FROM THE CEO

This year has been one of growth in services and expanded patient care at North Valley Hospital. A highlight was North Valley Hospital receiving the Guardian of Excellence Award from Press Ganey, recognizing four consecutive quarters in the top five percent for quality scores in patient experience. This speaks to the hard work of our staff and providers to create a positive patient experience, and I am continually impressed by our employees.

While we experienced high patient volumes and more surgeries and births in 2019, our staff showed professionalism and embodied our Planetree philosophy of patient-centered care no matter how busy things were. From patient access and patient care to discharge and the billing process, our team at North Valley Hospital accomplished a lot together this year.

I was also amazed by how our community came together. We kicked off a fundraising campaign to bring Transcranial Magnetic Stimulation (TMS) service, a machine that treats severe depression in adults, to the North Valley Behavioral Health clinic.

We raised over our target goal and used those funds to increase access to suicide prevention and treatment for depression. Thank you for your generosity to support this philanthropic effort. It was also an exciting year as our surgical services department updated the 10-year old DaVinci robot with a new model. We also became the second hospital in the state to install the Mako robot, which uses advanced 3D imaging technology for joint replacements.

As I get to know our employees, patients, and community better during my second year as CEO, I recognize every day the pride and community investment in our hospital. You’ll see throughout this report that for 2019, we are recognizing what we are grateful for. First and foremost, it’s the support of our community.

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Gratitude
The quality of being thankful; readiness to show appreciation for and to return kindness.

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Regards,
Kevin Abel
CEO, North Valley Hospital

NORTH VALLEY HOSPITAL LEADERSHIP TEAM

Jason Cohen  MD
Chief Medical Officer

Dave Richhart
Chief Financial Officer

Jeff Russell
Director
Information Systems

Alan Satterlee
Executive Director
North Valley Hospital Foundation

Joe Schmier
Senior Director
Human Resources

Kirk Steadmon
Senior Director
Physician & Clinic Services

Amy Vanterpool
rn cne
Chief Clinical Officer

FROM THE CEO

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Chief Clinical Officer
Grateful for Administrative Assistants

MISSION
North Valley Hospital’s mission is to be the center of healing for the communities we serve.

VISION
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 health care resources in order to continually improve the health of the communities we serve.

WE VALUE
PATIENTS and their families as partners in health care 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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Thank You
North Valley Hospital experienced notable growth in patient services and volumes in 2019. The North Valley Hospital Board of Directors wants to recognize the hard work of our caring staff and providers, who provide high-quality services to all patients. This year, as the hospital was busier than ever, our team remained focused on our Planetree philosophy.

As a nonprofit hospital, the NVH Board of Directors and Foundation Board of Directors are comprised of volunteers from the community. We meet bi-monthly to provide governance for the hospital, and it’s a job we feel honored to have. I am often humbled by the gratitude from patients for the care they receive at North Valley Hospital.

Our hospital is a stable community nonprofit organization, here to provide care for you and your family when it matters most. This year, I am grateful to have this hospital in our community, and to all of the volunteers that help support the organization, from running the gift shop to sitting on the Board of Directors. Thank you to all who support North Valley Hospital.

With Warm Regards,
Jane Karas, PhD
Chair of North Valley Hospital Board of Directors

Quality Awards
North Valley Hospital recently received two prestigious awards at the state and national levels for quality. These awards included the Performance Improvement Network (PIN) Quality Award and the Press Ganey Guardian of Excellence Award.

Press Ganey Guardian of Excellence Award
North Valley Hospital is a 2019 Press Ganey Guardian of Excellence Award winner. NVH achieved this distinction by reaching the 95th percentile in HCAHPS scores in patient experience in inpatient care for each reporting period from May 2018–April 2019. This award recognizes North Valley Hospital for the impressive achievement of sustaining quality performance in the top five percent in HCAHPS scores in the patient rating category of “likelihood to recommend.”

