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Message from the CEO

As we come off a historic election year for healthcare we can only be certain of one thing—we will see more change in 2013. The election results at least allow us to have some idea about the direction of change, most likely a continued course following the Affordable Care Act (ACA) aka “Obamacare”.

Although change in healthcare has been constant for decades, the “fiscal cliff(s)”, the ACA and demand from consumers and employers will create significant change that may impact the paradigm of healthcare finance and delivery over the next decade. In many ways, the threats to our current healthcare delivery system, especially hospitals, are daunting and scary to consider. But, it also has the potential to create a healthcare system that cares for more individuals in a much more cost effective manner. A focus on wellness and keeping our population healthy is much more enticing than taking care of people after they get sick, especially for disease and injury that is preventable.

It is with that mindset that the Board of Directors and management team at North Valley Hospital will embrace the future. We’ll be open minded about how to provide healthcare in our community that most likely over time will dramatically change what your local hospital may look like—less of a provider for the sick with more of a focus on how to keep our population healthy. This will not happen quickly, but over a long time with open and courageous leadership to address many things outside of the four walls of the hospital. It will happen through being involved and integrated with our school systems, public health programs, employers and individuals to identify and work to improve health risks together.

We look forward to our new phase of “being the center of healing for the communities we serve.”

Kind Regards,

Jason A. Spring, FACHE
Chief Executive Officer
Community Support and Involvement

As a community-based hospital, North Valley Hospital believes in supporting and partnering with area service organizations and first-responders to help strengthen the health and wellbeing of those we have the honor of serving. Complementing our mission, To be the center of healing for the communities we serve, we gave over $320,000 in tangible and in-kind support during FY 2012 to a wide variety of organizations and causes including an athletic trainer in the Whitefish school district, Save a Sister Initiative, Special Olympics, local police and fire fundraising events, Wounded Warriors, and many others. Helping patients with transportation to get needed medical care, we support Wings Cancer Support Group, ALERT Helicopter, For the Children, and the Flathead County Agency on Aging/Eagle Transit program.

Having celebrated our 5-year anniversary in our current facility, North Valley Hospital serves a widening area from the Canadian border throughout the Flathead Valley and beyond. We believe in being a good community partner, a model of wellness and a leader in responding to community needs. Our staff is encouraged to participate themselves by donating their time and resources to make our community a better place to live. Some of their endeavors include volunteering as clinical or lay professionals at the Shepherd’s Hand Clinic, contributing to Thanksgiving baskets and food drives for local families, keeping a stretch of Highway 40 clean in Columbia Falls with our Adopt-a-Highway commitment, recycling activities, leading teams for Relay for Life and Flathead Industries’ Climb Big Mountain, offering medical and educational services to local schools and businesses, and serving on civic boards.
Healthy Communities and Educational Outreach

Many times, the first experience with a hospital is when someone needs medical treatment. North Valley believes that keeping our community healthy and educating on health and wellness topics is just as important as providing acute care.

Utilizing the wealth of knowledge that our physicians and staff can offer, North Valley Hospital provides a forum for free community classes and events including pre and post-natal classes, cancer support groups, health education presentations and more. In addition to AARP driver safety courses, North Valley Hospital registered nurses instruct CPR, First Aid, and Safe Sitter for a nominal fee. Recognizing that patients’ families and friends sometimes take the additional role of caregiver, we launched a Patient Advocacy Program in 2012 focusing on support for the caregivers of patients starting with the health issue of diabetes.

The North Valley Wellness Program is in its second year as an interactive program solidified with wellness education, counseling, team challenges and tracking to encourage long-term healthier living. In just this short time, many employee members have already seen positive changes in their physical and mental health assessments, making them good examples of healthy living in our community.

For the enjoyment of the whole community, NVH constructed a Fit-Trail® System along its 1.3 mile walking path that encircles the hospital campus. The system, comprised of 10 permanent exercise stations is appropriate for all ages and abilities. The Fit-Trail is a gift to the community from the NVH Foundation along with a donation by Swank Enterprises for its installation just in time to unveil at the Planetree Festival celebration in September 2012.

To further our responsibility to serve our community, we partnered with Flathead City-County Health Department and Kalispell Regional Healthcare to conduct a joint Community Health Needs Assessment to guide our collective identification and response to the top health and welfare needs of the areas we serve. The findings and action plan for each entity will be made publically available in 2013.

Volunteers

Thanks to our network of dedicated volunteers, it’s possible for North Valley Hospital to deliver many of the special touches patients appreciate. Our 107 volunteers may donate one or two hours a month, while others a few days a week. Many opportunities are available to donate time, learn new skills, meet great people and give to the community. In 2012, our volunteers invested 8,462 hours which is over 4 full-time equivalent employees. The current national rate used to compute volunteer time is $21.79 per hour, which equates to $184,396. Now that’s making a difference!

Our volunteers assist with many North Valley Hospital programs. And, because of their generosity, we are able to offer our patients fresh baked cookies prepared right in patient areas for the comforting smell of home; certified dog visitations that put a smile on our patients’ faces; and musicians who warm the hospital with live, healing music. Talents of our volunteers are used throughout every department of our hospital, in addition to the library, infant photography, information desks, gift shop, pastoral care and board positions.
What is uncompensated care?

Uncompensated care is hospital care provided to the patient that has been deemed as uncollectible, meaning no payment was received from the patient or insured. Uncompensated care is the total of bad debt and charity care.

Why is uncompensated care important?

Uncompensated care is an indicator of the need for care among people who are unable or unwilling to pay, and the capacity of healthcare providers to absorb the impacts of making such care available. Trends for uncompensated care often reflect uninsured or under-insured trends in the community.

What is charity care?

