community report 2019

partners in care

NORTH VALLEY HOSPITAL

PLANETREE — PATIENT-CENTERED CARE IN A HEALING ENVIRONMENT

AN AFFILIATE OF KALISPELL REGIONAL HEALTHCARE

COMMUNITY REPORT 2019
message from
KEVIN ABEL
CEO of North Valley Hospital

One year ago, I accepted this role at North Valley Hospital (NVH), and what stood out to me the most was the people here. Throughout a year of changes in health care both nationally and locally, I have been continually impressed by our employees’ intentional focus on quality care, professionalism, and collaboration.

Our Planetree philosophy is at the core of our care and our hospital, and we are thankful that our community is as invested in this philosophy as we are as caregivers. I was amazed to see the broad support throughout our service area for our commitment to Planetree during the Planetree Festival last September.

Throughout the last year, our affiliation with Kalispell Regional Healthcare has streamlined local health care through physician collaboration, trauma care and transport, and standardizing best practices across the Flathead Valley. As we continue to integrate as a comprehensive system, I am confident we are building a strong health care system for our patients and our community moving forward.

Also in 2018, I was proud of our hospital and employees as North Valley Hospital was designated a Baby Friendly Hospital, a project The Birth Center and all NVH employees worked toward for more than five years, with support from the governing board and physicians.

Thank you for allowing us to be the center of healing in our community. We appreciate your support and we are honored to be your partner in care.

Regards,

Kevin Abel, North Valley Hospital CEO
partners in
SHARED GOALS

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.

Planetree Caregiver of the Year

SUE CONNERS
Registered Nurse

Sue Conners was selected as the Planetree Caregiver of the Year based on staff nominations. Staff recognized Sue by stating, “Sue is full of enthusiasm, caring and heart. Her tireless energy and passionate advocacy for all patients endears her to colleagues, providers, and patients alike.”

Sue is originally from Havre, Montana, and she moved to Bozeman to study education at Montana State University. She decided to pursue a career in health care after a mentor recommended that she consider the profession, based on her passion for helping others.

For more than 30 years, Sue has helped patients at North Valley Hospital as an RN, charge nurse, nursing manager, long-term caregiver, and currently a discharge planner and orthopedic navigator. Sue is well-known throughout the hospital and the greater Whitefish community for her commitment to patient care, and North Valley Hospital staff are pleased to recognize her as the Planetree Caregiver of the Year in 2018.
message from
JANE KARAS
Chair of North Valley Hospital Board of Directors

It has been a successful year at North Valley Hospital, thanks to our excellent physicians and wonderful providers and staff. North Valley Hospital’s Planetree philosophy provides unique, quality health care opportunities to our patients and community.

I want to thank all of our North Valley Hospital Board members and NVH Foundation Board members for volunteering their time, and for their dedication to North Valley Hospital. We all believe that a healthy community is a successful community.

North Valley Hospital has never been stronger or more stable. We are an affiliate of Kalispell Regional Healthcare, while maintaining our individuality and uniqueness. We are grateful for our CEO Kevin Abel, a quiet and confident leader, who has led our continued growth and success during this past year.

We are excited about the many opportunities the future holds for North Valley Hospital and expanding our services to the community. We are especially grateful to all of you for your continued support of North Valley Hospital as one of the premier health care facilities in our state.

Regards,

Jane Karas, PhD, Chair of North Valley Hospital Board of Directors
**planetree philosophy of PATIENT-CENTERED CARE**

Now in its 16th year as a Planetree affiliate, North Valley Hospital and NVH clinics are grounded in a patient-centered approach to health care that strives to demystify, humanize and personalize the health care experience for patients, visitors and staff. The basis for patient-centered care is focused on quality in everything we do—from medical care to patient experience and everything in between.

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**volunteers**

North Valley Hospital is grateful for our network of 83 volunteers that work year-round in a variety of capacities to support hospital services. In 2018, volunteers invested 4,376 hours, which equates to a value of $108,049.61.

North Valley Hospital volunteers contribute to the community by working on boards, staffing the gift shop, promoting fundraising campaigns, and other projects to support hospital operations. Volunteers are also responsible for some of the most unique aspects of North Valley Hospital's Planetree patient-centered care such as fresh-baked cookies and joyful greetings from certified pet therapy dogs.

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**Volunteer Spotlight**

**DAYLE VONDAL**

NVH Volunteer

**Why I Volunteer** — Dayle has been a volunteer at North Valley Hospital since 1997, when he retired from working for the railroad. After retirement, he started volunteering at the Whitefish Community Center providing Meals on Wheels and at the North Valley Food Bank in addition to NVH.

