TEAMING UP FOR THE HEALTH OF OUR COMMUNITY

2017 COMMUNITY REPORT

NORTH VALLEY HOSPITAL

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

PLANETREE — PATIENT-CENTERED CARE IN A HEALING ENVIRONMENT

Affiliate of KALISPELL REGIONAL HEALTHCARE
MESSAGE FROM THE CEO

Montana Healthcare Foundation is helping to facilitate an expansion of our behavioral health services via telemedicine technologies to reach more people, especially children and those in more rural areas. We also collaborated with the National Rural Accountable Care Consortium to provide care coordination services to our chronically ill populations with dedicated care coordinators at our primary care clinics in Columbia Falls and Eureka.

We’ve all heard the expression, “It takes a village.” In the world of healthcare, we can no longer stand isolated in healing the sick and discharging them into a confusing world of multiple healthcare specialists, electronic medical record systems that don’t “talk to each other,” and treating physical and behavioral health as independent issues.

While 2016 was filled with change, 2017 may prove to be even more extraordinary as we go forth into the ever-changing world of healthcare. The more we work collaboratively for the health and wellness of our communities, the more we can accomplish in moving forward to a healthier future for all.

We look forward to being there when you need us and caring for you and your family with our Planetree patient-centered approach for years to come.

Regard,
Tate Kreitinger
Chief Executive Officer
TEAMWORK  
IN ACTION

BOARD OF DIRECTORS

CHAIRMAN
Steve Stahlberg, CPA
Stahlberg, Taylor & Associates CPA
Kalispell

VICE CHAIR
Jane Karas, PhD
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Flathead Valley Community College
Kalispell

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Troy Boasman
Athletic Director & Teacher
Columbia Falls H.S.
Columbia Falls

CHIEF OF STAFF
Ryan Gunlikson, MD
General Surgeon
North Valley Surgical Services
Whitefish

COMMUNITY SUPPORT & INVOLVEMENT

Consistent with our corporate mission—to continuously improve the health of the communities we serve—North Valley Hospital believes in supporting and partnering with area service organizations and first-responders. In fiscal year 2016, we gave approximately $414,000 in tangible and in-kind support to a wide variety of organizations and causes including Shepherd’s Hand Free Clinic, Flathead Cancer Aid, athletic trainers in the Whitefish and Columbia Falls school districts, Relay for Life, Project Homeless Connect, postpartum depression education workshops, local emergency services events, Sparrow’s Nest and many others. Helping patients with transportation to receive needed medical care, we support Flathead County Agency on Aging/Eagle Transit program, Wings Cancer Support, and ALERT Helicopter.

Every year our team of clinical staff and administrative personnel participates in a number of drills and scenarios to hone our skills should an internal or external emergency occur. Among our drills in 2016, we participated in a hazardous material exercise and a joint pediatric mass casualty exercise and a hazardous material exercise and a joint pediatric mass casualty exercise. Every year our team of clinical staff and administrative personnel participates in a number of drills and scenarios to hone our skills should an internal or external emergency occur. Among the drills in 2016, we participated in a hazardous material exercise and a joint pediatric mass casualty exercise and a hazardous material exercise.

Volunteers

Thanks to our network of 94 dedicated volunteers, it is possible for North Valley Hospital to deliver many of the special touches that our patients appreciate. In 2015, our volunteers invested 6344 hours—comparable to three full-time equivalent employees. At the current national rate of $23.30 per hour used to compute volunteer time, this equates to a value of $147,815. We greatly appreciate our volunteers as they assist with many hospital programs. Because of their generosity, we are able to offer our patients fresh-baked cookies prepared in patient areas for the comforting smell of home; certified dog visitors that put a smile on our patients’ faces; and live music for enjoyment and relaxation. The talents of our volunteers are used throughout every department of our hospital in many hospital programs. Because of their generosity, we are able to offer our patients fresh-baked cookies prepared in patient areas for the comforting smell of home; certified dog visitors that put a smile on our patients’ faces; and live music for enjoyment and relaxation. The talents of our volunteers are used throughout every department of our hospital in such services as infant photography, administrative and guest services, information desks, gift shop, pastoral care and board positions.

