“We are continually considering ways to enhance everyday interactions with patients, clinical processes and our physical environment to ensure that our patients feel well cared for, informed and empowered to take charge of their own health and wellness.” ~ Craig E. Aasved, CEO
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For You, Our Communities and Friends…

2007 acknowledges a milestone for our hospital and communities, with the opening of the new North Valley Hospital. We could not have done it without the many hours, efforts, donations and support of everyone involved: community, volunteers, staff, board members, physicians, donors...we thank you all.

This report introduces you to our medical staff and board members. We’ve also provided an update of our finances and contributions, information about key services and a directory with contact information for your convenience.

You’ll find North Valley Hospital to be a jewel…a rare find…centered at the north end of the Flathead Valley. And what will you find inside of this jewel?

- Highly qualified and, at the same time, wonderfully caring staff; physicians, nurses, technicians, therapists, dieticians and all hospital staff providing patient-centered care.
- State-of-the-art technology, necessary to provide top quality imaging and results.
- Patient rooms equipped with the kind of amenities that provide comfort, encourage healing and are important to patients and their families.
- Quality cuisine and service that you would expect to find in a fine dining facility.
- Care and concern from people who provide personal and individualized care, treating you as a person, not a number.
- A smoke-free campus encouraging health throughout your hospital experience, whether you are a patient, visitor or staff member.
- Beauty and comfort inside and out that promotes healing with attention to many details, such as special architectural features, soft colors and lighting, artwork, music and much more.

This is what you’ll find at our facility...welcome to North Valley Hospital!

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.
Message from the CEO

In preparing for this year’s annual report, we found ourselves asking questions about hope, ranging from the abstract to the practical. Questions such as, “What does hope mean to North Valley Hospital’s work and mission?” And, “If we want to take a picture of hope, what would it look like?”

Some questions have no clear answer and are perhaps best left for poets to muse over. Emily Dickinson called hope “the thing with feathers that perches in the soul and sings the tune without words....” Langston Hughes wrote poetically about hope without even using the word: “Being walkers with the dawn and morning, walkers with the sun and morning, we are not afraid of night.”

However you describe it, hope asserts itself in every effort at North Valley Hospital. Each project begins as a vision. It’s an unfulfilled hope, but one that’s based on a very clear plan for realization. In other words, we believe in rainbows as long as they are built on a firm foundation of practical possibility.

When North Valley Hospital became affiliated with the national Planetree organization five years ago, a commitment was made to create a comforting atmosphere to support the minds and spirits of our patients, as well as their bodies. Instinctively, we know the power of environment to soothe and heal. When in distress, we gravitate to places that envelop us with warmth - and the Planetree philosophy believes a hospital can achieve such a level of comfort. As a result of our commitment, North Valley Hospital was honored with a national award in Williamsburg, Virginia for the Architectural and Interior Design of our new hospital.

The past year has evoked nearly unprecedented excitement about the future of North Valley Hospital, while also providing a wonderful opportunity to reflect on our past. I trust you will enjoy this report and find it informative.

Craig E. Aasved, CEO
Many factors have placed tremendous pressure on healthcare institutions, including reduced reimbursement from government payers and insurance companies, as well as the increasing number of uninsured patients for whom we provide care. Regardless of these challenges, our patients continue to need our help, technology continues to advance and our community continues to expect the highest possible standards of care.

To ensure that we keep pace and continue to provide the excellence in healthcare that our community expects and deserves, philanthropy must provide the resources. Donors to the North Valley Hospital Foundation may designate a specific purpose or area of interest for their gift, give to our General Fund or invest in the permanent endowment fund.

Following are just some of the ways that donor gifts have made a difference:

- State-of-the-art blood pressure monitors, stretchers, exam lights and defibrillator for the Emergency Department
- AquaDoula® birthing tub, infant hearing testing equipment, bassinets and rockers for The Birth Center
- Healthcare educational resources for the Community Health Library
- Successful $6.3 million capital campaign for construction of our new hospital, including a 64 slice CT Scan and Digital Mammography
- Artwork throughout the hospital

Donors are recognized in various ways based on their gifting level. All donors are listed in a permanent registry in the Community Health Library. Recognition is also available on the paved walls outside the main hospital entrance and on the Donor Wall in the main corridor. As donors continue to give over time, their status is changed accordingly.