Dayle began volunteering in the previous hospital facility in Whitefish and is one of a few volunteers who have been at North Valley Hospital for more than 20 years. “I really like the people, and it keeps me busy,” says Dayle. “I just enjoy being around the visitors, and the employees, and being here twice a week.”

At 82, Dayle is active, upbeat, and a pleasure to be around as he works in the North Valley Hospital Gift Shop.

“I like being out in the community,” Dayle says.

As one of North Valley Hospital’s volunteers, all NVH staff appreciate him and his work for the hospital.
As a nonprofit 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 well-being of our local area. Last year, North Valley Hospital contributed to the health of the community through charity care, other uncompensated health care, and community health care education, support, and funding.

**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 474 other jobs in the Flathead County.

**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 and exercises, support groups, free health education classes, scholarships, and donations and sponsorships to assist local health and wellness organizations in achieving their missions.

**charity care**

Charity care is 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.

$1,012,000

**uncompensated care**

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

$2,796,000

$530,000
financials at a glance

revenue payor mix

- 35% commercial
- 37% medicare
- 21% medicaid
- 5%
- 1% worker’s compensation
- 1% private pay
- 1% other government

annual expenses

- 42% labor
- 18% supplies
- 10%
- 7%
- 4%
- 11%
- 8%
- purchased services
- depreciation / interest
- physicians
- facilities & equipment
- benefits

8,462 emergency room visits
2,498 surgical procedures
45,895 outpatient visits
1,639 hospital admissions
566 deliveries
quality & SAFETY

To promote a culture that continually strives to improve care, the North Valley Hospital quality improvement committee meets on a monthly basis to identify and support quality improvement initiatives throughout the hospital.

This multidisciplinary group is chaired by the North Valley Hospital chief medical officer and consists of physicians, clinical staff, and administrative staff who are committed to assuring that each patient gets the right care, in the right amount, at the right time.

North Valley Hospital promotes a culture of safety and transparency by sharing information that staff can act upon, from errors that could indicate larger systemic issues to the feedback that patients provide on satisfaction surveys. This open culture creates the opportunity for all staff to provide feedback and information to continually evaluate patient safety.
Employee Spotlight

TYLER HOPE
Quality & Patient Safety Analyst

Tyler Hope started working at North Valley Hospital 10 years ago as a ward clerk in the emergency department. Using her medical school education, she quickly moved into infection control, where she has been working since 2011.

Tyler said it was a good fit for her formal education, but gave her the opportunity to use her clinical knowledge in a more technical manner, something she truly enjoys.

Infection control is a critical aspect of hospital operations, and something that all hospitals are rated and monitored on. Having a top-notch infection control department can be lifesaving for some patients and can also determine the operating future of a hospital. Tyler's job is essential to both regulation and patient safety.

Tyler appreciates working with all employees using current scientific research on bacteria and disease. Her interest is beneficial as North Valley Hospital continually ranks well for patient safety and infection prevention, proving the organizational commitment to patient safety—something Tyler focuses on every day.

IN MEMORIAM
Dr. Jon Torgerson

The entire staff of physicians, providers, and employees at North Valley Hospital honored the memory of Dr. Jon Torgerson in 2018 with the Planetree Physician Champion Award. Dr. Torgerson was an emergency department physician at North Valley Hospital for more than 20 years and worked most recently in geriatrics at North Valley Professional Center in Columbia Falls. Dr. Torgerson died in 2018 while backcountry skiing outside Whitefish.

The North Valley Hospital Foundation is also honoring Dr. Torgerson with an annual continuing education award, recognizing his inquisitive mind and passion for teaching.

The Jon Torgerson Award is given to a member of the North Valley Hospital community who demonstrates an extraordinary commitment to advancing their own understanding of medicine, or an exceptional dedication to the teaching of others.

North Valley Hospital continually ranks in the top levels for hospitals statewide and regionally in Hospital Consumer Assessment of Healthcare for Providers and Systems (HCAHPS) scores. Most notably, NVH is currently ranked as a 5-star hospital for nursing communication, providing assistance as soon as it is needed, and empowering patients with the information they need to care for themselves once they leave the hospital.

Year after year, 95 percent of patients say they would "definitely" recommend North Valley Hospital to family or friends.

North Valley Hospital strives to keep the voices of patients and families at the center of patient care. NVH is recognized for spearheading efforts that improve patient experience across the health care system.

