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Quality
is our
common
thread.

2012 COMMUNITY REPORT



60 YEARS



AERIAL VIEW

Joint Township District Memorial Hospital opened its doors on May 5, 1953.



FIRST BABY BORN

Pictured are Mrs. Patrich Lime and the hospital's first baby, Judy Lime. Mrs. Marian Henchen, R.N. is the attending nurse.



GROUND BREAKING

Board members Dr. Guy Noble, William Vogel, Harry Quelhorst, John Zahn, Harry Freet, R.H. Dickman and others breaking ground on April 27, 1951.

GRAND LAKE
HEALTH SYSTEM

Joint Township District Memorial Hospital

WELCOME MESSAGE

Dear Friends:

It is with great pride that we present our 2012 Annual Report for the Grand Lake Health System (GLHS). The healthcare landscape is rapidly changing and we are here to help lead the way. As Joint Township District Memorial Hospital celebrates 60 years of service to Auglaize and Mercer Counties, our commitment is to be here for the next 60 years to come.



The past year challenged us on many levels, yet our mission, vision, and values remain unchanged. We are here to care for those who cannot care for themselves. You will see in this report how we serve our fellow Grand Lake residents by expanding the availability of high-quality services at the lowest costs possible. Our 16 quality recognitions from Healthgrades show that we consistently perform at the highest levels of healthcare excellence and why we continue to be the preferred provider of care in our region.

We believe that our values of Compassion, Respect, Stewardship, Service Excellence, Collaboration, and Workforce are essential to successfully fulfilling our mission to meet the needs of those we serve. As you review this report, I hope you will find them evident in all we do.

Thank you for the privilege of caring for you and your family.

Sincerely,

Kevin W. Harlan
President and CEO



CARDIAC CARE

Healthgrades is a respected national hospital ratings organization that helps more than 200 million consumers make informed choices about America's healthcare providers every year. Recognition for quality and excellence from national ratings organizations like Healthgrades sets us apart from other hospitals and healthcare providers in the region and demonstrates our ongoing commitment to your health and well-being. And because Healthgrades' evaluations of quality are all driven by objective data, we take even greater pride in the accomplishments of our physicians and care teams that work so hard to create Grand Experiences for you and your family every day.

One Healthgrades area that Joint Township District Memorial Hospital consistently performs well in is the treatment of congestive heart failure (CHF). In fact, we're very proud to say that we have received a five-star rating in this category nine years in a row! Our success in treating CHF is due to the tremendous efforts of our physicians and staff members who have steadily improved patient outcomes over the past several years with aggressive education and outreach programs. They have developed and implemented specific strategies, interventions, and best practices to help our patients better manage their condition and avoid being readmitted to the hospital. Working hand-in-hand with patients, home health organizations, and skilled nursing facilities, we have been able to improve our patients' lives by halting or slowing the progression of CHF; allowing them to better enjoy doing the things they love with the people they care about.

FIVE★STAR
RECIPIENT for
Treatment of
HEART FAILURE
for 9 Years in a Row (2005-2013)





ORTHOPEDIC CARE

FIVE★STAR
RECIPIENT for
Treatment of
HIP FRACTURE
for 3 Years in a Row (2011-2013)

The orthopedic surgery program at Joint Township District Memorial Hospital is second to none in the region because our team of surgeons excels at providing evidence-based care. This means that they are really good at interpreting relevant patient data and applying evolving best practices to each patient's unique case; allowing them to create highly personalized assessments and care plans. This tailored approach is one that our patients appreciate because it is extremely effective and ensures that surgical procedures such as hip replacements produce positive results with significantly reduced risk of post-operative infections and complications. And because our orthopedic specialists take so much care to get things right on the front end of every procedure, our patients recover faster, have shorter hospital stays, and are able to get home or move into transitional rehab programs quicker than they otherwise might.





FIVE★STAR RECIPIENT for Treatment of Overall PULMONARY SERVICES for 2 Years in a Row (2011-2013)

BREATHING EASIER

There are certain areas of patient care that establish the foundation for the quality of all hospital services. Pulmonary care—that’s care for your lungs and respiratory system—is one of them. Pulmonary issues can affect patients that are in the hospital for many different reasons; arising as complications following surgery or starting as infections acquired while recovering from other illnesses or injuries.