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INVOLVEMENT

Healthy Communities is one of the key components of the Planetree philosophy of healthcare practiced by North Valley Hospital. Working with schools, local employers, and other community partners, our hospital and clinics are redefining healthcare to include the health and wellness of the larger community.

North Valley Hospital again collaborated with the Flathead City-County Health Department and Kalspeii Regional Healthcare on the 2016 Community Health Needs Assessment for Flathead County with the assistance of the Montana State University Office of Rural Health. Based on a community-wide survey, interviews with health and social service experts and public feedback, the three partners identified the top three health needs impacting the Flathead Valley. Action plans were then developed by each organization to address the needs. The top health needs identified and a sampling of NVH Implementation Plan activities over the next three years are:

• Behavioral Health Education and Services:
  o NVH will focus on expanding behavioral health services, increasing the awareness of the availability of substance abuse counseling, expanding the identification and care of mothers and infants who may be experiencing the effects of substance exposure, and expanding medical staff training on opioid prescribing.
  o Access to behavioral healthcare will be improved for local school students through school-based clinics and tele-behavioral health programs.
  o NVH will collaborate with other mental health providers and organizations to develop a plan to address the needs of mothers experiencing postpartum depression, optimize referral processes for people with behavioral health needs, and support efforts for suicide awareness and prevention.

• Access to Medical and Oral Healthcare:
  o NVH is teaming-up with the Columbia Falls School District to improve access to healthcare and wellness services for area students and staff through the NVH school-based clinic.
  o Hospital charity care and clinic sliding fee scales will continue to be offered to qualifying patients. General medicine and chronic disease care coordination programs at NVH and several of its clinics will be implemented to help improve access, follow-up care and health outcomes.
  o A common electronic medical records system between NVH and Kalspeii Regional Healthcare is planned to facilitate better communication between providers, decrease duplication of services, and provide greater convenience to patients.

• Promotion of Healthy Lifestyles:
  o To address the growing problem surrounding the misuse of antibiotics, NVH launched a community education campaign on the appropriate use of antibiotics in collaboration with Kalspeii Regional Healthcare and the Flathead City-County Health Department.
  o Community education on health and wellness topics will be facilitated through classes on diabetes prevention, asthma prevention and education, perinatal topics and more.
  o The NVH website will continue to provide an electronic health library that is accessible to anyone with internet access.
  o The NVH Planetree Festival—a free, community celebration of health and wellness —will be held on the hospital campus.
  o NVH will participate in a community coalition to create a plan that facilitates infrastructure and community education to address the health and wellness of the community as a whole.

To view the full 2016 Flathead County Health Needs Assessment and NVH Implementation Plan, visit www.nvhosp.org.
As a non-profit community hospital, North Valley Hospital is dedicated to serving our community through financial assistance programs for families in need and by contributing to initiatives and organizations to help improve the overall health and wellbeing of our local area. Last year, North Valley Hospital contributed $27.5MM to the health of the community through its charity care, other uncompensated healthcare, contractual discounts, and community healthcare education, support and funding.

CHARITY CARE: $1,400,000

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 ability 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. At NVH, the applicant’s family income must be at or below 400% of the Federal HHS poverty guidelines and their cash reserves must be less than the current Medicaid guidelines. Financial assistance is available for non-elective services and we offer assistance to all those in need, whether or not they have insurance.

BAD DEBT: $1,700,000

Bad debt is the unpaid obligation for care provided to patients who have not demonstrated their inability to pay. For insured patients, bad debt includes deductibles and coinsurance not paid by the insured.

CONTRACTUAL DISCOUNTS: $24,000,000

A contractual discount is the difference between actual billed charges and reimbursement received from Medicare, Medicaid, insurance companies or other contractual agreements. The discounts are based on negotiated or mandated payment rates where the provider has agreed not to bill the patient the difference. This means that the insured is only responsible for their deductible or coinsurance, and not the difference between actual billed charges and the negotiated payment.

COMMUNITY HEALTH EDUCATION, SUPPORT & FUNDING: $414,000

This is the value of financial and in-kind contributions that North Valley Hospital provides to the community through activities like providing healthcare training and education events, emergency preparedness training and exercises, support groups, free health education classes, scholarships, and donations and sponsorships to assist local health and wellness organizations achieve their missions.