Charity care consists of healthcare services provided to people who are deemed unable to pay for the cost of the services they receive. Hospitals typically determine a patient’s inability to pay by examining a variety of factors, such as individual and family income, assets, employment status, family size and availability of alternative payment sources. NVH expanded its Charity Care policy in 2012 to assist more of our patients in financial need. The applicant’s family income must be at or below 250% of the Federal HHS poverty guidelines and their cash reserves must be less than the current Medicaid guidelines. Financial assistance is now available for all non-elective service types.

What is bad debt?

Bad debt is the unpaid obligation for care provided to patients who may be unable to pay and do not apply for charity, or are deemed able to pay but have not done so. For insured patients, this can be amounts that are considered the patients’ responsibility, such as deductibles and coinsurance not paid by the insured.
What is a Contractual Discount?
A contractual discount is the difference between actual billed charges and reimbursement received from Medicare, Medicaid, insurance companies and other contractual agreements, based on negotiated or mandated payment rates where the provider has agreed not to bill the patient the difference. This simply means that the insured is only responsible for their deductible or co-insurance, and not the difference between actual billed charges and the negotiated payment.

North Valley Hospital Loan Program
North Valley Hospital has teamed with Centron Services, located in Montana, to manage patient accounts and provide low-interest payment plans. This new system allows patients to pay their bills securely on-line and combine multiple NVH accounts. Acceptance is not dependent on credit history and interest does not begin to accrue till month seven.

For questions or interest in participating in the program, contact Patient Financial Services at 863-3571 or 863-3567.

Community Impact
North Valley Hospital contributed more than $22MM last year to the health of the community through its charity care; other uncompensated healthcare; contractual discounts; and community healthcare education, support and funding. The hospital and its outreach clinics are also the one of the largest full-time employers in the Whitefish area with 354 employees. According to the Montana Department of Labor and Industry, for every job at North Valley Hospital, another .63 jobs are supported in the county. Additionally, for every dollar in wages and benefits paid to hospital employees, another $0.54 in wages and benefits are created in other local jobs. Therefore, our employee base with a $17.6MM payroll, supports 223 other jobs in the Flathead County, worth $9.5MM in local wages and benefits.

Total Dollar Figures Based on Full Established Charges by Fiscal Year

<table>
<thead>
<tr>
<th></th>
<th>Charity Care</th>
<th>Bad Debt</th>
<th>Contractual Discounts</th>
<th>Total Unpaid Services</th>
<th>Gross Patient Revenue</th>
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<tr>
<td>2010</td>
<td>$1,435,555</td>
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<td>2012</td>
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<td>$58,561,000</td>
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</tbody>
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Benefit to the Community FY 2012

- Community Involvement & Funding $126 K
- Charity Care $1.91 MM
- Bad Debt $3.22 MM
- Contractual Discounts $16.9 MM
- Community Healthcare Education & Support $195 K

Total
- Charity Care
- Bad Debt
- Contractual Discounts
- Total Unpaid Services
- Gross Patient Revenue
Dear Friends,

It is exciting to belong to communities where philanthropy thrives in the hearts of so many. Our friends, neighbors and colleagues, as well as large corporations and small businesses, believe in the power of giving.

During this changing time for health care, it is important for North Valley Hospital to embrace the great work of philanthropy. We are fortunate to have an innovative, effective fundraising staff and Board of Directors to move our efforts forward. In addition, we feel fortunate to have donors who support the facilities, programs and services that are so desperately needed throughout our region.

The Community Report reflects the importance our patients place on excellent health care, and how your time, talent and treasure make a difference. Every day, the impact of your gift is realized in the lives of the families we serve. It is realized in the premature baby who becomes a healthy toddler. It is realized in the patient whose physician has access to state-of-the-art equipment.

As we grow our culture of philanthropy, we depend on you – our donors – to continue your role in giving, asking and serving to improve the health and well-being of our communities.

Thank you for your support and partnership. We look forward to continuing the great work of treating and curing disease, saving lives, rebuilding families and helping to create new ones.

Sincerely,

Karin J. Olsen, M.A., CFRE
Executive Director
Foundation Board of Directors

Chair
Dale Bax, DDS
Alpenglow Dental
Whitefish

Vice Chair
Josh Akey
Investment Advisor
Raymond James
Financial Services
Whitefish

Treasurer
Marcus Duffey
Co-Owner
Great Northern Brewery Co.
Whitefish

Capital Campaign Co-Chair
Nick Polumbus
Director of Sales & Marketing
Whitefish Mountain Resort
Whitefish

Capital Campaign Honorary Chair
Jake Heckathorn
Retired Attorney
Whitefish

Luther Campbell
Retired Executive
Price Waterhouse Cooper
Whitefish

Mike Cuffe
State Representative
House District No. 2
Eureka

Lance Fahrney
General Manager
Flathead Beacon
Kalispell

David Graham
Retired Pro Golfer
Whitefish

Patty Kogutek, Ed.D.
Retired Educator
Whitefish

Dana McGowan
Business Continuity Coordinator
Experian
Dallas and Whitefish

Debbie Melby
Accountant
Melby Home Interiors
Columbia Falls

Foundation Mission
The mission of North Valley Hospital Foundation is to inspire a culture of giving which assures the transition of excellent health care for the community and its heirs.
North Valley Hospital Foundation Honor Roll of Giving to November 26, 2012

Visionaries ($500,000+)
David J. and Sheryl L. Lesar
The Shaw Family
Health Resources & Services Administration

Believers ($100,000 – 499,999)
Anonymous (2)
Rick and Alicia Blake Family — Hayes Foundation
Rebecca* and Jerome Broussard
Christensen Family
Federal Grant – Conrad Burns
Franchini Family
Michael L. Goguen
Connie and Jake Heckathorn
Suzanne and Herbert* Kameon
M.J. Murdock Charitable Trust
QHR
Toth Family
Montana Health Research & Education Foundation

Healers ($25,000 – 99,999)
Anonymous
Dr. Robert H.* and Shelly Arbuckle
Denise and Jim Archer
Nan and Turner Askew
Summerfield and Julie Baldridge
Shellie and Tee Baur
Linda and Terry L. Bell
William and Mary Ann Bindley
Brishka Family
Dorothy and Luther Campbell
Bill and Roberta Campbell
Patrick and Missy Carlsson
Barbara and John Conners
Crowley Fleck PLLP
Albert R. Danna and Jennifer Kobren
Blake and Nora Dunlop and Family
Judy Ethell and Bob Glatz
Greg Fletcher
Glacier Bank – Whitefish
Martha and Jeffrey Hamilton
Sue and Ron Holliday
Knife River Corporation
Margaret McCaul
Janet H. Morrow
North Valley Hospital Auxiliary
Northwest Imaging, P.C.