Photo credit: Philip Granrud Photography
north valley hospital

SERVICES

At North Valley Hospital, we pride ourselves on providing advanced technology and the highest level of care while maintaining a positive, comfortable patient experience. Our Planetree philosophy of patient-centered care is practiced by every provider and staff member. At NVH, you’ll receive the personalized care of a small hospital combined with exceptional levels of performance and technology normally reserved for larger facilities.

emergency department

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 medical emergencies. The North Valley Hospital emergency department is recognized for pediatric preparedness and staffs a patient care team comprised almost entirely of specialized trauma-certified professionals.

imaging

North Valley Hospital offers 24-hour imaging services provided by trained technicians and professionals, which include MRI, low-dose 64-slice CT scan, ultrasound, X-Ray, DEXA, EKG and 3D mammography.

mental & behavioral health

In response to the 2015 Community Health Needs Assessment, North Valley Hospital has worked to increase access to mental and behavioral health services. North Valley Behavioral Health has added two providers in the last year, and offers specialties in youth/child play therapy, addiction counseling, senior and older adult issues, marriage counseling, post traumatic stress disorder, and grief counseling.

Also, behavioral health is offered in area schools with licensed clinical social workers and behavioral telehealth as part of the School Based Health Clinics.
In 2018, North Valley Hospital was designated as a Baby Friendly Hospital, a high-level designation overseen by Baby Friendly USA.

Baby Friendly began in 1991 when the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) launched the Baby-Friendly Hospital Initiative, a global program to encourage the broad-scale implementation of the Ten Steps to Successful Breastfeeding.

Baby Friendly designation involves a hospital-wide focus on keeping families together and reducing stress during the birth experience. The Birth Center educates patients about the benefits of breastfeeding and family togetherness during prenatal and postnatal periods.

Baby Friendly designation was a collaborative effort between The Birth Center and all hospital staff and providers to prioritize the best possible patient care for families, infants, and new mothers.

Employee Spotlight

JONNI PEKUS & TYLER BUTTS
Robotics Clinical Coordinator & Robotics Coordinator

Jonni Pekus and Tyler Butts have led the effort to increase efficiency and improve patient experience in robotic surgeries at North Valley Hospital. They set two primary goals for the robotics program—to establish a quicker, streamlined set up process and faster room turnover between surgeries.

For the last two years, Tyler and Jonni have collected data to identify strengths and challenges in robotic procedures, which include staff and surgeon feedback. They created a custom robotic surgery tool pack to make robotic surgeries less cumbersome to set up. As a result, they streamlined processes with the entire robotics team to achieve their goals for greater efficiency, which improves the patient experience and stewardship of hospital resources.

Now, Jonni and Tyler travel throughout Montana as surgical consultants to work with new robotics programs statewide. Their research is now being implemented in various programs, making the North Valley Hospital robotics team a leader in the state and region for surgical procedures.
message from
KATIE LESAR
Chair of North Valley Hospital Foundation Board

We thank our wonderful community for your continued support of North Valley Hospital over the past year. Your generosity brought 3D mammography to NVH, and your sustained generosity will bring modernized training for doctors and nurses through the SIM-MT mobile training lab, in addition to other projects. YOU have made this community great, and YOU have made NVH even greater.

We understand that this past year brought about a lot of change in our local health care system. I want to share that we sincerely appreciate your continued support of the community treasure that is North Valley Hospital. NVH is still the same hospital that our community built, and we remain strong supporters of health care and our unique Planetree philosophy.

As we navigate the changing health care landscape together, I want you to be reassured that North Valley Hospital is continuing the tradition of providing excellent patient care while staying committed to community service.

The purpose of North Valley Hospital is to be deliberate and thoughtful as the center of healing in our community, and to continue providing the passionate, patient-centered care that our community is proud of and expects.

Sincerely,

Katie Lesar, North Valley Hospital Foundation Board Chair
message from
ALAN SATTERLEE
Executive Director, North Valley Hospital Foundation

The past year was another wonderful year at the NVH Foundation. In February, the 3D Mammography machine that was fully funded by philanthropy was installed in the NVH imaging department. Also, improvements in the imaging waiting area and changing rooms as well as the library and meditation room were completed.

The NVH Foundation was honored to receive a grant award of $50,000 in October 2018 to upgrade the technology for greater patient comfort in all of the 25 rooms at North Valley Hospital.

In 2018, our board successfully raised more than $52,000 in the Whitefish Community Foundation's Great Fish Challenge to complete the Simulation Plus project to pay for the mobile simulation lab (SIM-MT) costs and other educational needs for clinical departments at NVH. These funds will provide critical advanced training to NVH employees on a regular basis to meet the needs of our community and patients.