The North Valley Hospital Foundation is a not-for-profit corporation, so gifts to the Foundation are tax deductible to the full extent allowed by law. Every gift to North Valley Hospital touches the lives of many. Thank you for your support!
**Community Involvement**

The family of caregivers at North Valley Hospital give back to our communities in a variety of ways. Many of our staff volunteer as clinical or lay professionals at the Shepherd’s Hand Clinic; some provide athletic training services and first aid at school sporting events; others provide medical and educational services to local schools and businesses; and many serve on civic boards.

Many employees contribute to the North Valley Hospital Foundation which helps to support our hospital with capital efforts, medical equipment and various other purchases. Still others donate their time and efforts to other hospital Foundation fundraising events.

North Valley Hospital supports Flathead Industries, ALERT, Wings Cancer Support, United Way, Montana West Economic Development, Special Olympics and others.

North Valley Hospital Community Outreach Clinics operate in Columbia Falls, Whitefish, seasonally on Big Mountain at Whitefish Resort (See Page 7) and Eureka, where new construction for a much larger clinic will begin soon.

Since opening on March 22, 2007, North Valley Hospital has hosted tours of our hospital for over 5,000 people in our communities.

In 2007, North Valley Hospital contributed $121,871 in in-kind services and supplies to the Shepherd’s Hand Clinic. North Valley Hospital also paid $2,357 for transportation to and from medical appointments through the Flathead County Agency on Aging/Eagle Transit. Other charity care was provided by North Valley Hospital in the amount of $628,516.

North Valley Hospital supports Flathead Industries, ALERT, Wings Cancer Support, United Way, Montana West Economic Development, Special Olympics and others.

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**Revenue Payor Mix**

- **Medicare** - 37%
- **Commercial** - 33%
- **Private Pay** - 17%
- **Medicaid** - 8%
- **Worker’s Comp** - 3%
- **Other Govt.** - 2%

**Total Annual Payroll** - $8,935,142 ($8.9 million)

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<td>Emergency Department Visits</td>
<td>9,020</td>
<td>8,540</td>
<td>8,120</td>
<td>7,663</td>
<td>7,609</td>
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<td>Surgical Services</td>
<td>1,359</td>
<td>1,458</td>
<td>1,527</td>
<td>1,643</td>
<td>1,655</td>
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<td>Outpatient Visits</td>
<td>44,383</td>
<td>45,937</td>
<td>44,315</td>
<td>42,286</td>
<td>44,025</td>
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<td>Imaging Procedures</td>
<td>20,654</td>
<td>16,984</td>
<td>14,984</td>
<td>13,885</td>
<td>13,350</td>
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<td>Hospital Admissions</td>
<td>1,651</td>
<td>1,548</td>
<td>1,499</td>
<td>1,504</td>
<td>1,535</td>
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<tr>
<td>Newborn Deliveries</td>
<td>353</td>
<td>292</td>
<td>238</td>
<td>208</td>
<td>222</td>
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Uncompensated Hospital Care at North Valley Hospital 2005 to 2007

What is uncompensated care? Uncompensated care is an overall measure of 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. A hospital may establish inability to pay at the time care is provided, or through later efforts once adequate financial information has been obtained to make an eligibility determination.

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 and insurance companies 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.