That’s why Joint Township District Memorial Hospital’s repeated recognitions from Healthgrades for excellent quality in pulmonary care services and specialty areas such as the treatment of pneumonia are so important to our patients. Knowing that we pay close attention to the core elements of patient care inspires confidence that we have the experience and expertise to deliver care they can trust in other areas, too. Choosing a healthcare provider is about trust, and we work hard to earn your trust every day.





Ranked #4 in Ohio for GENERAL SURGERY in 2013

SKILLED SURGERY

Joint Township District Memorial Hospital may not be the biggest hospital in the country, or even in Ohio, but when it comes to providing great surgical care, we've got it where it counts. Our performance has earned us several spots at the top of Healthgrades' lists for quality in several areas of general surgery—right up there with some of the biggest and best known hospitals throughout the state and across the nation. Our Healthgrades recognitions speak volumes about the great work our surgeons and their staffs do on behalf of our patients, and we couldn't be more proud of them.





FIVE★STAR
 RECIPIENT for Treatment of
RESPIRATORY FAILURE
 for 5 Years in a Row (2009-2013)

CRITICAL CARE

In the Intensive Care Unit (ICU) of Joint Township District Memorial Hospital, saving lives is always the highest priority. So, when patients experience respiratory failure, that's where we take them. Our talented pulmonologists and internists have the skills and tools required to effectively treat and stabilize patients when they need it most. And because they consistently rise to meet the challenges of the ICU, they have helped us earn Healthgrades' Five-Star Rating for Treatment of Respiratory Failure for five years straight. Their commitment to saving lives and providing excellent patient care are shining examples of what we're all about.





FIRST PLACE | GRAND HEALTH FAMILY CHALLENGE

The Carnivores (Hegemeir Family)

STATS:
Lost 12.75% body fat

Zach Aaron
Ron Brigid



FIRST PLACE | GRAND HEALTH CHALLENGE

Tons of Fun

STATS:
Lost 163.6 pounds (19.37% body fat)

Carrie Gladhill
Aaron Beougher
Kendra Stetler
Doug Beougher



SOMETHING FOR EVERYONE

Improving the health of our community starts with getting out and connecting with the people in our community. That's why we take an active role in promoting health and wellness with engaging outreach programs that are educational, fun, and effective. In 2012, we provided learning opportunities, special events, and services for Grand Lake residents ranging from young children to seniors. Thanks to everyone who participated in our outreach programs last year—we sincerely appreciate your commitment to improving your health and the quality of life of our community.

COMMUNITY OUTREACH

Promoting HEALTHIER Communities



THE GRAND HEALTH CHALLENGE



SENIORCISE



ROAD TO FITNESS



HEALTH FAIRS



DRUG BUY-BACK PROGRAMS



MAKE-BELIEVE HOSPITAL

SOMETHING FOR EVERYONE

2012 Community Outreach Programs & Highlights

• Sixth Annual Grand Health Challenge and Second Family Challenge

- Participants from both Challenges lost over 5,000 pounds
- Grand Health Challenge winners, Tons of Fun, shed 136.6 lb. and 19.37% of body fat between the four of them
- Family Challenge winners, The Carnivores (the Hegemeir family), reduced their body fat by 12.75%
- Special thanks to our local Grand Health Challenge partners, including The Evening Leader and the Wapakoneta Daily News, and to the Dannon Company for the grant that made the Family Challenge possible

• Donate Life Campaign

- Kicked off in July 2012
- Partnership between Grand Lake Health System and the Ohio Hospital Association
- Life Connection mobile unit visited our employees to promote organ donation
- Community member and organ recipient, Lynn Shaffer, shared his experiences and provided inspiration

for the getting involved in the program

- Hospital spokesperson Sondra Bernardi gave numerous presentations to the community

• Road to Fitness

- Added 16 events since the program began in 2010 and have tripled the number of participants
- Worked in collaboration with the local YMCA branches in Auglaize and Mercer counties
- Participants improved their health and wellness and took home prizes

• Seniorcise

- Started in 1986, our Seniorcise program serves seniors 55 and older
- Seniorcise is held every Tuesday and Thursday from October through May
- Cindy Gaerke, a certified instructor, facilitates the program in cooperation with Otterbein St. Marys

