



Annual Report 2010 - Here to Care





## 2010 Board of Trustees

Dr. Todd Weinstein, President  
 Brian Morrill, Vice-President  
 Tom Lane, Secretary  
 Ruth Bennett  
 Dr. Dallis Bowditch  
 Darryl Hoover  
 Kyle Rans

Logansport Memorial Hospital remained strong in 2010 because we provided resources in response to our neighbor's needs. Our role in community health and wellness is both a provider and an encourager. We provide high quality care that emphasizes patient satisfaction. We share innovative employee health management services in our community and across the United States.

We encourage people to make healthy lifestyle choices that impact both their short term and long term future. Our focus is to make a difference through partnerships with our patients and our community for a positive effect on all. Building trails and winning the Healthiest Employer Award make powerful statements that we care about our employees and neighbors when they're sick or well.



Thank you for your support that makes us strong to face the future. We are proud of our modern hospital with up-to-date services, equipment and technology, and a great volunteer program. We will evolve with the changes in healthcare and look at them as opportunities to improve our mission in this community.

*David Ameen*  
 David Ameen, CEO

*Todd Weinstein*  
 Dr. Todd Weinstein,  
 President of the Board of Trustees

All inpatient rooms at Memorial are private, with a total of 83 located on the Medical/Surgical Floor, Family Birth Center and Intensive Care Unit. The average length of stay was 3.1 days.

## Lowering readmission rates

In 2010, we monitored readmission rates for all patients, with a special focus on those with pneumonia, congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD). Our goal was to be 50% better than national rates, but we achieved four times better than the national average!

### 2010 Readmission Rates

National Average	16%
LMH Goal	8%
LMH Results	4.1%

Source: Centers for Medicare and Medicaid services and Logansport Memorial



Patients who are at risk for readmission within 30 days receive extensive education about ways to stay healthy. Scheduling a doctor's appointment, follow-up phone calls and nurse interviews helped prevent readmission. Our goal is simply to utilize our resources to provide the best care for all patients.

Nurse Raquel Cripe sent information home with James Minthorn to help him stay healthy.

Strength for Change

2,533 Admissions

The patient's relationship with a medical provider is a key to good health. In 2010, we announced a one call service to help people find that healthcare link at Memorial. Dial the number and receive a call back to make an appointment with a doctor or nurse practitioner for your primary medical needs.



574-725-3463

Our physician offices began implementing the electronic medical record (EMR) in 2010 to provide safe and high-quality care for patients. The EMR allows quick updating of patient records, telephone messages and prescribing medications electronically. Medical providers in different locations can simultaneously view patient histories, up-to-the-minute test results and doctors' recommendations.



Physicians Robert McKissick, Cory Neumann, Kenneth Kigorwe and their staff were the first to implement the EMR.

### New Medical Providers in 2010

- Valentin Drezaliu MD – OBGYN
- Octavian Popescu MD – Internal Medicine/Infectious Diseases
- Laura Brown ANP – ExpressMed
- Nancy Dawson MS, FNP, BC – MPI Clinic
- Wonda Elmore FNP-C – ExpressMed Walton
- Lynn Henderson ANP – Family Health Care

Medical Office Appointments **70,407**

Whether patients experienced a major or a minor emergency, 2010 brought good news.

### ER wait times half of national average

Based on a Press Ganey survey of more than 1.5 million ER patients treated at 1,893 hospitals, Memorial's wait time statistics rank way above national surveys. Teamwork in ER gets people treated and back to their activities as quickly as possible. Our patients' 98% approval rate encourages us to keep giving the best possible care to all.

#### Average ER Wait Times

Logansport Memorial	2 hours 14 minutes
All hospitals in U.S.	4 hours 7 minutes

Source: Press Ganey and Logansport Memorial



### Fast Track a new option

An extension of the Emergency Department, Fast Track opened to treat patients with minor injuries or illnesses quickly, allowing ER staff to focus on the more critical patients.



### ExpressMed

These clinics offer medical care for patients twelve months and older who are too sick to stay at home, but too well for the ER. The Logansport ExpressMed expanded space and added providers at peak times. ExpressMed Walton opened in May. Patients may walk in or call for an appointment.

Khotan Servin checked vital signs for Fast Track patient Judi Haviland.

**33,621** ER/ExpressMed Visits

X-rays, physical therapy, lab tests and cardiac rehab are some of the reasons that outpatients visit our hospital. We continually strive to improve our care in order to ensure that we meet or exceed the expectations of patients and the organizations that develop standards for hospital services.

## New in 2010:

### Patient surveys

Paper or online surveys were developed for each department to gather patient feedback to improve our services. To take a survey on our website, go to [www.logansportmemorial.org](http://www.logansportmemorial.org) and click "Take a Survey" on the home page.



### DEXA Scan

Bone density scans establish a baseline assessment of bone health and a method for future monitoring of changes that may lead to osteoporosis. Memorial acquired the newest technology, the DEXA Scan, the gold standard of care in bone density analysis. It is a safe, non-invasive test that is most accurate in diagnosing osteoporosis and uses less radiation than you would receive on a coast-to-coast airline flight.



Tech Desiree Rogers administers a DEXA scan to Marjorie Hartleroad.

Outpatient surgeries in 2010 numbered 5,018, while 776 required inpatient care after surgery. The most common procedures included laparoscopic gall bladder removal, tonsillectomy/adenoidectomy, upper GI endoscopy, colonoscopy and pain management.

