

Annual Community 2011 Benefit Report



Gibson Area Hospital
& Health Services
GIBSON GETS IT



Words from the CEO



Gibson Area Hospital and Health Services (GAHHS) is pleased to share with you our third *Annual Community Benefit Report*. GAHHS continues to be a leader in the healthcare industry, both locally and nationally, and has once again been named the #1 hospital in the nation for overall patient satisfaction in 2011. The hard work and dedication of our employees, medical staff, volunteers, and board members is reflected throughout this report. With our award winning physicians and staff, GAHHS provides high quality health care to those in our communities. We continue to invest in up-to-date facilities and innovative technology necessary to maintain our mission and vision. I would like to say **Thank You** to the patients, volunteers, and communities we serve for supporting GAHHS. Our highly skilled and caring staff is passionate about patient care and dedicated to making GAHHS the model of excellence in rural healthcare. Our patients deserve nothing less.

Sincerely,

A handwritten signature in black ink that reads "Robert C. Schmitt II".

Robert C. Schmitt II
Chief Executive Officer

Our Vision

is to be the model of excellence in community-based healthcare.

Our Mission

is to provide personalized, professional services to the residents of the communities we serve.



GAHHS Services



Community
Wellness Center

In Affiliation with Gibson Area Hospital and Health Services



Gibson Area
Hospital Annex



Gibson Area Hospital
Baby Central



Gibson Area Hospital
& Health Services

GIBSON GETS IT

CARDIOPULMONARY REHAB



Gibson Area Hospital
COSMEDICS

General Medical/Surgical Acute Care Hospital
The Joint Commission Accredited

Long Term Care Facility – The Annex

24/7 Physician Staffed Emergency Department

Paramedic Level Ambulance Services

Rural Health Clinics to Serve Residents Locally
(Paxton, Hoopeston, Farmer City, Forrest, Onarga, Fairbury)

Intensive Care/Hospitalist Services

Maternity Care

Therapy Services
(Physical, Occupational, Speech, Massage)

Cardiac and Pulmonary Rehabilitation

Sports Medicine

Aqua Therapy

Outpatient Sub-Specialty Clinics
(Cardiology/Cardiovascular Surgery, ENT, Neurology,
Podiatry, Hematology/Oncology, Orthopaedic
Pulmonology, Urology)

Imaging Services
(CT, MRI, Nuclear Medicine, Mammography, Ultrasound,
Bone Densitometry, Radiography, Fluoroscopy - 100% Digital)

Surgical Services
(General, Laparoscopic, Orthopaedic, ENT,
Urologic, GYN, Ophthalmology, Podiatric)

Clinical Laboratory, CLIA & The Joint
Commission Accredited

Pharmacy

Sleep Disorder Services

Enzyme Testing and Respirator Fit Testing

Life-Line Service/Hospice

Support Groups and Educational Programs

Community Wellness Center



Gibson Area Hospital
Geriatric Behavioral Services



Gibson Area Hospital
Orthopaedics



Gibson Area Hospital
Sleep Disorder Center



GAH
SPORTS MEDICINE
STRONGER EVERY DAY



Gibson Area Hospital
THERAPY
SERVICES



The
Onarga
CLINIC



The
Paxton
CLINIC



Prairie Family Medicine
& Obstetrics

Board of Directors

Annual Report



Our Directors receive many questions and comments throughout the year regarding the direction of the hospital, potential new services, and opportunities for improvement. We welcome them all. Throughout our history, one of the keys to our success has been our willingness to listen and stay focused on the goals that are vital to our success: recruitment and

retention of top quality medical staff and personnel, responsible fiscal management, quality improvement continuation, and careful planning to ensure that we provide state of the art equipment and facilities necessary to care for the citizens of our service area.

Every three years, our Board of Directors, Administration, Medical Staff, and hospital management company participate in a strategic planning retreat. The purpose of this exercise is to gather input from all participants and devise a set of detailed goals that will provide the framework and direction going forward for the coming three years. In March of 2012, we will hold our next strategic planning retreat. There, we will chart the course of the organization going forward. With massive changes to the healthcare system looming

and widespread fiscal distress across state and federal budgets, we will anticipate change, plan for success, and work with our new hospital management company, Alliant, to craft a solid plan.

Every patient experience within the Gibson Area Hospital and Health Services system is important to us and shaped by many factors: the expertise of our physicians and nurses, the skills of our patient care services and support departments, the environment in which we care for patients, the vision and strength of our Board of Directors and Administration, as well as the generosity of our many friends, volunteers, and donors. In 2010-2011, GAHHS noted extraordinary achievements in many areas. We move forward into 2012 with confidence as we continue to grow and improve how we serve our patients. We are grateful to have the privilege of playing such an important role in the communities we serve and for the trust you place in us. Thank you for your support.

Jim Hood
*President, Gibson Area Hospital & Health Services
Board of Directors*

2010-2012 Strategic Goals

- 1. Growth**
Achieve thoughtful growth in services that are central to our mission.
- 2. Medical Staff**
Provide our physicians with an outstanding environment in which to practice medicine.
- 3. Quality & Service Excellence**
Provide excellent patient care.
- 4. Facilities, Technology & Financial Stewardship**
Assure that facilities, technology and financial resources are available for our continued growth and development.
- 5. Community Focus**
Strengthen our role as health care resource and leader in the community & throughout the region.

GAHHS Board of Directors

2011-2012



Jim Hood
President



Margo Martin
Vice-President



Tracy Epps
Treasurer



Ellen Lee
Secretary



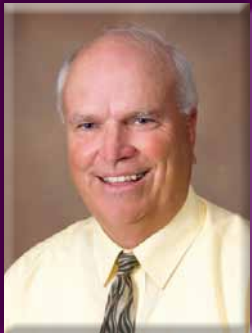
Carl Hudson, Jr.



David J. Hagan, M.D.



Mark Spangler, M.D.



