

# Annual Report **2014**





## From our leaders to our readers...

President/CEO and Board Chairman

We are pleased to share with you the 2014 annual report for Logansport Memorial Hospital. We are proud to say that we experienced another very successful year of serving you, while meeting and exceeding your healthcare expectations. In doing this, we know we are fulfilling our mission and following our vision.

The achievements highlighted in this report will hopefully show you how strong our organization remains by working together and by doing what's right for our patients. When we make decisions with both of those goals in mind, we are confident that we will be successful. Of course, none of what we do would be possible without our dedicated employees and volunteers or our talented medical staff. And while we feel great about the progress we've made, what we are most proud of is the lasting relationship we have -- as individuals and as an organization -- with the people we are privileged to serve.

Serving rural communities is a unique opportunity for a healthcare organization. It is much different from the way things would be done in a larger city or community, like greater Indianapolis. Here, our community is about connections -- the connections we have with each other. As an independent, not-for-profit hospital, our relationship with our community is personal.

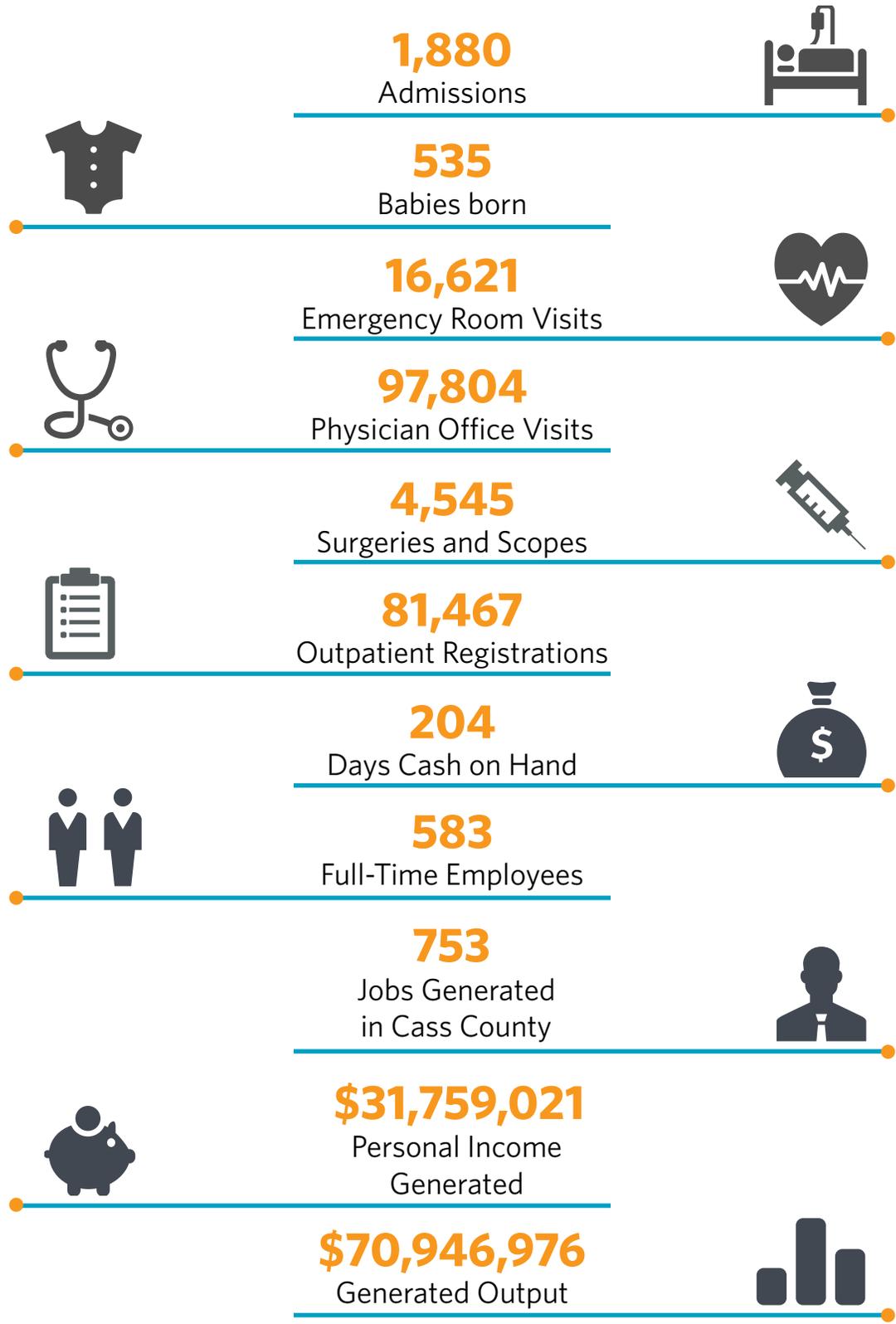
This is not to say that we ignore the challenges we face in the larger healthcare industry. Indeed, healthcare is constantly changing... and so, we must continue to change as well. But Logansport Memorial Hospital is particularly well-positioned to meet the challenges ahead. We are local enough so that our physicians, nurse practitioners, clinical staff, and others are all involved members of the community -- and therefore, are more responsive to the needs of our patients. At the same time, we are also small and nimble enough as an organization to be responsive to changes in legislation or medical practice that may affect our processes and people.