Total Dollar Figures Based on Full Established Charges, 2005-2007

<table>
<thead>
<tr>
<th>Year</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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<td>2005</td>
<td>$530,832</td>
<td>$1,831,500</td>
<td>$6,979,996</td>
<td>$9,342,328</td>
<td>$27,802,855</td>
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<td>2006</td>
<td>$778,159</td>
<td>$2,139,550</td>
<td>$8,141,885</td>
<td>$11,059,594</td>
<td>$31,442,966</td>
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<tr>
<td>2007</td>
<td>$798,927</td>
<td>$2,919,500</td>
<td>$8,583,391</td>
<td>$12,301,818</td>
<td>$35,278,003</td>
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24/7 Emergency Department
Emergency medical services are of vital importance to the North Valley as our communities continue to grow, bringing new residents and visitors to our area. Our Emergency Department is staffed 24-hours a day, 7-days a week with physicians whose specialty is Emergency Medicine and nurses trained in trauma and patient-centered care. North Valley Hospital has over 100 physicians and medical specialists who are ready to care for you and those you care about. Our imaging and laboratory services are also available should your doctor request these services. Our Emergency Department physicians diagnose and treat trauma, cardiac pain, sports related injuries and much more. If your child is hurt, injured or becomes suddenly ill during the night, our physicians are available 24/7.

24-Hour Imaging Services
Imaging Services is staffed with trained technicians and professionals who provide gentle, patient-centered care and a Radiologist who is available to consult with the attending physician. Imaging services for diagnoses of emergency medical services are available 24-hours a day. Diagnostic services include MRI, a new 64-slice CT Scan, Ultrasound and X-ray; digital mammography will be offered to our patients within the next few months. Patient images are digitally stored in our state-of-the-art Picture Archiving Computer System (PACS) and can be transmitted directly to other departments, as well as other hospitals and clinics.

Surgical Services
North Valley Hospital’s Surgical Services Department is fully state-of-the-art, including utilization of the PACS system. Surgeons view clear images on high-definition monitors mounted securely to the ceilings of our surgery rooms. Same-Day Surgery Services include a detailed pre-admission process. Patients are offered a comforting massage as a calming means before surgery. Reconstructive and cosmetic surgeries are offered at North Valley Hospital, as well as general surgeries, orthopedic, gynecological, urological, colon, ear/nose/throat (ENT) and others. Ask your doctor to schedule your next elective surgery at North Valley Hospital.

The Birth Center
Expectant moms and their families are delighted about the feeling of comfort they receive when visiting The Birth Center at North Valley Hospital. Soft music, low lighting and soothing colors create a “home-like” atmosphere for all who enter. Large rooms, some equipped with a double bed, provide for a close family experience. Babies are born in rooms located away from general care areas, and expecting mothers (and their loved ones) may enter The Birth Center through a private entrance at the south end of the hospital.

The Birth Center also offers the option of an AquaDoula® tub to help moms experience a more gentle labor. The optional water birth for mom and baby may be discussed with your doctor, midwife or nurse. Prior to leaving the hospital, all moms are offered a healing massage and baby is given a handmade gift basket to commemorate the birth.

The Birth Center offers a wide variety of classes. We welcome you to contact us for a class schedule or to schedule a tour of the Center.

(See Hospital Directory on Pg. 14)
### Physicians – Active Medical Staff

#### Anesthesiology
- **Donald Decker, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500
- **David Nichols, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500
- **Andrew Zimet, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500

#### Cardiology
- **N. Patrick Madigan, MD**
  - Glacier Cardiovascular Consultants
  - 711 East 13th Street
  - Whitefish, 862.5355

#### Emergency Medicine
- **James Dusing, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500
- **Betty Kuffel, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500
- **Kenneth McFadden, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500
- **Scott A. Rundle, MD**
  - MontAlaska Physicians Group
  - North Valley Hospital
  - Whitefish, 863.3500

#### Family Medicine
- **Mary Ann Carlson, MD**
  - The Professional Center
  - 2165 Baker Avenue
  - Whitefish, 863.3500
- **Patricia Cole, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500
- **Jennie Eckstrom, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500
- **Daniel Munzing, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500
- **Kathryn Neff, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500
- **John Tremper, MD**
  - The Professional Center
  - 2165 9th St. W. (Hwy. 2)
  - Whitefish, 863.3500

#### General Surgery
- **Ryan Gunlikson, MD**
  - North Valley Surgical Services
  - 711 East 13th Street
  - Whitefish, 862.5575

