest hospitals in the country. We are the preferred choice for healthcare in the region and we thank you.

Our Mission, Vision and Values, found on page 2, are our guiding principles. The bottom line is — we are here to care for those who cannot care for themselves. If this is you, a loved one, friend or acquaintance, we want to be your first stop for healthcare.

Although we never want anyone to be sick, need urgent or emergent care, we are thankful you have chosen us over and over again. I hope we continue to meet all of your healthcare needs.

Kindest regards,

Kevin W. Harlan
PRESIDENT & CEO



Our Mission

To optimize the health status of those we serve by providing the highest quality, value and service while remaining financially strong.

Our Vision

To be...

- the region's leader and preferred choice for healthcare;
- the most desired place for employment;
- the recognized source for health and wellness; and
- the coordinator of patient services that exceed the scope of our health system.

Our Values

- Compassion** — to serve with dignity, concern, trust and kindness.
- Respect** — for our patients, families, communities and each other.
- Stewardship** — making the best use of our human and economic resources.
- Service Excellence** — anticipating customer needs, continuously improving and consistently exceeding expectations.
- Collaboration** — working in partnership, internally and externally, to better serve our communities.
- Workforce** — valuing and respecting the talented, committed and diverse people who make up our health system.

Joint Township District Memorial Hospital recognized again as one of the country's **Top 1% of all hospitals**



ST. MARYS — Joint Township District Memorial Hospital has once again been recognized by the Premier Healthcare Alliance as a winner of the Premier Award for Quality (AFQ). Joint Township District Memorial Hospital is one of 23 winners out of more than 3,796 eligible hospitals nationwide. The AFQ recognizes leading healthcare organizations that efficiently provide outstanding patient care and consistently set the standard in clinical excellence nationwide. Distinguished by its consideration of performance-

based criteria, including clinical quality outcomes, resource utilization and clinical process indicators, the AFQ measures top performers at the overall

Joint Township District Memorial Hospital prides itself on the quality of care we provide to our patients as a result of our ongoing efforts to improve our care delivery systems.

— Kevin Harlan, CEO of Grand Lake Health System —

hospital level. Joint Township District Memorial Hospital's Centers of Excellence offer state-of-the-art equipment and procedures and, along with the development of programs utilizing advanced

technologies, are able to bring the best in healthcare to residents of the Grand Lake region. Services available through the hospital include OB/GYN,

laboratory services, outpatient clinic, medical imaging, hospice and acute palliative care, occupational health services, occupational therapy, stroke

support groups, rehab services, observation status, physical therapy, speech therapy, direct access testing and more. The goal of these programs is to educate people so they gain the skills and knowledge to keep

themselves and those around them healthy. Joint Township District Memorial Hospital also involves the community through its many fulfilling volunteer opportunities. Another important way that Joint Township District Memorial Hospital aids the surrounding community is through the efforts of the JTD Hospital Foundation, which secures funds for the benefit of Joint Township District Memorial Hospital's efforts to meet the healthcare needs of the communities it serves.

For more information about Joint Township District Memorial Hospital, visit online at www.grandlakehealth.org.

Centers of Excellence



She's the *picture* of health...

...and we want to *keep* her that way.



The Women's Imaging Center at Joint Township District Memorial Hospital is a facility dedicated to women's health issues, equipped with sophisticated technology and the latest procedures, and staffed by sensitive, perceptive medical professionals. We offer digital mammography with CAD, precision ultrasound, molecular breast imaging (MBI), breast MRI and stereotactic and ultrasound guided breast biopsies. Evening and Saturday hours are available.

JTDMH • 200 St. Clair Street • St. Marys, Ohio 45885 • 419-394-3335

Learn more at www.grandlakehealth.org



When her fever won't wait for business hours...

...that's when you turn to *Urgent* care.

When you really don't need the Emergency room, there's quick, convenient, quality Urgent Care available from two locations serving the Grand Lake region.