What we want you to know is that our doctors, nurses, and other healthcare professionals are not just delivering exceptional care to patients every day... they are delivering care to neighbors, family members, teachers in their local schools, and others they know and love. Being connected to our community is a source of great pride and satisfaction for us. Looking ahead, our commitment to patient-centeredness and community involvement will continue to grow. Above all, we will work to strengthen our community's confidence in the high quality of care we provide.

Thank you for the privilege of being your community healthcare provider. We look forward to serving you in 2015, and in the years to come.

**David Ameen + Dr. Dallis Bowditch**

# Logansport Memorial Hospital, at a glance...



All data for 2014.



# What's new?

## New Providers

We have worked hard throughout 2014 to add to the number of physicians who are part of our physician network. Having an affiliated and local physician network is beneficial for our patients because it means that you can see almost any kind of doctor or provider that you need (and want) to see -- all in the same building, and close to home. It's about meeting your needs, and doing so in a way that is convenient for you.

As our patients grow and change -- from young to old, from simple to complex -- their care will require greater coordination and collaboration among providers and specialists. We have both -- right here at home. They will work as a team to deliver the care you need, and help you live **"Well and good."**

Our newest providers are committed to the same values in providing rural healthcare that we are -- treating each patient as a whole person, getting to know patients for who they are, and interacting with them both in and out of the hospital in our friendly communities. That's one of the many advantages we are proud to have and even more pleased to deliver as your community healthcare provider.



Oluyemisi Akintunde, MD



Benjamin Anderson, DO



Francois Fadel, MD



Charles Friend, DO



Christopher Hogg, DO



Namita Sahgal, MD



Vivek Sahgal, MD

## New Programs + Services

### Cardiology Services

This year, we partnered with Franciscan St. Elizabeth Health in Lafayette to provide full-time coverage for cardiology services here at home. Although this partnership brought in new providers to our community, we believe that it was the right thing to do for you, our patient. Now you can see a cardiologist by appointment any day of the week -- Monday through Friday, from 8 am to 5 pm.

### Vein Program

Having three highly-skilled general surgeons who call our rural community home gave us great opportunity to provide a new service for patients with venous disease. Over 40 million Americans suffer daily with painful, swollen legs and don't know where to turn for help. Our patients in Cass and surrounding counties don't have to look far -- our vein program now offers help that's close to home.

### ER Navigator

By partnering with Four County Counseling Center, we placed an ER Navigator to work directly with ER patients who need additional services after being discharged. With this program, we can solve problems and break down barriers that prevent people from gaining access to the resources and treatment they need to improve their quality of life. Patients have one-on-one, face-to-face access with someone who can help them manage and follow-through with appointments or other needed services.



# Continuous improvements

## Quality Care

You hear this all the time, but what does it really mean? We know that it actually means different things to different people. Some of our patients think that getting quality care means seeing the doctor right away, being treated courteously by the doctor or other hospital staff, or having the doctor spend a lot of time with the patient and family. As a hospital, we understand (and agree) that these things are very important.

We know that you expect the quality of your care from us to be exceptional. There's no question in your mind that what we provide for you is the best that it can be. But did you know that it's among the best in the state of Indiana?