John Leonard



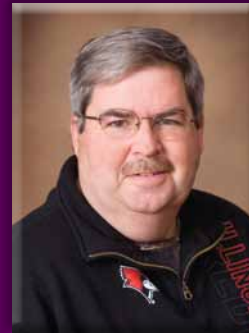
Michael Young



Nancy Krumweide



Ted Swanson



Steve Kelly



Marty Nuss



Kathy Bennett



Rob Schmitt
Chief Executive Officer



Robin Rose
Chief Operating Officer
Chief Nursing Officer



John Jacobson
Chief Financial Officer



Mike Meunier
Chief Compliance Officer



Kathy Hess
Executive Secretary

GAH Foundation

Annual Report



The Gibson Area Hospital Foundation exists to champion the mission and provide support for Gibson Area Hospital & Health Services. The Foundation Board consists of 18 members. Over the past year, we were excited to add three board members, June Bishop, Jerry Minion, and Diane Heyman. Retiring members included Camilla Lohmeyer and Viola Kumpf.

The energetic force behind our organization has been Jill Arends. It is with great sadness that I tell you Jill has resigned from the Foundation Director position. She spent countless hours organizing and creating opportunities to make our presence known in the community and also in raising funds to benefit the Hospital. Jill's energy and enthusiasm has been evident in many aspects of the Hospital and the Foundation, including our annual golf outing, yearly spring events, and numerous GAHHS open houses and retirement receptions. Jill's absence will leave a great void in our organization.

Our Executive Secretary in Administration, Kathy Hess, will take on the role as Foundation Director while continuing to perform her administrative duties. Kathy has learned from the best, Jill Arends, and will do a wonderful job for the Foundation.

Our 22nd annual golf outing, *FORE the Hospital*, was held at Railside Golf Course and netted nearly \$30,000. Our community sponsors and outing participants played a vital role in the success of the function. This event takes a large number of volunteers and we appreciate all who donated their time and effort.

The new spring fundraiser, *A Red Carpet Event*, was also held at Railside Golf Course. With the help of Jill Arends and Kathy Hess, the Administrative Team created a special evening that will be long remembered. Funds raised from this event reached approximately \$6,000 and were given to the Auxiliary to aid its projects. Other donations for the past year totaled \$209,057.62. In addition, we were very fortunate to receive a generous gift from the DeWall estate.

For the third year, we chose to express our appreciation to area residents by giving away small packets of band-aids with the hospital name on them. We will again be placing them in the offices of the area doctors.

Foundation grants collected from community members are used for scholarships awarded

to full time employees who meet certain guidelines. During fiscal year 2011, 23 participants received \$31,478.83. Of those participants, 11 took part in the RN program, 5 in advanced nursing related programs, 4 in the physical therapy/speech/athletic training program, 2 in the BSN program, and 1 in the paramedic program. Of the 23 employees, 2 have graduated (RN and Paramedic).

Because of your generosity, we are able to continue aiding GAHHS in its vision to be the model of excellence in healthcare. **Thank You** for your continued support!

Jeff Austman
Chairperson, Foundation Board of Directors



Jill Arends
Retiring Foundation Director

Foundation Mission

"To ensure that Gibson Area Hospital & Health Services has the charitable and community resources to create excellence in health care programs and services, in support of a healthy community."



Gibson Area Hospital
FOUNDATION

GAH Foundation 2011-2012

Board of Directors



Jeff Austman
Chairperson



Scott Reynolds
First Vice-Chairperson



Don Bathgate
Second Vice-Chairperson



Jerry Nord
Treasurer



Carol Steinman
Secretary



Kathy Hess
Foundation Director



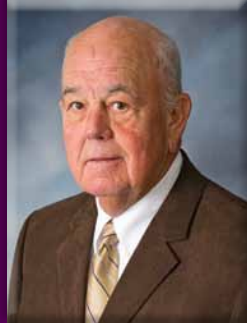
Rob Schmitt
CEO



Dale Ashmore



June Bishop



Jim Gulliford



Diane Heyman, O.D.



Jim Hood



Ron Hood



Larry Hustedt



Fred McCullough



Jerry Minion



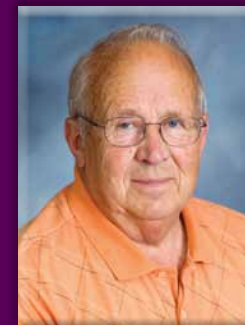
Neil Nelson, M.D.



Jerry Niemann



Virgil Rosendale



Frank Stocker



Melanie Warfield

Chief of Medical Staff

Annual Report



For nearly seven years, I've had the opportunity and privilege to work with a team of caregivers committed to quality patient care. They include compassionate nurses and physicians bringing babies into this world. Highly skilled responders and doctors saving lives in the ambulance and our Emergency Department.

Caring providers, nurses, aides and therapists helping our inpatients recover and return home. A dedicated staff respecting the dignity and wishes of each of our nursing home residents. And for those at the end of life, our specialized palliative care team supporting patients and their families.

In 2011, we've seen exciting changes and growth in all of these areas in the Hospital. GAHHS continues to expand upon its commitment to the communities we serve. The hospitalist team

manages all levels of disease for community members in need of inpatient care.

At the same time, we're looking ahead to 2012 to further enhance the care we deliver. We will remain true to our mission to maintain the personalized care for which GAHHS is known.

We will continue to focus on maintaining and improving our quality of care for our patients.

I believe in the incomparable personality of GAHHS, and the quality and commitment of our providers and staff. As the Chief of the Medical Staff, I am proud to represent such a talented team.

Katie Austman, M.D.
Chief of Medical Staff



GAHHS Specialty Physicians

Cardiology:

Robert Braastad, M.D.
Subbiah Rajaguru, M.D.
Samir Shah, M.D.
Prakash Thopiah, M.D.

Cardiovascular Surgery:

Peter Rossi, M.D.

Ear Nose & Throat:

Henry Lipps, M.D.
William Youngerman, M.D.

Gynecology:

Lawrence Gratkins, M.D.

Neurosurgery:

Ann Stroink, M.D.

Oncology:

Patricia Johnson, M.D.
Pramern Sriratana, M.D.

Podiatry:

Mark Leonard, D.P.M.
Joseph Setter, D.P.M.

Pulmonology:

Alan Ginzburg, M.D.
David Koh, M.D.
David West, M.D.

Spine Surgery:

Jeffrey Wingate, M.D.

Urology:

John Reagan, M.D.

GAHHS

Medical Staff

Not all physicians listed in this report are employed by GAHHS.



