

# Living Our Mission





# A letter to our community

What does living our mission mean? At Faith Regional Health Services, it means that each day we strive to provide exceptional care to our patients and offer innovative programs and state-of-the-art technology. We accomplish this through outstanding leadership. In this year's Annual Report, we share a few highlights of some of our achievements.

In 2006, the first video-assisted thoracic surgery for lung cancer was performed at Faith Regional. We were also one of the first hospitals in the nation, and the first in Nebraska, to implement intra-operative imaging for heart surgery to confirm the success of bypass surgery. We were the first in the region to use the GreenLight laser system for treatment of an enlarged prostate. And, we were the first in the country to implement blood glucose monitoring of surgical patients. These procedures and technology demonstrate our ongoing commitment to remain on the cutting-edge of medicine and to provide the highest possible quality of medical care to our patients.

Two services were relocated to new facilities in 2006: Our expanded Sleep Disorder Center has averaged eight to ten patients per week who need assessment for sleep problems and a new helicopter hanger was built closer to the Emergency Department (ED) in anticipation of a new bed addition. The new location has helped reduce time in the transfer of patients to the ED.

Our mission continues to focus on providing a full range of essential healthcare services for everyone. The growth in the number of uninsured and underinsured residents in our community presents great challenges and we continue to address this issue. Regardless, we are fulfilling our promise to provide high quality health care that meets the needs of everyone we serve.



Mike Hammond  
Chief Executive Officer



Steffan Lacey, M.D.  
Chairman, Board of Directors



Tod Voss, M.D.  
Chief of Staff

## Our Mission

*The mission of  
Faith Regional  
Health Services is  
to serve Christ by  
providing all people  
with exemplary  
medical services in  
an environment of  
love and care.*



# advancing services and technology

## *Bypass Surgery*

Bypass surgeries performed at Faith Regional have immediate confirmation that the bypass was successful at the time of the operation thanks to the new SPY® intra-operative imaging technology. Verifying the quality of the bypass grafts before the patient's chest is closed can reduce the chance for improperly functioning or misplaced grafts. Faith Regional was one of the first hospital's in the nation, and the first in Nebraska, to implement this technology.

## *Video-assisted Thoracic Surgery*

Patients with lung cancer are recovering in less time because of their minimally invasive video-assisted thoracic surgery (VATS). Faith Regional is one of the few hospitals in the state that offers this procedure. Compared to a traditional lobectomy that removes a large part of the lung, the VATS procedure reduces the length of stay in the hospital, shortens recovery time and doesn't leave a large incision scar on the patient's chest.



## *Prostate Treatment*

A breakthrough treatment for men who suffer from urinary problems was made available through the use of the GreenLight laser system for Photoselective Vaporization of the Prostate (PVP). For patients it means rapid symptom relief, a dramatic improvement in urinary flow and little or no pain or complications. Faith Regional was the first in the region to offer this new technology.

## *Sleep Disorders*

People who suffer from sleep apnea, restless leg syndrome, chronic insomnia and other sleep disorders now have a state-of-the-art sleep center to find diagnosis and treatment. The Sleep Center averages eight to ten sleep studies per week.

# q u a l i t y

We demonstrate our commitment to quality by strengthening and increasing the services we offer to patients within our service area and beyond. To provide quality healthcare, we have implemented improvements in patient safety. Some of our efforts have won accolades from our peers.

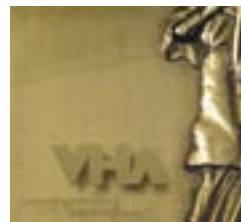
## *Glucose Monitoring*

Our Surgical Care Improvement Process (SCIP) reviewed evidence-based literature for controlling blood glucose levels in hospitalized patients and specifically to control blood glucose in surgical patients. Evidence-based practice recommendations indicate that blood glucose control in surgical patients decreases infection rates, decreases length of stay and decreases morbidity and mortality. In August, the new glucose monitoring process was implemented so that patients would be monitored before, during and after a surgical procedure for the best outcome. After becoming the first hospital in the country to implement this practice, Faith Regional received national recognition for this program and has helped to start similar programs in other hospitals across the country.

In 2006, Faith Regional was again recognized nationally for its excellence in heart care and prevention of infections:

*VHA Leadership Award for Clinical Excellence  
in Acute Myocardial Infarction Care*

*VHA Leadership Award for Clinical Excellence  
in Surgical Infection Prevention*



## *Our Vision*

*The Vision of Faith Regional Health Services is to become a regional referral center by providing the most comprehensive, high quality health services to the residents of Northeast Nebraska.*

# l e a d e r s h i p

## *Physician Recruitment*

Our efforts to bring new services depends on our ability to recruit specialty physicians.

In 2006, a new sub specialty — infectious disease — was introduced to the region. Until now, patients with infectious diseases such as HIV, early stage Hepatitis C or MRSA had to be treated by physicians outside of northeast Nebraska. In addition, physician recruitment added a second physical medicine and rehabilitation physician and two anesthesiologists to the hospital's medical staff.

