# Table of Contents

For You, Our Communities and Friends .................................................. 2
North Valley Hospital Mission/Vision/Values ......................................... 2
Message from the CEO ........................................................................... 3
Hospital Board of Directors ................................................................. 3
Community Involvement ....................................................................... 3
Volunteers ............................................................................................. 4
Revenue Payor Mix Chart ................................................................... 5
Annual Expenses Chart ....................................................................... 5
Uncompensated Hospital Care ............................................................... 5
North Valley Hospital Foundation – Touching Lives ................................. 7
Foundation Board of Directors ......................................................... 8
Foundation Donor Wall ........................................................................ 9
Key Services ....................................................................................... 11
Outreach ............................................................................................... 12
Special Services .................................................................................. 13
Planetree ............................................................................................... 15
Physicians – Active Medical Staff ....................................................... 17
Physicians – Courtesy Medical Staff ................................................... 19
Physicians – Consulting Staff ............................................................. 19
North Country Medical Clinic Physicians ........................................... 19
Allied Health Professionals .................................................................. 19
Developing Relationships ................................................................... 20
North Valley Hospital Awards ............................................................. 21
Distinctive Programs and Services ....................................................... 22
Telephone Directory ............................................................................. 22
For You, Our Communities and Friends…

North Valley Hospital is always evolving. Seven years ago, we embraced the Planetree patient-centered care philosophy to reflect the type of care our small-town community expected to receive from their hospital. Growth and expansion quickly followed, and North Valley Hospital has since been recognized both locally and nationally for our investments over the years to change the way healthcare is viewed. North Valley Hospital is being identified as a facility that has infused the highest grade of technology and exceptionally skilled medical staff with a caring, healing, comfortable and compassionate environment.

Take a look at the space within the hospital walls. While the design fits the needs of a critical access hospital, great care has been made to breathe life into the environment through the use of color, curves, art, nature; dining, views and natural light. The main hallway, for instance, is centrally located like a home’s living room. Its location between the in-patient suites and diagnostic departments allows for the utmost privacy and patient comfort, while establishing a community area for guests, family and patients.

Inspiring leaders have helped to achieve critical milestones in North Valley Hospital’s evolution: a capital campaign to assist with the cost of a new hospital designed around Planetree components; expanded medical services such as total joint replacement and spine surgeries, reconstructive and cosmetic surgeries, urology, hospitalists, primary and OB/GYN care; complementary services such as acupuncture and massage; and the addition of diagnostic and treatment equipment that patients usually expect to see in well known big-city hospitals, not rural facilities like North Valley Hospital.

We continue to reach out to the community with educational presentations and show our support by assisting at signature events. Our health library is available to the public, and free wireless Internet can be accessed throughout the hospital. Along with the comforts we extend to make our patients feel at home, we provide highly qualified and compassionate nurses, technicians, therapists, dieticians and hospital staff. Our remarkable physicians could practice anywhere in the country, but they choose North Valley Hospital.

We encourage community members to schedule a tour or visit us online so you can see and feel why more and more people are choosing North Valley Hospital. Our smoke free facility is easily accessible from Highways 93 and 40 in Whitefish. Take a virtual tour or find out more about our services, staff, physicians, equipment and classes at our newly remodeled website: www.nvhosp.org.

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

As you review this year’s community report, I hope that you will take great pride in the many community efforts that North Valley Hospital has accomplished throughout the past year. Since I joined the hospital staff in March of 2009, I have been continually impressed with all aspects of North Valley Hospital. And, as you will see throughout this report, patients, families and third party reviewers also have recognized the exceptional service and care our staff and physicians provide.

The Board of Directors at North Valley Hospital has been instrumental in developing a world class campus, purchasing outstanding technology, and recruiting and retaining the highest caliber physicians and employees. The hospital’s board created this strong foundation because of their tremendous foresight of properly serving the community for many more years. This year, they also spent considerable time and effort on developing a new strategic vision.

Continuing to provide patients with an exceptional personal experience while utilizing the ever-increasing power of technology is the focal point of the board’s vision. For example, the members have committed to move toward electronic health records that can be shared with other healthcare providers as our patients move throughout the healthcare system. The members also want to see us move into a closer relationship with the communities we serve through strong health and wellness programs in conjunction with schools, employers and other community organizations.

