North Valley Hospital strives hard to continually improve the quality of care and customer service we provide and to offer the services locally that our community needs - while facilitating innovative ways to decrease costs. Our focus on what's best for the patient is why we have committed to exploring new opportunities for collaboration with Kalispell Regional Healthcare. We have been working in partnership for years on things like recruitment and employment of medical staff, offering shared medical services, providing joint education and training for staff, and performing a joint Community Health Needs Assessment.

The benefits of working together include the ability to increase our focus on managing population health and providing additional resources to invest in technologies and infrastructure that enhance care coordination, service offerings, quality, security and safety. Lastly, it strengthens our organization for long-term sustainability in the ever-changing world of healthcare.

One thing that will not change is our dedication to our community, patients and staff in providing safe, quality and Planetree patient-centered care that we have become known for. With new opportunities, we can do even more.

We welcome your feedback on how we can improve our services and continue to meet the healthcare needs of our community. Thank you for giving us the honor to care for you and your family.

Regards,

Jason A. Spring, FACHE
Chief Executive Officer

It seems every year we say that healthcare is changing more rapidly than ever before, and 2015 seems to have been no different. The Affordable Care Act and the Health Insurance Exchange created options for individuals and families to purchase more affordable health insurance that included coverage for preventative screenings. We also saw the passage of Medicaid Expansion which will broaden insurance coverage for up to 70,000 Montanans who were in the gap between Medicaid and insurance subsidies.

In 2016, North Valley Hospital will build upon the efforts in healthcare reform to expand our reach beyond our hospital walls and into the community. We will be participating with the National Rural Accountable Care Consortium to provide care coordination services to our chronically ill population. We are also preparing to launch a school-based clinic with the Columbia Falls school district to provide greater access to physical and mental health services for students. Telehealth technology to provide mental health services to remote locations in Northwest Montana is also planned for launch through a grant from the Montana Healthcare Foundation.

It’s exciting to see so many opportunities for our community to get the help needed. All of this, however, places pressure on already limited resources to provide high quality care to all who seek our help.
Healthy Communities

Community Support & Involvement

North Valley Hospital believes in supporting and partnering with area service organizations and first responders to help strengthen the health and well-being of those we have the honor of serving. Complementing our mission - to be the center of healing for the communities we serve - we gave approximately $403,000 in tangible and in-kind support during FY 2015 to a wide variety of organizations and causes including Shepherd’s Hand Free Clinic, Flamehead Cancer Aid, athletic trainers in the Whitefish and Columbia Falls school districts, Relay for Life, Project Homeless Connect, Montana Special Olympics, March of Dimes, and many others. Helping patients with transportation to receive needed medical care, we support Flathead County Agency on Aging/Eagle Transit program, Wings Cancer Support Group, and ALERT Helicopter.

Every year our team of clinical staff and administrative personnel participates in a number of drills and scenarios to hone our skills should an internal or external emergency occur. Among the drills in 2015, we participated in the Great American Shake-Out drill, trained on hazardous material safety, and continued the processes Shake-Out drill, trained on hazardous material safety, and continued the processes Shake-Out drill, trained on hazardous material safety, and continued the processes Shake-Out drill, trained on hazardous material safety, and continued the processes Shake-Out drill, trained on hazardous material safety, and continued the processes.

North Valley Hospital continued to make progress in meeting the goals of our latest joint Community Health Needs Assessment for Flathead County. Progress in 2015 on the five key health needs include:

- Prevention and Wellness Education and Access: NVH hosted a variety of health classes including pre- and postnatal birthing and parenting classes, diabetes education, safe sitter, CPR and first aid. Our respiratory therapy department launched an asthma education program to help identify patients in the hospital with asthma, or the potential of asthma, to help them manage their symptoms and improve their outcomes. We also continued our sponsorship of the Boys and Girls Club of Glacier County to provide financial support, educational presentations and healthy snacks for their Triple Play Program - benefiting more than 500 boys and girls in the Columbia Falls and Evergreen club locations. The program’s comprehensive approach designed to help young people become healthy and active, learn new ways to handle stress, maintain a healthy body, and form positive relationships fits right in line with North Valley’s Planetree philosophy of healing the mind, body and spirit.