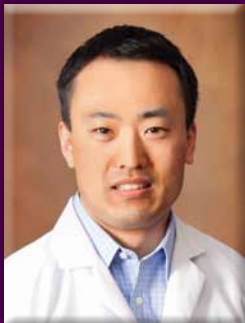
Katie Austman, M.D.
Forrest and Gibson City



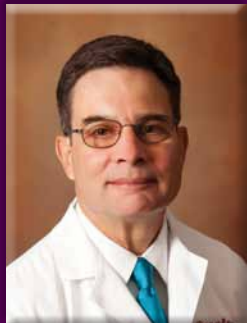
George Bark, M.D., Ph.D.
Paxton and Hoopeston



Benjamin Brewer, M.D.
Forrest



Joseph Chung, M.D.
Gibson City



Chris Dangles, M.D.
Gibson City



Gregory Delost, M.D.
Gibson City



Richard Foellner, D.O.
Paxton



David J. Hagan, M.D.
Gibson City



Jeremy Henrichs, M.D.
Paxton



Ishwar Jagasia, M.D.
Gibson City



Gary Kerber, M.D.
Gibson City



Cristina Medrano, M.D.
Gibson City



Scott Morgan, M.D.
Gibson City



Neil Nelson, M.D.
Gibson City



Joe Norris, M.D.
Gibson City



Bill Price, M.D.
Gibson City



Bernadette Ray, M.D.
Paxton



Darrin Ray, M.D.
Farmer City



Anthony San Diego, M.D.
Gibson City



Annuay Sethakorn, M.D.
Gibson City



Mark Spangler, M.D.
Gibson City



Chad Tattini, M.D.
Gibson City



Rachel Wenger, M.D.
Fairbury

GAH Auxiliary

3977 Total Number of Volunteer
Hours from October 2010
through September 2011

Total Auxiliary Members:

216 Members total including 10 Junior Auxiliary Members

Auxiliary Members who volunteered 150 hours or more:

Janet Jensen (446 hrs.)
Mary Timm (399 hrs.)
Shirley Jackson (201 hrs.)
Kara Royal (175.5 hrs.)

Auxiliary Mission

The mission of the Gibson Area Hospital Auxiliary is to promote and to advance the welfare of the Gibson Area Hospital & Health Services through ways approved by the governing board of the hospital. This purpose shall be accomplished by interpretation of the hospital's needs to the public and by service to the hospital and its patients, and through fund-raising in a manner satisfactory to the hospital governing board and in harmony with the planning of the community.



Gibson Area Hospital Auxiliary Honors Members, from left to right:
Back Row, Deonna Sauer, Val Hunt, and Jean Williams.
Front Row, Margaret Anderson and Elizabeth Walker.



Auxiliary Officers 2010-2011: (from left to right) Angie Davis, Cheryl Sommer, Leigh Ann Sharp, Benjie Pardick, Dianna McMurry, Bonnie Schutte, Kathy Eagleson, Julie Steinman

School Tours

In 1987, the GAH Auxiliary provided hospital tours to curious members of the community. Today, the tours continue; however, they have taken on a different form. Every April, GAH staff and Auxiliary members provide hospital tours to hundreds of area grade school children. "So many times children are afraid of a hospital. The tours give them a chance to have a positive, fun experience while visiting the different departments," said Benjie Pardick, GAH Human Resources Assistant and Tour Coordinator. "These tours give children a great opportunity to ask questions about what they see." This year, GAH hosted 646 students, teachers, and parents from St. Johns, Busy Hands, Westview, GCMS, Fisher, Gilman, Mahomet, Clara Petersen, Tri-Point, Meadowbrook, Chatsworth, and Little Achievers Academy. 21 employees and 10 Auxiliary members led students through ten different GAH departments including Ambulance Bay, Surgery, Radiology, and the Annex. During the tours, students were able to get a behind-the-scenes look at the daily operations of the hospital.



Memorial Tree Garden

A pear tree has been planted in the Annex garden. A plaque is being made to put by the tree to recognize the 45+ years of service to the hospital by Auxiliary members. Those honored include Mildred Sunderland (59 years), Elizabeth Walker (54 years), Margaret Anderson (53 years), Phyllis Brickman (52 years), Val Hunt (52 years), Jean Williams (51 years), Connie Brown (51 years), Deonna Sauer (51 years), Martha Bensen (49 years), Helen McCormick Keener (46 years), Helen Lage (45 years), Marge Nagle (45 years), and Yvonne Elfers.

2010 Love Lights A Tree A Huge Success!

This year's Love Lights a Tree campaign was organized by our First Vice Presidents, Kathy Eagleson and Bonnie Schutte. They designed new campaign brochures and updated the logos as well as supplied new trees and brochure stands for area businesses to display. The generosity of our community members was tremendous. During the campaign, more than \$13,000 was raised! The funds were used to purchase new furniture for the lobbies and waiting rooms throughout the hospital. Much of the new furniture is raised seating, a welcomed addition by the many patients and families treated at GAH. We wish to thank all the generous donors and many volunteers who made this event a success!

Scholarships



The GAH Auxiliary awarded five scholarships this year to area students who are pursuing careers in the health care industry. This year's recipients were:

The William and Viola Garrett Scholarship

– Emily Milburn of Loda

The Arthur and Ane Jensen Noland Family Scholarship

– Brittney Dubois of Elliott

The Dr. Cristina Medrano Scholarship

– Courtney Edelman of Fairbury

Auxiliary Scholarship

– Chelsea Pittenger of Dewitt

Auxiliary Scholarship

– Kirsten Slagel of Fairbury

Volunteer of the Year



Auxiliary officer Dianna McMurry presents the Volunteer of the Year Award to Janet Jensen who volunteered a total of 446 hours helping others.

Junior Auxiliary

The Auxiliary was very excited to organize this program at GAHHS this year! Junior Auxiliary is a new program the Gibson Area Hospital Auxiliary is offering for high school students. Junior Auxiliary provides high school students with a wide variety of volunteer opportunities to give back to their community. Junior Auxiliary members must be in high school and need to attend a short orientation program.



Junior Auxiliary Members. **Back Row:** Angel Gaesser, Sarah Bielfeldt, Katie Ricks, Meaghan Sharp, Jaymi Nettleton, and Tori Gaesser

Front Row: Morgan Triplett, Sydni Meunier, Jordyn Nettleton

Looking Back at Fiscal Year 2011

Ambulance

Adam Elder, EMS Operations Coordinator



The Ambulance Department continues to provide presence and assistance as needed free of charge in Gibson City and Paxton home football games and was pleased to add Fisher to the list this year. We were also busy participating in several community events including the Shrine Club Kid Day at the North Park, Relay for Life, the "Touch a Truck" program at GCMS Middle School, and Fourth of July celebration events in both Sibley and Paxton. In July, the Ambulance service was successful in helping to raise funds to benefit Alex Faulkner by hosting a cookout in Paxton. In addition, we taught over ten free CPR classes for different groups within our community including police departments, school coaches, fire departments, and nursing homes.