#### Internal Medicine
- **Suzanne Daniell, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500

#### Internal Medicine
- **Elizabeth White, MD**
  - Glacier Medical Associates
  - 1111 Baker Avenue
  - Whitefish, 863.3500

#### Orthopedic Surgery
- **Matt Bailey, MD**
  - Peak Orthopedics and Sports Medicine
  - 1111 Baker Avenue
  - Whitefish, 863.9340

#### Obstetrics/Gynecology
- **Randall Beach, MD**
  - Alpine Women’s Center
  - 2002 Hospital Way
  - Whitefish, 862.6436

#### Oral Surgery
- **Bernadette Wilson, DDS, MD**
  - Glacier Oral and Maxillofacial Surgery
  - 711 East 13th Street
  - Whitefish, 863.2363

#### Pathology
- **Peter Smith, MD**
  - Glacier Regional Pathology
  - 6 Sunset Plaza
  - Kalispell, 752.5656

#### Pediatrics
- **Mary Ann Carlson, MD**
  - The Professional Center
  - 2002 Hospital Way
  - Whitefish, 862.6436

#### Plastic Surgery
- **Sarah Nargi, MD**
  - Whitefish Plastic Surgery
  - 5850 Hwy. 93 S.
  - Whitefish, 862.6808

#### Radiology
- **Richard Friedman, MD**
  - Northwest Imaging
  - 210 Sunnyview Lane
  - Kalispell, 752.7073

#### Urology
- **Amy McKerrow, MD**
  - Urology Associates
  - 350 Heritage Way, Ste. 2300
  - Kalispell, 752.8456
- **Jonathan Mercer, MD**
  - Flathead Urology PLLC
  - 210 Sunnyview Ln., Ste. 106
  - Kalispell, 756.1433
**Physicians – Courtesy Medical Staff**

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<th>Physician</th>
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<tbody>
<tr>
<td>Jeffrey Bartels, MD</td>
<td>Otolaryngology</td>
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<tr>
<td>Roger Barth, MD</td>
<td>Ophthalmology</td>
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<tr>
<td>Rob Bates, MD</td>
<td>Emergency Medicine</td>
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<tr>
<td>William Benedetto, MD</td>
<td>Radiology</td>
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<tr>
<td>Perry Birky, MD</td>
<td>OB/GYN</td>
</tr>
<tr>
<td>Roch Boyer, MD</td>
<td>General Surgery</td>
</tr>
<tr>
<td>Rodenney D. Brandt, MD</td>
<td>Orthopedics</td>
</tr>
<tr>
<td>David Bruce, DPM</td>
<td>Podiatry</td>
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<tr>
<td>Patrick Burns, DO</td>
<td>Neurology</td>
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<tr>
<td>Thomas Caughlan, MD</td>
<td>Internal Medicine</td>
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<tr>
<td>Hugh Cecil, MD</td>
<td>Radiology</td>
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<tr>
<td>G. Parker Chamberlin, MD</td>
<td>Internal Medicine/ Cardiology</td>
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<tr>
<td>Charles Charman, MD</td>
<td>General Surgery</td>
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<tr>
<td>Jack Davis, MD</td>
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<tr>
<td>Bennett Dykstra, MD</td>
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<tr>
<td>Anders Engdahl, MD</td>
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<tr>
<td>Donald Ericksen, MD</td>
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<tr>
<td>David Fortenberry, MD</td>
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<td>Thoms George, MD</td>
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<tr>
<td>B. Frank Gray III, MD</td>
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<tr>
<td>Gregory Harrah, MD</td>
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<td>Robin Harrison, MD</td>
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<td>Michael Henson, MD</td>
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<tr>
<td>Lawrence Iversen, MD</td>
<td>Orthopedics</td>
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<tr>
<td>Jon Johnson, MD</td>
<td>Cardiology</td>
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<tr>
<td>Marise Johnson, MD</td>
<td>Internal Medicine/ Family Medicine</td>
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<tr>
<td>Bert Jones, MD</td>
<td>Orthopedics</td>
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<tr>
<td>Bret Lindsay, MD</td>
<td>Neurology</td>
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<tr>
<td>Hikmat Maaliki, MD</td>
<td>Family Medicine</td>
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<tr>
<td>Stanley Makman, MD</td>
<td>Orthopedics</td>
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<tr>
<td>Patrick McDonnell, MD</td>
<td>Radiology</td>
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<tr>
<td>Stephen Ochs, MD</td>
<td>Anesthesiology</td>
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<tr>
<td>Karl Oehrman, MD</td>
<td>Otolaryngology</td>
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<tr>
<td>Albert Olszewski, MD</td>
<td>Orthopedics</td>
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<td>K. Erik Ploot, DPM</td>
<td>Podiatry</td>
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<td>Mark Remington, MD</td>
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<td>Michael Righetti, MD</td>
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**Consulting Staff**