As healthcare reform emerges over the next few years, you can feel comfortable knowing that we’re prepared to overcome any challenges in an effort to provide the greatest benefit to our community. The leadership at North Valley Hospital is engaged and ready to develop a healthcare delivery system that maintains the proud tradition of caring for our communities in a cost-effective manner with world-class standards.

Regards,

Jason A. Spring
FACHE, CEO

Community Involvement

As a non-profit, we support other organizations that complement our mission: To be the center of healing for the communities we serve. North Valley Hospital provides a school nurse and athletic trainer to the Whitefish school district. Nutritional Services promotes healthy eating habits to our future leaders and their parents at many community events. North Valley Hospital also sponsors establishments such as the Shepherd’s Hand Clinic, Flathead Industries,
ALERT, Wings Cancer Support, United Way, Montana West Economic Development, Special Olympics, and The Abbie House among many others. And, we help individuals make their valley-wide medical appointments by donating funds to the Flathead County Agency on Aging/Eagle Transit program.

North Valley Hospital leaders strongly encourage our staff to help in the community. In addition to representing the hospital, many staff independently involve themselves in events and give donations that make our community a better place by volunteering as clinical or lay professionals at the Shepherd’s Hand Clinic, contributing to Thanksgiving baskets for local families, providing athletic training services and first aid at school sporting events, offering medical and educational services to local schools and businesses, or serving on civic boards.

Much of the hospital staff gives personal time and donations to North Valley Hospital-sponsored events such as Night of Lights, Heritage Days, Relay for Life, Turn the Flathead Pink, Whitefish Winter Carnival, the Family Walk/Run and many other community events. A good number of employees also contribute to the North Valley Hospital Foundation, helping to support the hospital with capital efforts, medical equipment and various other purchases.

Utilizing the wealth of knowledge that our physicians and staff can offer, North Valley Hospital provides a forum for free community classes and events such as sibling classes, a weekly mom-baby support group, a cancer support group, community education presentations and more. Local physicians offer free monthly community education programs in an up-close and personal format, with time allotted for your questions. In addition to AARP driver safety courses, a North Valley Hospital registered nurse instructs CPR, First Aid, Safe Sitter, and birthing classes on a regular basis for a nominal fee.

Volunteers

Whether it’s one or two hours a month, or a few hours a week, we greatly value the time and efforts of every North Valley Hospital volunteer. Many opportunities are available to donate time, learn new skills, meet great people and give to the community. As a matter of fact, our volunteers invested 5,411 hours in the 2008 calendar year. The current national rate used to compute volunteer time is $19.51 per hour, which equates to $105,569. Now that’s making a difference!

We offer our patients baked goods, cooked right in patient areas for the savory smell of home; certified dog visitations put a smile on our patients’ faces with their visits; and musicians warm the hospital with beautiful, healing music. Talents are used throughout every department of our hospital, in addition to the library, information desk, gift shop, pastoral care and board positions.
Uncompensated Hospital Care at North Valley Hospital

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.

Revenue Payor Mix

<table>
<thead>
<tr>
<th>Revenue Payor Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial - 38.1%</td>
</tr>
<tr>
<td>Medicare - 33.9%</td>
</tr>
<tr>
<td>Private Pay - 15.6%</td>
</tr>
<tr>
<td>Medicaid - 8.6%</td>
</tr>
<tr>
<td>Worker’s Comp - 2.2%</td>
</tr>
<tr>
<td>Other Govt. - 1.6%</td>
</tr>
</tbody>
</table>

Total Annual Expenses

<table>
<thead>
<tr>
<th>Total Annual Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor - 32.5%</td>
</tr>
<tr>
<td>Depr., Intrst. and Amort. - 16.7%</td>
</tr>
<tr>
<td>Other - 15.0%</td>
</tr>
<tr>
<td>Supplies - 10.7%</td>
</tr>
<tr>
<td>Purchased Services - 7.8%</td>
</tr>
<tr>
<td>Physicians - 7.2%</td>
</tr>
<tr>
<td>Benefits - 6.8%</td>
</tr>
<tr>
<td>Facilities and Equip. - 3.3%</td>
</tr>
</tbody>
</table>
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 patient’s 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 his or her deductible or co-insurance, and not the difference between actual billed charges and the negotiated payment.