Monday through Friday 5 to 10 p.m.
Saturday and Sunday 10 a.m. to 10 p.m.
200 St. Clair Street • St. Marys, OH



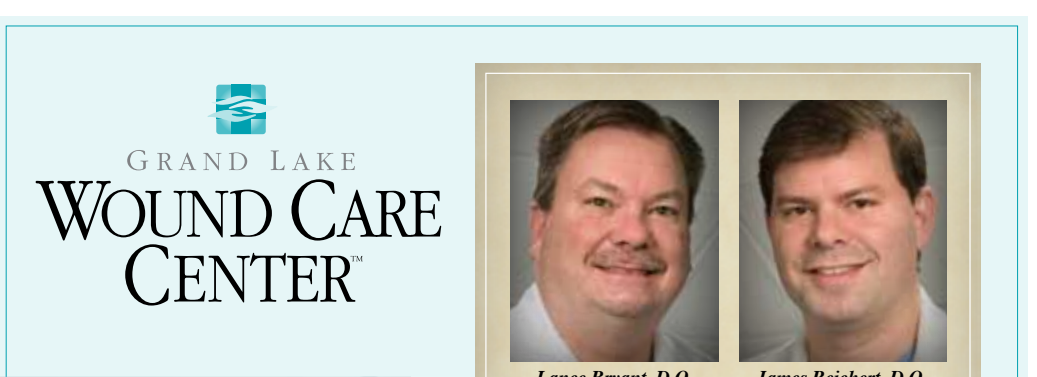
Saturday and Sunday 10 a.m. to 10 p.m.
in the Wapakoneta Medical Center
812 Redskin Trail • Wapakoneta, OH

Learn more at www.grandlakehealth.org

Grand Lake Wound Care Center — specialized care center advances healthcare in the Grand Lake region

ST. MARYS — The year 2009 saw the arrival of a specialized, very important new care center at Joint Township District Memorial Hospital — the Center for Wound Care and Hyperbaric Medicine. This state-of-the-art facility is equipped to care for patients with many different needs, and even offers Hyperbaric Oxygen Therapy (HBOT). When

beyond, Joint Township Hospital partnered with Diversified Clinical Services — a nationally recognized leader in the clinical treatment of chronic wounds and the adjunctive use of hyperbaric oxygen therapy. To further guarantee the effectiveness of treatments received at the Wound Care Center, our staff of highly trained physicians, nurses and



Using hyperbaric oxygen therapy chambers leads to positive outcomes for patients.

receiving HBOT treatments, the patient breathes 100 percent pure oxygen inside a pressurized chamber to quickly deliver high concentrations of oxygen to the bloodstream and assist in the healing process of wounds. Patients requiring HBOT treatment will find that their comfort is one of our top priorities as the chamber resides in pleasant surroundings and has clear sides that allow patients to see what's going on around them and even watch TV or videos.

To ensure that patients of our new center truly receive the best possible treatment available in the Grand Lake Region and

technicians performs thorough diagnostic exams and works in close cooperation with patients' personal physicians to craft treatment strategies that complement their unique course

of care — keeping doctors informed of patient progress every step of the way. The addition of the Center for Wound Care and Hyperbaric Medicine to Joint Township District Memorial Hospital is a prime example of Grand Lake Health System's commitment to providing world-class healthcare where our patients need it most. *Close to home.*

Indications for Wound Therapy include —

- Diabetic, Neuropathic, Pressure and Ischemic Ulcers
- Venous Insufficiency
- Traumatic or Surgical Wounds
- Brown Recluse Spider Bites
- Burns and Skin Grafts
- Crush Injuries
- Osteomyelitis
- Vasculitis



A Testimonial

Perhaps one of the hardest things to deal with in life is the unknown...

...It was something that consumed Donna Whitacre's life for more than a year after a mysterious mark showed up on her leg. She had known the two-inch area was unique since discovering it had been treated with radiation to remove a birth mark. But she never had reason for concern until one day in late 2008 when a mark appeared on the area and started to change.

She was referred to the new Grand Lake Wound Care Center when after months of home remedies, trips to the family doctor and dermatologists — and even another wound care center — proved unsuccessful. Dr. Lance Bryant, the center's new medical director, realized that he not only had to treat Donna's wound, but also the radiation damage.

The radiation scar was treated with Hyperbaric Oxygen Therapy — a treatment that heals wounds by increasing the amount of oxygen delivered to the body's tissues. Until now, Bryant has had to send patients to distant facilities to get it.

The treatment proved a success for Donna and on February 8 her healing was complete. Her hope now is that others like her will realize that relief is right in their own backyard, close to home.

Donna Whitacre
Wound Care Patient

A new second floor for a first-rate facility



ST. MARYS — As a part of our tireless commitment to improving the patient experience, in 2009 Grand Lake Health System completely renovated the second floor of Joint Township District Memorial Hospital. Funded in part by a \$150,000 donation from the JTD Hospital Foundation, 18 new private patient rooms, a new nursing station, an advanced nurse call system, and special care areas like medication and respiratory rooms were all constructed utilizing the latest technologies and with an exacting eye for detail.