COMMUNITY IMPACT OF NORTH VALLEY HOSPITAL & CLINIC JOBS

With 400 employees, the hospital and its outreach clinics are one of the largest full-time employers in the Whitefish area. According to the Montana Department of Labor and Industry, for every job at North Valley Hospital, another 0.63 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 $24.9MM payroll and benefits, supports approximately 252 other jobs in the Flathead County, worth $13.5MM in local wages and benefits.

NORTH VALLEY HOSPITAL BENEFIT TO THE COMMUNITY: $27,514,000

July 1, 2015 - June 30, 2016

TOTAL ANNUAL EXPENSES

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<tr>
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<tr>
<td>Benefits</td>
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<tr>
<td>Facilities &amp; Equip.</td>
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<tr>
<td><strong>Total</strong></td>
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REVENUE PAYOR MIX

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<tr>
<td>Medicare</td>
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TEAM STATISTICS

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<td>Outpatient Visits</td>
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<td>42,038</td>
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<td>13,743</td>
<td>13,211</td>
<td>13,470</td>
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<tr>
<td>Hospital Admissions</td>
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<td>1,568</td>
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<tr>
<td>Newborn Deliveries</td>
<td>571</td>
<td>541</td>
<td>498</td>
<td>468</td>
</tr>
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</table>

VALUE TO THE COMMUNITY
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.

**24/7 EMERGENCY DEPARTMENT, IMAGING SERVICES & LABORATORY**

North Valley Hospital is a state-designated Community Trauma Hospital, staffed 24 hours a day, 7 days a week with physicians specializing in emergency medicine and nurses trained in trauma and medical emergencies. The emergency department is certified in Pediatric Preparedness having demonstrated its ability to provide advanced pediatric care for the majority of pediatric medical emergencies including illness and injury. The certification is granted by the Emergency Medical Services for Children program at the Montana Department of Health and Human Services EMS and Trauma System and Child Ready Montana.

North Valley Hospital offers 24-hour laboratory and imaging services provided by trained technicians and professionals, with radiologists available to consult with attending physicians 24 hours a day. Our imaging services include: MRI, low-dose 64-slice CT scan, ultrasound, X-Ray, DEXA, EKG and digital mammography. Nuclear medicine is also provided via a visiting mobile unit. An asthma education program to identify and educate patients with asthma is available for emergency and inpatients. Infusion services are available in a dedicated infusion room for private and semi-private single treatments, short-term treatments, short-term therapy and chronic maintenance infusions.

**MINIMALLY INVASIVE SURGERY**

North Valley Hospital has four operating rooms to provide inpatient and outpatient surgical procedures including those for gynecologic, urogynecologic, gastrointestinal, cosmetic, podiatric, spine, reconstructive, dental, ear/nose/throat, orthopedic, and general surgery. We offer minimally invasive laparoscopic surgery including da Vinci® robotic surgical procedures that are performed by trained surgeons in the areas of gynecology, urology, general surgery and ear, nose and throat.

**ORTHOPEDICS**

Our popular retirement community combined with active, outdoor lifestyles and experienced surgeons utilizing state-of-the art technology creates the right environment for exceptional orthopedic services. North Valley features the Stryker Computer Navigation System for total knee surgeries which 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, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures. Adding to the leading-edge technology is a full hospital-based orthopedic program led by Certified Orthopedic Nurse Coordinators who provide education and care unique to orthopedic patients. Urgent care and 24-hour emergency services are available through our team of orthopedic specialists.

**SCHOOL-BASED HEALTH CLINIC**

In the fall of 2016, North Valley Hospital launched a School-Based Health Clinic in collaboration with The North Valley Professional Center in Columbia Falls. North Valley Behavioral Health and Columbia Falls High School. The school-based health clinic provides students and staff with medical wellness, and health education services with the goals of increasing access to healthcare, improving health, and decreasing time lost from school for both students and staff. Services provided by North Valley Professional Center providers include acute care for illness or injury, physical exams and sports physicals, health education, and follow-up for chronic illnesses.

In addition to physical healthcare, behavioral health services are provided by North Valley Behavioral Health providers in-person and via virtual visits through the use of telemedicine technology. The availability of telemedicine further enhances convenience and access to reach more students in need. Tele-behavioral health is made possible in part through a grant awarded by the Montana Healthcare Foundation.