North Valley Hospital Loan Program
North Valley Hospital has implemented a new, easy-to-use loan program to help our patients take advantage of affordable monthly payment plans. Our partnership with SunWest Bank provides our patients access to below-market interest rates. Participation may begin immediately after services have been provided, or after insurance has issued payment to your account. Four percent of the unpaid balance or $20 is due initially. Existing accounts may be combined or additional North Valley Hospital medical expenses may be added to your account in the future. For more information, contact Patient Financial Services at 863-3571 or 863-3567.

Total Dollar Figures Based on Full Established Charges by Fiscal Year

<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>
</tr>
</thead>
<tbody>
<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>
</tr>
<tr>
<td>2008</td>
<td>$1,066,203</td>
<td>$3,009,465</td>
<td>$9,912,267</td>
<td>$13,987,935</td>
<td>$39,978,434</td>
</tr>
<tr>
<td>2009</td>
<td>$1,392,843</td>
<td>$2,699,605</td>
<td>$11,282,288</td>
<td>$15,374,736</td>
<td>$44,084,556</td>
</tr>
</tbody>
</table>

2007
Collected Revenue - 65.13%
Contractual Discounts - 24.33%
Bad Debt - 8.28%
Charity Care - 2.26%

2008
Collected Revenue - 65.01%
Contractual Discounts - 24.79%
Bad Debt - 7.53%
Charity Care - 2.67%

2009
Collected Revenue - 65.13%
Contractual Discounts - 25.59%
Bad Debt - 6.12%
Charity Care - 3.16%
Most of the time we don’t have to think about medical care. However, when the need for healthcare does arise, it is reassuring to know that outstanding healthcare is available right in your backyard – in part, because people like you invest in North Valley Hospital.

Over the years, private contributions have enabled North Valley Hospital to grow into a dynamic community healthcare provider. The Foundation secures crucial funding that helps support the delivery of excellent care and services to a growing number of patients and families. The success in raising funds has enabled the hospital to purchase a number of vital pieces of equipment including new digital imaging equipment, blood pressure and cardiac monitors, Echo Cardiogram Digital Archiving System, disaster preparedness training and equipment, fetal monitor, labor bed, birthing tub, orthopedic surgical equipment, and an anesthesia machine. Funds have also helped purchase HIPAA security software, computers and word process programs, artwork, Café paging system, and nursing education programs. It would be difficult to find a patient care area in North Valley Hospital that has not benefited from donated funds.

Community support is instrumental to helping North Valley Hospital continue its mission by providing innovative medical services and stellar care. The dedication of donors who recognize the value of investing in the health of their community have fueled our accomplishments.

Even in tough times, the affection and loyalty of our patients and friends sustain the vision of a great hospital and all that it requires. We appreciate the special privilege it is to be part of the Hospital and understand well that exceptional health care transforms people’s lives.

A gift to the North Valley Hospital Foundation touches lives for a lifetime. Please be our partner in furthering patient-centered care in a compassionate environment.

The North Valley Hospital Foundation is a Montana charitable public benefit corporation as described in Internal Revenue Code section 501(c)(3). Therefore, all donations are tax deductible to the extent allowed by law.

Visit the website at www.nvhosp.org for more information, or phone (406) 863-3630.
Foundation Board of Directors

Chair
Lyle Phillips
Retired HR Admin.
Columbia Falls
Aluminum Co.
Columbia Falls

Vice Chair
Dale Bar, DDS
Alpenglow Dental
Whitefish

Treasurer
Catherine Witmer
Owner
Exchange Services, Inc.
Whitefish

Past Chair
Carol Dodge
Retired Postmaster
Columbia Falls

Dee Brown
Owner, Canyon RV & Campground
Hungry Horse

Luther Campbell
Retired Executive
Price Waterhouse
Cooper
Whitefish

Mike Cuffe
Owner
Big Sky Publications
Eureka

Marcus Duffy
Co-Owner
Great Northern
Brewery Co.
Whitefish

Jake Heckathorn
Retired Attorney
Whitefish

Patty Kogutek, Ed.D.
Retired Educator
Whitefish

Debbie Melby
Accountant
Melby Home Interiors
Columbag Falls

Dorothy Newton
Owner
Newton Logging, Inc.
Eureka

Paul Johannsen
Manager
Great Northern Investments
Whitefish
North Valley Hospital Foundation Donor Wall as of November 17, 2009