Nurturers ($10,000 – 24,999)
Kathy and Craig Aasved
American Bank
Linda Ardell
Jim and JoAnn Armstrong
Mari Askew
Dr. Randall and Rayne Beach
Dee and Jim Beightol
Bonnie and Richard Billuni
Sonia and John Breslow — Breslow Foundation
Burlington Northern Santa Fe Foundation
Janice and James Case
Donald, Rebecca, Chase and Kyle Decker
Nancé and Felix DuPuy
Don and Beth Farris
First Interstate BancSystem, Inc.
First Interstate Bank — Whitefish Flathead Electric Cooperative — Roundup for Safety
Janie and Ron Frazar
Freedom Bank
Susan and Martin Gilman
Glacier Bank — Columbia Falls
Richard Gordon and Cheryl Watkins
Grouse Mountain Lodge
Dr. and Mrs. Ryan Gunlikson
Shannon and Brian Haycox
Mark and Jennifer Johnson
Beth and Bill Kendrick
Roger and Joanne Kessinger
Dorothy and David Kennington
Maureen and John King
Jeanie and Dennis Konopatzke
Meadow Lake Development
Dr. Ken and Karen McFadden
Margery and Burt Meldman
Dr. Ronald and Jeanie Miller
Susan Moffitt and Christopher Ridder
Joseph V. and Cora Belle Montalvan
Thomas and Teresa Quinn
Susan and Hank Ricklefs
Schellinger Construction
Semitol
Dr. David Sobba
Cynthia and Kenneth Stein
Richard Steiner
Strickler Family Fund — Whitefish Community Foundation
Vucurevich Foundation
Gayle and Daniel Weinberg
Whitefish Mountain Resort Fund — Whitefish Community Foundation
Dr. and Mrs. M.R. Yovan
Alison Young

Sustainers ($5,000 – 9,999)
Catherine and Stephen Aaberg
Gub and Kitsie Akey and Family
Lin and Kathy Akey
Richard and Carol Atkinson
Burlington Northern
Sante Fe Foundation
Lynn Bauer
Rita and Bob Bishop
Carol and Wayne Blake
Dr. Mary Ann Carlson
Penny and Paul Carpenter
Elspeth and Robert Chambers
Karen Citron-Hanson
Columbia Falls Aluminum Company
Carolyn and Buzz Crutchler
Dr. Suzanne Daniell and Richard Hildner
D.A. Davidson — Terry Judd, Ron Matelich and Sarah Fitzgerald
Decker Family Foundation
DePratu Family
Carol and Neil Dodge

Richard Firestone
Barbara and Michael Jenson
Paul and Ann Jeremiassen
Nancy Gorlday
Darlene and Tim Grattan
William and Mary Haase
Jayne and Gary Hall
Marie and Skip Hanson
Marilyn and Tom Hays
Pam and Dick Hughes
JJCA
Carol and Brian Kennedy
Bonnie and Tom* Kenny
Kiwanas of Whitefish
Patty and Joe Kobutek
John Kramer
Cindy and Tom LaChance
Edith and John Leonis
John H. Lunday, Jr.
Master Plumbing
MFP Resources, Inc. — Marilyn Hays
Montana Office of Rural Health
Mr. and Mrs. H. Montague Osteen, Jr.
MontAlaska Physicians Group, LLC
Joyce and Tim Murphy
Helga Pate
Lynn and Bob Pearce
Raymond James Financial Services
Maureen and Joe Rhehman
Bradley and Susan Seaman
Paul and Teresa Silverman
Glenda and Robert Smith
Jason Spring
Martha Stadler
Richard Steiner
Sterling Title Services
Jon and Sara Torgerson
The Tracey Foundation
Dr. Rod and Lynn Vaught
Paul Wells
Western Building Center
Catherine Witmer