----- more highlights on next page ----->

COMMUNITY OUTREACH

Promoting HEALTHIER Communities



THE GRAND HEALTH CHALLENGE



SENIORCISE



ROAD TO FITNESS



HEALTH FAIRS



DRUG BUY-BACK PROGRAMS



MAKE-BELIEVE HOSPITAL

SOMETHING FOR EVERYONE

2012 Community Outreach Programs & Highlights (continued)

• Senior Supper Hour

- Held every other month, usually on the fourth Thursday
- Made a positive change in 2012 by moving to the Otterbein St. Marys Community Meyer Room

• For Our Children: Make Believe Hospital & School Health Fairs

- Brought our school health fair to five area schools serving approximately 2,000 students
- Presentations focused on nutrition, heart health, sun safety, and tobacco and alcohol
- 800 kindergarten students visited our annual Make Believe Hospital—a popular field trip taken by 11 area schools

• Support Groups

- Our Parkinson's disease and Stroke support groups meet monthly at Joint Township District Memorial Hospital

- In 2012, Linda Dicke (JTDMH) and Michelle Evans (Auglaize County Council on Aging) facilitated these groups

• Wellness Programs

- We provide monthly wellness programs to Agape, Auglaize County Council on Aging, Wapakoneta Wal-Mart, Wright State University Lake Campus, and other organizations throughout the community

• Drug Take Back Programs

- We work with the Auglaize County Drug Task Force to provide safe medication/drug disposal for the Grand Lake Area
- We sponsored eight Drug Take Back programs in 2012

COMMUNITY OUTREACH

Promoting HEALTHIER Communities



 **COMPASSION AND DIGNITY**

COMFORT SUITE
Unsurpassed **AMENITIES**
for Patients and Families

In October 2012, Grand Lake Hospice Care entered a new era of providing care and comfort to patients and their families as we opened a unique hospice Comfort Suite on the fifth floor of Joint Township District Memorial Hospital (JTDMH). The first of its kind in our service area, the hospice Comfort Suite offers a homelike setting for hospice patients who require around-the-clock nursing care for as little as a couple of days to as long as a couple of weeks. It was developed using the latest hospice care best practices and recommendations from respected hospice organizations in other areas. The Comfort Suite is intended to complement our home hospice care services and it allows patients and their families to get the extra attention

they need when they need it most. Complete with a family room and patient bedroom (each with its own full bathroom), a kitchenette, and all kinds of premium amenities such as I-Pod and I-Pad (full technology package), the comfort suite is a welcoming oasis where patients and the people they care about can be together as they wish to be. And even though it is located at JTDMH in a hospital setting, once you enter the Comfort Suite, you'd never know it. It is quiet, relaxing, and very private. It provides the best of both worlds—all the comforts of home along with all the quality care and support of Grand Lake Hospice care and the nurses and staff of JTDMH.