In 2006, Medical Staff services also began work on developing a Hospital Medicine program at Faith Regional. Through this program, internal medicine physicians are based at the hospital to offer 24-hour coverage for referring physicians. By the end of 2006, a total of five physicians had been hired to implement the program in 2007.

The strength of Faith Regional comes from its highly trained and caring physicians, nurses, therapists, technicians and other supportive roles necessary to deliver outstanding healthcare to our patients. Teams of professionals are continuously identifying areas of improvement while acknowledging those processes that are exceptional.

In 2006, an Emergency Medicine Symposium was offered to physicians, physician assistants and nurse practitioners within the region. The Symposium was designed to bring the most current and developing trends in emergency medicine and other specialty fields to area providers so that patients in all parts of the region would be cared for with the highest level of care.

The Emergency Department (ED) implemented a PALS hotline for regional physicians so that they would have immediate access to Faith Regional ED physicians when assessing patients in outlying areas with injuries or illnesses.

In addition, the Emergency Department formally submitted an application to the state of Nebraska to change Faith Regional's trauma designation from Level IV (ED only provides basic care) to Level III. As a Level III trauma center, the hospital would provide evaluation and stabilization of patients, general medical and surgical inpatient services and transfers of patients needing a higher level of care than available at Faith Regional. Participation in the Statewide Trauma System will help to improve

chances of survival for patients who present to the ED with life-threatening illnesses or injuries. The application process will take about one year.

Building a new helicopter hanger and relocating the helipad closer to the ED was also completed in 2006. The new site reduces delays for patients transported to and from the hospital because the crew quarters, hanger and fueling station are closer to the Emergency Department.



# community partner



Faith Regional provides a number of subsidized programs as a community service because the Board of Directors believes they are necessary, based on the identified needs of patients in our service area.

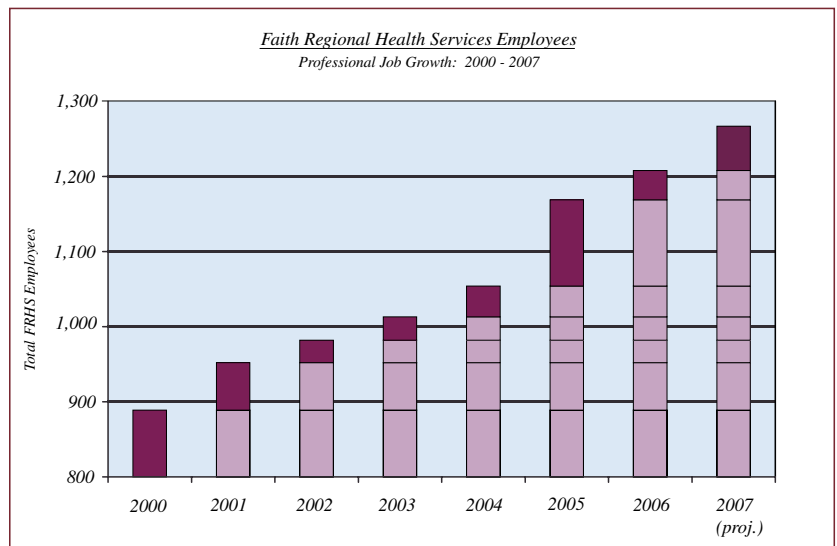
During 2006, Faith Regional provided over \$3.8 million in subsidized services to residents of northeast Nebraska. These services included acute rehabilitation, addiction services, behavioral health, cardiac rehabilitation, dialysis, home health care, pulmonary rehabilitation and transitional care services.

## Education

As part of our mission to improve healthcare and quality of life for residents in our region, Faith Regional provided a number of educational programs, health improvement services, support groups, and financial or in-kind support to various other public and non-profit programs during the year. A total of 36,952 individuals were served and 24,305 staff hours were committed to providing education. In addition, Faith Regional provided more than \$76,000 in financial assistance to students in health careers within our service area.

## Employment

In 2006, Faith Regional employed over 1,200 employees and provided over \$60 million in salaries and benefits. Since 2000, 319 new jobs have been added. Faith Regional remains one of Northeast Nebraska's largest employers.



## Our Values

- Spirituality*
- Excellence*
- Integrity*
- Compassion*
- Respect*
- Stewardship*





# community benefits

Faith Regional is committed to ensuring 100% access to care for everyone. In 2006, Faith Regional received 522 applications for financial assistance. Of those who applied, 75 percent qualified for nearly \$1.5 million in assistance for paying their hospital bills.