*Preventing early-elective deliveries for safer care and healthier moms and babies*



*Reducing patient harm by 40% and readmissions by 20% with implementation of best practices*



delivering  
**QUALITY**  
care

During this past year, our hospital, providers, and nursing staff received two well-deserved recognitions for excellence in patient care. Receiving these awards demonstrates our belief that clinical quality of care is even more important than how staff or doctors made you feel. Why do we say that? Because offering high-quality, evidence-based care (which means care that is proven to work) leads to less time in the hospital and more time living a healthy and happy life.

## Facility Updates + Upgrades

If you visited our campus at all throughout 2014, you probably noticed areas where we had a mess. That's part of what happens in a construction zone. We worked hard to minimize the mess as much as possible for you, so that it did not disrupt your patient experience. We have appreciated your patience with us through it all, and hope that you trust us to continue making improvements like these that will make each experience more satisfying for you.

First, our ambulatory surgery suite was renovated and expanded to accommodate and perform more surgeries on-site. Shortly after that, our registration area in the lobby was renovated with a new wait-time process installed, to help make sure that our patients are served in a timely and efficient manner. Although it's not perfect, we believe it has helped centralize the registration needs for patients who seek care in multiple areas of the hospital -- like getting labwork done, or having an x-ray.



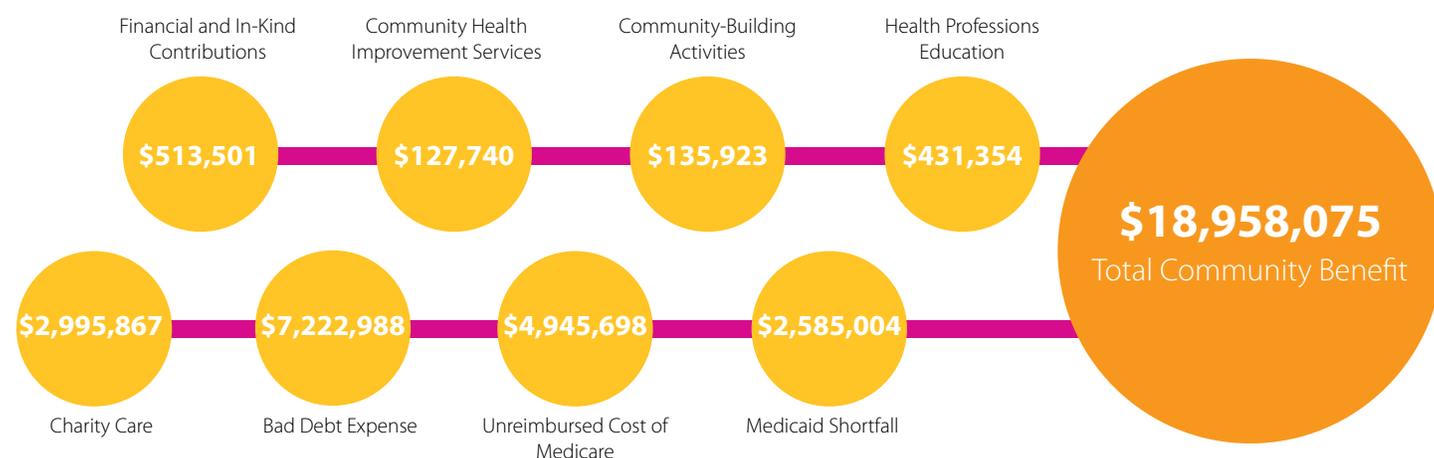
Our Peru Medical Center opened in Miami County to better serve patients there, with increased access to primary care. Most recently, our Family Medicine suite has been renovated in a three-stage process. We realize that it has been a tough transition for some of our patients, but with its completion, we are confident that its open design will make your care seamless from start to finish while you're here.



# Community Benefit

In 2014, Logansport Memorial Hospital provided more than \$18 million in unreimbursed medical services, free outreach and support programs, educational opportunities, and other community benefits. The best part? It all happened right here, in our own community -- because our community hospital cares about giving back to those we serve.

To make sure all that we provide is what our community truly needs, we complete a comprehensive Community Health Needs Assessment every three years -- with the most recent assessment completed in December of 2013. We are pleased to report that the community benefits we provided this year were in direct response to our four identified areas of need -- access to care, chronic disease management + health screens, maternal, infant + child health, and physical activity + weight.