Visionaries ($500,000+)
David J. and Sheryl L. Lesar
The Shaw Family

Believers ($100,000 – 499,999)
Anonymous (2)
Rick and Alicia Blake Family
Rebecca and Jerome Broussard
Christensen Family
Federal Grant – Conrad Burns
Mr. Michael L. Goguen
Connie and Jake Heckathorn
Suzanne and Herbert Kameon
QHR
Toth Family
Judy and David Williams
Montana Health Research & Education Foundation

Healers ($25,000 – 99,999)
Anonymous
Dr. and Mrs. Robert H. Arbuckle
Denise and Jim Archer
Nan and Turner Askey
Shellie and Tee Baur
Dee and Jim Beightol
Mr. and Mrs. Terry L. Bell
Brishka Family
Dorothy and Luther Campbell
Barbara and John Conners
Bill and Roberta Campbell
Blake and Nora Dunlop and Family
Chuck Eble
Glacier Bank – Whitefish
Judy Ethell and Bob Glatz
Martha and Jeffrey Hamilton

Sue and Ron Holliday
Margaret McCaul
Janet H. Morrow
North Valley Hospital Auxiliary
Northwest Imaging, P.C.
Allison and Doug O’Bien and Family
Dr. and Mrs. Herb Peschel
Schlinger Family Foundation
Tracy Foundation
Tipelo Grille
Virginia V. Weldon, MD
Whitefish Credit Union
Dr. and Mrs. M.R. Yokan
Swank Enterprises
Knife River Corporation
Mary Jane Street

Nurturers ($10,000 – 24,999)
Kathy and Craig Aasved
American Bank
Linda Ardell
Mari Askey
Dr. Randall and Rayne Beach
Bonnie and Richard Billuni
Mr. and Mrs. William Bindley
Sonia and John Breslow
- Breslow Foundation
Janice and James Case
Crowley Fleck PLLP
Albert Danna and Jennifer Kobren
Nancé and Felix DuPuy
Don and Beth Earris
First Interstate BancSystem, Inc.
First Interstate Bank – Whitefish
Flathead Electric – RoundUp for Safety
Janie and Ron Frazar
Freedom Bank
Susan and Martin Gilman
Glacier Bank – Columbia Falls
Richard Gordon and Cheryl Watkins
Dr. and Mrs. Ryan Gunlikson
Shannon and Brian Haycox
Beth and Bill Kendrick
Maureen and John King
Dorothy and David Kennington
Jeanie and Dennis Konopatzke
Meadow Lake Development
Dr. Ken and Karen McFadden
Margery and Burt Meldman
Dr. and Mrs. Ronald Miller
Susan Moffitt and Christopher Ridder
Joseph V. and Cora Belle Montalban
Plum Creek Foundation
Schelling Construction
Semitool
Dr. David Sobba
Cynthia and Kenneth Stein
Vucurevich Foundation
Gayle and Daniel Weinberg
Whitefish Community Foundation Grants
Whitefish Community Foundation
- Whitefish Mountain Resort Fund
Whitefish Community Foundation
- Strickler Family Fund
Alison Young

Sustainers ($5,000 – 9,999)
Gub and Kitsie Akey and Family
Lin Akey – Raymond James
Richard and Carol Atkinson
Burlington Northern
- Sante Fe Foundation
Lynn Bauer
Rita and Bob Bishop
Carol and Wayne Blake
Mary Ann Carlson, MD
Penny and Paul Carpenter
Elspeth and Robert Chambers
Columbia Falls Aluminum Company
Carolyn and Buzz Crutcher
Suzanne Daniell, MD
and Richard Hildner