While the School-Based Health Clinic was launched at Columbia Falls High School, future plans include evaluating access for students of the Columbia Falls Middle and Elementary Schools and those in other school districts.

**NEW CLINICS & SERVICE LINES**

**THE BIRTH CENTER**

North Valley Hospital celebrated 571 births in FY 2016 with families who came from throughout the area to deliver their babies in The Birth Center. Due to its popularity, The Birth Center was expanded and beautifully renovated in 2015 to meet our community’s growing need. The 2,730 square foot expansion added three additional labor/delivery/recovery/postpartum rooms that include built-in jetted tubs, Murphy-style postpartum beds, large restrooms and soft lighting. There was also extensive renovation of approximately 1,045 square feet of existing space to provide for a larger nursery to care for babies needing special attention. Other changes included a larger nurses’ station to accommodate multiple providers and staff, an expanded family waiting area, and a new lactation room to assist new mothers. A variety of pain control methods are available from acupuncture and nitrous oxide to epidurals.

North Valley Hospital expanded its service offerings for children through senior adults with the addition of four new behavioral health specialists. Comprehensive treatment options encompassing psychiatric medicine, clinical therapies and addiction counseling are now conveniently available in the same clinic located on the campus of North Valley Hospital in Whitefish. New clinical therapies include children’s play therapy, senior adult therapies, and a variety of experiential therapies.

**BEHAVIORAL HEALTH SERVICES**

To help meet one of the top health needs identified in the 2016 Flathead County Community Health Needs Assessment, North Valley Behavioral Health expanded its service offerings for children through senior adults with the addition of four new behavioral health specialists. Comprehensive treatment options encompassing psychiatric medicine, clinical therapies and addiction counseling are now conveniently available in the same clinic located on the campus of North Valley Hospital in Whitefish. New clinical therapies include children’s play therapy, senior adult therapies, and a variety of experiential therapies.

**CARE COORDINATION**

In January, 2016, North Valley Hospital joined other hospitals in Montana, Idaho and Wyoming as a participant in the National Rural Accountable Care Organization. The project focuses on Medicare beneficiary patients with the goals of improving quality, increasing patient satisfaction, reducing duplicate testing and assisting in transitions of care. Our two primary care clinics, North Valley Professional Center in Columbia Falls and North Country Medical Clinic in Eureka, each hired a Care Coordinator who actively supports enrolled Medicare patients with multiple chronic diseases. The coordinator works one-on-one with patients who have complex medical conditions to create a personalized care plan, improve communication between the care providers (inside and outside of the primary care facility) and connect patients to community resources they need.

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North Valley Hospital recognizes that to deliver the highest quality of care, we must work together. Our Quality Improvement Committee meets on a monthly basis to identify and support quality improvements throughout the hospital. This multidisciplinary group of physicians, nurses and administrative staff are committed to assuring that each patient gets the right care, in the right amount, at the right time.

Our goal is to be at the forefront of the health system in spearheading efforts that improve the patient experience. We do that by embedding best practices and evidence-based medicine in all of the care we provide. We design systems and processes to minimize the risk of harm to our patients. And, at North Valley Hospital, we understand our responsibility for the care of our patients does not end at our doorway. Our new Transitions of Care Committee is focused on improving transitions throughout the continuum of care, including at admission, transfer and discharge.

North Valley Hospital recognizes patients as our partners in achieving quality care, including at admission, transfer and discharge. Our goal is to be at the forefront of the health system in spearheading efforts that improve the patient experience. We do that by embedding best practices and evidence-based medicine in all of the care we provide. We design systems and processes to minimize the risk of harm to our patients. And, at North Valley Hospital, we understand our responsibility for the care of our patients does not end at our doorway. Our new Transitions of Care Committee is focused on improving transitions throughout the continuum of care, including at admission, transfer and discharge.

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MEDICAL STAFF
North Valley Hospital has over 170 active, courtesy, and consulting physicians in 23 specialties, in addition to over 24 Allied Health professionals. A list of all providers and their contact information can be found on line at www.nvhosp.org or in the 2017 Kalispell Regional Healthcare Directory of Services and Medical Staff.

GLACIER MATERNITY & WOMEN’S CENTER
Comprehensive women’s healthcare and obstetrics are offered at four locations by Certified Nurse Midwives.

