



GRAND LAKE HEALTH SYSTEM 2008 COMMUNITY REPORT

Here for good.

Grand Lake Health System... says thank you for your continued trust in us.

Welcome to the Grand Lake Health System (GLHS) Community Report. As you will read, our Health System is large and well organized providing the highest quality of care. Our mission, vision and values are contained within and set the direction for what we believe is the best hospital in the State of Ohio.

Our employee workforce and medical staff are our greatest assets. Patients do not visit, or experience return visits, without expecting great customer service; and at GLHS we are here to delight you, the patient, by being customer driven. The highest quality of care is expected, and delivered, at GLHS while remaining cost conscious and financially strong.

Joint Township District Memorial Hospital, the flagship of GLHS, is the lowest cost/lowest charge/lowest length of stay and most efficiently run hospital in all of western Ohio as proven by government data. Low cost does not mean low quality as proven by our Top 1% national ranking and being consistently ranked in the Top 1% of all Emergency Departments in the United States, in patient satisfaction, as tracked by Press Ganey.

I hope you enjoy reading, seeing and, if needed, experiencing GLHS. If we can be of any service to you, please do not hesitate to contact us for all of your healthcare needs.

Kindest regards,



KEVIN W. HARLAN, PRESIDENT & CEO



WITH PRIDE AND HONOR

Selected but never solicited, we were recognized and rated as being in the **top 1% of all hospitals** in the nation for quality excellence and efficiency by Premier/CareScience Health Alliance. Our Home Health and Emergency services were ranked among the best in the U.S., which should give you great comfort knowing we're providing the highest quality care to our patients every day.



Grand Lake Health System... quality healthcare that's here for good.

GRAND LAKE HEALTH SYSTEM RECOGNIZED FOR COMMITMENT TO THE COMMUNITY



Joint Township District Memorial Hospital and Grand Lake Health System have been recognized as a “Gold Level *Start! Fit-Friendly* Company” by

the American Heart Association’s *Start!* movement for innovation in community and employee wellness. Grand Lake Health System was one of only 22 companies nationally to receive the Community Fitness Innovation Award in 2008 for its “Grand Health Challenge” community weight-loss program.

*The Winning Team
in 2008's Challenge*



THE GRAND HEALTH CHALLENGE

This six-month Challenge requires residents to form teams and compete for the greatest percentage of weight loss. Awards were presented to individual winners and team winners. 2008’s Challenge helped more than 500 people lose a total of nearly 6,000 pounds! Friends, co-workers and families were all amazed by the results of the Challenge. Likewise, the program created quite a buzz in the community as residents watched

participants’ shapes and sizes change before their very eyes through photos that were posted weekly in local newspapers. The

Challenge is about much more than just losing weight — it’s about helping people become healthier and happier through lifestyle changes.

“Truly the Grand Health Challenge is what this health system is all about — helping the families in our community live healthier lives.”

— Anne Larger, Community Outreach Coordinator

Grand Lake Health System... committed to improving health in the community.



Grand Lake Health System has a vision to be the region's preferred choice for health and wellness.

We remain committed to serving and improving the lives of the people in our

community by providing educational resources and outreach activities that promote healthier lifestyles.

Grand Lake is proud to host a number of community support groups designed to assist patients, family members or friends who may be coping with

their challenge. Support groups are available for hospice, cardiology, stroke, diabetes and Parkinson's disease to name a few. We also

offer several classes

such as a Lamaze/Refresher, a Super Sitters Babysitting Course, a Sign Language workshop and infant and adult CPR and Basic Life Support (BLS) training



classes. Our commitment to education extends to our professional staff as we have also partnered with local schools and universities to provide educational options for nurses.

Additionally, we deliver public health information through our free speakers bureau and our participation in community health fairs. These fairs offer free and low-cost screening opportunities for cardiovascular risk assessments, lipid profiles and cancer markers.

Our employees are also committed to the Grand Lake vision as they actively participate in various community service groups and volunteer activities.



Grand Lake Health System is privileged to invest our time and resources to serve and improve the health of our neighbors in the communities of the Grand Lake region.

Grand Lake Health System... serving the community — by the numbers — 2008.

SNAPSHOT OF GRAND LAKE HEALTH SYSTEM

Acute Admissions.....	3,066
Transitional Care Admissions.....	486
Inpatient Rehab Admissions.....	89
Births.....	296
Home Health and Hospice Visits.....	11,005
Emergency Care Visits.....	15,916
Urgent Care Visits.....	8,187
Outpatient Center Visits.....	73,113
Visits to Grand Lake Health System Physician Practices.....	49,585

ALLOCATION OF ANNUAL FUNDS

Total Hospital Revenue.....	\$101,324,770
Contractual Adjustments.....	\$37,700,661
Bad Debt and Charity Care.....	\$5,160,353
Funds to Invest in Hospital's Future.....	\$5,100,393
Funds Raised by Foundation and other entities.....	\$940,692

Back to the community

— Grand Lake Health System helps the vitality of the region with an economic impact of \$120 million annually in wages (using 2x multiplier effect), supplies, construction and other resources.

JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL COMMUNITY BENEFIT TOTAL \$

Charity Care (at cost).....	\$1,290,568
Bad Debt (at cost).....	\$486,072
Government Sponsored	
Medicaid Fee for Service.....	\$368,147
Medicaid Managed Care.....	\$994,348
Medicare.....	\$3,262,845
Unpaid Cost of Government Sponsored Programs.....	\$4,625,340
Community Benefit Programs.....	\$498,623
Total Quantifiable Community Benefit Programs.....	<u>\$6,900,603*</u>

*2007 data included in OHA Report to Ohio.

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

Grand Lake Health System... continuously growing to serve you even better.



In February of 2008, we were pleased to open the new Wapakoneta Medical Center located at 812 Redskin Trail in Wapakoneta. This 10,000 square-foot facility includes Wapakoneta Primary Care which is led by Dr. V.K. Chalasani. The addition of Wapakoneta Primary Care better serves



**WAPAKONETA
PRIMARY CARE™**

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

the community by giving patients access to updated technology and multiple medical specialties under



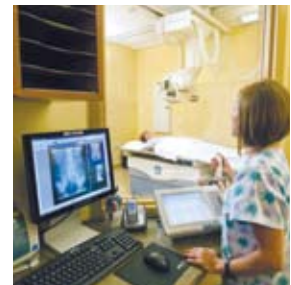
*Dr. Chalasani
and staff*

one roof. It offers expanded hours, additional services in a more spacious setting and allows us to accommodate increased patient volume. Lab blood draws, for example, are now available to patients on a walk-in basis. Our mobile MRI provides service at the Medical Center as well as Joint Township Hospital.



**WAPAKONETA
URGENT CARE™**

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



Wapakoneta Urgent Care opened at the Wapakoneta Medical Center in July of 2008.

This addition gives patients a helpful, compassionate treatment alternative for non-life threatening emergencies and minor illnesses and injuries.

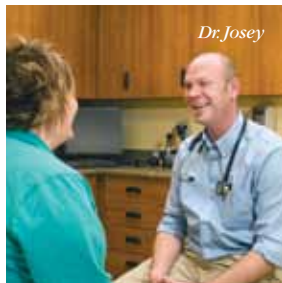
This state-of-the-art facility houses updated technologies and services for our patients. These enhancements allow us to administer thorough health assessments and numerous care options including diagnostic imaging, lab testing, and employee health and wellness services such as school and sports physicals.

Grand Lake Health System... improving facilities in Wapakoneta and Celina.



GRAND LAKE FAMILY PRACTICE AND PEDIATRICS™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



Dr. Josey

In 2008, Grand Lake Health System expanded the Celina Medical Center by 15,000 square feet, which grew the entire facility to over 25,000 square feet. This project was made possible through a cooperative agreement between Grand Lake

Health System and Mercer Health, and includes the Kidney & Hypertension Assoc., Inc. service. Our growth would eventually lead to the May 2008 opening of the Grand Lake Family Practice and Pediatrics office inside the Celina Medical Center. This 15,000 square-foot expansion has made this the largest family practice in the Grand Lake region. We have taken this opportunity to provide our patients with a larger staff and more convenient hours that include evening appointments. The family-focused,

experienced staff includes three physicians and one nurse practitioner including, Terry Roode, D.O., Michael Josey, M.D., Peter White, M.D. and Amy Wendel, C.N.P.

Grand Lake Family Practice and Pediatrics is accepting new patients and provides them with access to a number of services. These include pediatric care, EKG testing, radiology services and a full-service lab that allows walk-ins.



Dr. Roode

Grand Lake Health System continues to demonstrate its commitment to the health and well-being of the Grand Lake region through the growth and expansion of its medical facilities.



Grand Lake Health System... funding our efforts through JTD Hospital Foundation.



Did you know —

The hospital only retains \$1 of revenue for every \$25 received for patient care? At the same time, every donated dollar to the JTD Hospital Foundation is directly used to help the community by directly funding the hospital's projects and charitable activities.

Grand Lake Health System remodeled the Transitional Care

and Inpatient Rehab Units (TCU/IRU) on the sixth floor of Joint Township District Memorial Hospital. This entire project was funded through contributions to the JTD Hospital Foundation, which has raised over 1.4 million

dollars in the last three years to support this and other worthy needs for the hospital and patient care.

To name a few of these needs, over \$373,000 was contributed and pledged to support the new Women's Imaging Center. The scholarship program awarded \$46,000 to students who are interested in pursuing a nursing career.

In the Fall of 2008, the hospital hosted a "Renovation Celebration" to thank donors for their gifts of almost \$300,000 which helped renovate the units.