* In Memory of Mary Jane and Kyle Decker
Encouragers ($1,000 – 4,999)
Anonymous
Caty and Doug Adams
Jay Adams
Rob and Kim Akey
Ina Albert
Stacey and Scott Almos
American Health Facilities Dev. AHFD
Detra and Andy Anderson
Artisans Doors of Montana
Elizabeth Askew
Aurora Borealis Foundation
Dan and Laurie, Sean and
Brian Averill Family
Back Room/Nite Owl Restaurant
Stephen and Charlene Barasch
Mike and Cynthia Barnes
LuAnn and Joe Basirico
Donna and Charles Bauer
Gayle and Dale Bax
Barbra and Don Bennett
Bet Harim, Inc.
Big Book Group
Big Sky IV Care
Rick and Alicia Blake
Pamela and John Blakely
Dawn and Hugh Bohné
Dr. Mima Bowden
Lorraine G. Bronson
Barbara and Curtis Brown
Betty Fay Brown
Nancy and Harry Brown
David Burke
Caplan and Earnest LLC
Nikki and Don Carlson
Century Link
Robert and Elspeth Chambers
Hud and Joan Chapin
Ann Clark
Colla Enterprises
Dr. and Mrs. Mark Colonna
Mc. & Mrs. John L. Collins
John and Sue Comers
Margaret Clack Cooper and
Robert F. Cooper, Jr.
John and Juanita Cushing
D.A. Davidson Companies
D.A. Davidson—Tim Schnee
Sarah and Bill Dakin
Tammy Jo Dewhurst
Dominick Family
Dream Weaver Studio – Karla Kiser
Clem Dumett
Dr. James Dusing
EBMS, Inc.
Dr. and Mrs. Jay Erickson
Beverly and Gary Elliott
Jill Evans
Sandy and Jim Faucher
Donald Feldman
Doris and Richard Field
Maura and Edwin Fields
Marlene Fifield
First Citizens Bank
Flathead County/City
Health Department
Debbi Foss
Sean and Diana Frampton
Jane and John Frey
Kathryn and Marshall Friedman
Dr. Raymond and Diane Garth—
Garth Chiropractic
Glacier Maternity and
Women’s Clinic
Glacier Medical Associates
Megan Gordley
Denise and Joe Grabowski
Colleen and Peter Grant
Dr. C. Richard Gulick
Mary and Bill Haase
Gary and Jayne Hall
Susan Haverfield
Edith Herskind
Connie Hess
Lisa and Doug Hickok
Marilyn Higgins
Richard and Suzanne Hildner
Myrtle Hofacker
Dr. Chris Holdhusen and
Dr. Kathryn Neff
Donna and Randy Holland
Imaging Solutions
JCCS, P.C.
Jerri and Warner* Jensen
Priscilla and Joel Jobst
Dr. and Mrs. Jon Johnson
Dr. and Mrs. Bert Jones
Sarah and Fred Jones
Dr. and Mrs. John Kalbfleisch
Kalispell Electric
Yvonne and Glen Kartheiser
Kissler Family Foundation
Kiwanis of Columbia Falls
Joanne and Roger Kessinger
Rem and Sara Kohrt
Dr. Betty Kuffel
Pam and Jim Landis
Pat LaTourelle
Brian and Mary Lauterbach
Bob and Connie Lockman
Jeanie Luckey
Lynette and Jon Ludviksen
Jo and Dud Mahler
Malmquist Construction
Janet and Jim Malone
Marka and Steve Marquesen
McCall Memorial Hospital
Meadow Lake Golf Resort
Rhona and Jerry Meilsik
Debbie and Steve Melby
Christopher and Abbie Milisci
Dr. Joan and Rodney Miller
Dr. Jon and Tami Miller
Gert Moeller
Montana Logging Association
Montana Public Health Laboratory
Betty and Harold Monzingo
William and Joan Morrison
Mountain West Bank
Murphy Oil Corporation
Peggy and Roger Newman
Doug Newmaster
Dorothy and Charles Newton
Jo and Roland Newton
NorthWestern Energy
Northwest Healthcare
Gerlinde Oliver
Karín Olsen
Diane and Darrel Olson
John T. Olson, Ph.D.
Claudette Olstad
Dr. Albert Olzewski
John Osborne and Joanie Cummings
Our365
John Owen and Jill Evans
David and Amanda Pape
Patient Financial Services
Karen and Bud Paul
PZ Pearce
Ann and Cloyd Petersen
Judy and Lyle Phillips
Laurie and Paul Pierce
PIJR Investments
Plum Creek Timber, Inc.
Bonnie and Dee Pollock
Professional Practice Environments
Ray and Virginia Ptak
Don O. and Marjorie B. Redding
Diane and Robert Rice
Larry Rich
Dr. and Mrs. F.M. Ricker
Dr. Michael Righetti
Sue and Jim Risher
Dr. and Mrs. Hugh Rogers
Jeanie and Ernest Roo
Karen and Ron Rosenberg
Dr. & Mrs. Ernest T Rouse
Safeco Insurance
Employee Giving Program
The Sanderson Family
Josephine Schumacher
William and Darline Schultz
Doris, Steve and Surrey Schumm
Allen Secher and Ina Albert
Walter Serwatka and
Constance Holcomb
Doug and Judy Shanks
J.B. Sherrick and J.M. Tremper, CNMs
Bonnie and Bick Smith
Joan and Lee Smith
Laurette and Dan Smith
Richard A. and E. Jane Solberg
Soroptimists International
of Whitefish
SOTEK Solutions, LLC
Lisa and Jim Stack
Christine and Peter Stanley
State of Montana
Mary Sterhan
Velinda Stevens
Pam Stewart-Landis
Allyce Street
Scott Strellnauer
G. Ed and Alice J. Stocking
Rev. C.W. Strom
Marian and Robert Strong
Thomas Memorial Foundation
RJ Trundle
Sylvia and John Trundle
Arlene and John Wallace
Noel and Tom Watkins
Traci and Mark Waugh
JoAnn Welles
Susan Werth
Mike White and Family
B.J. and Bobbie J. Worth
Sherry and John Wulf
Whitefish Lake Restaurant—
Doug Reed
Women’s Cancer Care Foundation
Bj) and Bobbie J Worth
Karen Wright
Andrew Zimet, MD

*Deceased

Every effort has been made to include all cumulative donors during this time frame. If a correction needs to be made, please accept our apologies and contact us at (406) 863-3630.
Core Services

24/7 Emergency Department, Imaging Services and Laboratory

North Valley Hospital is a state-designated Community Trauma Hospital, staffed 24-hours a day, 7-days a week with physicians specialized in Emergency Medicine and nurses trained in trauma and patient-centered care. While our Emergency Department is known for its shorter than average total visit time, last year a new system was implemented to streamline patient triage that facilitates even speedier treatment and comfort. Adding to that, North Valley Hospital offers TeleMedicine which enables our physicians and potential stroke patients to meet with neurologists via webcam on a moment’s notice so necessary treatment can begin quickly.

North Valley Hospital offers 24-hour Laboratory and Imaging Services provided by trained technicians and professionals who deliver gentle patient care. Our Radiologists are also available to consult with attending physicians 24-hours a day. Diagnostic imaging services include: MRI, low-dose 64-slice CT Scan, Ultrasound, X-Ray and digital mammography. Nuclear Medicine is also provided via a visiting mobile unit.