- Access to Affordable Primary Health Care: Construction was completed in November on the new North Valley Professional Center, located in close proximity of two schools in Columbia Falls. The new clinic was designed with a school-based clinic in mind and is scheduled to begin offering healthcare and wellness services to area students in early 2016. NVH launched cardiopulmonary rehabilitation services in the hospital providing a convenient location for residents of the north Flathead and Lincoln counties. Medical staff recruitment this year included a rheumatologist, and a physical therapist for the Eureka area. We also expanded North Valley Geriatric Specialty Services with more providers and facility coverage. NVH Certified Application Counselors assisted residents in signing up for health care coverage through the Montana Health Insurance Exchange during a number of NVH hosted events.

- Mental Health Care: North Valley Behavioral Health was busy in 2015 in providing mental health services for children, adolescents and adults. Preparations were initiated to bring telemedicine and on-site mental health services to schools and a rural long-term care facility in North Valley’s primary service area in 2016.

- Patient Advocacy and Coordination of Care among Multiple Organizations: To increase care coordination for chronically ill patients, the process was initiated to partner with the National Rural Accountable Care Consortium program starting in 2016. Throughout the year, staff provided representation and leadership positions at the Northwest Montana United Way, Best Beginnings Community Council for Early Childhood Development, the Flathead County Emergency Medical Services Board, and Frontier Medicine Better Health Partnership.

- Access to Affordable Primary Dental Care: NVH continued its support for Shepherd’s Hand Free Clinic which provides free acute dental care to low income families in the north valley. NVH again partnered with Kalispell Regional Healthcare and the Flathead City-County Health Department in 2015 to begin the next round of Community Health Needs Assessments to be published in 2016. For more information on the 2013 assessment and North Valley’s response plan, visit www.nvhosp.org.

Volunteers

Thanks to our network of 102 dedicated volunteers, it is possible for North Valley Hospital to deliver many of the special touches that our patients appreciate. In 2014, our volunteers invested 5,749 hours comparable to 2.8 full-time equivalent employees. At the current national rate of $23.30 per hour used to compute volunteer time, this equates to a value of $133,742. Our volunteers are much appreciated in they assist with many hospital programs. Because of their generosity, we are able to offer our patients fresh baked cookies prepared right in patient areas for the comforting smell of home; certified dog visitations that put a smile on our patients’ faces; and live music for enjoyment and relaxation. Talents of our volunteers are used throughout every department of our hospital in addition to infant photography, administrative services, information desks, gift shop, pastoral care and board positions.
What is uncompensated care?
Uncompensated care is hospital or clinic care provided to the patient that has been deemed uncollectible, meaning no payment was received from the patient or insurer. 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. At NVH, the applicant’s family income must be at or below 400% of the Federal HHS poverty guidelines and their cash reserves must be less than the current Medicaid guidelines. Financial assistance is available for non-elective service types and we offer assistance to all those in need whether or not they have insurance.

What is bad debt?
Bad debt is the unpaid obligation for care provided to patients who may be unable to pay and do not apply for charity, or are deemed able to pay but have not done so. For insured patients, this can be amounts that are considered the patients’ responsibility, such as deductibles and coinsurance not paid by the insured.

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

Community Impact
North Valley Hospital contributed $23.7MM last year to the health of the community through its charity care; other uncompensated healthcare; contractual discounts; and community benefits. The hospital and its outreach clinics are also one of the largest full-time employers in the Whitefish area with 440 employees. According to the Montana Department of Labor and Industry, for every job at North Valley Hospital, another .63 jobs are supported in the county. Additionally, for every dollar in wages and benefits paid to hospital employees, another $0.54 in wages and benefits are created in other local jobs. Therefore, our employee base with a $23.8MM payroll and benefits, supports approximately 277 other jobs in the Flathead County, worth $12.85MM in local wages and benefits.