Cardiopulmonary Rehabilitation Program

Eileen Woolums, RN, BSN, Director

The Cardiopulmonary Rehabilitation program continues

to strive to improve our participants' cardiovascular fitness. It is designed for patients with either heart or lung conditions. Both cardiac and pulmonary rehabilitation programs are designed to meet the individual needs of each participant. The program includes exercise therapy as well as educational information and emotional support. An upgraded telemetry monitoring system from LSI (Life Sensing Instruments) was purchased this past year. This system is used for all telemetry monitoring and documentation of exercise/education sessions. The program is staffed with two registered nurses, a department director, and a medical director, Dr. Mark Spangler. Staff were also very involved in raising money for heart health by holding a Jeans Day fundraiser and also by promoting Go Red for Women.

Department of Obstetrics (OB)

Dawn Merkle, RN, Director

The OB Department continues to offer child birth education and safe sitter classes for our community. New this year is our healthy steps for teen parents class. The



department also participates and educates moms in the Back to Sleep Program. This program is dedicated to SIDS prevention and each mom receives a Halo Sleep Sack at discharge for her newborn. The Sleep Sack is a wearable blanket that replaces loose bedding in the crib that can cover a baby's face and interfere with breathing. It is the leading safe sleep product. We also have a certified lactation consultant and breast feeding educators available who can give one-on-one assistance even after discharge. New equipment this year includes all new fetal monitors to monitor baby heart rate and mom's contractions during labor, a new bilirubin meter to evaluate and monitor newborn jaundice, and a new cardiac defibrillator. We also have five department nurses continuing their education and nurses working towards their national certification in OB care.

Electronic Medical Record (EMR) and Information Technology (IT)

*Lin Scheurich,
Physician Documentation Specialist*

During the past year, there was a focused effort on meeting Meaningful Use requirements both for the Hospital and Clinics. The Hospital is expected to attest this fall. The clinic providers will follow.

- Online application service
- Implemented server virtualization
- Migrated to Exchange 2010 eMail Server
- Developed Inventory Tracking Process
- Received Grant Funding to assist with meeting Meaningful Use

Certified several clinics as Rural Health Clinics:

- Family Health Care of Hoopston
- Family Health Clinic of Farmer City
- Family Health Care Of Gibson City



Initiatives in progress

- Develop standard new employee application training programs
- Implement bi-directional lab interface and add transcriptions
- Implement Patient Portal
- Install and deploy a Product Support Trouble Ticketing solution
- Launch Immunization Registry Interface

Emergency Department

Jo Ann Brake, RN, BSN, CEN, Director

Staff within our department have been busy giving back to our community in the following ways. ER staff provided occupational health services for Ryt-Way Industries in Gibson City. Carrie Rieck provided poison control education to Busy Hands pre-school classes and the after-school program at GCMS elementary school. Carrie also participated in BP screenings at the WCIA Our

Town segment and taught a School Nurse Emergency Care course. We had several employees volunteer at the Fisher Fair, Prairie Central Farm Show, and Ford County Fair. At each event, volunteers provided information to community members who stopped by the GAHHS booth. Additionally, Shawna Brantley continued her education by attending the Annual Emergency Nurses Association Conference.



Family Health Care of Hoopeston

Susan Wagoner, Office Manager

We have had several additions this year! Dr. Bark began seeing patients in our office and we also added a nurse practitioner, Wamaitha Sullivan. Equipment improvements include our microscope, lab equipment, phone system, Automated External Defibrillator, and exam tables. The clinic also supported several area events including October's Spooktacular, an event designed to allow children to trick or treat in a fun, safe manner, July's Celebration in the Park, where we were available to meet with participants and provide handouts, and September's Fishing Derby for area children 13 years and younger. We also provided sports physicals at a reduced rate in August.

Laboratory:

Ken Sprau, Director

Over the past year, the Lab has been updating and adding new equipment within the department. A new, larger refrigerator was purchased for the microbiology department. The Lead Care II instrument was added to enable staff to perform lead tests. Also added was the Tosoh AIA 600 instrument allowing staff to perform several tests including CRP, Folate, FSH, LH, Parathyroid Hormone, T/3 Free, T/3 Total, and Vitamin B/12. The microbiology department was also renovated with new cabinetry and countertops providing more counter space for expanded working areas and new instruments.

Materials Management

Stephanie Johnson, Director

During the past fiscal year, Stephanie Johnson achieved her Certified Materials Resource Professional (CMRP), a national credential. After acquiring the necessary materials experience and education, Stephanie prepared



Looking Back

at Fiscal Year 2011

for the exam by taking a nine module online course. The course covered an array of focus topics dealing with materials management and supply chain such as purchasing, contract negotiations, finance, and strategic development. In addition to becoming nationally certified, staff within the department continue their services to other departments of the hospital, including M&S, OB, ED, Surgery, and the Annex which allows them to better manage supplies on a daily basis.

Medical Records

Candy Underwood, Director:

The Medical Records department installed a new digital dictation system, Winscribe, in January. This new system uses leading technology in design and configuration, it is compatible with our electronic medical record, and is capable of speech recognition. The system enables our providers to use more dictation methods than most competitors including Android and iPhone devices and it is WEB enabled for ease of work place location and work distribution.

Medical-Surgical Department

Stacey Kleist, RN, Director

MedSurg is excited to have added and updated several areas of the department. A new cardiac monitor was purchased for the ICU and our Telemetry heart monitor packs were upgraded. Two new automatic vital sign monitors were also purchased and added to the unit. Staff was busy this year volunteering with several area organizations and helping at local county fairs. Services within our unit include a swing program that allows for patients to stay at home for therapy or an extended stay. We also continue to provide Farm Safety education and Total Joint Replacement classes.



Orthopaedics

Orthopaedics Department



This department has had several new additions over the past fiscal year. Staff joining our team include Dr. William Price, Advanced Nurse Practitioners Lori Fitton and Laura Brinkley, and Physician Assistant Chris Nelson. Independent physicians include Dr. Joseph Norris and Dr. Chris Dangles. With these provider additions, we have also added new clinical staff to the orthopaedics office. The office now has the ability to draw labs and we continue to do in office X-rays. We are also excited to have added an EKG machine.