Because we understand that patient comfort goes hand-in-hand with patient wellness and recovery, meticulous care was taken to ensure that the new space we created was worthy of the community it serves. From the things you'll never

see like new plumbing and electrical wiring, all the way to the thoughtful finishing touches like paintings, TVs, and ergonomic furniture, we've taken care of everything so you can focus on your health and the well-being of your family and friends.

Our regular, ongoing improvements to our facilities are all part of our dedicated efforts to maintain the highest standards of excellence in healthcare at every level of patient interaction, and at every location within Grand Lake Health System.



Women's Imaging Center at Joint Township Hospital

What women want



ST. MARYS — The newly established Woman's Imaging Center at Joint Township District Memorial Hospital has what women want when it comes to meeting their particular healthcare needs. Outfitted with the most technologically advanced equipment in the region, placed in a comforting, non-clinical atmosphere, the Women's Imaging Center is the perfect blend of science and peace-of-mind. The physicians and staff are all highly skilled and sensitive to needs of women from all walks of life and age groups. Great pains are taken to ensure that privacy and dignity are always maintained and that any questions or concerns that a

patient might have are addressed in a knowledgeable, caring way.

Perhaps the single biggest acquisition of 2009 in the Women's Imaging Center is the Molecular Breast Imaging (MBI) machine. It is the only one in the Grand Lake Region and one of only three in the entire state of Ohio! The performance of this amazing imaging tool is made possible by the Dilon 6800 Gamma Camera, which is a high resolution, small field-of-view device that can detect early stage cancers, with precise images as small as 3 mm. The MBI has the ability to produce accurate images in denser tissues than traditional mammography or ultrasound. Molecular breast imaging has fewer patient restrictions, lower false positive rates, and produces results that are easier to interpret than those generated by MRI. The accuracy and thoroughness of

Our Range of Services —

- Digital mammography
- Precision ultrasound technology
- Stereotactic and ultrasound-guided breast biopsies
- Bone density DEXA-Scanner
- Coordinated care between testing, diagnosis and treatment
- More evening and Saturday hours
- Molecular Breast Imaging (MBI)

molecular breast imaging can help physicians to evaluate the need for six-month follow up screenings.



The Molecular Breast Imaging machine at JTDH is one of only three in Ohio.

Grand Lake Home Health named to top 25% of home healthcare agencies in the nation

Because there's no place like home

ST. MARYS — For the fourth year in a row, in 2009 Grand Lake Home Health was named to the HomeCare Elite list, a compilation of the top performing health agencies in the U.S. Compiled by OCS Homecare — a leading provider of homecare information, and Decision Health, publisher of one of homecare's most respected magazines, *Home Health Line*, HomeCare Elite is the only performance recognition of its kind in the home health industry, and this annual review identifies the top 25% of the agencies in the nation. Home healthcare organizations are ranked by an analysis of performance in quality outcomes,

whatever it takes to improve the quality of life for their patients. They really take the time to get to know the clients in their charge as individuals, allowing them to fully understand their



I credit my staff for their caring, diligent work to see that their patients' needs are not only met but that they improve in their ability to understand their illness.

— Linda Haines —
Grand Lake Home Health Director

quality improvement, and financial performance. Grand Lake Home Health distinguishes itself from other organizations across the country because of its success in helping patients stay at home longer and, in many cases, to be able to truly thrive there. It's the dedication of our staff that makes it all possible. Each of our team members is not only specially trained to assess and tend to the needs of homecare patients, but also possess deep levels of compassion and concern that drive them to do

needs and expectations. A track record of client satisfaction that's well above the national average is testament to that fact. Community services like the Healing Memories Library and the Candlelight Memorial Service held in 2009 by the Hospice Department is further evidence of Grand Lake Home Health's depth of commitment and vested interest in the lives of those they touch every day.