The Foundation received contributions of \$348,000 in 2008 and through the annual Golf Classic at Minster's Arrowhead Golf Course, over \$53,000 were raised to support the healthcare system.



Improving the health of our community is our primary goal and is a commitment that has remained unchanged throughout our history.

Transitional Care Unit staff

Grand Lake Health System... fulfilling our vision, setting new standards for value.

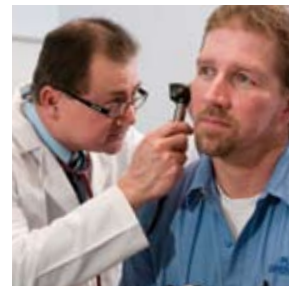
Grand Lake Health System measures its value to the community through a set of standards that are written into our organization's vision. We take this vision seriously and consider it a privilege to serve the citizens of the Grand Lake region through a number of resources. We remain committed to this vision and to deliver on its promises.



Here are just a few of the things we have accomplished in 2008 as a result:

- The JTD Hospital Foundation raised over \$940,692 in contributions/revenues/donations.
- Joint Township Hospital laboratory opened blood draw sites at the Celina Medical Center and the Wapakoneta Medical Center.
- Mobile MRI services were established at the Wapakoneta Medical Center.
- A Bone Density Screening program was provided to mammography patients of Joint Township Hospital at no charge.

- Joint Township Hospital implemented electronic documentation throughout the inpatient setting.
- Grand Lake Hospice received certification from the Ohio Department of Health.
- The Northwest Ohio Colorectal Task Force (a collaborative effort between Joint Township Hospital, St. Rita's Medical Center and Lima Memorial Hospital) was honored as one of the Top 15 programs in the nation.
- Grand Lake Home Health was recognized as an *Elite Level* home health program (the top 25% in the nation).
- Grand Lake Health System expanded occupational health services to area businesses.
- Joint Township Hospital was awarded the American Heart Association's Fit Friendly Award and the Community Fitness Innovation Award.
- Joint Township Hospital was ranked in the top 1% of all hospitals nationally by Premier/CareScience.



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.*



Grand Lake Health System... proving our value by building a healthier community.

Joint Township Hospital was recently ranked within the top 1% of all hospitals in the country for the delivery of efficient, high-quality healthcare. Though we are certainly proud of this achievement, it only deepens our resolve to renew our pursuit of providing the most outstanding care to our friends, families and neighbors in the Grand Lake region.

This is demonstrated even further through our recent partnership with Mercer Health to spread heart health awareness through the provision of blood lipid profile screenings to area residents at a reduced cost. This important test reveals key indicators that can identify risk factors for serious heart conditions, and is a simple example of how Grand Lake Health System lives out its vision and proves its value by building a healthier community.



Value statement —

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 —
*to work in partnership, internally
and externally, to better serve
our communities*

WORKFORCE —
*to value and respect the talented,
committed and diverse people
who make up our health system*





Drs. Gill and Bergman

Grand Lake Health System... welcoming these providers.

GREGORY BERGMAN, M.D.

— Now affiliated with Grand Lake Health System and Joint Township District Memorial

Hospital, Dr. Bergman is a family physician committed to serving the community. Board certified in family practice, he received his M.D. from Wright State University School of Medicine and B.A. in Chemistry and Biology from Case Western Reserve University.

ROBERT GILL, M.D. — Newly affiliated with Grand Lake Health System and Joint Township District Memorial Hospital, Dr. Gill is a family physician who also offers alternative medicine from his office in Minster. Dr. Gill received his M.D. from the Medical College of Ohio and completed his family practice residency at Aultman Hospital in Canton.

MITCHELL NUTT, M.D., FACOG — Dr. Nutt has joined Grand Lake OB/GYN in St. Marys. He is board certified in women's healthcare specialties. After many years of practice in West Virginia, Dr. Nutt is excited to now be a member of the Grand Lake community. He received his education and

Dr. Fornadel

training at Northwestern and the Charleston Area Medical Center. He is now accepting patients from Wapakoneta, St. Marys and the entire Grand Lake region.

DAWN MCNAUGHTON, M.D.

— Joining Grand Lake Primary Care at St. Marys, Dr. McNaughton

is board certified in family practice. She received her M.D. from University of Cincinnati College of Medicine and her B.S. in biology from Bowling Green State University. She is a native of New Bremen and an Air Force veteran.

BRIAN FORNADEL, M.D. — Appointed as Director of Urgent Care at Joint Township District Memorial Hospital, Dr. Fornadel comes to us from a Dayton area family practice. Board certified by the American Board of Family Practice, he received his M.D. from The Ohio State University College of Medicine and completed his family practice residency at Miami Valley Hospital in Dayton.



Drs. Nutt and McNaughton



Grand Lake Health System continues its commitment to serve the region with the best in healthcare by expanding its team to include these talented medical professionals.