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<td>Jason Rockwood, MD</td>
<td>Podiatry</td>
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<td>Robert Rogers, MD</td>
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<td>David Roth, MD</td>
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<td>Ronald Schnier, MD</td>
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<td>James Schumacher, MD</td>
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<td>John Stephens, MD</td>
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<td>Donald Stone, MD</td>
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<tr>
<td>Keri Thorn, MD</td>
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<td>Bernadette VanBelois, MD</td>
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<td>C. Read Vaughn, MD</td>
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<td>John Ward, MD</td>
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<td>Steve Weber, MD</td>
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<td>Mike Wickersham, MD</td>
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<td>Alan Williams, MD</td>
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<td>Ned Wilson, MD</td>
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**North Country Medical Clinic Physicians**

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<tr>
<td>Raluca Ionescu, MD</td>
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<td>Serban Ionescu, MD</td>
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**Allied Health Professionals**

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<td>Michele Anderson, RN</td>
<td>Urology</td>
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<td>Robert Babbitt, PA-C</td>
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<td>Rayne Beach, ARNP</td>
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<td>Andrew Brown, RN</td>
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<td>Paul Coats, FNP</td>
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<td>Mark Colonna, DDS</td>
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<td>Patricia Dobis, RNFA</td>
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<td>Richard Fields, FNP</td>
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**Active Staff** – Permitted to admit patients; may vote on matters/issues presented at meetings of the Medical Staff; may hold office at any level of the Medical Staff Organization and sit on or be chairman of any committee.

**Courtecy Staff** – Permitted to admit patients; no voting rights; not eligible to hold office.

**Consulting Staff** - Consults and/or participates in the care of patients of the hospital; patients must be admitted by Active or Courtesy staff; no voting rights; not eligible to hold office.

**Allied Health Professionals** - Include Nurse Practitioners, Physician Assistants, Certified Nurse Midwife, RN First Assistant, Doctor of Dentistry and PICC Line Nurses. AHP’s are not member of the Medical Staff, but are granted specific clinical privileges in the hospital commensurate with the scope of their licensure, training and experience.
Special Services

Hospitalist Program
Most primary care physicians practicing in the North Valley participate in North Valley Hospital’s Hospitalist Program. When admitted to the hospital, patients are in the care of the hospitalist physician whose single focus is inpatient medicine. All of North Valley Hospital’s hospitalists are Board Certified in Internal Medicine.

Hospitalists see their patients on a daily basis, modify medications if necessary and order appropriate tests or procedures. If a consultation with another specialist is required, the hospitalist will arrange this as well. Primary care physicians are updated regularly on their patient’s status. They know their patients best and will provide care after the patient leaves the hospital. Following discharge, the hospitalist will send the primary care physician a full summary of the patient’s hospital stay, including post-discharge plans and medications. This program was created to provide the highest quality hospital experience for our patients.

The Sleep Study Center
The Sleep Study Center at North Valley Hospital is directed by Dr. Patrick O. Burns and is located in the Cornerstone building at North Valley Hospital. The sleep lab is quiet, safe and private. The information gathered during a sleep study allows the doctor to see whether or not you have a sleep disorder.