Our Range of Services —

- Surgery recovery — wound or ostomy care, IV therapy, IM and SQ injections, catheter
- Stroke — rehab including physical, occupational or speech therapies
- Chronic illnesses — blood draws, medication management, education about the disease or illness
- Personal physical support — meal preparation, diet consult, personal hygiene, exercise
- Family care — newborn program, well baby assessment, teenage illnesses
- Cancer care — emotional, social and physical support and treatment
- Immediate care — for situations not requiring hospital transport
- Special needs — Wallaby blanket program, Alzheimer respite care

"The GRAND Experience"



GRAND LAKE REGION — At Grand Lake Health System our commitment to quality extends beyond the physical side of healthcare. Because we understand that how our patients, associates and visitors are treated *as people* can have a dramatic effect on their overall health and work experience, we have established a code of conduct intended to guide every member of our team as we work together to provide the best possible care and service. We call this "code" *The Grand Experience*. The Grand Experience starts right at the top with our senior management and continues down through our organization. This philosophy permeates our entire organization and

becomes a tenet of our overall system's philosophy. The Grand Experience is comprised of six Customer Service Values. **1. Quality** is the sustainable exceeding of expectations. This means that we must delight the people we serve by consistently going above and beyond what is expected of us. **2. Safety** is paramount for all of our team members. We encourage all of our employees to be aware of their surroundings, prepared for whatever might happen in a given situation and to be proactive in preventing unsafe situations, and finally, be responsive whenever the need should arise. **3. Honesty** is key to ensuring the proper care of our patients.

We expect anyone who works within Grand Lake Health System will do what they say they will do, and have the good judgment to employ the old adage, "honesty is always the best policy."

4. Communication is always performed professionally, but we temper that professionalism with genuine caring and compassion that permeates everything we do. We provide necessary information and explanation to our customers that transitions them throughout the continuum of care.

5. Courtesy is maintaining a cheerful and friendly attitude while remaining polite and professional. We are eager to assist while treating everyone with respect and dignity.

6. Personalize our visitors with a smile and call them by their preferred name as we show respect. We greet our customers in a caring and personal way as we strive to leave a lasting impression that goes beyond expectations!

We believe these six core values build a strong foundation for the type of patient care that we can be proud of — leaving a lasting, positive impression upon our patients, associates and visitors alike. Taking care to provide a Grand Experience for our patients is something that we take very seriously, and we renew our commitment each and every day.



We will delight those we serve by exceeding their expectations.

Community Outreach wins two awards in 2009

So nice, they awarded us twice

GRAND LAKE REGION — In 2009, the community outreach efforts of Grand Lake Health System and Joint Township District Memorial Hospital were once again honored for excellence in providing programs that promote better health throughout the community.

Joint Township District Memorial Hospital received the first and prestigious Hendershot Award, which is named for late Field Services Director David Hendershot and recognizes a small or rural Ohio hospital for providing an exemplary program or service to advance health and wellness. In this case, it was the hospital's programs combating childhood obesity, chronic diseases and cancer that set it apart from other healthcare facilities in the state.

In addition to receiving the Hendershot Award, Grand Lake Health System and Joint Township District Memorial Hospital were recognized as a Platinum-Level Start! Fit-Friendly Company by the American Heart Association's Start! movement. It's the second year in a row that we've received the award, which is given to companies that create and successfully implement programs

that help employees eat better and move more.

There were two core Community Outreach programs that ultimately led to these back-to-back honors — the Grand Health Challenge and the Road to Fitness. Started in 2007 and continued in 2008 and 2009,

the Grand Health Challenge was a community-based program that had over 1,000 participants and generated total weight loss in excess of 12,000 pounds! Included in the program were motivational sessions and education to help keep everybody on track and upbeat throughout the Challenge.

The Road to Fitness was new in 2009 and featured a series of Auglaize County activities that took place at different times during the year. Local people were encouraged to increase their physical activity and make positive changes in their health by signing up for yearlong programs such as runs, walks, or bike rides. Points were awarded based on participation and could then be exchanged for prizes that could be used to aid a healthy lifestyle like iPods, heart monitors, and athletic wear that could be used while working out. Ten walking, biking, and running races were held in 2009, and over 300 people took part. The Road to Fitness program continues in 2010.

As a healthcare organization, we are always focused on the community as well as its healthcare.

What makes our Road to Fitness program unique is that you don't have to be good — you just have to do it. Whether you walk a 5k or run it, the important thing is that you're out there doing it.

— Anne Larser, Community Outreach Director —



(L) Ad campaign for the Grand Health Challenge. (R) Winners of the 2008 Challenge.

Families are our *focus*.

We've set our sights on compassion and caring, while providing the *expertise* you deserve.