The Center for Minimally Invasive Surgery

At North Valley Hospital, we know that leading-edge technology delivered with a personal touch leads to better healing. Here, you’ll receive the personalized attention of a small hospital combined with advanced technology normally found only in much larger facilities. In the last three years, we have invested in new medical equipment such as a da Vinci® Robot for minimally invasive surgeries and Stryker® Computer Navigation for precision orthopedics. More is on the way for 2013 and beyond.

The da Vinci Robot provides advanced laparoscopic surgeries for gynecological, urological, and general surgery procedures. Patients typically feel less pain, experience less blood loss, have shorter hospital stays and significantly faster recovery times.

Another minimally invasive option is Single Incision Laparoscopic Surgery (SILS™). This innovative technique incorporates one small incision made through the belly button, leaving a nearly invisible scar. It is approved for a variety of procedures including gall bladder removal, appendectomy, hernia repairs, and colon resections.

The latest technology combines the single incision surgical technique with the da Vinci Robot to offer patients the benefits of both. FDA approved for gallbladder surgery, North Valley invested in the special equipment to allow two surgeons to become trained in the procedure to date. The first surgery of its kind in Western Montana was performed at North Valley Hospital in July 2012.

Ask your physician to choose North Valley Hospital for your next surgery. We offer general, orthopedic, gynecological, urological, colon, ear/nose/throat, reconstructive, cosmetic, dental surgeries and more.
The Center for Orthopedics
An aging population combined with active, outdoor lifestyles and experienced surgeons utilizing state-of-the-art technology create the right environment for superior orthopedic services.

The Stryker Computer Navigation System for total knee surgeries aids the surgeon in making precise adjustments for the best possible implant fit, fewer complications and improved joint stability. In addition to knee surgery, North Valley Hospital offers hip, spine, hand, shoulder, ACL reconstruction, fracture care and other orthopedic procedures.

Adding to the leading-edge technology is a full hospital-based orthopedic program lead by Certified Orthopedic Nurse Coordinators who provide education and care unique for orthopedic patients. Urgent care and 24-hour emergency services are provided by the orthopedic team from Flathead Orthopedics.

The Birth Center
Expectant mothers and their families come from far and wide to have the birth experience of their dreams in The Birth Center at North Valley Hospital. The Birth Center works hard every day to maintain an extremely high approval rating, 98% breast feeding success rate and a C-section rate that is well below the national average. The Birth Center also offers the option of water births which is known to provide a more gentle labor experience.

Mothers find comfort in our 1-on-1 nursing attention during labor. The large post-partum rooms with Tempur-Pedic® queen-size, adjustable beds provide comfort and a home-like experience. Prior to leaving the hospital, all moms are offered a healing massage and baby is given a gift basket to commemorate the birth. Continuing our partnership with Lot22 Photography, North Valley Hospital offers all newborns a complimentary professional photo session at The Birth Center. A free photo is our new parents’ “birth” day gift from us.

We welcome you to contact us for a class schedule or to schedule a tour of the Center by calling 863-3535.
Planetree Patient-Centered Care

In 2012, North Valley Hospital commemorated its 10-year anniversary as a Planetree affiliate, an approach to healthcare that strives to demystify, humanize and personalize the healthcare experience for our patients, visitors and staff. The anniversary was recognized with a free community celebration, The Planetree Festival, on a beautiful evening in mid-September. Over 500 community members joined NVH staff and Board Members to enjoy live music, delicious food by the Valley Café, and an opportunity to experience the many benefits of Planetree patient-centered care.

Human Interactions
This begins with nurturing and supporting staff to respect and care for one another, which freely flows to our patients. North Valley Hospital emphasizes how important it is for staff to listen to patients and their families, and partner with patients to be active participants in their care.

Architectural and Interior Design
The award-winning architecture incorporates natural lighting which highlights the warm earthly colors and design supporting an environment of relaxation and comfort. A water feature, natural materials, healing garden areas and a fish aquarium add to the nurturing environment.

Nutritional and Nurturing Aspects of Food
One thing is for certain, North Valley Hospital does not serve typical hospital food. Patients and visitors can select from seasonal, made-from-scratch items to enjoy along with an espresso bar while viewing breathtaking views of Big Mountain and Glacier National Park. Delicious, healthy cuisine is also available to our patients and their families via Cuisine-on-Call room service. Another alternative for guests are Family Nourishment Areas located in the hallways close to patient rooms. To allow our patients to focus on healing and rejoicing rather than cooking, a complementary meal for our new parents and outpatient surgery patients is provided upon discharge.

Providing Health Information & Education
The hospital’s Community Health Library offers a quiet space to relax next to the fireplace or investigate health related topics via internet access or one of the hundreds of books on hand. This year, we expanded our health information access by partnering with the Whitefish Community Library for a health information section sponsored by North Valley Hospital.
Family, Friends and Social Support
Studies have shown that being with loved ones when you're not well helps the healing process. That's why North Valley Hospital has an open visitation policy that offers visiting hours 24-hours a day, 7 days a week. In addition, each patient room has a window-seat daybed that may be prepared for the night so a loved one may rest in comfort.

Spirituality
The stained glass door to our Meditation Room welcomes you to a quiet space for reflection and prayer. Our staff clergy makes daily rounds Monday through Friday while a network of local clergy, accommodating most faiths, are available to our patients on an on-call basis.

Healing Arts
Patients and visitors enjoy fine, original artwork including a rotating display by visiting artists. Live harp music soothes patients and guests while musicians, including those from North Valley Music School and Grammy award winning artists from the Crown of the Continent Guitar Festival, play throughout the year.