<table>
<thead>
<tr>
<th>Revenue Payor Mix</th>
<th>Commercial 43.0%</th>
<th>Medicare 30.1%</th>
<th>Private Pay 9.7%</th>
<th>Medicaid 13.5%</th>
<th>Workers’ Comp 11%</th>
<th>Other Govt. 24%</th>
</tr>
</thead>
</table>

Total Annual Expenses

| Total Dollar Figures Based on Full Established Changes by Fiscal Year |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| YEAR | CHARITY CARE | BAD DEBT | CONTRACTUAL DISCOUNTS | TOTAL UNPAID SERVICES | GROSS PATIENT REVENUE |
| 2013 | $2,405,052 | $3,011,437 | $16,601,597 | $22,018,086 | $63,337,798 |
| 2014 | $2,570,409 | $2,997,724 | $16,690,077 | $22,258,210 | $65,179,905 |
| 2015 | $2,283,770 | $2,626,673 | $18,394,218 | $23,304,661 | $67,897,616 |

Benefit to the Community FY 2015

| CHARITY CARE $2.3MM |
| BAD DEBT $2.6MM |

FOCUS ON: Keeping costs in line to put more back into patient care.
At North Valley Hospital, we know that leading-edge technology delivered with a personal touch leads to better healing. Here, you’ll receive the personalized attention of a small hospital combined with advanced technology normally found only in much larger facilities.

24/7 Emergency Department, Imaging Services & Laboratory

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

North Valley Hospital offers 24-hour Laboratory and Imaging Services provided by trained technicians and professionals with radiologists available to consult with attending physicians 24 hours a day. Our imaging services include MRI, low-dose 64-slice CT Scan, Ultrasound, X-Ray, DEXA and Digital Mammography. Nuclear Medicine is also provided via a visiting mobile unit. An asthma education program is also provided through our team of orthopedic specialists.

The Center for Orthopedics

Our popular retirement community combined with active, outdoor lifestyles and experienced surgeons utilizing state-of-the-art technology creates the right environment for superior orthopedic services. North Valley features the Stryker Computer Navigation System for total knee surgeries which aids the surgeon in making precise adjustments for the best possible implant fit, fewer complications and improved joint stability. In addition to knee surgery, North Valley Hospital offers hip, spine, hand, shoulder, ACL reconstruction, fracture care and other orthopedic procedures. Adding to the leading-edge technology is a full hospital-based orthopedic program lead by Certified Orthopedic Nurse Coordinators who provide education and care unique for orthopedic patients. Urgent care and 24-hour emergency services are available through our team of orthopedic specialists.

The Birth Center

North Valley Hospital celebrated 541 births in FY 2015 with families who came from throughout the area to deliver their babies in The Birth Center. The popularity of our Birth Center created the need for a 2,730 square foot expansion which added three additional labor/delivery/recovery/postpartum rooms. The beautiful new rooms include built-in jetted tubs, Murphy-style postpartum beds, large restrooms and soft lighting. There was also extensive renovation of approximately 1,045 square feet of existing space providing for a larger nursery to care for babies needing special attention. Other changes include a larger nurses’ station to accommodate multiple providers and staff, an expanded family waiting area, and a new lactation room to assist new mothers. Nitrous oxide was added to our repertoire of pain control methods for use during labor.