Significantly, we also decided to direct a portion of a planned gift from the Herb and Suzanne Kameon estate to help pay for a capital project to convert semi-private rooms to private rooms at NVH. This will improve patient privacy and is aligned with our Planetree philosophy and culture.

I can’t thank you, our community, enough for your support of projects to improve the health care facilities and programs at North Valley Hospital. Again, I am honored to work with our generous and dedicated community in support of health care and I look forward to continuing our work in 2019.

Sincerely,

Alan Satterlee, Executive Director, North Valley Hospital Foundation
north valley hospital

PARTNERS

The North Valley Hospital Foundation wishes to thank donors who invested in us during the 12-month period 12/1/17 to 11/30/18.

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 2018 - Great Fish Challenge.
Employee Spotlight

LAURIE PIERCE
Director, Patient Financial Services

Why I Donate — I started donating to the North Valley Hospital Foundation when we began building the new facility in 2005, since I saw the great need for a new hospital. Once we moved into our beautiful new hospital, I continued giving because I care about NVH and the future of my family and our community, and I know that viable health care is a critical part of a healthy community.

North Valley Hospital has also supported me personally and professionally throughout my 36-year tenure here. My life would be so different without this incredible organization, our strong leadership, and our close family of employees. I’ve definitely seen ups and downs at the hospital, but we were always able to forge ahead through the dedication of employees and the community. To me, donating to the Foundation is part of my trust in the organization, that we will continue to flourish and grow while caring for those in need with respect, compassion, and grace.

I’ve been blessed to be part of this community and an employee of this organization, and I continue to give to show my support for North Valley Hospital, an organization that I feel has given so much to me.

The North Valley Hospital Foundation was honored to receive the Russ and Mary Jane Street Community Service Award from the Whitefish Community Foundation this year. The award honors the Foundation’s commitment to community service.

The NVH Foundation raised funds through the Whitefish Community Foundation’s Great Fish Challenge to bring the SIM-MT bus to North Valley Hospital on a regular schedule for high-fidelity simulation training for staff and providers.

SIM-MT mobile simulation lab

The SIM-MT Mobile Simulation Lab

The NVH Foundation raised funds through the Whitefish Community Foundation's Great Fish Challenge to bring the SIM-MT bus to North Valley Hospital on a regular schedule for high-fidelity simulation training for staff and providers.
2018 kalispell regional healthcare and north valley hospital
AFFILIATION REPORT

The annual affiliation report is part of the affiliation agreement between North Valley Hospital and Kalispell Regional Healthcare (KRH). For the first five years of the affiliation, NVH will report on the changes and benefits of the affiliation to the facility, employees, and community.

In the last year, North Valley Hospital has advanced the benefits of the affiliation between NVH and KRH. Some of these benefits outlined in previous reports, include physician collaboration, services across facilities such as sleep lab and cardiopulmonary rehab, and establishing system-wide best practices.

This year, we highlight the following programs in 2018 that were established to improve patient care across the health care system.

**float nurses**

In March 2018, KRH established a program across the system which allowed for float nurses to work at both Kalispell Regional Medical Center and North Valley Hospital. These nurses attended training and orientation at both facilities to fully understand the integrated care in addition to any unique procedures. Now, float nurses work wherever they are most needed, making a flexible and highly trained workforce available to patients system-wide.

**policystat™**

In 2018 and early 2019, North Valley Hospital joined other Kalispell Regional Healthcare facilities by implementing a new web-based policy management system to improve policy access and to streamline updates system-wide. The policy management system, known as PolicyStat™, will benefit all facilities and departments in creating policy harmonization across the system.

**management council**

Kalispell Regional Healthcare integrated system-wide management level meetings, which now occur quarterly at KRH. Joining leaders together to discuss high-level management issues has built stronger teams across facilities, improved communication between departments, and helped employees build on each other’s strengths.

**care coordination**

Care coordination, a program linking primary care providers with hospital staff to ensure continuity of health care, is the result of a large-scale collaboration between Kalispell Regional Medical Center and North Valley Hospital. Care coordination provides optimal outcomes when all providers, facilities, clinics, and care teams collaborate as patients navigate the health care system and care continuum, which system integration has made possible.
columbia falls clinics
The North Valley Professional Center and North Valley Physical Therapy continue to serve the Columbia Falls community with skilled therapists, physicians, and nurse practitioners. The Professional Center offers primary care, family medicine, obstetrics care, behavioral health, sports physicals, and more.

In 2018, the Professional Center continued to support the School Based Health Clinic at Columbia Falls High School, offering convenient health care access to students and faculty. Behavioral health is included in the School Based Health Clinic, which helps to increase access for teens.