Complementary Therapies
To help make your stay as comfortable as possible, we offer a relaxing and comforting massage free of charge to all of our in-patients. Dogs and their handlers, certified through the Pet Partners & Therapy Dog, Inc., offer a friendly canine visit to patients, visitors and staff. Volunteers make fresh baked cookies and deliver them throughout the hospital. Acupuncture is available to treat headache, low back pain, migraines, osteoarthritis, post-operative pain, nausea and vomiting, chemotherapy induced nausea and more.
Physicians – Active Medical Staff

Anesthesiology

Jonathan Amick, DO
North Valley Hospital
Whitefish, 863.3500

Donald Decker, MD
North Valley Hospital
Whitefish, 863.3500

David Ingram, MD
North Valley Hospital
Whitefish, 863.3500

Christopher McEwen, MD
North Valley Hospital
Whitefish, 863.3500

David Nichols, MD
North Valley Hospital
Whitefish, 863.3500

Andrew Zimet, MD
North Valley Hospital
Whitefish, 863.3500

Dentistry

Robert Larson, DDS
Alpenglow Dental
3000 Hospital Way
Whitefish, 862.3839

Emergency Medicine

James Boslough, MD
North Valley Hospital
Whitefish, 863.3500

James Dusing, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Tyler Hoppes, MD
North Valley Hospital
Whitefish, 863.3500

Theodore Losey, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Kenneth McFadden, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Scott A. Rundle, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Jon Torgerson, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Rod Vaught, MD
North Valley Hospital
Whitefish, 863.3500

Family Medicine

Todd Bergland, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jennie Eckstrom, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jay Erickson, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Bayne French, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Cameron Gardner, MD
North Valley
Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

Derek Gedlaman, DO
Alpine Family Medicine
734 9th Street West, #12
Columbia Falls, 892.1011

John Kalbfleisch, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jon Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Ronald Miller, MD
North Valley Hospital
Whitefish, 863.3500

Daniel Munzing, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Kathryn Neff, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jon Torgerson, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Rod Vaught, MD
North Valley Hospital
Whitefish, 863.3500

Family Medicine

with Obstetrics

Justin Buls, MD
North Valley
Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

Mary Ann Carlson, MD
North Valley
Professional Center
2165 9th St. W. (Hwy 2)
Columbia Falls, 892.3208

General Surgery

Ryan Gunlikson, MD
North Valley Surgical Services
2000 Hospital Way
Whitefish, 862.5575

John Means, MD
Surgery Clinic of
North Valley Hospital
1111 Baker Avenue
Whitefish, 863.1333

Raymond Williams, MD
Surgery Clinic of
North Valley Hospital
1111 Baker Avenue
Whitefish, 863.1333

Internal Medicine

Suzanne Daniell, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Betty Kuffel, MD
North Valley Hospital
Whitefish, 863.3500
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<thead>
<tr>
<th>Name</th>
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<td>Linda Law, MD</td>
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<td>North Valley Hospital</td>
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<td>John Lewison, MD</td>
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<td>Rachelle Losey, MD</td>
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<tr>
<td>Elizabeth White, MD</td>
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<td>North Valley Internal Medicine Clinic</td>
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<td></td>
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<tr>
<td>Obstetrics/Gynecology</td>
<td>Randall Beach, MD</td>
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<td>Oncology</td>
<td>Susan Gingrich, MD</td>
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<tr>
<td>Karen Hunt, MD</td>
<td></td>
<td>Northwest Oncology and Hematology</td>
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<tr>
<td></td>
<td></td>
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<td>Flathead Orthopedics</td>
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<td>Plastic Surgery</td>
<td>Sarah Nargi, MD</td>
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<tr>
<td>Radiology</td>
<td>Michael Henson, MD</td>
<td>Northwest Imaging</td>
</tr>
<tr>
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<tr>
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<td>Gregory Adams, MD</td>
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<tr>
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<td>David Smirnow, MD</td>
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<tr>
<td></td>
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<tr>
<td>Pediatrics</td>
<td>Mary Ann Carlson, MD</td>
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<tr>
<td>Oral Surgery</td>
<td>Bernadette Wilson, DDS, MD</td>
<td>Glacier Oral and Maxillofacial Surgery</td>
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<td>Orthopedic Surgery</td>
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<tr>
<td>Pediatrics</td>
<td>Jonathan Mercer, MD</td>
<td>Flathead Urology PLLC</td>
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<td>210 Sunnyview Ln., Ste. 106</td>
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Physicians – Courtesy Medical Staff

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<th>Physician</th>
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<tr>
<td>T. Brice Addison, MD</td>
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<td>Aaron Alme, MD</td>
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<td>John Andenoro, MD</td>
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<tr>
<td>Esther Barnes, DPM</td>
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<td>Roch Boyer, MD</td>
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<td>Rodney D. Brandt, MD</td>
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<td>Nick Cantrell, MD</td>
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<td>Hugh Cecil, MD</td>
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<td>Michael Daugherty, MD</td>
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<td>Timothy DuMontier, MD</td>
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<td>Melissa Hulvat, MD</td>
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<td>Lawrence Iwersen, MD</td>
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<td>Marise Johnson, MD</td>
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<td>Bret Lindsay, MD</td>
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<td>N. Patrick Madigan, MD</td>
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<td>Stanley Makman, MD</td>
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Consulting Staff

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<tr>
<td>Scot Born, MD</td>
<td>Nephrology/Int Med</td>
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<td>Michael Goodman, MD</td>
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<td>Bruce Hardy, MD</td>
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<td>Tobin Hoppes, MD</td>
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<td>Michael Newman, MD</td>
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<td>Bernadette VanBelois, MD</td>
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<tr>
<td>Robert Yacavone, MD</td>
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Specialty

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Nephrology/Int Med

Oncology/Int Med

Pediatric Cardiology

Nephrology/Int Med

Neurology

Dermatology

Psychiatry

Psychiatry

Rheumatology

Gastroenterology
Affiliate

**Physician**
- John Atchinson, DDS
- James Cannava, DMD
- Chris Holdhusen, MD
- Michelle Thompson, MD
- Reed Thompson, DDS

**Specialty**
- Dentistry
- Pediatric Dentistry
- Family Medicine
- Internal Medicine
- & Pediatrics
- Pediatric Dentistry