North Valley Professional Center

North Valley Hospital invested in a new facility for North Valley Professional Center to better serve our community in a more modern and spacious building. The new location between an elementary and middle school in Columbia Falls was designed with room for additional providers and services and to house a school-based clinic with easy access to provide healthcare and wellness programs to students and staff. www.nvprofessionalcenter.org

Cardiopulmonary Rehabilitation

Cardiopulmonary Rehabilitation opened in mid-2015 offering individualized and personalized treatment plans in a dedicated cardiopulmonary room within the hospital. The new service provides a convenient location for residents of the north Flathead and Lincoln counties who require frequent and numerous rehabilitation visits for cardiac or pulmonary problems.

North Valley Rheumatology

Rheumatology services were added to North Valley’s list of specialties in late 2015 with the North Valley Rheumatology Clinic opening in the hospital’s medical office village in Whitefish. Board-certified Rheumatologist, Daryl MacCarter, MD, leads the service line focusing on rheumatologic disease and arthritis conditions.
Now in its 13th year as a Planetree affiliate, North Valley Hospital and clinics are grounded in a patient-centered approach to healthcare that strives to demystify, humanize and personalize the healthcare experience for our patients, visitors and staff. The basis for our patient-centered care is quality in everything we do — from medical care to patient experience and everything in between.

To focus on continual improvement in the quality and safety of our services, we continued our work on the performance improvement methodology, Lean, that involves our front line staff in identifying and facilitating opportunities to enhance the patient experience. Of significance, among the processes we focused on this year was the optimization of the patient registration process to provide a more satisfactory experience for patients.

Human Interactions
We emphasize the importance of staff listening to patients and their families, and partnering with patients to be active participants in their care. Respect for each other and our guests is a core value that we follow.

Architectural & Interior Design
Award-winning architecture incorporates natural lighting accentuating the warm, earth-tone colors and design supporting an atmosphere of beauty, relaxation and comfort. In 2015 we began the process of updating our interior design with a more modern, yet comforting, color pallet and furnishings.

Nutritional & Nurturing Aspects of Food
Fresh, seasonal menu items along with an espresso bar, Cuisine-on-Call and family nourishment areas provide healthy and delicious offerings typically not found in hospital settings.

Health Information & Education
The hospital’s Community Health Library offers a quiet space to relax next to the fireplace. Health-related and general interest books and magazines are available for guests’ enjoyment. Wireless guest internet access is accessible throughout the hospital and a computer is available in the library for the use of patients and their guests.

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

Family, Friends & Social Support
North Valley Hospital has an open visitation policy that offers visiting hours 24 hours a day, 7 days a week. In addition, each patient room has a window seat daybed or full recliner that may be prepared for the night so a loved one may rest in comfort. Beyond the human family, patients’ canine pets may also visit them during their stay.

Healing Arts
Enjoy fine, original artwork including a rotating display by visiting artists. Live harp music soothes patients and guests while other volunteer and professional musicians play in the hospital throughout the year.

Complementary Therapies & Human Touch
To help make your stay as comfortable as possible, we offer a relaxing massage free of charge to all of our inpatients. Dogs and their handlers, certified through Pet Partners, offer a friendly visit to patients, visitors and staff. Acupuncture is available to treat a variety of pain and medical ailments. This year we added aromatherapy for relaxation and well-being under the supervision of clinical staff.

Healthy Communities
Sharing our medical expertise beyond the walls of our facilities, North Valley provides free classes and events including pre- and post-natal classes, support groups, health education presentations, health screenings and more. For the enjoyment of the whole community, we offer a Fit-Trail® System along our 1.3 mile walking path that encircles the campus and are a co-sponsor of the Learning Pavilion on the Whitefish Trail system.
Physicians

Emergency Medicine
Saul Buckmaster, DO
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

James Dusing, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

Linda Law, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

Asheleigh Magill, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

H. Kenneth McFadden, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

Scott Rundle, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

Jonathan Torgerson, MD
Emergency Physicians
Integrated Care (EPIC)
North Valley Hospital
1600 Hospital Way
Whitefish, 863-3500

Family Medicine
Todd Bergland, MD
Glacier Medical Associates
111 Baker Avenue
Whitefish, 862-2515