Sleep studies are effective for a variety of sleep disorders: Obstructive Sleep Apnea, Periodic Limb Movements, REM Behavior Disorder, Restless Leg Syndrome, Narcolepsy, Insomnia, Shift Work and Jet Lag. If you suffer from one of these disorders or have symptoms such as excessive daytime sleepiness, snoring, spells of no breathing during sleep or similar problems, Dr. Burns and his staff are available by calling 862-2229. You can also visit North Valley Hospital’s website for more complete information: www.nvhosp.org

The Valley Café
The Valley Café at North Valley Hospital has become a very special place to meet with friends over a meal, snack or homemade dessert. Located just inside the north entrance of the hospital, the café offers quality dining, healthy eating alternatives, an espresso bar and breathtaking views of Glacier National Park and Big Mountain, all in a clean and friendly environment. Serving breakfast and lunch in the dining room at very affordable prices, the Valley Café also offers Cuisine-on-Call to our patients.

The Shop at North Valley Hospital
The Shop at North Valley Hospital is the newest gift boutique in the North Valley and features a wide variety of fun and eclectic gifts, convenience items, North Valley Hospital logo products, fresh flowers and affordable gifts for all occasions. Located off the Mall Corridor next to the Community Health Library, The Shop is staffed by friendly and knowledgeable volunteers. Proceeds from The Shop benefit the North Valley Hospital Foundation.
Planetree

In 2007, North Valley Hospital celebrated its 5th Anniversary of membership with the National Planetree Affiliation. Planetree is a non-profit organization that partners with hospitals and health centers to support them in creating a healing environment. By providing patient-centered care, we strive to demystify, humanize and personalize the healthcare experience for our patients, visitors and staff members. North Valley Hospital’s vision/mission and value statements reflect our dedication to implementing Planetree’s Core Components. Hospital staff, volunteers and care providers are trained in the Planetree Model of Care, which contributes to patient-centered care by emphasizing the importance of:

**Human Interactions**
Emphasizing how important it is to listen to patients and their families, and to partner with them to be active participants in their care. North Valley Hospital nurtures and supports their staff to respect and care for one another.

**Architectural and Interior Design**
A beautiful new healing space that supports patients, visitors and staff members. Warm earthy colors and design features add to an environment that supports relaxation and comfort. A water feature, niches for art pieces, healing garden areas and a fish aquarium can be found throughout hospital departments. All nurture a healing experience while meeting your healthcare needs.

**Nutritional and Nurturing Aspects of Food**
Delicious, healthy cuisine is available to our patients and their families via Cuisine-on-Call room service. ‘The Valley Cafe’ is open to the public for breakfast and lunch, and special Family Nourishment Areas are provided in the Medical/Surgical/Pediatric Department.

**Providing Health Information & Education**
The hospital’s Community Health Library is free and open to the public, 24-hours a day, 7 days a week. It offers over 500 books on health-related subjects and internet access for our patients, their families and the public. An individualized Health Information Packet is available to patients upon request. Our library can also be used for a quiet space to relax in front of the fireplace.

**Family, Friends and Social Support**
Open visitation is so important to patients and their visitors, which is why North Valley Hospital offers visiting hours 24-hours a day, 7 days a week. A window-seat daybed in each patient room can be made up for the night so a loved one can rest in comfort.
**Spirituality**

Local clergy are available to our patients on a on-call basis. The hospital staff can assist you in contacting the spiritual advisor of your choice. The stained glass door to our Meditation Room welcomes you to a quiet space for reflection and prayer.

**Healing Arts**

A harpist plays for patients on a weekly basis. Fine original art, photographs, prints and handmade quilts adorn the walls throughout the hospital, adding to the healing environment. An art display that is rotated among area artists can be viewed at the north end of the main corridor.

**Complementary Therapies**

Massage therapy is offered free of charge to our patients in all patient care areas. Massage provides relaxation and comfort to preoperative, obstetric, emergency, medical and intensive care patients. Journaling with the book *Write Yourself Well* by local author Ina Albert is available for patients who would like to begin journaling during their hospital stay. Dogs and their handlers, certified through the Delta Society Certification Program, round through patient care areas offering a friendly canine visit to patients, visitors and staff. A baking program, facilitated by one of our nurses, offers fresh baked cookies on a regular basis.