Our surgeons and staff are skilled, experienced and compassionate people who followed procedures developed to ensure patient safety, prevent infection and reduce heart attacks and blood clots.

Patient convenience continued to be emphasized with the surgery waiting room off the lobby as the point of contact for pre-registration, pre-op education and testing, surgery check-in and inquiries.

An appointment with our Pre-Op Educator made the day of surgery safer and smoother. Patients also benefited from private rooms for surgery preparation, written discharge instructions and follow-up calls post-op to check on pain control.

General Surgeon Todd Weinstein, Anesthesiologist Sunita Kaul and Tech Nancy DeHaven work together to repair an umbilical hernia.

### Surgical Specialties

- Anesthesia
- Ear Nose & Throat
- General Surgery
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics
- Pain Management
- Podiatry
- Urology



6 Outpatient Visits 66,590

5,794 Surgery Procedures 7

We impact our community through the healthcare services we provide and by the economic benefits we share with our neighbors. In 2010, Memorial Hospital was the 4th largest employer in Cass County. We also paid \$95,000 in property taxes, placed more than \$1.5 million in investments with local financial institutions and spent over \$2 million with local vendors for supplies, services and construction.

Memorial Hospital's Economic Impact on our Community			
	2008	2009	2010
Wages and Salaries	\$23,525,767	\$25,332,732	\$26,707,760
Personal income generated	\$28,500,348	\$30,689,415	\$32,355,198
Output generated	\$58,060,713	\$62,520,264	\$65,913,786
Total employees	582	609	592
Jobs generated	769	811	805
Households supported	497	523	518

Source: Logansport Economic Development Foundation and Logansport Memorial

Our average wage in 2010 was \$28.76 per hour, compared to the community average of \$15.06. When our employees use their wages to purchase goods and services, they create income and jobs for other businesses.

Improving health in our community earned us the Indiana Business Journal Healthiest Employer Award.



Community Economic Impact **\$62 million**

We believe it is vital for students pursuing careers in healthcare to have practical learning experiences for their future. We offered high school and college internships, summer employment, job shadowing, volunteer and mentoring opportunities because of the individual growth we help students achieve and the support they give us. Whether these students return to work at Memorial or move to another community, we shaped the future of healthcare.



In other community partnerships, we were a United Way Pacesetter and helped Caston Schools to install an electronic sign to broadcast routine and critical messages for safety. We joined Area Five to provide free health screenings to people who couldn't afford them. We worked with Sigma Phi Gamma to improve the chemo area on the 3rd floor. With financial assistance from the Mary Dykeman Guild, we opened McKinley School when the Cass County Family Y needed more space.

Student Partnerships	
Summer interns	10
Nursing students	82
College clinical interns	16
Job shadowing	127
Century Career students	26
Student volunteers	8

Young volunteers Heather Livingston and Janeth Vargas helped new mom Katlin Berkshire head home with baby Joslin.

**269** student Partnerships

Our focus is to help our community improve its health. Through medical treatment, education and charity care, we improve the health of individuals. By preserving our trails and promoting healthy activities, we impact the health and wellness of our community.

We also donate time and resources. Our staff gave 273 hours to local boards and 402 to community events. Our Volunteer Auxilliary gave 13,192 hours to help visitors and patients at the hospital. The Mary Dykeman Guild staffed the Gift Shop and gave \$11,456 for equipment to benefit patients.



At the YMCA's Healthy Kids Day, Memorial's Israel Harding and Alex Jones competed for most push ups.

## 2010 Community Benefits Assessment

\$ 1,179,261	Community Assistance
\$ 3,480,914	Medicaid Shortfall
\$ 86,581	Community Health Services
\$ 77,969	Health Professions Education
\$ 270,269	Financial/In Kind Contributions
\$ 51,490	Community Building
<b>\$ 5,146,484</b>	<b>Community Gifts</b>
\$ 3,821,100	Medicare Shortfall
\$ 1,901,095	Bad Debts
<b>\$ 10,868,679</b>	<b>Total 2010 Community Benefits</b>

Many of the services we donate are free. We show the value of these gifts and uncompensated costs in a Community Benefits Assessment format approved by the American Hospital Association.

"2010 was another very successful year for LMHF. Our largest fundraiser, the Golf Tournament, saw record numbers. We helped the Mary Dykeman Guild purchase Sleep Sacks for newborns at Memorial. Our very successful Healthy Kids project awarded Fairview School \$10,000 for efforts to reduce the body mass index of its student population."

- Board President Mike Meagher

The Logansport Memorial Hospital Foundation (LMHF) complements the hospital's mission by providing financial assistance for resources and activities to promote health and wellness in our community. In 2010, \$100,372 was dispersed to projects as varied as fruit and vegetable grants for local schools, aid for diabetes patients, and plants for all to enjoy at the Hervey Preserve trailhead.

## 2010 Foundation Board

Mike Meagher, President	Darryl Hoover
David Ameen	Ellen Kuker
Michael Bowditch	John Land
Vicki Byrd	Gretchen Miller
Shirley Crain	LeeAnn Murray
Chad Geer	Ed Nason
Milt Hess	Maureen Prentice



Led by Rusty Logan and the Chamber Leadership Team, this group landscaped the entrance at Hervey Preserve on United Way's Day of Caring.

Community Gifts

\$5,146,484

\$100,372

Foundation Support



*Mission* Your Community Resource for Optimal Health.

*Vision* Memorial Hospital is a progressive market leader that utilizes innovative services and technology to provide compassionate, customer-centered care. We are committed to health and wellness to achieve an optimal quality of life.

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