Grand Lake Family Practice and Pediatrics at the Celina Medical Center is the largest family practice in the Grand Lake region. Our family-focused specialists include three doctors and a certified nurse practitioner, as well as an experienced staff. As part of Grand Lake Health System's commitment to providing you with the best healthcare, we now have more staff, expanded hours (including some evenings for your convenience) and better services — provided by doctors you've known for years.

GRAND LAKE FAMILY PRACTICE AND PEDIATRICS
AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM
AT THE CELINA MEDICAL CENTER
801 Pro Drive • Celina, OH 45822
419-586-6489

Learn more at www.grandlakehealth.org

Wapakoneta Primary Care, Urgent Care, Grand Lake OBGYN Living up to expectations

WAPAKONETA — As a healthcare provider delivering a wide range of patient services, Wapakoneta Primary Care features the family and internal medicine practice of Dr. V.K. Chalasani and Dr. Paul Reddy's pediatric practice. The obstetric and gynecological services of Debra Newton, Certified Nurse Midwife are also at the Wapakoneta Medical Center.

Dr. Chalasani heads up Wapakoneta Primary Care, and is Board Certified in Internal Medicine and Geriatrics. Dr. Reddy is the latest addition to the team and has practiced pediatric medicine in the Grand Lake region for over twenty years. His general pediatric practice includes well-child check-ups, pediatric breathing treatments, administration of IV fluids and antibiotics, X-rays, pediatric suturing, and



V.K. Chalasani, M.D.

Paul Reddy, M.D.

Debra Newton, CNM

lab blood draws. As a certified Nurse Midwife, Debra Newton provides expert obstetric and gynecological care through the Grand Lake OBGYN office in Wapakoneta Medical Center.

Utilizing the varied talents and experience that each of these talented professionals brings to the table, patients can receive care for every stage of life without ever visiting another facility.

Longer hours of operation and access to the Wapakoneta Medical Center amenities such as a radiology and imaging lab, on-site blood work capabilities, and MRI scanning give patients the opportunity to receive comprehensive healthcare, with flexible scheduling, from a single source. Wapakoneta Medical Center is also home to Wapakoneta Urgent Care, so should the need arise, prompt, convenient, high-quality treatment of minor, acute illnesses and injuries is also available.



Wapakoneta Primary Care's Range of Services —

- Family practice
- Pediatric care includes:
 - IV fluids
 - Suturing
 - Breathing treatments and antibiotics
- Geriatric care
- Internal medicine
- Mobile MRI
- Lab blood draws
- X-ray

Grand Lake OB/GYN

Grand Lake OB/GYN of St. Marys now has an office in Wapakoneta within the Wapakoneta Medical Center, offering gynecological and obstetric services provided by Debra Newton, CNM.

Wapakoneta Urgent Care

Wapakoneta Urgent Care provides patients with the after-hours healthcare they need in situations of non-life threatening minor illnesses and injuries. No appointments are necessary – just walk in and receive prompt attention from the doctor on duty.

HOURS —
Saturday and Sunday
10 a.m. to 10 p.m.

Seek urgent care for:

- Abrasions, cuts, bumps or bruises
- Sore throat, ear infection, cough, cold symptoms or fever
- Non-severe nausea and vomiting
- Sprains, muscle strains, back pain, small bone fractures
- Minor burns, urinary tract infection, minor eye injuries



Wapakoneta Primary Care in the Wapakoneta Medical Center features walk-in blood draw services in their lab, conveniently open at 6 a.m. Monday through Friday.

Now accepting new pediatric patients in Wapakoneta.



Paul Reddy M.D. joins Wapakoneta Primary Care.

Dr. Reddy has been caring for patients in the Grand Lake region for over 20 years and is certified by the American Board of Pediatrics. Dr. V.K. Chalasani and staff are excited to have him as part of their team at Wapakoneta Primary Care. He will be providing care from Wapakoneta Medical Center as well as from Joint Township District Memorial Hospital in St. Marys.

Immediate Pediatric Care
9 am–Noon, M-F
(no appointment necessary)

General Pediatric Care
1 pm–5 pm, M-Th
(by appointment only)



419-738-4445

812 REDSKIN TRAIL | WAPAKONETA, OH 45895 | P: 419-738-4445
Learn more at www.grandlakehealth.org.

Grand Lake Family Practice and Pediatrics at the Celina Medical Center

Helping busy families get the care they need

CELINA — These days, family schedules are tighter than ever, which can make it challenging for parents to get children, or even themselves, to the doctor. To make it easier for families to get the care they need – with the convenience they want – Grand Lake Family Practice and Pediatrics at the Celina Medical Center expanded its staff and available services in 2009.