LIVING ROOM / MEDIA CENTER



LIVING ROOM / KITCHENETTE



COUCH CONVERTS TO BED



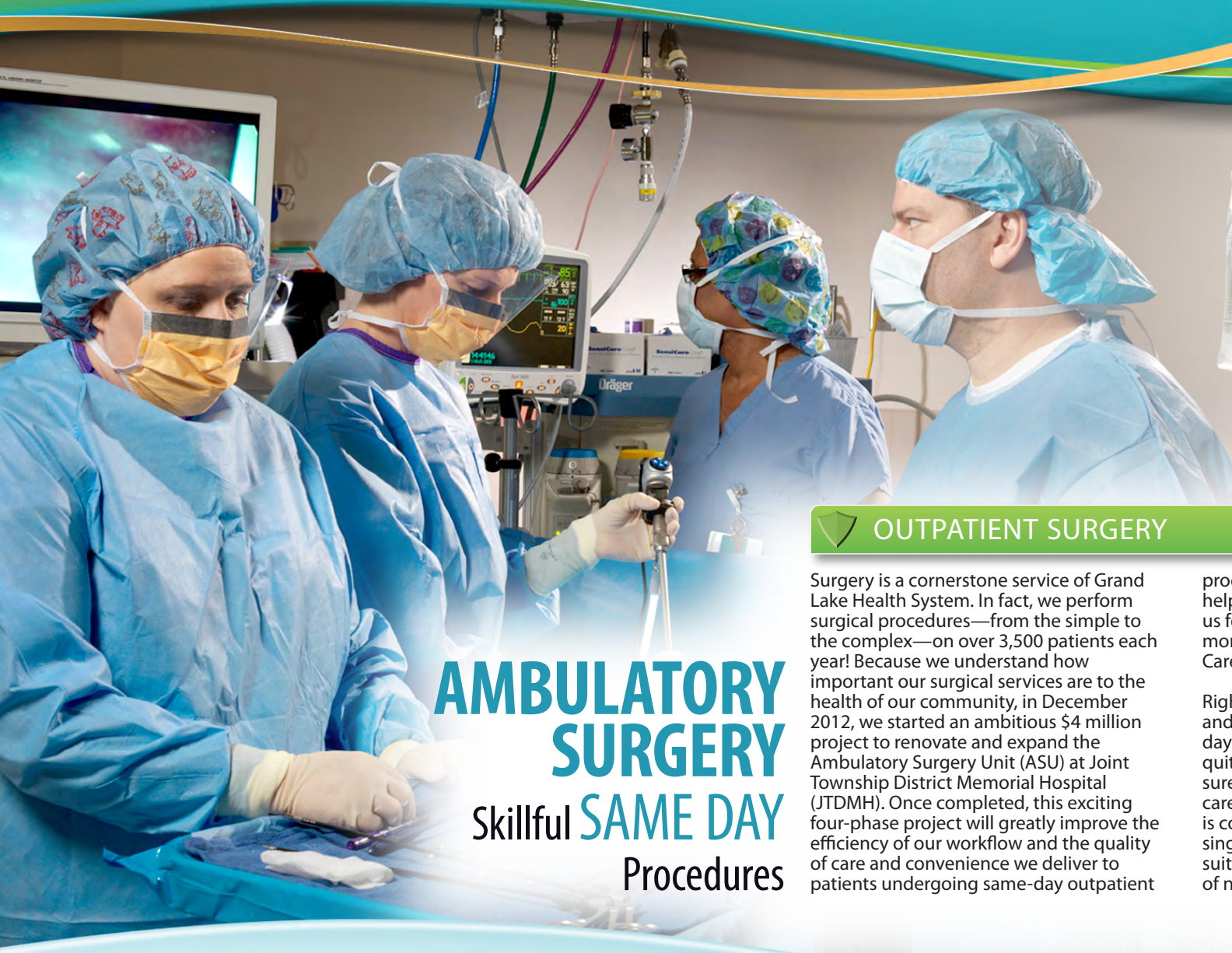
PATIENT'S SUITE

COMPASSION AND DIGNITY

Grand Lake Hospice Comfort Suite at JTMH

- Opened in October 2012
- Gives Grand Lake Hospice patients and their families intensive care in times of increased need
- Separate patient bedroom and family room
 - Family room has large, comfortable sofa bed and sleep-friendly recliners
- Two full baths
- Kitchenette with refrigerator, microwave, coffee maker, and real dishes
- Warm, homelike décor
- TV, DVD player (with family friendly movies), and free music downloads
- Kindle e-reader with a large library of selections (printed books also available)
- Stargazer machine projects soothing images of stars and clouds that float across the ceiling
- Full technology package including iPod and iPad

COMFORT SUITE
 Unsurpassed **AMENITIES**
 for Patients and Families



AMBULATORY SURGERY

Skillful **SAME DAY** Procedures

OUTPATIENT SURGERY

Surgery is a cornerstone service of Grand Lake Health System. In fact, we perform surgical procedures—from the simple to the complex—on over 3,500 patients each year! Because we understand how important our surgical services are to the health of our community, in December 2012, we started an ambitious \$4 million project to renovate and expand the Ambulatory Surgery Unit (ASU) at Joint Township District Memorial Hospital (JTDMMH). Once completed, this exciting four-phase project will greatly improve the efficiency of our workflow and the quality of care and convenience we deliver to patients undergoing same-day outpatient

procedures and their families. It will also help us better serve patients staying with us for inpatient surgeries by providing more rooms to use as a Post-Anesthesia Care Unit (PACU).