Justin Bush, MD
Flathead Community Health Center
1035 1st Avenue West
Kalispell, 751-8113

Jason DeFluiter, DO
North Country Medical Clinic
1343 Hwy 93 North
Eureka, 297-2438

Jennie Eckstrom, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Jay Erickson, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Kari Holgren, MD
Flathead Community Health Center
1035 1st Avenue West
Kalispell, 751-8113

Bayne French, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Cameron Gardner, MD
North Valley Professional Center
1675 Talbot Road
Columbus Falls, 892-3208

Derek Gfdllman, DO
Alpine Family Medicine
734 9th Street W #12
Columbia Falls, 892-1011

John Kalbkleisch, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Joni Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Ronald Miller, MD
North Valley Hospital
Whitefish, 863-3500

Daniel Munzing, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Kathryn Neff, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

Katiera Rivera, DO
North Valley Professional Center
1675 Talbot Road
Columbus Falls, 892-3208

Family Medicine, Pediatrics
Mary Ann Carlson, MD
North Valley Professional Center
1675 Talbot Road
Columbus Falls, 892-3208

General Surgery
Ryan Gunlikson, MD
North Valley Surgical Services
2000 Hospital Way
Whitefish, 862-5575

John Means, MD
Kalispell Regional Healthcare Surgical Specialists
333 Surgical Services Drive
Kalispell, 751-5392

David Sheldon, MD
Kalispell Regional Healthcare Surgical Specialists
333 Surgical Services Drive
Kalispell, 751-5392

Neal Wilkinson, MD
Kalispell Regional Healthcare Surgical Specialists
333 Surgical Services Drive
Kalispell, 751-5392

Internal Medicine
Thomas Addison, MD
NVH Hospitalist Program
1600 Hospital Way
Whitefish, 863-3500

Elizabeth Brandenburg, MD
NVH Hospitalist Program
1600 Hospital Way
Whitefish, 863-3500

Jason Cohen, MD
NVH Hospitalist Program
1600 Hospital Way
Whitefish, 863-3500

Suzanne Danieli, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862-2515

John Lewison, MD
1600 Hospital Way
Whitefish, 862-3500

Mitchell Maroz, MD
NVH Hospitalist Program
1600 Hospital Way
Whitefish, 863-3500

Elizabeth White, MD
1600 Hospital Way
Whitefish, 862-6436

Carrie Mellor, DO
Alpine Women’s Center
2002 Hospital Way
Whitefish, 862-6436

Rheumatology
Daryl MacCarter, MD
North Valley Rheumatology
2000 Hospital Way
Whitefish, 862-5575

Urology
Gregory Adams, MD
Urology Associates
350 Heritage Way
Kalispell, 752-8456

Jonathan Mercer, MD
Flathead Urology
210 Sunnyview Lane #106
Kalispell, 756-1433

Vasilis Simos, MD
Urology Associates
350 Heritage Way
Kalispell, 752-8456

Plastic Surgery
Michael Hromadka, MD
Gluicer View Plastic Surgery
60 Four Mile Drive, #10
Kalispell, 756-2241

Psychiatry
J. Douglas Muir, MD
North Valley Behavioral Health
2004 Hospital Way
Whitefish, 862-1030

Radiology
Michael Henson, MD
Northwest Imaging
PO Box 9110
Kalispell, 751-7519

Ortopedic
Matthew Bailey, MD
Flathead Valley Orthopedic Center
310 Sunnyview Lane
Kalispell, 752-1778

Orthopedic Surgery
Joseph Bergman, MD
Flathead Valley Orthopedic Center
11 Sunnyview Lane
Kalispell, 752-7900

Mark Magill, MD
Northwest Orthopedics & Sports Medicine
350 Heritage Way #1200
Kalispell, 752-6784

Albert Olszewski, MD
Flathead Valley Orthopedic Center
11 Sunnyview Lane
Kalispell, 752-7900

Benjamin Ward, MD
Northwest Orthopedics & Sports Medicine
350 Heritage Way #1200
Kalispell, 752-6784
Physicians

Courtesey Medical Staff
Admits, attends or is involved in the hospital on a less frequent basis than active staff.