The largest family practice in the Grand Lake Region, Grand Lake Family Practice and Pediatrics has an experienced staff that includes three doctors, one certified nurse practitioner, and a caring team of nurses and support personnel. During the past two years, an imaging center and laboratory were added to further enhance our ability to provide exceptional healthcare and, combined with welcomed walk-ins, we can truly offer a “one-stop-shop” to help busy families get the care they need – from familiar, trusted physicians – when they need it.



Terry Roode, D.O.

Peter White, M.D.

Cindy DeLaRosa, M.D.

Amy Wendel, C-FNP

Dr. Cindy DeLaRosa specializes in pediatrics. She joined the team at Grand Lake Family Practice and Pediatrics at the Celina Medical Center in 2009.



Our Range of Services —

- Family medicine
- Pediatric care
- EKG
- Full service lab including walk-ins from 6:00 a.m. until 5:00 p.m.
- Vaccinations
- Digital Imaging Center offers x-rays on premises
- Imaging center and laboratory
- Accepting new patients



JTD Hospital Foundation

Giving for good

GRAND LAKE REGION — Helping ensure the communities of the Grand Lake region receive the best healthcare possible, JTD Hospital Foundation is a charitable non-profit organization responsible for securing and stewarding philanthropic gifts that will enhance patient care. In 2009, the JTD Hospital Foundation raised over \$450,000 to support programs, services and equipment including the Women's Imaging Center, Emergency Center, Cardiac Services, Home Health/Hospice and Community Outreach Programs. Those

funds also paved the way for the hospital to begin the renovation of the Pediatrics and Medical Telemetry Units on 2nd floor. These enhancements continue the tradition of technology and facility improvements that make Grand Lake Health System and Joint Township District Memorial Hospital the preferred choice for healthcare in the Grand Lake region.

In 1991, the very first scholarships were awarded to nursing students by the Foundation. In 2009 that legacy continued its annual giving by awarding \$10,000 worth of aid

for deserving local nursing students.

The 17th Annual Golf Classic held at Arrowhead Golf Club in Minster, was successful again, raising over \$50,000. A major recipient of this year's Classic was the Pediatrics Program at Joint Township District Memorial Hospital.

Currently, the Foundation is raising funds to renovate the Pediatrics and Medical Telemetry Units on 2nd floor. This is part of the overall 2nd floor total renovation that includes all new patient and conference rooms, nursing station and improvements in technology. Over \$150,000 has been raised to date to fund this project. Over a million dollars has been raised by the Foundation in recent years to make improvements critical to the success of the hospital to deliver services including the renovation of the Emergency Center, Cardiac Center, Outpatient facilities, Transitional Care and Inpatient Care Units. For each dollar the Foundation raises, the hospital would have to generate \$25 in patient revenue. Just in recent renovations, this would total 2.5 million dollars. Your gifts are making an incredible difference in the delivery of healthcare to your families, neighbors and community.

The Foundation delivers hope, health and healing through your generous contributions. Thank you.



By the numbers — Grand Lake Health System

Serving the community in 2009



GIVING BACK TO THE COMMUNITY

Grand Lake Health System helps the vitality of the region with an economic impact of over \$100 million annually in wages, supplies, construction and other resources.