**Allied Health Professionals**

Rayne Beach, FNP
Erin Boedeker, L.Ac.
Andrew Brown, RN
Jesse Brown, PA-C
Brittany Coburn, NP-C
Kelly Coloff, APRN
Greg Danielson, PA-C
Justine DeRousse, PA-C
Timothy DeVries, PA-C
Patricia Dobis, CRNFA
Shelley Dugan, PA-C
Jeffrey Dukeman, PA-C
Kristy Ehrmantraut, PA-C
Edward Eve, PA-C
Richard Fields, FNP
Laura Hunter, FNP
Ann Ingram, FNP
Rene Iverson, FNP
Nancy Knaff, FNP

Catherine Love, FNP
Julie Lyon, RN
Miles Miller, PA-C
Dawn Murray, FNP
Amy Nightengale, FNP
Pamela Parsons, CNM
Jonni Pekus, CST, CSFA
Melissa Pfannenstiel, L.Ac.
C. Kelley Price, PA-C
Jean Rohrer, NP-C
Michael (Tim)
Seymour, PA-C
Judith Smith, FNP
Jeanne Tremper, CNM
Steven Trimble, PA-C
Ashley Westphal, FNP
Kathleen Wilson, PA-C
Margie Wyatt-Smith, RN

**Active and Courtesy Staff** – Admit patients to the hospital.

**Consulting Staff** – Consult on patients in the hospital.

**Affiliate Staff** – May visit patients, review medical records, and write social notes.

**Allied Health Professionals** – Are not members of the Medical Staff but are granted specific clinical privileges in the hospital.
Bringing World Class Healthcare Closer to Home

The caliber of staff at North Valley Hospital is not something many would expect in a rural community. Many of our physicians have practiced for part of their careers at high-profile medical facilities in large metro areas, but nonetheless choose to base their current practices around North Valley Hospital. Our nursing staff consistently gets rave reviews from patients who appreciate their knowledge and caring approach. Many have specialized training, such as our Certified Orthopedic Nurse Coordinators, who understand the special needs of orthopedic patients and personally guide them through their treatment process from beginning to end.

In order to better serve outlying communities with primary and specialty healthcare, North Valley Hospital is bringing our patient-centered approach to an expanding area.

Glacier Maternity and Women’s Center
Obstetrics and a full spectrum of women’s gynecological health needs are offered at four locations.

Columbia Falls: 734 Hwy 2 West, Ste. 12
Hours: 9 AM – Noon, Tuesday

Eureka: North Country Medical Clinic
1343 Hwy 93, Eureka
Hours: 9 AM – Noon, Friday

Kalispell: 195 Commons Loop Rd, Ste. D
Hours: 9 AM – 5 PM, Mon. – Thurs.

Whitefish: Alpine Women’s Center
2002 Hospital Way
Hours: 9 AM – Noon, Thursday

All locations: 406.752.8180

North Valley Embrace Health
Offering a structured outpatient program for senior adults, North Valley Embrace Health focuses on individualized treatment for those 55 years and older who suffer from emotional, behavioral or mental health disorders.

The Cornerstone Building in the NVH Medical Office Village
3004 Hospital Way
Hours: 8:30 AM – 4:30 PM, Mon. – Fri.
406.862.4763

North Valley Internal Medicine Clinic
Specialized services for our growing adult population are offered by Dr. Beth White, Board-Certified Internist, and her staff.

North Valley Professional Office Building
711 East 13th Street, Whitefish
Hours: 1 PM – 5 PM, Tuesday
8 AM – 5 PM, Wed. – Fri.
406.862.5071

North Valley Hospital Physical Therapy and Rehabilitation
Physical therapists specializing in women’s health, functional orthopedic exercise programs and manual therapy provide patients with one-on-one guidance to increase their well-being.

235 Nucleus Ave, Columbia Falls
(Behind the Teakettle Community Center)
Hours: 7:30 AM – 5 PM, Mon. – Fri.
406.892.2777
**North Valley Professional Center**
A comprehensive Family Practice, the North Valley Professional Center provides family medicine, obstetrics, pediatrics, geriatrics, and more. Available at the clinic are the North Valley Hospital lab and x-ray. Ultrasound services are available by appointment on Tuesdays. The clinic was designated a Rural Health Clinic in 2012, providing a sliding fee scale to qualified patients.

2165 9th St. West (Hwy 2), Columbia Falls
Hours: 8:30 AM – 5 PM, Mon. – Fri.
Extended hours to 7 PM on Wednesdays
Imaging & Lab Hours: 8:30 AM – 5 PM
(closed from 12 PM – 1 PM), Mon. – Fri.
Clinic: 892.3208 · Lab: 892.1298 · X-ray: 892.1297

**North Country Medical Clinic**
North Country Medical Clinic is a comprehensive Family Practice that includes internal medicine, pediatrics, ultrasound services, digital x-ray, Coumadin services, and laboratory. Specialists in gynecology, midwifery, general surgery, orthopedics, urology, cardiology and spine services visit monthly. The clinic was designated a Rural Health Clinic in 2012 providing for a sliding fee scale to qualified patients.

1343 Hwy 93, Eureka
Hours: 8 AM – 5 PM, Mon. – Fri.
406.297.2438

**Seasonal Clinics**
Residents and visitors alike can take advantage of North Valley Hospital’s seasonal urgent care clinics. Staffed with board certified nurse practitioners and physician assistants, patients are given prompt attention for minor illnesses and injuries. Visit one of the locations for cold and flu symptoms; infections and burns; sprains and fractures; and minor cuts requiring stitches. A digital x-ray is available for prompt evaluation of sprains and fractures.