Physician
Aaron Alme, MD
Paul Anderson, MD
Esther Barnes, DPM
Roger Barth, MD
William Benedetto, MD
James Blasingame, MD
James Boslaugh, MD
Roch Boyer, MD
Roderick Branch, MD
Brentley Chechele, MD
Patrick Burns, DO
Nick Cantrell, MD
Hugh Cecil, MD
William Cobell, MD
John Craig, MD
Bennett Dykstra, MD
Anders Engdal, MD
Donald Ericksen, MD
Pet Peter, MD
David Fortenberry, MD
Richard Friedman, MD
Justine Gavagan, MD
B. Frank Gray, MD
Craig Harrison, MD
Robin Harrison, MD
David Healy, Jr., MD
Tyler Hopper, MD
Melissa Hulvat, MD
Lawrence Iversen, MD
Scott Jahnke, DO
James Jermain, DDS
Christopher Johnson, MD
Jon Joseph, MD
Marine Johnson, MD
Bert Jones, MD
Kent Kellee, DO
Matthew Keller, DO
Mary Kouri, MD
Sydney Lillard, MD
Rachel Losey, MD
Theodore Losey, MD
Niall MacJigan, MD
Stanley Malkman, MD
Patrick McDonnell, MD
Christopher McEwen, MD
Stephen Milheim, MD

Specialty
Physician
Michael Mitchell, MD
Robert Mitchell, MD
Robert Nitschel, MD
Michael Noud, MD
Karl Gehrlman, MD
Denny Orme, DO
Andrew Palmer, MD
Karen Perser, MD
Dennis Peterson, MD
Benjamin Pomerantz, MD
Mark Remington, MD
Steven Rizzolo, MD
David Roth, MD
Aubree Ruckowski, DO
Nicholas Satovick, MD
Kevin Scholten, MD
D. James Schmacher, MD
John Schwaneveldt, MD
Michelle Spring, MD
August Stain, MD
John Stephens, MD
Kim Stimpson, MD
Donald Stone, MD
Michael Sugarman, MD
P. Kurt Thorderson, MD
Keri Thorn, MD
Howard Tice, MD
Carl Tulin, DO
Kyle Tubs, MD
C. Read Vaughan, MD
Neil Warn, MD

Specialty
Consulting Medical Staff
Consults on, performs diagnostic procedures or tests, or participates in the care of patients in the hospital.

Physician
John Andenoro, MD
Betsy Bittman, MD
Andrew Cole, MD
Michael Goodman, MD
Bruce Hardy, MD
Joseph Kreskowski, MD
Brett Lindsay, MD
Kurt Lindsay, MD
Amy McKerrorv, MD
David Murdock, MD
Leonard Pynes, MD
Todd Shumard, MD
Bernadette VanBellos, MD

Specialty
Physician
Anesthesiology
Cardiology
Emergency Medicine
Anesthesiology
Otolaryngology
Anesthesiology
Orthopaedic Surgery
Internal Medicine
Radiology
Ophthalmology
Orthopaedic Surgery
Cardiology
Emergency Medicine
Radiology
Anesthesiology
Radiology
Otolaryngology
Plastic Surgery
Ophthalmology
Physical Med & Rehab
Orthopaedic Surgery
Neurology
Anesthesiology
Emergency Medicine
Gastroenterology
Anesthesiology
Otolaryngology
Radiology
Orthopaedic Surgery

Affiliate Medical Staff
Granted specific clinical privileges in the hospital.