Outpatient Clinic

Eileen Woolums, RN, BSN, Director

The outpatient clinic welcomed the following physicians this year: Dr. Lawrence Gratkins (Gynecology), Dr. Alan Ginzburg (Pulmonology) Dr. David West (Pulmonology), and Dr. Scott Morgan (Urology). With the addition of Dr. Morgan, who is an employee of GAHHS, staff were required to complete training on NextGen use. Physicians no longer utilizing the outpatient clinic include: Dr. Dorri Jarzkbowski (Cardiology) and Dr. Samir Sayegh (Ophthalmology). We are excited to have added an additional procedure, Electromyography, performed by Dr. Jeremy Henrichs. We have also been busy updating our department! New equipment includes: A Siemens Clinitec status analyzer to perform automated urinalysis, new computers to meet the demands of both CPSI and NextGen, pull down desks in 3 exam rooms to allow more room for wheelchairs and equipment, a Welch Allyn vital signs spot monitor for automatic BP/HR/Temperature/Pulse Oximetry, and an electric exam table that lowers to a seating position so patients do not have to climb up onto it.

The outpatient clinic continues to provide many services. In addition to providing the office space for GAHHS specialty physicians, we also provide minor nursing procedures such as IV infusions, chemotherapy administration, injections, and blood product administrations. Centralized scheduling takes place in the outpatient clinic. With one phone call, several GAHHS services can be scheduled including radiology (X-ray, CT, MRI, Ultrasound), surgery, cardiopulmonary care (EKG, stress test, PFT), lab work, and specialty physician appointments. We can also arrange consultations with a registered dietitian or diabetes educator.

The Paxton Clinic

Jan Wilson, Office Manager

This past fiscal year, staff employed at the Paxton Clinic were busy attending educational seminars to help better serve those in our community. Seminars included Nursing Now Informed Consent, Vaccine Education, Alzheimer's Conference, and ICAHN-Annual Rural Health Clinic Workshop. In addition, Dr. Henrichs' nurse, Wendy Graham, continues to travel to Eastern Illini Electric Cooperative to administer employee flu vaccinations.

Pharmacy

Greg Beesley, RPh, Director

The Pharmacy was busy this fiscal year providing education for our community. Highlights included an update on diabetic medications presented by David Dawdy, RPh and also an Osteoarthritis overview and treatment discussion presented by Kelsey Zebarth, RPh. In addition, each pharmacist continues to provide discharge education for patients at GAHHS.

Revenue Cycle Management

John Currier, CPAM, CCT, Executive Director

Revenue Cycle Management includes the departments of Patient Access (Registration), Health Information Management (Medical Records), Central Business Office (clinics), and Patient Financial Services (GAHHS). These departments report to the Executive Director of Revenue Cycle, who also leads the Revenue Cycle Committee. The day to day operations of the departments is directed by Josh Johnson (PA), Candy Underwood (HIM), and Tera Roesch (PFS). Our goal is to make sure the non-clinical aspect of the patient experience at both the hospital and clinics is efficient and worry free. The Central Business office is currently doing the billing functions of GAHHS

Orthopaedics, The Onarga Clinic, Family Health Care of Hoopeston, Family Health Clinic of Gibson City, and Family Health Clinic of Farmer City. PFS handles the billing functions of GAHHS, All Ambulance services, and the Annex. Patient Access has added a new software program that functions as a quality control on patient registrations. This new software monitors when critical information is omitted and alerts the registration representative.

Sleep Disorder Center

Jennifer Delp, LPN, Coordinator

The Center is excited to have added a new medical director, Dr. West from OSF and the Sleep Center of Central Illinois. We have also been busy continuing our education in order to better serve our patients. Jennifer Delp traveled to Minneapolis to attend the AASM National Conference. She also sat in on a Harvard University seminar on hypertension. Jennifer also visits the Center for Healthy Aging in Urbana to talk to the Healthy Hearts members about sleep apnea and co-morbidities. Because of her talks in Urbana, she has been contacted to co-host an A.W.A.K.E. sleep apnea group for this area. The center is also excited to announce a new service for our patients, the ability to provide CPAP equipment to patients as they walk out of our center the day of the test.

Therapy

Brian Slinde, Director

The therapy department was busy this past year providing many services for our community members. Sports physicals were given to GCMS, PBL, and BRHS school districts. We also offered free injury screenings for our local athletes. Dr. Price provided a community education talk on arthritis and aquatic therapy. "Treating the Weakest Link", a two day continuing education

seminar, was provided by Stan Smith for our staff and area clinicians. Additionally, our department provided a "Coaches Clinic" to GCMS, PBL, and BRHS coaches with a golf outing that followed.



Added Services FY 2011:

Cosmetics – Dr. Chad Tattini

*Family Health Care of Fairbury –
Dr. Rachel Wenger*

Farmer City – Kara Moody, NP

Gynecology – Dr. Lawrence Gratkins

Orthopaedics – Laura Brinkley, NP

Orthopaedics – Dr. Chris Dangles

Orthopaedics – Dr. Joe Norris

Orthopaedic Spine Surgeon – Dr. Jeffrey Wingate

Paxton Clinic – Dr. George Bark

Urology – Dr. Scott Morgan

Wellness Center in Paxton

GAHHS Awards



For the second time in 3 years Gibson Area Hospital (GAH) has been named the #1 hospital in the Nation for overall patient satisfaction.

This ranking is awarded by Arbor Associates, Inc., an independent organization that surveys patient satisfaction for hospitals across the nation. Arbor Associates collects survey information via personal telephone interviews with recent patients. This allows for more accurate and higher response rates. Telephone interviews also provide extensive patient comments that clarify what patients truly appreciated about the care they received and what could have been done to improve their satisfaction.



“This number one ranking is the reward for the extra effort everyone at GAHHS puts in day in and day out. It is a testament to the great work, dedication, and hard work of our staff, physicians, volunteers, and the Board that has allowed Gibson Area Hospital to not only achieve this status, but to sustain and maintain the benchmark of being number 1 in the country.”