Performance Improvement Network (PIN) Quality Award
In September, North Valley Hospital (NVH) received a Performance Improvement Network (PIN) Quality Award. The Montana Rural Healthcare Performance Improvement Network’s Quality Improvement Award specifically recognized NVH for the hospital’s focus on sepsis care.

In this quality improvement project, NVH improved early identification and treatment of sepsis in order to improve health outcomes for patients and decrease the mortality rate from sepsis.
Planetree Caregiver of the Year

Rebecca Cox, RN

Rebecca Cox has been with North Valley Hospital since 2013. She explains that “her mission is more than compassionately caring for people on their worst day, but it is also to be present for the team.” Nominations for Cox describe her as “one of the best nurses I have ever worked with. She truly cares about everyone – patients, staff, coworkers, family.”

Jake Heckathorn Spirit of Community Award

Alan Satterlee

Alan Satterlee is the Executive Director of the North Valley Hospital Foundation, a role he has served in for three years. Nominations for Satterlee state, “In the greatest spirit of community, Alan considers patients, the Whitefish community, and staff in his philanthropic efforts so that the Foundation addresses needs that benefit everyone who comes in the doors of North Valley Hospital.”

Planetree Provider Champion

Brittany Coburn, NP-C

Brittany Coburn oversees the School-Based Health Clinic in Columbia Falls and coordinates the Food Rx program, which provides outreach and medical/nutritional support for food insecure families in the valley. Coburn joined North Valley Hospital in October 2010 as a nurse practitioner at the North Valley Professional Center. Nominations for Coburn explained that she is “willing to take on new projects and always has the patients’ best interests in mind.”
Community Impact of North Valley Hospital & Clinic Jobs

With 464 employees, the hospital and outreach clinics are one of the largest full-time employers in the Whitefish area.

According to the Montana Department of Labor and Industry, every job at North Valley Hospital supports another 1.03 jobs in the county.

Additionally, for every dollar in wages and benefits paid to hospital employees, we create another $0.45 in wages and benefits in other local jobs. Therefore, our employee base supports approximately 464 other jobs in the Flathead County.

Charity Care

Charity care includes health care services provided to people who are deemed unable to pay for the cost of the services they receive. Hospitals determine a patient’s ability to pay by individual and family income, assets, employment status, family size and availability of alternative payment sources. Financial assistance is available for non-elective services and we offer care and assistance to all those in need, whether or not they have insurance.

$894,000

Community Health Education, Support, & Funding

North Valley Hospital provides significant value to the community through financial and in-kind contributions. This support and funding provides health care training and education events, emergency preparedness training, support groups, free health education classes, scholarships, and donations and sponsorships to assist local health and wellness organizations in achieving their missions.

$466,000

Uncompensated Care

Uncompensated care is the unpaid obligation for care provided to patients who have not demonstrated their inability to pay.

$2,279,000
The Merit Award, Montana Medical Association

The Montana Medical Association (MMA) awarded Dr. Jason Cohen with a Merit Award for his work with the legislature.

Jean Branscum, MMA Chief Executive Officer said, “Doctor Cohen has volunteered untold hours to engage and encourage physician colleagues to be an essential voice for their patients and to educate Montanans.”

Grateful for
Certified Nursing Assistants

45,626 OUTPATIENT VISITS

1,618 HOSPITAL ADMISSIONS

2,472 SURGICAL PROCEDURES

556 DELIVERIES

8,278 EMERGENCY ROOM VISITS
Here For You
North Valley Hospital provides a wide variety of health care services to meet the needs of the entire community. From flagship services such as The Birth Center to advanced surgical offerings including robotic surgery, North Valley Hospital is here for you and your family when you need high-quality, patient-centered care.

Infusion Services
The infusion department offers services seven days a week in the comfortable, healing environment at North Valley Hospital. The nursing team works closely with patients to connect all levels of care and ensure that patient needs are met while in treatment. Infusion services are also available at Eureka Healthcare.