Physician
James Cannava, DMD
Mark Colonna, DDS
David Dordril, DDS
Christopher Holdhausen, MD
Michelle Martin-Thompson, MD
Reed Thompson, DDS

Specialty
Physician
Dentistry
Dentistry
Family Medicine
Pediatrics

Specialty
Allied Health Professionals
May visit patients, review medical records, and write social notes.

Physician
Anita Beach, FNP
Eric Belanger, PA-C
Erin Boedecker, L.Ac.
Tomi Bringeman, CST, CFA
Brittany Coburn, NP-C
Kelly Coloff, APRN
Kim Conlin, PA-C
Greg Danielson, PA-C
Timothy DeVries, PA-C
Randy Dugan, PA-C
Jeffrey Dukeman, PA-C
Kristy Ehrmantraut, PA-C
Edward Eve, Jr., PA-C
Laura Hunter, FNP-BC
Ann Ingram, FNP-BC
Remie Iverson, FNP-BC
Nancy Knapp, FNP-BC
Rebecca Knapp, CST
Shannon Lee, PA-C
Catherine Love, FNP-BC

FOCUS ON: The Whole Person–Mind, Body, and Spirit.

Physician
Marjorie Wyatt-Smith, RN
Kathleen Wilson, PA-C
Steven Trimble, PA-C
Jeanne Tremper, CNM
Sara Torgerson, FNP-B
Jean Rohrer, NP-C
Michael Seymour, PA-C
Judith Smith, FNP-B
Michelle Smith, FNP-C
Jenny Streich, FNP
Joe Timchek, RN
Sara Torgerson, FNP-B
Jeanne Tremper, CNM
Steven Trimble, PA-C
Kathleen Wilson, PA-C
Marjorie Wyatt-Smith, RN
Glacier Maternity & Women’s Center

Comprehensive women’s healthcare and obstetrics are offered at four locations.

**Columbia Falls:**
734 Hwy 2 West, Ste. 12

**Eureka:**
North Country Medical Clinic
1343 Hwy 93, Eureka

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

**Whitefish:**
Glacier Maternity
2000 Hospital Way

All locations:
406.752.8180
www.glaciermaternity.org

North Valley Maternity & Women’s Center

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

The Cornerstone Building in the NVH Medical Village
3004 Hospital Way, Whitefish

Hours: 8:30 AM - 4:30 PM, Monday to Friday
406.862.4763
www.nvembracehealth.org

North Valley Professional Center

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

1675 Talbot Road, Columbia Falls

Hours: 8:00 AM - 5:00 PM, Monday to Friday
Extended hours to 7 PM on Wednesdays
Imaging & Lab Hours: 8:30 AM - 5 PM
(closed from 12 PM - 1 PM) Monday to Friday
Clinic: 892.3208 | Lab: 892.1298 | X-ray: 892.1297
www.nvprofessionalcenter.org

North Valley Rheumatology

Rheumatologic and arthritis clinic offering musculoskeletal ultrasound for diagnosis and treatment.

2000 Hospital Way, Whitefish
406.862.5575

North Country Medical Clinic

North Country Medical Clinic is a comprehensive Family Practice that includes internal medicine, osteopathic manipulation, pediatrics, physical therapy, ultrasound services, digital x-ray, Coumadin services and laboratory. The clinic was designated a Rural Health Clinic in 2012 providing for a sliding fee scale to qualified patients.

1343 Hwy 93, Eureka

Hours: 8 AM - 5 PM, Monday to Friday
406.297.2438 | www.ncmedicalclinic.org

North Valley Geriatric Specialty Services

The Geriatrics team provides care, evaluation and recommendation of integrative physical and mental health care for seniors. On-site services are available at many residential care facilities in northwest Montana.

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

North Valley Behavioral Health

Offering behavioral health services for children, adolescents and adults by Board Certified Psychiatrist and licensed counselors.

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

North Valley Surgical Services

General surgery clinic for pre- and post-operative visits.