You'll notice that our largest community benefits are charity care, bad debt expense, and unreimbursed costs of Medicare. Part of the mission of a community hospital is to provide healthcare to all in need -- regardless of their ability to pay. Most of the public programs that provide reimbursement for services to hospitals -- like Medicare and Medicaid -- do not cover the total cost of providing care. The average reimbursement is significantly lower than the actual cost of providing care, and Logansport Memorial Hospital must absorb the difference between what it costs to care for patients and what is paid to the hospital for that care.

But where else was the rest of this money spent? It was an investment that we committed to our community so that our patients, families, and friends were all healthier, and ultimately happier.

- We provided ready access to our high-quality care... for those who needed services.
- We partnered with other local nonprofit agencies and organizations... to promote health education and to be an accessible resource for them.
- We opened our doors to engage (and prepare) the minds of students... because they will become the professionals taking care of current and future generations in Cass and surrounding counties.

We are proud to be able to provide these benefits and other needed services for our community. Just one of the many ways we live out our mission to you -- making **"Your Health... Our Passion."**



# LMH Foundation

The transformational change that’s happening in healthcare is truly fascinating. It affects nearly every aspect of what we do each day, and that means it also affects you. New services offered and provided, new equipment to be purchased, more assistance given with medications and outpatient services... the needs are endless. Philanthropy plays a critical role in determining how Logansport Memorial Hospital navigates these changes and meets these needs. That’s why we are fortunate to have the Logansport Memorial Hospital Foundation.



The Foundation was established in 1986 with two purposes in mind. First, it financially supports the hospital by providing additional, allocated resources for larger purchases and more extensive services. Secondly, it uses its resources for outreach that gives our community access to better healthcare, health education, and wellness programs. But the giving goes both ways -- LMH provides top-quality healthcare for all who need it, and our supporters give generously to the Foundation so that the hospital is equipped to continue providing exceptional care.

Your charitable contributions position us to continually improve and enhance our capabilities of care, by keeping up-to-date with technology and equipment. Your contributions also make possible the opportunity to receive needed medications, diabetes education, cardiac rehabilitation, and other outpatient services.

Here are the highlights of what we provided in 2014:

**\$9,400** in free mammograms for 50 women in Cass County who were uninsured or under-insured

**\$3,000** in scholarships to three local high school students going on to pursue careers in healthcare

**\$2,600** in charitable services for 35 patients who needed help transitioning from discharge to home

**\$31,000** in hospital equipment that benefitted patients all throughout the hospital -- in Cafe Express, LMPN Pediatrics, Medical Imaging, and Surgery

It would be impossible to provide the levels of service we wish to provide with operating revenues alone. We count on support from our employees, providers, and community members just as much as they count on us. Your partnership with the Foundation ensures that Logansport Memorial Hospital continues to be a place where we make **“Your Health our Passion.”**



In many ways, the future of our hospital depends on continued engagement and investment from our community. Thank you for collaborating with us to shape the future of Logansport Memorial Hospital. We appreciate your time and treasure.

*“Logansport is an ideal community to be part of... it’s small enough to be able to raise a family, yet big enough to find all of your essential needs. Providing access to exceptional pulmonary care is a privilege for me, because patients in Logansport and across Indiana have multiple respiratory conditions and needs. I am proud to work at the hospital where I can keep patients close to home, meet their needs, and provide an exceptional quality of care.”*

**Dr. Francois Fadel, Pulmonologist**

*“My mother’s family has lived in Carroll County for generations, so my family roots go pretty deep. I know my father really enjoyed the practice he had and I knew I wanted to be part of something like that. I believe that it is important for physicians to be part of the community they serve, and that is one of my goals. I feel very fortunate to have had the opportunity to come back home and practice in my community as part of Logansport Memorial Hospital.”*

**Dr. Benjamin Anderson, Hospitalist**

*“The last thing I ever expected to learn about during my prenatal appointment was breast cancer. Dr. McClintock was giving me a routine exam, making sure that I was healthy, and things were progressing normally. She found a lump, and decided to run some tests... just to be sure it was nothing. I didn’t think anything of it. I actually thought she was being overly cautious -- turns out, I’m so glad she was.”*

**Andie Nicoles, 2014 Featured Breast Cancer Survivor**

*“I just wanted to thank you and your staff for learning the new vein procedures and for performing the surgery on the four different veins in my legs. It has really helped going up and down steps, walking long distances, and standing for long periods of time. I greatly appreciate everything you have done for me to make my life more productive.”*

**Sherry Adair, satisfied Vein Program patient**

**Well and good.™**



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