– Rob Schmitt, GAHHS CEO

GAHHS Doctor Receives Illinois Rural Health Physician of Excellence Award



On September 20, 2011, Darrin Ray, M.D. was recognized by the Illinois Rural Health Association (IRHA) as an outstanding rural physician. Dr. Ray received the Rural Physician of Excellence Award because of his outstanding service and dedication to improve the health and well-being of the rural and underserved residents in Central Illinois.

Dr. Ray currently practices at the Family Health Clinic in Farmer City and said that the reason he received this award is because of the support he receives from the community and GAHHS. "Without the support of the people of Farmer City and Gibson Area Hospital I would not be able to continue to provide such great patient care." Ray continued, "I may have received this award, but it is actually for everyone who continues to support me."



GCMS Humanitarian Award



GCMS teachers Courtney Hohulin and Kristin Wilson and Gibson Area Hospital Long-Term Care Annex Activity Director Miranda Leonard received the GCMS Humanitarian Award for developing the K.A.R.E. program. They were awarded the Humanitarian Award for demonstrating sincere caring, respect, and friendship between young citizens and senior citizens.



GAH Long Term Care Annex Employee is Recognized for Statewide Award

The Health Care Council of Illinois (HCCI) recognized Sandy Shelton, a CNA with the Gibson Area Hospital Long Term Care (GAH LTC) Annex, as one of their "Heroes in Long Term Care." Sandy was recognized for this award because of her outstanding contributions to the enhancement of the quality of life to the residents at the GAH LTC Annex.

As part of National Nursing Home Week, HCCI recognizes the "heroes" in Illinois Long Term Care facilities. Award winners are chosen among the many dedicated and caring staff members and residents who have made meaningful contributions to the lives within their facilities.



GAHHS

Support Groups

Cancer Support Group

The cancer support group is open to individuals touched by any type of cancer. When confronting a major illness, loss or major life change, knowing that you are not alone is important. The group was created to help give patients, survivors, family members, and caregivers the support and strength to move forward together rather than on one's own. This past year, the group met on the second Monday evening of each month. The group offers support for each other depending on the attendees' current need.



Arthritis Support Group

This program started in March 2011 and met monthly the first Monday of every month. This program is for any community member that is suffering from arthritis. Our focus is to provide information on bettering their quality of life with information diet, exercise, adaptive devices for daily living and medication/disease management. The program was started with grant money received by ICAHN. We currently have 10 participants.



Diabetes Support Group

The Diabetes Support Group met monthly (except for December and January). The group is a forum for learning about diabetes, and for sharing ideas, concerns and feelings about living with this disease. Each meeting usually featured a presentation by professional staff, followed by questions and general discussion. The group is open to all those with diabetes, and their families & friends, or those simply interested in learning more about the disease. Topics this year included: Holiday dining with diabetes, healthy living, Diabetes 101, Foot Care, Counting Carbohydrates, Medications, Diabetes Safety, working with your Physician, and Summer Sweets. Presenters included Bernadette Ray, MD; David Dowdy, RPh; Margery Ruch, LD; Joseph Setter, DPM; and Eileen Woolums, RN.

Support Group Time & Date at a Glance

Arthritis Support Group

1st Monday of every month beginning March 7, 2011
6:30 pm to 8:00 pm in the Radiology waiting room

Cancer Support Group

2nd Monday of every month – 6:00 pm to 7:30 pm
in Outpatient waiting room

Diabetes Support Group

2nd Thursday of every month – 7:00 pm to 8:30 pm
in Radiology waiting room

Total Joint Class

1st and 3rd Tuesday – 1:00 pm to 3:00 pm
in the EDUP meeting room



GAHHS Classes



Safe Sitter Class

Safe Sitter® teaches adolescent babysitters how to handle crises, how to keep their charges secure, and how to nurture and guide a young child. In short, Safe Sitter® babysitters help children stay safe and sound while their parents are away. At GAHHS, the students learn responsibility, how to treat babysitting as a business, and how to perform basic child care such as diaper changing, feeding, first aid, behavior management, CPR, and choking rescues. In 2011 alone, GAHHS has graduated 45 "Safe Sitters" from the program.

Healthy Steps for Teen Parents

Gibson Area Hospital Obstetrics Department is offering a new course for young parents ages 15-21 years. Healthy Steps for Teen Parents is an award winning program that delivers direct, honest, and encouraging information on the entire pregnancy, birthing, and parenting experience. This course is designed to help teens successfully meet the challenges of being young parents. The course is free to those parents delivering at GAHHS.

Birthing Class

Childbirth classes at GAHHS are designed to provide up-to-date research-based information on the many aspects of pregnancy, labor, delivery, and early parenting. Topics covered, but not limited to include, what to expect during your hospital stay, caring for your new baby, care of the mother before, during and after delivery, the need for increased communication between mother and coach, explaining the different pain control options, and nutrition options for your infant. The goal of this program is to help each individual understand the birthing process and to educate parents on what is happening with their bodies at the time of birth. We focus on the options GAHHS offers so that each childbirth experience is a positive one. Over the past fiscal year, the OB staff has provided classes for more than 40 couples.



Total Joint Replacement Class

This program is for all patients that are thinking of having or have scheduled a total hip or knee replacement. This class is held the 1st and 3rd Tuesday of every month from 1-3pm. The participants will learn about their procedure, what to expect during recovery and will meet the therapists and discharge planning nurse. We had over 50 participants last year.

Illinois Critical Access Network (ICAHN) Grants FY 2011

Community Development Grant—\$5,000

This grant was used to develop an Arthritis Self-Help program. This will promote education and self-management skills needed to manage multiple types of arthritis that affect our community members.

Special Grant Program—\$10,000

This grant was used to augment the Arthritis Self-Help program that we launched with the Community Development Grant. With these additional funds we were able to purchase the needed educational tools, provide exercise programs that decrease the pain of arthritis in order to enhance the quality of life to the members in the communities that we serve that suffer from arthritis.

SHIP Grant—\$8,054.60

This grant was used to enhance the already established Diabetes Self-Management program. With the monies received from this grant we were able to provide the communities we serve with the knowledge, skills and tools they need to effectively manage their diabetes. This is essential for people to live well with diabetes by enabling them to make informed decisions and to assume responsibility for the day to day management for their disease. We have been able to purchase videos/DVD's, educational brochures for both inpatients and outpatients as well as utilize these educational tools at Health Fairs and Wellness Education seminars.