Cardio-Pulmonary Rehab
At North Valley Hospital, cardio-pulmonary rehabilitation patient volumes have increased 70% as more providers and patients recognize the immense value in following a treatment and rehabilitation plan after a cardiac event. Patients participate in the program for 36 visits with trained nurses and exercise specialists to reach a full recovery following surgery or illness. Participation in these programs significantly decrease the likelihood of having another cardiac event.

Emergency Department
This year, North Valley Hospital welcomed three new emergency department physicians, bringing the total team to seven physicians. All emergency department physicians are board certified in emergency medicine, meaning that they have completed rigorous residency, study, and certification directly related to emergency care.
The Birth Center
The Birth Center at North Valley Hospital welcomed new director Felicity Williams in 2019. Williams has a strong focus on education and increasing obstetrics staff knowledge, skills, and abilities to continue to operate at the highest level of care at all times while integrating new technologies and evidence-based practices. Williams contributes an energetic leadership style to North Valley Hospital, continuing the reputation of wonderful care and patient experience at The Birth Center while advancing patient education and resources, infant health initiatives, and community outreach.

Mako Robotic Joint Replacement Technology
Surgeons and administrators worked together to bring the Mako robotic joint replacement technology to North Valley Hospital in October of 2019. The Mako robot provides improved patient outcomes such as less pain following surgery, improved bone and soft tissue preservation, and the potential for a quicker recovery from total and partial joint replacement surgery. The Mako robot continues the North Valley Hospital commitment to elevating orthopedics and robotic surgery programs to levels unmatched in the state of Montana.
North Valley Hospital includes six associated clinics and two school-based health clinics located in Columbia Falls, Whitefish, and Eureka for patients living across the service area. The clinics also support specialty care visits from other clinics within Kalispell Regional Healthcare.

The clinics serve more than 35,000 patients per year across all locations, not including the school-based clinics. As a community health provider, NVH provides more services and providers close to home for patients to have better access to care. Clinics also include telehealth services, such as behavioral telehealth in Eureka.

**Awards**

**Administrator of the Year, Montana Medical Group Management Association**

Sidney Neilson
Sidney Neilson, Practice Manager at North Valley Professional Center and North Valley Physical Therapy in Columbia Falls, received the Montana Medical Group Management Association (MGMA) award for Administrator of the Year.

**Montana Family Physician of the Year, Montana Academy of Family Physicians**

Edward Stein, MD
Eureka Healthcare Physician Edward Stein, MD, was recently selected as the Montana Family Physician of the Year by the Montana Academy of Family Physicians. Dr. Stein is board certified in family medicine by the American Board of Family Medicine.

**Columbia Falls**

**North Valley Professional Center**

North Valley Hospital clinics in Columbia Falls provide extensive services to meet the needs of an active and growing population. Currently, our presence in Columbia Falls includes the North Valley Professional Center, a primary care, geriatrics, and family medicine facility; North Valley Physical Therapy, School-Based Health Clinic available to all students and faculty at Columbia Falls High School; and the Good Medicine Pharmacy located in Super1 Foods.

This year, North Valley Professional Center hired **Amy Dear-Ruel, MD**, to join the patient care team in Columbia Falls. Dr. Dear-Ruel is board certified in family medicine and the third physician at North Valley Professional Center to include obstetrics in her primary care practice.

North Valley Professional Center welcomed **Rob Gordon, LCSW**, an integrated behavioral health professional. He works to address behavioral health issues as they are identified in relation to physical ailments, as well as in routine preventive care.

**North Valley Physical Therapy**

In order to create a pleasant space for patients and invest in the Columbia Falls community to invigorate the downtown area, North Valley Hospital is working to remodel the North Valley Physical Therapy building. This will dramatically improve the patient experience and contribute to the community investment and upgrades on Nucleus Ave.