2000 Hospital Way, Whitefish
406.862.5575 | www.nvsurgicalservices.org

North Valley Professional Center on Talbot Road, Columbia Falls

FOCUS ON:
Where you want to be
North Valley Clinics are conveniently located across the Flathead valley and Eureka to assist you on whatever endeavors life takes you. Call or visit us online to find a doctor or health care professional near you.
NVH Recognitions & Accreditations

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

Exceeding Patient Expectations & Overall Best Performance Awards by Avatar International
North Valley Hospital was recognized again last year by Avatar International with consistently high standards of patient care across multiple service lines. Avatar International is an industry leader in healthcare quality improvement services and this acknowledgment is recognition of its top performing hospital partners each year.

Since 2002, North Valley Hospital has used the Avatar patient satisfaction system to obtain detailed information about the care provided to patients at the hospital. North Valley Hospital has been a recipient of the Exceeding Patient Expectations award for each year, and since 2008 has achieved the highest honor with the Overall Best Performance award, which represents the top ten percent in Avatar’s national database.

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

American College of Radiology (ACR)
Since 1995, North Valley Hospital’s Imaging Services has earned the ACR accreditation through exceptional quality and care in Digital Mammography. In addition to digital mammography, the leading edge imaging equipment available at North Valley Hospital includes: low-dose 64-slice CT, MRI, X-ray, EKG, ultrasound, Dexascan and Nuclear Medicine.

NVH Recognitions & Accreditations

College of American Pathologists (CAP)
The North Valley Hospital Laboratory has been awarded accreditation by the Accreditation Committee of CAP since 1997. The CAP program is recognized by the federal government as being equal to, or more stringent than, the government’s own inspection program

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

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

Senior Leadership Team

Suzanne Davis
Chief Information Officer

Ronald Miller, MD
Chief Medical Officer

Randy Nightengale, CPA
Chief Financial Officer

Joe Schmier
Interim Senior Director - Human Resources

Mary Sterhan
Senior Director - Planetree & Quality

Rhonda Tallman
Senior Director - Clinic Operations

Chris Thomas, RN
Chief Operations Officer

Catherine Todd
Senior Director - Business Development & Community Relations

Traci E. Wough, RHIA
Senior Director - Compliance

Toll-Free in Montana 1.888.815.5528
Administration 863.3550
Admissions/Pre-Admissions 863.3566
Surgery, Birth Center 863.3535
Birth Center 863.3570
Cardiopulmonary Rehab 863.3632
Community Relations 863.3632
Foundation 863.3630
Gift Shop 863.3500
Glacier Maternity 752.8180
Human Resources 863.3637
Imaging Services 863.3576
Infusion Services 863.3514
Laboratory 863.3679
Maintenance/Operations 863.3561
Marketing 863.3631
Materials Management 863.3697
Medical Records (H.I.M.) 863.3547
Medical/Surgical/Pediatric Dept. 863.3541
North Country Medical Clinic 297.2438
North Valley Behavioral Health 862.1030
North Valley Embrace Health 862.4763
North Valley Geriatric Specialty Services 862.1030
North Valley Physical Therapy - Columbia Falls 892.2777
North Valley Professional Center 892.3208
North Valley Rheumatology 862.5575
North Valley Surgical Services 862.5575
Patient Billing/Assistance: 1.800.511.5988

Insurance Billing 863.3728
Medicare/Medicaid (A-K) 863.3722
Medicare/Medicaid (L-Z) 863.3723
Private Pay - NVH 863.3727
Private Pay - NVH 863.3567
Private Pay - Patient Business Services 1.800.511.5988
Pharmacy 863.3510
Planetree & Quality 863.3511
Sleep Medicine Center 862.2229
Special Care Unit 863.3580
Valley Café 863.3509

Visit us at: 1600 Hospital Way, Whitefish, MT 59937 www.nvhosp.org
Our Mission
is to be the center of healing for
the communities we serve.

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

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

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

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

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