North Valley Physical Therapy offers specialized sports training and rehabilitation programs, ergonomic consultations, surgery and women’s health rehab, and more.

eureka healthcare
Eureka Healthcare added a new service this year by starting a School Based Health Clinic specific to Lincoln County Schools. This clinic provides health care and telehealth support to students and faculty on-site, saving students, parents, and teachers from leaving school or work to access care. This program is off to a successful start, and was designed to meet the needs of Lincoln County students and faculty.

Eureka Healthcare added two new providers in 2018, Travis Schelling, PA, and Julie Cross, DO to serve patients in Eureka and provide timely access to care.

Chronic care management is another program offered to the Eureka community, in addition to current services such as visiting specialists, walk in care, family medicine, women’s health, behavioral telehealth, and increased visits from North Valley Hospital surgeons to assist with surgical consultations and post-operative treatment.

Employee Spotlight

NANCY HENRIKSSON, RN
Director,
Care Continuum Services & Outpatient Infusion

Nancy Henriksson has been at North Valley Hospital for almost five years, and a nurse for more than 20 years. In previous jobs, she collaborated with health care systems nationwide to identify needs in patient support.

“I realized there are so many aspects that contribute to the overall health of individuals, and our health care system is overwhelming to navigate. Patients benefit more when we coordinate care and partner with our patients.”

Care continuum services include a team of RNs dedicated to helping patients, families, and caregivers manage their health care as they navigate through the inpatient and outpatient settings. The team provides services to ensure needs are met and continues support during hospital discharge and transition to home or another level of care.

“I have a passion for helping people overcome barriers to optimal health,” says Nancy. “Our rural community faces unique challenges in providing resources and support for patients. Our commitment is to provide quality care across the continuum of services, together with our patients and caregivers.”
The Planetree Festival was held in September 2018, with more than 400 community members celebrating North Valley Hospital’s Planetree philosophy of patient-centered care at this enjoyable event. Every two years, North Valley Hospital thanks the community for supporting the hospital’s Planetree culture by hosting the Planetree Festival to celebrate together.

Social Media
North Valley Hospital has active social media pages to share events, achievements, patient success stories, educational classes, volunteer info, and interesting, engaging updates with followers. North Valley Hospital has a cumulative 4,500 followers across social media platforms.

Community Relations
At North Valley Hospital, our close relationship with the community is something we are very proud of. All of our community sponsorships are for programs or organizations local to the Flathead Valley or western Montana. In addition to sponsorships, NVH employees champion over 30 events annually to engage with our community outside the hospital.
Employee Spotlight

JEFF STEFFENS
Information Systems Project Manager/Analyst

“Community involvement is important to me because I’m proud of where I work at North Valley Hospital; I believe getting involved is part of our culture at NVH and the Whitefish community. I’m inspired to live in a place where people invest in giving back.”

Jeff’s daily role at North Valley Hospital involves overseeing the main computer systems used at the hospital and serving as an agent of change. This includes keeping health record applications updated so that provider documentation, medication orders, and patient registrations can function.

Volunteering helps with empathy, says Jeff. “Being involved helps me relate to others, consider new challenges and identify needs. This makes me more empathetic, which aids in my job as a systems analyst.”

Outside the hospital, Jeff volunteers as an advisory council member of Leadership Flathead, spearheads North Valley Hospital involvement in events like the Whitefish Winter Carnival, and participates in community engagement and outreach initiatives.

“NVH’s culture of community service is important. It makes our workplace great and our community vibrant and strong.”

Whitefish Middle School (WMS) health classes of grades 5-8, led by Lisa Pollard, participated in a drawing contest for the Planetree Festival addressing the question “What is healthy to you?” The winners, shown here, conveyed unique, personal, and creative interpretations of personal health and wellness. This partnership with WMS has been a highlight of the Planetree Festival at the last two events.

The North Valley Hospital Foundation is helping to secure funding for an outdoor space consisting of a healing garden for patients, families, employees, and visitors to gather, in addition to raised beds for growing vegetables. The produce grown will support healthy eating initiatives including Food Rx and diabetes prevention programs.

NVH has teamed up with local organization Farm Hands—Nourish the Flathead to coordinate planting, maintenance, and delivery of food. Employees and community volunteers will maintain the garden beds and the public space will be landscaped to provide a quiet, relaxing location surrounded by trees, vines and greenery.

More than 150 community classes & workshops are offered every year at no charge to the community.
A different kind of hospital. A different kind of care.

NORTH VALLEY HOSPITAL

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

PLANETREE—PATIENT-CENTERED CARE IN A HEALING ENVIRONMENT

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

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 ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-808-9008. Access code: 85959185