D.A. Davidson – Terry Judd,
Ron Matelich and Sarah Fitzgerald
Donald, Rebecca, Chase and
Kyle Decker
Decker Family Foundation
DePratu Family
Carol and Neil Dodge
Richard Firestone
Barbara and Michael Jenson
Paul and Ann Jeremiassen
Nancy Gorderly
Darlene and Tim Grattan
Jayne and Gary Hall
Marie and Skip Hanson
Pam and Dick Hughes
JJCA
Carol and Brian Kennedy
Bonnie and Tom Kenny
Kiwanis of Whitefish
Patty and Joe Kogutek
Cindy and Tom LaChance
Edith and John Leonis
John H. Lunday, Jr.
Joyce and Tim Murphy
Master Plumbing
MFP Resources, Inc. – Marilyn Hays
Mr. and Mrs. H. Montague Osteen, Jr.
Helga Pate
Lynn and Bob Pearce
Maureen and Joe Rheinmann
Susan and Hank Ricklefs
Bradley and Susan Seaman
Glenda and Robert Smith
Angie and Jason Spring
Martha Stadler
Richard Steiner
Sterling Title Services
Jon and Sara Torgerson
Dr. Rod and Lynn Vaught
Western Building Center
Catherine Wittmer
Whitefish Community Foundation
- Tom and Teresa Quinn
Encouragers ($1,000 – 4,999)

Anonymous
Caty and Doug Adams
Jay Adams
Detra and Andy Anderson
Artisans Doors of Montana
Elizabeth Askew
Aurora Borealis Foundation
Dan and Laurie, Sean and Brian Averill Family
Back Room/Nite Owl Restaurant
LuAnn and Joe Basirico
Donna and Charles Bauer
Gayle and Dale Bax
Barbra and Don Bennett
Big Book Group
Pamela and John Blakely
Dawn and Hugh Bohné
Mirra Bowden, MD
Lorraine G. Bronson
Barbara and Curtis Brown
Betty Faye Brown
David Burke
Nikki and Don Carlson
CenturyTel
Hud and Joan Chapin
Ann Clark
Colla Enterprises
D. A. Davidson – Tim Schnee
Sara and Bill Dakin
Tammy Jo Dewhurst
Dominick Family
Dream Weaver Studio – Karla Kiser
EBMS, Inc.
Dr. and Mrs. Jay Erickson
Beverly and Gary Elliott
Sandy and Jim Faucher
Donald Feldman
Doris and Richard Field
Maura and Edwin Fields
First Citizens Bank
Flathead County/City Health Department Grant
Susan and Greg Fletcher
Jane and John Frey
Kathryn and Marshall Friedman
Dr. Raymond and Diane Garth - Garth Chiropractic
Glacier Medical Associates
Megan Gordley
Colleen and Peter Grant
Mary and Bill Haase
Lisa and Doug Hickok
Edith Herskind
Myrtle Hofacker
Chris Holdhusen, MD and Kathryn Neff, MD
Imaging Solutions
JCCS, P.C.
Priscilla and Joel Jobst
Dr. and Mrs. Bert Jones
Sarah and Fred Jones
Dr. and Mrs. Jon Johnson
Dr. and Mrs. John Kalbfleisch
Kalispell Electric
Yvonne and Glen Kartheiser
Kissler Family Foundation
Kiwanis of Columbia Falls
Joanne and Roger Kessinger
Rem and Sara Kohrt
John Kramer
Betty Kuffel, MD
Pat LaTourelle
Brian and Mary Lauterbach
Bob and Connie Lockman
Jeannie Luckey
Lynette and Jon Ludviksen
Jo and Dud Mahler
Malinquist Construction
Janet and Jim Malone
Donald Feldman
Marka and Steve Marquesen
McCall Memorial Hospital
Meadow Lake Golf Resort
Rhona and Jerry Meislik
Dr. Joan and Rodney Miller
Dr. Jon and Tami Miller
Gert Moeller
Montana Logging Association
Montana Public Health Laboratory
Peggy and Roger Newman
Doug Newmaster
Dorothy and Charles Newton
Jo and Roland Newton
Northwestern Energy
Northwest Healthcare
Gerlinde Oliver
Diane and Darrel Olson
John T. Olson, Ph.D.
Claudette Olstad
John Osborne and Joanie Cummings
Karen and Bud Paul
Ann and Clloyd Petersen
Judy and Lyle Phillips
Laurence and Paul Pierce
PJR Investments
Plum Creek Timber
Bonnie and Dee Pollock
Professional Practice Environments
Don O. and Marjorie B. Redding
Diane and Robert Rice
Dr. and Mrs. F.M. Ricker
Michael Righetti, MD
Pam Stewart-Landis
J.C. W. Strom
Marian and Robert Strong
RJ Trundle
Sylvia and John Trundle
Arlene and John Wallace
Noel and Tom Watkins
Traci and Mark Waugh
Jo welles
Mike White and Family
Sherry and John Wulf
Whitefish Lake Restaurant – Doug Reed
BJ and Bobbie J Worth
Karen Wright
Andrew Zimet, MD