FLEX Mini-Grant—\$1,000

Enzyme Hygiene Program – The Enzyme Hygiene Program that has been developed for Ryt-Way Industries (formerly Toll Packaging) employees allows a group of Gibson Area Hospital & Health Services nurses and other staff to provide employee assessment, skin prick testing and reading, documentation for physician follow-up and coordination of the gram with Ryt-Way. GAHHS respiratory, nursing and EMT staff provide pulmonary function testing and respirator fit testing. By launching this program, the GAHHS staff is now educated and trained for enzyme testing, PFT and respirator fit testing and can now provide these services to other companies in our service area.

SHIP Grant—\$8,645.57

This grant was utilized to enhance our educational boardroom with a Polycom HDX 7002 XLP unit in order to provide the most up-to-date connections for the various webinars that we offer to our staff, physicians and our community.

GAHHS

Community Outreach

Nurse Intern Program

GAHHS Nurse Intern Program was developed in the spring of 2007. The program provides thirty two (32) paid hours per week divided into sixteen (16) hours working as a nursing assistant and sixteen (16) hours job shadowing a RN. The nurse intern is not allowed to carry out RN duties but can assist as a nursing assistant. The internship is provided from June through August, depending on when the student needs to return to school. The departments that host as a home department for a nurse intern are OB, ED, and M&S. Other departments that have hosted and helped with nursing experiences are preop and surgery. Nurse Interns are also encouraged to arrange and spend some time in each of the home departments to gain experience. The nursing student interested in our Nurse Intern Program first contacts Ty Royal, Executive Director of Human Resources or Cindi Philipchuck, Executive Director of Nursing.



Basic Nursing Assistant Training Program

We have held this program at GAHHS for over 10 years. This is a 4-week or 8-week course held 3 times a year for members of the community. After the student successfully completes our program, they can sit for the State exam to be certified. There is a fee for this program but the fee remains lower than the cost of area college programs. We chose students that live in our demographic area. We have 30 students a year that go through this program. We hope to offer a fourth class in 2012.



Farm Safety Education

Farm Safety 1st Aid Kits were provided for the Prairie Central Farm and Home Show and for GCMS FFA Auction. Vera Bunting participated in the Agribusiness panel for Summer Agricultural Institute for teachers across Ford and Iroquois counties and provided education relating to farm safety, i.e. propane and lawn mower brochures and foam ear plugs for handouts at the Ford County and Fisher Fairs. For National Farm Safety and Health Week, Vera provided informational packets about farm safety to local implement dealers, grain elevators, and local banks with a drawing at each business for a farm safety first aid kit. Farm Safety activity books and sunscreen calibers were distributed to all students that attended the school tours of the hospital.



Organizations Supported FY 2011

Health Fairs

- Alamo Employee Health Fair, Gibson City
- Farmer City Health & Safety Fair
- LeRoy Health Fair
- Mahomet Health Fair
- Monsanto Employee Health Fair, Farmer City



Vaccination Clinics

- Alamo Group Employees, Gibson City
- Dewey State Bank, Dewey & Saybrook
- GCMS School Staff
- One Earth Energy, Gibson City
- Solae Company Employees, Gibson City



Assisting the communities we serve is important to our hospital. GAHHS and our employees give back through support and volunteer time. The following demonstrates how GAHHS makes a difference in the communities we serve.

Alzheimer's Association
American Heart Association
American Red Cross
American Society for the Prevention of Cruelty to Animals
Ash Grove Lutheran Church
Big Brother Big Sister
Blue Ridge 4H
Blue Ridge School District
Buckley Prairie Champion 4H
Car & Tractor Show of Farmer City
Choose to Change Fitness Club
First Lutheran Church
Fisher Fair
Fisher Sports Football & Track
Ford County Fair
Ford County Youth Soccer Club
Ford-Iroquois Public Health Department
GCMS Band Booster Club
GCMS School District
Gibson Area Hospital Auxiliary
Gibson City Chamber of Commerce
Gibson City Exchange Club
Gibson City Lion's Club
Gibson City Parent/Teacher Association
Gibson City Recycling
Gibson City Rotary Club
Gibson City Youth Baseball & Football
Hoopeston Chamber of Commerce
Iroquois County Fair
Iroquois West Booster Club
Karing for Kids
Knights of Columbus
Meals on Wheels
Monsanto Health & Safety Fair
Our Lady of Lodes Catholic Church of Gibson City
PBL Band Booster Club
PBL School District
Peach Lutheran Church
Prairie Central Farm Show
Relay for Life
Susan G. Komen Breast Cancer Foundation
United Methodist Church of Gibson City
WCIA Our Town Gibson City
Women Making a Difference in Hoopeston
Zumbathon at Pells Park

GAHHS

Recruitment & Retention



At GAHHS, our employees are our number one asset. Their desire to provide high quality care is unmatched as seen through their dedication and hard work. We truly appreciate each and every team member. Here are a few ways GAHHS has given back to our employees over the past fiscal year:

Personnel Committee

- Employee Chili Cook-Off
- Cookies & punch provided in café for Valentine's Day
- Family Skating Party at U of I Ice Rink
- Group tickets to Extreme Football at the Bloomington US Cellular Coliseum
- Cookies & punch provided in café for St. Patrick's Day
- Uniform/Logowear Swap
- Group tickets for hockey game at the Cellular Coliseum in Bloomington
- Family Bowling Night at local bowling alley
- Cookies & punch provided in café for Easter
- Sweet Treat Bake Off
- Family Drive-In Movie Night
- Family Pool Party
- Mid-Week Pick Me Up Challenge
- Group Visit to the Children's Museum in Bloomington
- Apple/Pumpkin Bake Off
- Cookies & punch provided in café for Halloween
- Charter Bus to Woodfield Mall
- Cookies & punch in café for Thanksgiving
- Annual Christmas Party/Employee Recognition



Recruitment and Retention

- Bi-Annual Trivia Night
- Bi-Annual Pancake Breakfast
- Easter Egg Hunt
- Employee Steak Fry
- Ice Cream Social
- Turkey Bowling



GAHHS

FY 2011

Financials

Gibson Area Hospital and Health Services provide substantial benefits to the communities that we serve through the programs and services listed below: The total community benefit provided has grown substantially over the years, and was almost \$11 million in 2011.