In October, **Saul Helgeson, DPT** joined North Valley Physical Therapy as the anchor, full-time therapist. Helgeson has ten years of experience in the field, and is looking forward to providing care / education to patients from his expertise in physical therapy.
Whitefish

North Valley Behavioral Health

The Transcranial Magnetic Stimulation (TMS) service was installed at North Valley Behavioral Health in October, with an open house and introductory event in November. TMS has had great success in case studies treating severe adult depression, with virtually no adverse side effects. These services were secured through generous donations from the Whitefish community to support mental health, treatment for depression, and suicide prevention efforts.

Amber Dean, NP, joined the clinic team as a nurse practitioner at North Valley Behavioral Health. Charley Jones, LCSW, started as a school-based health clinic counselor serving Whitefish and Columbia Falls school districts.

Eureka

Eureka Healthcare

Eureka Healthcare includes three clinics: Eureka Primary Care, Specialty Services, and Eureka Therapy Center.

Eureka Healthcare has added lactation services to their primary care clinic. The clinic also provides primary care, family medicine, sports physicals, and behavioral health services via telehealth.

Starting in 2019, North Valley Hospital and Eureka Healthcare now distribute a newsletter to the Eureka community twice per year to share updates, new services, hours and locations, and other pertinent health care information for the local residents.
2019 Kalispell Regional Healthcare & North Valley Hospital Affiliation Report

The affiliation between NVH and KRH continues to benefit patients in the service area by providing streamlined care and access. In previous reports, highlighted affiliation outcomes include care coordination, physician collaboration, float nurses, and management council.

This year, we recognize additional collaborations in 2019 that improve patient care and employee collaboration across the health care system.

Orthopedics & Robotics

With the addition of the Mako robot at North Valley Hospital, partnerships with orthopedic clinics across the KRH system have strengthened to improve scheduling, patient experience, and patient access while building the foundation for a streamlined orthopedic service line across hospitals and clinics.

Shared Leadership

North Valley Hospital and Kalispell Regional Healthcare have integrated leadership to establish collaboration and perspective across facilities.

North Valley Hospital CEO Kevin Abel sits on the Kalispell Regional Healthcare executive leadership team to provide executive leadership for the hospital at the system level.

Also, two board members from KRH serve on the NVH board and vice versa, establishing a broad system perspective at all board meetings.

Emergency Preparedness

North Valley Hospital and Kalispell Regional Health-care have worked closely to establish a system-wide emergency preparedness team and structure.

In November 2019, Kalispell Regional Healthcare produced a system-wide full scale emergency preparedness exercise focused on family reunification. This issue was recognized as an area for improvement in previous preparedness trainings and was comprehensively addressed in 2019. North Valley Hospital worked with Kalispell Regional Medical Center to identify victims of an ‘incident’ and align them with family members while streamlining communication processes and essential responsibilities.

In April 2020, the entire system will participate in the tri-annual Glacier Park International Airport mass casualty exercise.

Awards

Top 20 Under 40 Young Professionals to Watch Award 2019

Allison Linville

Allison Linville, NVH’s marketing & community relations manager, was recognized as one of the Flathead Valley’s Top 20 Under 40 Young Professionals. Nominated by coworkers, Allison brings a "vibrant, fresh approach" to the communications and marketing for the hospital, connects the work of the hospital with the people that call the Flathead Valley home, and coordinates the internal communications committee, improving management/employee relations.
Community Partnerships

North Valley Hospital happily partners with local nonprofits to further the work that supports the hospital mission, while supporting nonprofit resources in the valley. In 2019, North Valley Hospital worked with Farm Hands – Nourish the Flathead to operate the Planetree Healing Garden and support local clinics in providing healthy produce to food insecure families in the valley. Also, NVH partnered with the Nate Chute Foundation to support additional staffing and programs for suicide prevention and mental health.
FROM OUR FOUNDATION

Grateful

We are grateful to you: NVH staff, physicians, and administration, for continuing to put patient-centered care as your priority each day. You are what propels NVH to be a destination for excellent comprehensive health care.