Columbia Falls: Alpine Family Medicine
734 Hwy 2 West, Ste. 12
North Country Medical Clinic
1343 Hwy 93
All locations: 406.752.8180  |  www.glaciernh.org

Whitefish: Glacier Maternity
2000 Hospital Way

Kalispell: Glacier Maternity
195 Commons Loop Rd. Ste. D

North Valley Embrace Health

NORTH VALLEY PROFESSIONAL CENTER
A comprehensive Family Practice, the North Valley Professional Center provides family medicine, obstetrics, pediatrics, geriatric medicine and behavioral health services. Available at the clinic are the North Valley Hospital lab and x-ray services, ultrasound is available by appointment. The clinic is a designated Rural Health Clinic providing a sliding fee scale to qualified patients.

1675 Talbot Road, Columbia Falls
Hours: 8 AM to 5 PM, Mon. - Fri.
Extended hours to 7 PM on Wednesdays
Imaging & Lab Hours: 8:30 AM to 5 PM
(closed from 12 PM - 1 PM) Mon. - Fri.
Clinic: 892.3208  |  Lab: 892.1298  |  X-ray: 892.1297
www.nvprofessionalcenter.org

NORTH VALLEY SURGICAL SERVICES
General surgery clinic for pre and post-operative visits
2000 Hospital Way, Whitefish
406.862.5575  |  www.nvsurgicalservices.org

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. The clinic is a designated Rural Health Clinic providing a sliding fee scale to qualified patients.

1343 Hwy 93, Eureka
Hours: 8 AM - 5 PM, Mon. - Fri.
406.297.2418  |  www.ncmedicalclinic.org

SEASONAL CLINICS
Two seasonal urgent care clinics are open to residents and visitors. Staffed with board-certified nurse practitioners and physician assistants, patients are given prompt attention for minor illnesses and injuries. A digital x-ray is available for evaluation of sprains and fractures.

www.nvurgentcare.com

BASE LODGE CLINIC
Whitefish Mountain Resort
1045 Glades Drive (at the bottom of “Easy Rider” Chair)
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 Memorial Day through Labor Day from 9 AM - 4 PM  |  406.888.9924

NORTH VALLEY PHYSICAL THERAPY & 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.

215 Nucleus Ave, Columbia Falls
Behind the North Valley Hospital Community Center
Hours: 7:30 AM - 5 PM, Mon. - Fri.
406.892.2777  |  www.nvphysicaltherapy.org

NORTH VALLEY BEHAVIORAL HEALTH
Behavioral health services for children, adolescents and adults by a Board-Certified Psychiatrist and behavioral health counselors.

2004 Hospital Way, Whitefish
By appointment
406.862.1030  |  www.nvbh.org

NORTH VALLEY BEHAVIORAL HEALTH

BRINGING OUR PATIENT-CENTERED HEALTHCARE CLOSER TO HOME

NORTH VALLEY PROFESSIONAL CENTER

NORTH VALLEY PROFESSIONAL CENTER

NORTH VALLEY EMBRACE HEALTH
A structured outpatient program for senior adults, North Valley Embrace Health focuses on individualized and group treatment for those 55 years and older who suffer from emotional, behavioral or mental health disorders.
The Cornerstone Building in the North Valley Hospital Medical Village
3004 Hospital Way
Hours: 8:30 AM - 4:30 PM, Mon. - Fri.
406.862.4763  |  www.nvembracehealth.org

NORTH VALLEY PHYSICAL THERAPY & REHABILITATION

NORTH VALLEY PHYSICAL THERAPY & REHABILITATION

NORTH VALLEY SURGICAL SERVICES

NORTH VALLEY PROFESSIONAL CENTER

NORTH VALLEY EMBRACE HEALTH

NORTH VALLEY PROFESSIONAL CENTER

NORTH VALLEY PROFESSIONAL CENTER

NORTH VALLEY SURGICAL SERVICES
North Valley Hospital's dedication to providing quality patient care and serving our community is evidenced by the awards and recognitions we continue to proudly earn.

**RECOGNITIONS & ACCREDITATIONS**

**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 20 percent of hospitals nationwide for how patients rate the hospital overall.

**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. In addition to digital mammography, the leading edge imaging equipment available at North Valley Hospitals includes low-dose 64-slice CT, MRI, X-ray, EKG, ultrasound, Dexascan and Nuclear Medicine.