	2011	2010
Charity Care Provided at Cost <i>(Gibson Cares Program - Free Care)</i>	\$970,711	\$944,732
Uncollectible Accounts <i>(Amounts otherwise owed by patients but not paid)</i>	\$1,922,646	\$1,473,644
Volunteer Hours of Service <i>(Equivalent cost to provide full time staff for volunteer hours)</i>	\$119,310	\$108,925
Unreimbursed Costs of Medicaid patients <i>(Cost over and above reimbursement from the program)</i>	\$3,622,405	\$3,776,062
Donations/Contributions to other Community Organizations <i>(Telecare, Relay for Life, Change Someone's Christmas, etc.)</i>	\$112,479	\$92,402
Subsidized Services Provided by GAHHS <i>(Emergency Department, Ambulance services, Cardiac Rehab, etc.)</i>	\$4,067,079	\$4,857,235
Total Community Benefit Provided	\$10,814,630	\$11,253,000

Gibson Area Hospital and Health Services Summary of Unaudited Financial Statements
Fiscal Year October 1, 2010 - September 30, 2011

	2011	2010
ASSETS		
Cash	\$34,684	\$2,947,609
Receivables	\$10,342,867	\$9,187,348
Investments	\$7,713,754	\$6,787,000
Property & Equipment	\$19,271,638	\$20,237,003
Other Assets	\$692,197	\$1,681,912
TOTAL ASSETS	\$38,055,140	\$40,840,872
LIABILITIES & NET ASSETS		
Current Liabilities	\$5,121,320	\$8,328,831
Long Term Debt	\$11,048,479	\$12,216,144
Fund Balance	\$21,885,341	\$20,295,897
TOTAL LIABILITIES & NET ASSETS	\$38,055,140	\$40,840,872

Gibson Area Hospital's financial success depends on strong Operating Results. 2011 was a profitable year. GAH is well prepared to continue Operational success in 2012 and beyond.

GAH Statement of Operations (all dollars in 1,000s)

REVENUES	FY 2011	FY 2010
Net Patient Service Revenue	\$54,154	\$45,377
Other Operating Revenue	\$1,525	\$1,545
Contributions	\$167	\$2,003
Non Operating Revenue	\$850	\$136
TOTAL REVENUES	\$56,696	\$49,061

EXPENSES	FY 2011	FY 2010
Salaries & Benefits	\$31,408	\$27,270
Supply Expense	\$5,883	\$4,618
Purchased Services	\$5,073	\$4,742
Depreciation	\$2,401	\$2,706
Provision for Uncollectible Accounts	\$1,923	\$1,473
Interest Expense	\$569	\$567
Other Expenses	\$8,252	\$7,619
Excess Available for Facilities Improvement	\$1,187	\$66
TOTAL EXPENSES	\$56,696	\$49,061

GAH Statistical Profile	FY 2011	FY 2010
Staffed Beds	67	67
Acute Patient Days	4,361	4,106
Births	150	165
Nursing Home Patient Days	13,977	12,909
Emergency Department Visits	5,978	5,890
Surgeries	2,176	1,913
Radiology Exams	19,078	17,938
Total Outpatient visits	44,835	41,159
Total Employees (Full Time Employees)	432	384

Professional Organizations/ Employee Certifications

Membership in professional organizations and individual certifications provide GAHHS employees with access to the latest information, technology, and education which leads to higher quality of care. GAHHS employees are members of the following organizations and have achieved the following certifications.

Academy of Medical Surgical Nurses
Advanced Cardiac Life Support Certified
Alliant Management Services
American Association of Cardiovascular and Pulmonary Rehabilitation
American Association of Diabetes Educators
American Association of Healthcare Administrative Management (AAHAM)
American Association of Nurse Anesthetist
American Association of Sleep Technologists
American College of Healthcare Executives
American Congress of Obstetricians & Gynecologists
American Diabetes Association
American Health Information Management Association
American Hospital Association
American Medical Technologists
American Physical Therapy Association
American Society for Clinical Pathologists
American Society of Consultant Pharmacists
American Society of Health System Pharmacists
American Society of Healthcare Engineering
American Society of Perianesthesia Nursing Pre/Post Op
Association for Healthcare Resource & Materials Management
Association of Operating Room Nurses
Association of Professional Infection Control
Association of Women's Health, Obstetric, & Neonatal Nurses
Association of Facilities Engineering
Board of Directors for IL AAHAM Chapter
Board of Registered Polysomnogram Technicians

Central Illinois Chapter of Healthcare Engineering
Central Illinois Society for Healthcare Resource Administrators
Certified Ambulatory Perianesthesia Nurse
Certified Clinic Account Technician
Certified Coding Specialist
Certified Compliance Technician
Certified Comptia-A+ and Network+
Certified Emergency Room Nurses
Certified Healthcare Compliance Officer
Certified Healthcare Privacy
Certified HIPAA Professional
Certified Lactation Consultant
Certified Legal Nurse Consultant
Certified Materials Resource Professional
Certified Medical Surgical Nursing
Certified Nursing Assistant Educator
Certified Nursing in OB Care
Certified Patient Account Manager
Certified Patient Account Technician
Chairman of the Board for IL AAHAM Chapter
Cisco Certified Networking Associate
Dementia Care Certified
Emergency Medical Services for Children
Emergency Nurses Association
Great Lake Athletic Trainers' Association
Healthcare Financial Management Association
Healthcare Financial Management Board Member
Illinois Athletic Trainers Association
Illinois Business Solutions

Illinois Compensation Trust
Illinois Critical Access for Human Resources
Illinois Critical Access Hospital Network
Illinois Health Care Association
Illinois Hospital Association
Illinois Nursing Home Administrator's Association
Illinois Physical Therapy Association
Illinois Provider Trust
Illinois Rural Health Network
Illinois Society of Cardiopulmonary Health and Rehabilitation
Illinois Society of Perianesthesia Nursing Pre/Post Op
Information Systems Security Professional
International Facilities Managers Association
Long Term Care Nurses Association
Medical Group Management Association
Microsoft Certified Professional
Minimum Data Set Certified
Multi-Disciplinary Certified in Geriatrics
National AAHAM Treasurer
National Athletic Trainers' Association
National Fire Protection Association at Healthcare Section
National Recall Alert
National Rural Healthcare Association
National Strength and Conditioning Association
Oncology Nursing Society
Registered Health Information Administrator
Registered Health Information Technologist
Society for Human Resources Management
Vice President of AAHAM, National Officer