Right now, the ASU consists of 10 rooms and can accommodate 20 – 25 patients per day. This means that our staff must do quite a bit of schedule shuffling to make sure that our patients receive the quality of care they expect from us. Once the project is complete, we will have 24 new, single-patient rooms, two new endoscopy suites, a new nurses' station, and all kinds of new equipment and capabilities.



OUTPATIENT SURGERY

AMBULATORY SURGERY
Skillful **SAME DAY** Procedures

Ambulatory Surgery Unit Renovation & Expansion Project

- Started in December 2012
- Four-phase, \$4 million dollar project (project does not interfere with ongoing patient services)
- Phase 1
 - Complete nine patient rooms
 - Prepare supply room, vendor storage room, equipment room, small staff station, small nutrition station
- Phase 2: Endoscopy Suites
 - Two endoscopy rooms with decontamination and sterilization rooms located between them
- Phase 3
 - Corridor work
- Phase 4
 - Complete remaining 15 patient rooms (two are bariatric rooms), main nursing station, and medication and nutrition rooms
 - Install pneumatic tube system

- 24 new, single-patient rooms
- Rooms provide relaxed, homelike atmosphere
- Decorated with warm, welcoming finishes and art from local artists
- Feature advanced cardiac monitors and nurse call system
- Provide a better, more convenient patient experience by giving patients and their families a private space to stay while at JTDMH
- New Surgical Information System
- Advanced computer software and hardware to work with Electronic Medical Records (EMR) system
- Increases efficiency, and improves patient care
- Electronic scheduling
- Clinical documentation
- Rules-based charging and inventory management
- Robust analytics and reporting to provide key data to improve all aspects of surgical care



NEW EQUIPMENT AND SERVICES



ANNUAL GOLF CLASSIC



COMFORT SUITE



SCHOLARSHIPS

Morgan Cron, 2012's scholarship recipient.



SCHOLARSHIPS

Bernie Schroer and Merrilee Kleinhenz R.N., the co-chairs for the Ambulatory Surgery Unit Campaign.

Joint Township District Memorial Hospital

JTD HOSPITAL FOUNDATION

Supporting Compassionate CARING

CONTINUOUS IMPROVMENTS

2012 was a busy year for the JTD Hospital Foundation. We raised over \$850,000 to support the mission of the Joint Township Memorial District Hospital (JTDH) and the health of our community! The 20th Annual Golf Classic, chaired by Tami Sanford and Susan Fantz, netting over \$57,000 and our "Hooray for Hollywood" event, organized by Sandy Gerdeman and her team, was a huge success on behalf of the Grand Lake hospice program. We also welcomed four new board members and awarded several scholarships to area students pursuing careers in healthcare. Thanks to your kindness and generosity, in 2012, we made great strides toward improving the accessibility and quality of healthcare for our neighbors throughout the region. Thank You!



GRAND LAKE HEALTH SYSTEM
 Joint Towne
 District Mem
 Hospital

JTD HOSPITAL FOUNDATION

Supporting Compassionate CARING

CONTINUOUS IMPROVMENTS

2012 Highlights:

- Raised over \$850,000
- Distributed over \$376,000 for new medical programs, services, and equipment throughout the hospital
- 20th Annual Golf Classic brought in over \$57,000
- “For the Love of Hospice” event raised more than \$50,000 for Grand Lake Hospice
- Awarded scholarships totaling \$10,000 for area students studying nursing and other healthcare-related fields plus an additional • \$2,000 for employees who wish to further their careers in a medical-related field
- In November, a steering committee led by Bernie Schroer and Merrilee Kleinhenz began a campaign to raise over \$1 million for the \$4 million JTDMH Ambulatory Surgery Unit expansion and renovation project

JTD Hospital Foundation Board

- Courtney Burton
- Susan Fantz
- Steven Eiting
- Eunice Ernst
- Jim Heinrich
- Dick Falkner (Chair)
- Brent Henschen (Vice Chair)
- Merrilee Kleinhenz R.N.
- Bernie Schroer
- Doris Lawler
- John Wilding D.O.
- Gus Wintzer
- Dave Grieshop
- Linda Vogel
- Michael McClurg