**COLLEGE OF AMERICAN PATHOLOGISTS (CAP)**
The North Valley Hospital Laboratory has been awarded accreditation by the Accreditation Committee of CAP since 1997. The CAP program is recognized by the federal government as being equal to, or more stringent than, the government's own inspection program.

**CERTIFIED PEDIATRIC READINESS EMERGENCY ROOM**
The emergency department is certified in Pediatric Preparedness having demonstrated its ability to provide advanced pediatric care for the majority of pediatric medical emergencies including illness and injury. The certification is granted by the Emergency Medical Services for Children program at the Montana Department of Health and Human Services EMS and Trauma System and Child Ready Montana.

**BEST PLACES TO WORK**
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 since 2008 has achieved the highest honor with the Overall Best Performance award, which represents the top ten percent in Avatar’s national database.

**EXCEEDING PATIENT EXPECTATIONS & OVERALL BEST PERFORMANCE AWARDS BY AVATAR INTERNATIONAL**
North Valley Hospital was recognized again last year by Avatar International for consistently high standards of patient care across multiple service lines. Avatar International is an industry leader in healthcare quality improvement services and this acknowledgment is recognition of its top performing hospital partners each year.

**BEST PLACES TO WORK**
Since 2013, North Valley Hospital and its outreach clinics have been awarded four times as one of the best places to work.
- Best Places to Work in the Flathead Valley - Montana West Economic Development & Daily Inter Lake - 2nd place in the large employer category, 2013
- Top 100 Great Places to Work in Healthcare Across the US - Becker's Hospital Review, 2013
- Employer of Choice - Flathead Job Service Employers' Council - 1st place in the large employer category, 2014
- Nurse Friendly Hospital - Ranked #42 in the US by RN to BSN Online, 2014

**LEADERSHIP TEAM**

- Jason Cohen, MD
  - Chief Medical Officer

- Chris Thomas, RN
  - Chief Operating Officer

- Randy Nightengale, CPA
  - Chief Financial Officer

- Alan Satterlee
  - Executive Director
  - Foundation

- Joe Schmier
  - Senior Director
  - Business Development & Community Relations

- Catherine Todd
  - Senior Director
  - Business Development & Community Relations

- Rhonda Tallman
  - Senior Director
  - Clinic Operations

- Mary Sterhan
  - Senior Director
  - Planetree & Quality

**TELEPHONE DIRECTORY**

- Information: 863.3500
- Toll Free in Montana: 1.888.815.5528
- Administration: 863.3550
- Admissions / Pre-Accreditation - Surgery, Birth Center: 863.3566
- Birth Center: 863.3535
- Cardiopulmonary Rehab: 863.3570
- Community Relations: 863.3632
- Foundation: 863.3560
- Gift Shop: 863.3500
- Glacier Maternity: 752.8180
- Human Resources: 863.3637
- Imaging Services: 863.3576
- Infusion Services: 863.3504
- Laboratory: 863.3679
- Maintenance/Operations: 863.3561
- Marketing: 863.3631
- Materials Management: 863.3697
- Medical Records (H.I.M.): 863.3547
- Medical / Surgical / Pediatric Dept.: 863.3541
- North Country Medical Clinic: 297.2438
- North Valley Behavioral Health: 862.1030
- North Valley Embrace Health: 862.4763
- North Valley Physical Therapy - Columbia Falls: 892.2777
- North Valley Professional Center: 892.3208
- North Valley Surgical Services: 862.5575
- Patient Billing/Assistance: 862.4763
- Insurance Billing: 863.3728
- Medicare/Medicaid (A-K): 863.3722
- Medicare/Medicaid (L-Z): 863.3723
- Private Pay - NVH: 863.3727
- Private Pay - NVH: 863.3567
- Private Pay - Patient Business Services: 1.800.511.5988
- Pharmacy: 863.3510
- Planetree & Quality: 863.3511
- Sleep Medicine Center: 862.2229
- Special Care Unit: 863.3580
- Valley Cafe: 863.3509
OUR MISSION

is to be the center of healing for the communities we serve.

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.

VISIT US AT

1600 Hospital Way, Whitefish, MT 59937
www.nvhosp.org

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