We are grateful to you, the community, for your unwavering support of the NVH Foundation. Through your phenomenal generosity, we purchased and installed a TMS machine — providing another tool towards reducing the state’s suicide and depression rates.

As we move into a new year at NVH, let’s be grateful that we live and work among our neighbors and friends as we share in life’s journey, and continue to make our community a healthier place each day.

Katie Lesar, REALTOR® National Parks Realty
Chair, North Valley Hospital Foundation Board

Thank You

Every day, I am humbled by the generous spirit of all who play a role in creating the community we call North Valley Hospital.

My heart is with all those who are direct caregivers to our patients, for it is you who really make this place tick.

I am also grateful to the support and administrative staff in the hospital and at the clinics, the volunteers and donors, and all of our collaborative partners in health care. We truly could not do this without you.

North Valley Hospital is your community hospital, and I’m honored to serve at the Foundation to support North Valley Hospital’s mission.

Alan Satterlee
Executive Director, North Valley Hospital Foundation

NORTH VALLEY HOSPITAL FOUNDATION BOARD

$6,000 GRANT
from the Phyllis & Dennis Washington Foundation to fund the Food Rx program.

$47,766 RAISED
through the Whitefish Community Foundation Great Fish Challenge to purchase re-positioning mattresses.

$10,000 GIFT
from a Grateful Patient for the Greatest Need Fund.
Grateful for Employee Donors

TMS/Suicide Prevention
In May 2019, the NVH Foundation teamed up with the Nate Chute Foundation (NCF) to raise funds for North Valley Behavioral Health to add Transcranial Magnetic Stimulation (TMS) services at the clinic to treat adults with severe depression. Funds from the campaign will also be used to support the NCF to expand programs throughout the Flathead Valley, as the organization works to address the alarming suicide rate in the area. In total, more than $380,000 was raised to fund these efforts.

$85,000 RAISED to purchase new TMS Equipment at NV Behavioral Health.

$295,000 Collaboration with the Nate Chute Foundation for program and staff expansion over the next 5 years.

$1,000 AWARDED to Taylor Reilly, the first recipient of the new, annual Jon Torgerson Award.
The North Valley Hospital Foundation wishes to thank the donors who invested in us during the 12-month period 12/1/18 to 11/30/19.

Our apologies if your name was omitted or you were not recognized as desired. Please feel free to contact us at (406) 863-3630 to provide feedback.

*Indicates gift was made through the Whitefish Community Foundation 2019 ~ Great Fish Community Challenge.
NVH COMMUNITY REPORT 2020

Grateful for
Shared Goals

NVH EMPLOYEES
Kevin & Chris Abel*
Stacey & Scott Almos
Abbie Bersnak*
Staci Bloomer
Whitney Casey
Nancy Cohn
Diamond Courville
Jeny Covill
Kathy & Jim Cummings
Nancy & Dale Dallmann*
Terri Dunn
Pam & Kenny Ellis*
Susan Garside*

Laurie & Maraley
Tammy Gipe
JoAnn & Terry Havercorn
Amanda Heim
Marisa Henderson
Beth & Steven Hescher*
Bruce Hewson
Marilin & Larry Higgins*
Nancy Huso
Emily Hutchins
Jerri & Warner Jensen
Natalie Kearns*
Pam & Jill Lamb

Emily Lamb*
Allison Linville
Mitchell & Katie Marzo
Liliya McGuinness
Holly Miley
Kimi Neiman*
Sarah Nelson
Rosanna Ortega-Fagerland
Laurie & Paul Pierce
Cheryl Richards
Dave Richhart*
Deven Robinson & Eric Schmidt
Robert Romanelli

Kailyn Rowe*
Alan & Elspeth Satterlee*
Kirk Steadmon
Mary Stehan
Kristi Streitmatter*
Kathy Thomas
Vicky Tronstad*
Kelly Trufant
Amy & Andre Vanterpool*
Jennifer Vernarsky*
Ladawn Weed
Sharon Wood

PHYSICIANS
Amanda & Bjorn Beer
Mirna & Brett Bowden*
Jason & Heather Cohen-Liebe
Suzanne Daniell & Richard Hildner*
Mitchell and Katie Marzo*
John & Ali Means
Ron & Jeanie Miller*
Heidi & Andy Shors
Carl & Sandy Tinlin

Thank You!
COMMUNITY RELATIONS

Connections
At North Valley Hospital, our close relationship with the community is something we are very proud of. All of our community sponsorships support programs or organizations local to the Flathead Valley or western Montana. In addition to sponsorships, NVH employees champion more than 30 events annually to engage with our community.