	No. of Programs/ Activities	No. of Persons Served	Total Expense	Offsetting Revenue	Net Community Benefit
<b>Benefits for the Poor/Public Programs</b>					
Traditional charity care		393	\$1,425,536		\$1,425,536
Unpaid costs of public programs:					
Medicare		31,931	70,683,184	35,682,301	35,000,883
Medicaid		7,520	6,206,729	4,616,738	4,589,991
<b>Non-Billed Community Services</b>					
Community health education and outreach	480	28,234	207,152	5,463	201,689
Health care support services	53	3,525	220,251		220,251
<b>Medical Education</b>					
Scholarships/funding for health professionals		37	76,970		76,970
Other: Medical staff and employee education		5,192	594,602		594,602
<b>Subsidized Health Services</b>					
Emergency and trauma care		8,742	4,852,975	5,658,188	(805,213)
Other subsidized health services *		4,049	12,284,541	8,408,538	3,876,003
<b>Cash and In-Kind Donations</b>			88,965		88,965
<b>Other **</b>			128,006		128,006
<b>Total Bad Debt (uncollected)</b>					\$3,241,674

Method used to determine the expense reported:

- 1) Faith Regional Health Services Audited Financial Report for 2006.
- 2) Faith Regional Health Services 2006 Mission Report.

\* Other Subsidized Health Services includes: Acute Rehabilitation Unit, Addictions Services, Cardiac Rehabilitation, Home Health Care/Hospice, Inpatient Behavioral Health Services Unit, Pulmonary Rehabilitation, Renal Dialysis Unit and Transitional Care Unit.

\*\* Other includes: Real Estate and Property Taxes paid.



# financials and statistics

## FAITH REGIONAL HEALTH SERVICES

	2005	2006
Patient Discharges	6,357	5,889
Patient Days	27,377	30,044
Emergency Department Visits	14,375	12,863
Surgery Procedures (includes Faith Regional Surgery Center)	6,429	6,745
Births	956	941
Outpatient Visits	65,699	67,826
Physicians on Active Medical Staff	73	65
Licensed Inpatient Beds	166	166
Average Patient Length of Stay (Medicare)	4.28	4.22
(Other patients)	2.76	2.78

## ST. JOSEPH'S REHABILITATION AND CARE CENTER

	2005	2006
Nursing Home Admissions	178	142
Nursing Home Resident Days	32,050	32,223

## FRHS EMPLOYMENT STATISTICS

	2005	2006
Total FRHS Employees	1,143	1,176
Total Full-time Equivalents (FTEs)	925.98	1,005.37

## 2006 FINANCIALS

### REVENUE

Gross Patient Services Revenue	\$212,029,822.00
Other Revenue	5,324,828.00
<b>Total Income before Expenses and Uncompensated Care</b>	<b>\$217,354,650.00</b>

### OPERATING EXPENSES

Employee Salaries and Benefits	\$ 59,552,095.00
Supplies and Purchased Services	32,753,992.00
Other Expenses	18,987,777.00

## TOTAL OPERATING EXPENSES

\$111,293,794.00

## TOTAL UNCOMPENSATED CARE

\$ 96,736,273.00

# Laura Gross Award



For Service Excellence



*Shannon Filsinger  
Med/Surg II*



*Julie Freese  
Cardiopulmonary  
Services*



*Kimberli Hanson  
Med/Surg II*



*Sandie Uecker  
Med/Surg II Case  
Management*



*Reyne Viergutz  
FRPS Anesthesia  
Services*

Our employees choose to work at Faith Regional Health Services because their unique gifts and talents are valued. The Laura Gross Award, named in memory of Faith Regional housekeeping supervisor Laura Gross, is given to those employees who, according to their peers, consistently live out Faith Regional's Mission, Vision and Values on a daily basis. These individuals go "above and beyond" the duties of their particular position every day. We congratulate them for their leadership, expertise and compassion for others.

## Faith Regional Board Of Directors

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Larry Dinkel, Vice President  
Jim Miller, Secretary  
Bert Lammler, Treasurer  
Bernie Auten  
Sr. Deana Case, O.S.B.  
Leon Gebhardt, M.D.

Sr. Kevin Hermesen, O.S.B.  
David Mauch  
Bob McCue  
Scott Miller  
Sr. Gabrielle Oestreich, O.S.B.  
Fred Otten  
Paul Sandall  
Tod Voss, M.D.

## Faith Regional Medical Executive Staff

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Philip Eckstrom, M.D., Vice President  
Bryon Hirschman, M.D., Secretary  
Michael Adams, M.D.  
Alec Akbarov, M.D.  
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Daniel Blumenberg, M.D.  
Mark Davis, M.D.  
David Dudley, M.D.  
Leon Gebhardt, M.D.  
Stephen Smith, M.D.  
Douglas Welsh, M.D.

## Faith Regional Executive Team

Mike Hammond  
Chief Executive Officer  
Brad Lockee, M.D.  
Vice President of Physician Services  
Dale Pohlman  
Chief Financial Officer

Patrick Roche  
Vice President of Mission  
and Quality  
Lisa Walters  
Chief Nursing Officer





Living Our

*Mission*

www.frhs.org



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