Every effort has been made to include all donors during this timeframe. If a correction needs to be made, please contact us at (406) 863-3630.
Key Services

24/7 Emergency Department
Emergency Medical Services remain vitally important to our growing North Valley community. A state-designated Community Trauma hospital in Montana, North Valley Hospital has more than 100 physicians and medical specialists ready to care for you and those you care about. 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. Emergency Department physicians diagnose and treat trauma, cardiac pain, sports-related injuries and much more. If you are hurt, injured or become suddenly ill, North Valley Hospital is available 24/7.

24-Hour Imaging Services
North Valley Hospital’s trained Imaging technicians and professionals provide gentle patient care, and our Radiologists are available to consult with attending physicians 24-hours a day. Diagnostic services include: MRI, 64-slice CT Scan, Ultrasound, X-Ray and digital mammography. To provide efficient service to our patients, 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
Ask your doctor to schedule your next surgery at North Valley Hospital's state-of-the-art Surgical Services Department. Our surgeons and support staff utilize the PACS system during surgery to view clear images on high-definition monitors mounted securely to the ceilings of our surgery rooms. Same-Day Surgery patients are offered a comforting massage as a calming means before surgery. North Valley Hospital offers general, orthopedic, gynecological, urological, colon, ear/nose/throat, reconstructive, cosmetic and other surgeries.
**The Birth Center**

Based on the surge of deliveries we’ve seen over the past two years, expectant mothers and their families are delighted to have North Valley Hospital’s Birth Center in our community. The Birth Center works hard every day to maintain an extremely high approval rating, 95% breastfeeding success rate and a C-section rate that is well below the national average. The Birth Center also offers the AquaDoula® birthing tub, which is known to provide a more gentle labor experience; to find out if water birth is right for you and your baby, visit with your doctor, midwife or nurse.

Mothers find comfort in the one-on-one staff ratio during labor. 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 large post partum rooms, one furnished with a queen-size bed, encourage a close family experience. Prior to leaving the hospital, all moms are offered a healing massage and baby is given a gift basket to commemorate the birth.

The Birth Center also offers a wide variety of classes, including: Childbirth Education, Waterbirth Education, Childbirth Workshop, Sibling Classes, Talk and Tour, and Mom and Baby Group. We welcome you to contact us for a class schedule, or to schedule a tour of the Center by calling 863-3535.

**Outreach**

**Columbia Falls**

NVH Physical Therapy and Rehabilitation
NVH Community Center on Nucleus Ave.
Monday through Friday
892.2777

NVH Lab and Radiology
*The Professional Center on Highway 2*
Hours: 8:30 a.m. - 5 p.m., Mon. - Fri.
(closed 12 p.m. - 1 p.m.)
Lab: 892-1298, Radiology: 891-1297

**Whitefish**

Dexscan and Ultrasound Services
*Glacier Medical Associates on Baker Ave.*
Dexscan Hours: 10 a.m. - 3 p.m.,
Mon. - Fri. by appointment
Ultrasound Hours: 8 a.m. - 4 p.m., Tue. & Wed.
862.2515

NVH Base Lodge Clinic
Whitefish Mountain Resort
Urgent Care for injuries and illness.
(December 5 - April 4)
Hours: Daily, 10 a.m. - 5 p.m.
862.1717

**Eureka**

*North Country Medical Clinic on Highway 93 North*
Internal Medicine, Family Practice, Urgent Care,
Ultrasound Services, Digital X-Ray, Laboratory,
Orthopedics, Urology, Cardiology, Nurse Midwives
and a Coumadin clinic.
Hours: 8 a.m. - 5 p.m., Mon. - Fri. with
extended hours until 7 p.m. on Wed.
297.2438
Special Services

Hospitalist Program
This program was created to provide the highest quality hospital experience for our patients. When admitted to North Valley Hospital’s inpatient care, patients are visited by our hospitalist physicians who provide hospital-based medical care. All of North Valley Hospital’s hospitalists are Board Certified in Internal or Family Medicine. Hospitalists see 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.