Inside Flathead Med
This year marked the first annual Inside Flathead Med event in August, with four physicians from NVH, KRMC, and Montana Children's presenting medical case studies to a large public audience. The event included robotic surgery, emergency medicine, orthopedic, and pediatric surgery cases and will return in 2020 with new cases and fascinating information about specialty procedures from medical experts practicing in the Flathead Valley.

Schools & Athletic Trainers
North Valley Hospital supports academic and athletic programs in area schools, from booster club sponsorships to school-based health clinics, totaling over $100,000 in support across schools in the service area. In Whitefish and Columbia Falls, North Valley Hospital also contributes to provide athletic trainers and various health and wellness programs including physical and mental health, Health Occupations Student Association, and safe graduation parties.

Volunteers
Volunteers provide valuable services and support to North Valley Hospital and we are very thankful for their time. In 2018, there were 4376.25 volunteer hours including 78.50 dog therapy hours. The Annual Volunteer Bake Sale raised $227.00 for the Circle of Friends employee assistance program.
Grateful for Working with you

Sisters

In September 2019, two sisters, Lacie and Echo drove a combined 750 miles from communities across Montana to give birth at The Birth Center at North Valley Hospital and continue their care with Dr. Mirna Bowden of Alpine Women’s Center. After traveling the distance, the sisters were overjoyed to have their daughters on the same day. The baby girls now share a birthday and a middle name, and caregivers at NVH were honored to be part of this sweet family story.
Grateful for...
- FAITH • HEALING • FAMILY • DOCTORS • COMMUNITY • NURSES • BLISS • LAB TECHNICIANS • BODY, MIND & SPIRIT • SURGERY • PURPOSE • WELLNESS • HEALTH • GRACE • DEDICATION • HOPE • TREATMENT • NURSE PRACTITIONER • GUIDANCE • HEALTHCARE • JOY • GROWTH • PRIMARY CARE • PHYSICIANS • CHANGE • ONENESS • MIDWIFERY • ABUNDANCE • PREVENTION • KINDNESS • PEACE • CARDIOLOGY • TALENT • CREATIVITY • ADVANCEMENT • COMPASSION • THERAPY • RESEARCH • FORGIVENESS • ROBOTICS • ABUNDANCE • COMMITMENT • HOUSE KEEPING • PASSION • THERAPY • NUTRITIONISTS • WORK • RADIOLOGY • GIVING • OCCUPATIONAL THERAPY • PROSTHETICS • PHYSICIAN ASSISTANTS • MEDICINE • REST • TEACHERS • PHARMACISTS • SCHOOL • ADMINISTRATORS • MOVEMENT • GENEROSITY • BIRTH • RELATIONSHIPS • TOLERANCE • SILENCE • PERSEVERANCE • EXPERIENCE • WISDOM • AMBITION • VISION • COURAGE • FOCUS • GENTLENESS • STRENGTH • SKILL • COMMUNICATION • TOUCH • VALUES • MORALS • ETHICS • PATIENCE • PRACTICE • INSPIRATION • THIS MOMENT • YOU

Affiliate of

KALISPELL REGIONAL HEALTHCARE

www.nvhosp.org

1600 Hospital Way, Whitefish, MT 59937

Photos: Lot 22 Photography • Vicky Kasala Pictures • Jennifer Vernarsky Photos • NVH Employees

North Valley Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-808-9008. Access code: 85959185