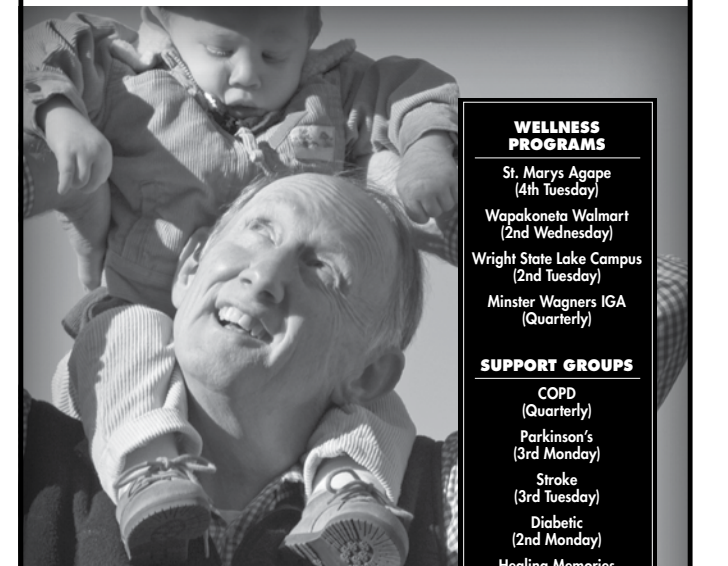
Snapshot of GLHS

Acute Admissions	2,441
Transitional Care Admissions	423
Inpatient Rehab Admissions	61
Births.....	316
Home Health Visits	9,887
Hospice Visits	2,090
Emergency Care Visits	15,709
Urgent Care Visits.....	10,155
Outpatient Center Visits	75,271
Visits to GLHS Physician Practices.....	45,806

Allocation of Annual Funds

Total Hospital Revenue.....	\$ 113,134,796
Contractual Adjustments	\$ 45,454,326
Bad Debt & Charity Care.....	\$ 6,197,639
Funds to Invest in Hospital's Future	\$ 6,637,508
Funds Raised by Foundation and other entities.....	\$ 450,000

Something for everyone.



Our *Community Outreach* programs let you be proactive when it comes to your own healthcare.

Grand Lake Health System and Joint Township District Memorial Hospital listen to the community and respond with the services, programs and facilities that you need for good health and well-being. The goal of our outreach programs is *education* so that you gain the skills and knowledge to keep yourself and your family healthy. We feel it is our responsibility to reach out to the communities that support us.

WELLNESS PROGRAMS

- St. Marys Agape (4th Tuesday)
- Wapakoneta Walmart (2nd Wednesday)
- Wright State Lake Campus (2nd Tuesday)
- Minster Wagners IGA (Quarterly)

SUPPORT GROUPS

- COPD (Quarterly)
- Parkinson's (3rd Monday)
- Stroke (3rd Tuesday)
- Diabetic (2nd Monday)
- Healing Memories (2nd Tuesday)

EDUCATION

- Breast Feeding
- CPR (Adult/Pediatric/ Heartsaver/Infant/HCP)
- Newborn Massage Class
- Lamaze Refresher Class
- Sibling Class
- Anatomy Terms
- Medical Terminology



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THE PREFERRED CHOICE FOR HEALTHCARE IN THE GRAND LAKE REGION
Learn more at www.grandlakehealth.org.



2009 REPORT TO THE COMMUNITY

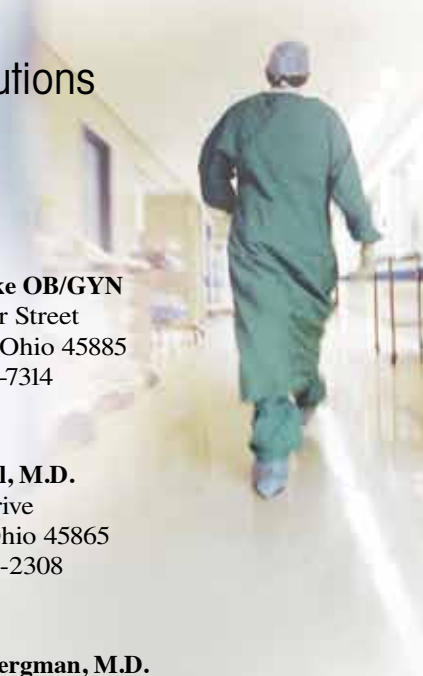
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Grand Lake Health System has the experience to provide the best healthcare solutions

A comprehensive system



Joint Township District Memorial Hospital
200 St. Clair Street
St. Marys, Ohio 45885-2400
P: 419-394-3335



Grand Lake Neurology
1165 Knoxville Avenue, Suite F
St. Marys, Ohio 45885
P: 419-394-9340



Grand Lake OB/GYN
1067 Hager Street
St. Marys, Ohio 45885
P: 419-394-7314



Grand Lake Family Practice & Pediatrics
801 Pro Drive
Celina, Ohio 45822
P: 419-586-6489



Grand Lake ENT
1165 Knoxville Avenue, Suite F
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P: 419-394-9660



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Minster, Ohio 45865
P: 419-628-2308



Wapakoneta Primary Care
812 Redskin Trail
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Grand Lake Occupational Medicine
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P: 419-394-7434



Grand Lake Primary Care at St. Marys
1040 Hager Street
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Urgent Care at St. Marys & Wapakoneta
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