**Healthy Communities**

Local physicians offer monthly Community Education Classes in an up-close and personal format with time allotted for your questions. CPR, First Aid, Safe Sitter classes and a cancer support group are held on a regular basis by a registered nurse from North Valley Hospital. The hospital also supports the community through its involvement and contributions to the Shepherd’s Hand Clinic. Hospital staff contribute to Thanksgiving baskets for local Food Banks, Relay for Life, Whitefish Winter Carnival, the Family Walk/Run and many other community events.
Future Projects

Medical Office Village
The Medical Office Village is located at the south end of the hospital and will eventually house a total of seven buildings. Three offices have been completed to date: the Alpine Women’s Center with Drs. Randy Beach and Mirna Bowden; Alpenglow Dental with Dr. Dale Bax; and North Valley Hospital’s Cornerstone building, which is situated at 3004 Hospital Way. Half of the Cornerstone is dedicated to the Sleep Study Center; the remaining half is utilized by the hospital and its staff for maternity classes, hospital meetings, staff education and community education programs.

Currently under construction are Whitefish Physical Therapy, North Valley Surgical Services and Glacier Orthopedics and Sports Medicine. North Valley Hospital also has future plans for an additional building in the Village.

Plans are also being developed for additional medical offices and specialty areas on our beautiful 45-acre campus. As the premier patient-centered care facility in the North Valley, we recognize the importance of keeping our communities informed about what they can expect from us; we plan to utilize effective means of communication to update you as additional progress is made.

Hospital Entrance Signage
New signage at North Valley Hospital’s main entrance off Highway 93 is currently being designed and should be fully installed in the very near future. The new sign will provide a large, clearly visible and lighted entrance into our campus on the southwest edge. Two other entrances may be utilized to enter North Valley Hospital as well; one by way of JP Road (off Hwy. 93) to River Lakes Parkway onto Hospital Way, and a south campus entrance off Highway 40. Easy, visible access to North Valley Hospital helps support our goals of comfort and ease during your visit to our facility and campus.

North Country Medical Clinic, Eureka
Construction has started on a new $2 million clinic for the Tobacco Valley community. Drs. Serban and Raluca Ionescu and their staff opened the North Country Medical Clinic in 2001, remodeled and enlarged the facility in 2002 and have since become so busy they have outgrown their current location.

The new site will be located one mile north of the current facility on Hwy. 93, with completion expected at the end of 2008. The clinic will continue to serve the patients and families of Eureka and surrounding areas with expanded exam rooms, laboratory and radiology services, physical therapy and expanded hours. As a Planetree affiliate, North Valley Hospital and North Country Medical Clinic realize the importance of this new clinic in providing the best patient-centered care possible.

Shown here is a diagram of the final layout of buildings and entrances into the Medical Office Village.
**Distinctive Programs & Services**

- 24-hour Emergency Department
- 24-hour Laboratory Services
- 24-hour Imaging Services
- Community Education Programs
- CPR and First Aid Certification
- Diabetic Consultation
- Food and Nutrition Services
- Health Information Management
- Home Oxygen Delivery Services
- Linus Quilt Program
- Medical/Surgical/Pediatric Department
- Planetree Services
  - Artist and Artisan Displays
  - Certified Dog Visitation
  - Community Health Library
  - Clergy-on-Call
  - Cuisine-on-Call
  - Massage Therapy
  - Therapeutic Music
- Physical, Occupational and Speech Therapies
- Respiratory Services
- Sleep Study Center
- Surgical Services
- The Birth Center
- The Shop at North Valley Hospital

**Telephone Directory**

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<tr>
<td>Information</td>
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“When I walk down the halls, everyone is so pleased. The layout, flow and colors are always mentioned. People say that it doesn’t feel like a hospital. But for me, it feels right. It feels like who we are. Putting patients first has positively impacted everyone.”

~ Craig E. Aasved, CEO