**Base Lodge Clinic**
Whitefish Mountain Resort
1045 Glades Drive (at the bottom of Chair “Easy Rider”)
Open daily during the resort’s winter season from 10 AM – 5 PM
406.862.1717

**West Glacier Clinic**
West Glacier Fire Hall
100 Rea Road
Open daily early June to mid-Sept. from 9 AM – 4 PM
406.888.9924

**Other Support Services**

**Dexscan and Ultrasound**
Dexscan and Ultrasound services are available by appointment through Glacier Medical Associates.

1111 Baker Ave., Whitefish
Dexscan Hours: 10 AM – 3 PM, Mon. – Fri.
Ultrasound Hours: 8 AM – 4PM, Tue. & Wed.
406.862.2151

**Sleep Medicine Center**
The Sleep Medicine Center on the North Valley Hospital campus is nationally accredited with the American Academy of Sleep Medicine. Dr. Patrick J. Burns oversees sleep studies to identify a variety of disorders including obstructive sleep apnea, periodic limb movements, REM behavior disorder, restless leg syndrome, narcolepsy, insomnia, shift work issues, and jet lag.

Cornerstone Building in the NVH Medical Office Village
3004 Hospital Way, Whitefish
406.862.2229
North Valley Hospital Recognitions and Accreditations

North Valley Hospital's dedication to providing world-class patient care and serving our community is evidenced by the awards and recognitions we continue to proudly earn.

Avatar International Awards
Emphasis for putting the patient first and recognizing each person as a whole is the foundation of North Valley Hospital's Planetree healthcare philosophy. This emphasis on patient centered care continued to lead us to multiple recognitions in 2012.

North Valley Hospital is one of 20 hospitals nationwide that was recognized again last year by Avatar International with consistently high standards of patient care across multiple services lines. Avatar International is an industry leader in healthcare quality improvement services and this acknowledgment is recognition of its top performing hospital partners in 2011.

Since 2002, North Valley Hospital has used the Avatar patient satisfaction system to obtain detailed information about the care provided to patients at the hospital. North Valley Hospital has been a recipient of the Exceeding Patient Expectations award for each year, and for the last four years has achieved the highest honor with the Overall Best Performance award, which represents the top ten percent in Avatar's National Database.

HCAHPS
The largest comparative database in the US healthcare industry, The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) recognized North Valley Hospital in the top 10% of hospitals nationwide for how patients rate the hospital overall and for patients’ willingness to recommend the hospital to friends and family.

College of American Pathologists (CAP)
The CAP program is recognized by the federal government as being equal to, or more stringent than, the government’s own inspection program. The North Valley Hospital Laboratory was awarded accreditation by the Accreditation Committee of CAP, and has been for 13 years. North Valley Hospital was congratulated for the “excellence of the services being provided.”

American College of Radiology (ACR)
Since 1995, North Valley Hospital's Imaging Services has earned the ACR accreditation through exceptional quality and care in Digital Mammography. Only the highest quality care facilities receive ACR accreditation, instilling confidence for patients, referring physicians and managed care organizations. In addition to digital mammography, the leading edge imaging equipment available at North Valley Hospital includes: Low-dose 64-slice CT, MRI, X-ray, Ultrasound and Nuclear Medicine.
Telephone Directory

Information 863.3500
Toll-Free in Montana 1.888.815.5528
Administration 863.3552
Admissions/Pre-Admissions 863.3566
Community Relations 863.3632
Foundation 863.3560
Glacier Maternity 752.8180
Human Resources 863.3551
Imaging Services 863.3576
Laboratory 863.3577
Maintenance 863.3561
Marketing 863.3631
Materials Management 863.3697
Medical Records (H.I.M.) 863.3547
Medical Staff Coordinator 863.3526
Medical/Surgical/Pediatric Dept. 863.3541
North Country Medical Clinic 297.2438
North Valley Embrace Health 862.4763
North Valley Internal Medicine 862.5071
North Valley Physical Therapy -
Columbia Falls 892.2777
North Valley Professional Center 892.3208

Patient Billing/Assistance:
Insurance Billing 863.3726
Medicare/Medicaid (A-K) 863.3722
Medicare/Medicaid (L-Z) 863.3723
Private Pay - NVH 863.3727
Private Pay - NVH 863.3567
Private Pay -
Ext. Bus. Office 1.800.511.5988
Private Pay -
Centron Services 1.800.511.5988
Pharmacy 863.3510
Planetree Office 863.3511
Sleep Medicine Center 862.2229
Special Care Unit 863.3580
Surgical Services 863.3574
The Birth Center 863.3535
The Gift Shop 863.3500
The Valley Café 863.3591

Hospital Senior Leadership Team

Mike Barnes
Chief Information Officer
Margaret Bumgarner
Senior Director
Physician Services
Susan Catt
Senior Director
Human Resources
Maura Fields
Chief Clinical Officer
Ronald Miller, MD
Medical Director
Randy Nightengale
Chief Financial Officer
Mary Sterhan
Senior Director
Planetree and Quality Performance Improvement
Catherine Todd
Senior Director
Business Development & Community Relations
Traci E. Waugh, RHIA
Senior Director
Compliance

Visit us at:
www.nvhosp.org
www.facebook.com/NorthValleyHospital
1600 Hospital Way - Whitefish, MT 59937
**Mission** – Our mission is to be the center of healing for the communities we serve.

**Vision** – Our vision is to collectively serve as a catalyst for healing of the mind, body and spirit in a patient-centered environment...and to commit to stewardship of healthcare resources in order to continually improve the health of the communities we serve.

**We Value** – Patients and their families as partners in healthcare who require our professionalism, confidentiality and attention to individual needs.

Caring behaviors that exhibit integrity, respect and commitment to creating a life-enhancing and healing environment.

**Teamwork** with open communication and participation dedicated to furthering a shared vision.

**Leadership** from our Hospital and Foundation Boards, medical and hospital staff, patients and communities that exemplifies flexibility, innovation and support.

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NORTH VALLEY HOSPITAL

*A different kind of hospital. A different kind of care.*

PLANETREE — PATIENT-CENTERED CARE IN A HEALING ENVIRONMENT