Most primary care physicians practicing in the Valley participate in North Valley Hospital’s Hospitalist program. To ensure continuity, the hospitalist communicates with patients’ physicians while they are in the hospital. Following discharge, patients’ physicians receive a summary of the hospital stay, including post-discharge plans, medications and follow-up appointments.

The Sleep Medicine Center
The Sleep Medicine Center at North Valley Hospital is nationally accredited with the American Academy of Sleep Medicine. Sleep studies are performed by Director Dr. Patrick O. Burns and his staff. They are effective for a variety of sleep disorders, including: 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, call The Sleep Medicine Center at 862-2229. The Center is located in the Cornerstone building in the Medical Office Village at North Valley Hospital.
**Acupuncture**
Combining Western Medicine with Oriental Medicine, North Valley Hospital offers an Acupuncture program to patients with a doctor’s request. Experienced and licensed acupuncturists can treat headache, low back pain, migraine, osteoarthritis, post-operative dental pain, post-operative nausea and vomiting, post-operative pain, tennis elbow, chemotherapy-induced nausea and vomiting, chronic menstrual cramps and fibromyalgia. Acupuncturists are available by appointment, and bill separately from the hospital.

**The Valley Café**
One thing is for certain, The Valley Café does not serve typical hospital food. 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. In addition to affordable and healthy breakfast and lunch menus, The Valley Café now offers dinner until 7 pm. Nutritional Services continues to offer Cuisine-on-Call to patients and their families. View Monday-Friday menus on North Valley Hospital’s website at www.nvhosp.org.

**The Shop at North Valley Hospital**
Featuring a variety of fun and eclectic gifts, convenience items, fresh flowers, North Valley Hospital logo products and more, you’re sure to find what you’re looking for at The Shop. Located off the main corridor, The Shop is staffed by dedicated and knowledgeable volunteers. You can also visit The Shop on our website, at www.nvhosp.org. Proceeds from The Shop benefit the North Valley Hospital Foundation.
Planetree
North Valley Hospital continues to celebrate its affiliation with the National Planetree organization. Planetree is a non-profit organization that partners with hospitals and health centers to support a healing environment. By providing patient-centered care, North Valley Hospital strives to demystify, humanize and personalize the healthcare experience for our patients, visitors and staff members. Our dedication to implementing Planetree’s Core Components is apparent in every department at North Valley Hospital. The hospital staff, volunteers and care providers are trained in the Planetree Model of Care, which emphasizes patient-centered care.

Human Interactions
This begins with nurturing and supporting our staff to respect and care for one another, which then freely flows to our patients. North Valley Hospital emphasizes how important it is for staff to listen to patients and their families, and partner with patients to be active participants in their care.

Architectural and Interior Design
North Valley Hospital’s architects received the 2008 Architectural Award of Merit by the Middle Tennessee Chapter of the American Institute of Architects. North Valley Hospital has a beautiful healing space that supports patients, family, visitors and staff members alike. Natural lighting highlights the warm earthly colors and design; all of which supports an environment of relaxation and comfort. Combining a water feature, art pieces, healing garden areas and a fish aquarium with high quality healthcare, undoubtedly adds to the healing environment.

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 Café is open to the public from 6 am to 7 pm, Monday-Friday. Special Family Nourishment Areas are provided in The Birth Center and Medical/Surgical/Pediatric departments.

Providing Health Information & Education
The hospital’s Community Health Library offers more than 500 books on health-related subjects. Internet access is available for our patients, their families and the public. Relax in front of the fireplace and use our library for a quiet space. An individualized Health Information Packet is available to patients upon request. The Community Health Library is free and open to the public 8 am to 9 pm, 7 days a week. Patients and their guests have 24-hour access.

Family, Friends and Social Support
Studies have shown that being with loved ones when you’re not well is a tremendous support to the healing process. That’s why 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 that can be made for the night so a loved one may rest in comfort.

Human Touch
Touch is an essential way of communicating caring and is embraced in the other nine components of Planetree.
Spirituality
The stained glass door to our Meditation Room welcomes you to a quiet space for reflection and prayer. Local clergy are available to our patients on an on-call basis, or the hospital staff can assist you in contacting the spiritual advisor of your choice. A prayer journal is available for reflection and requests.

Healing Arts
The arts at North Valley Hospital contribute to the healing environment. A harpist visits weekly, guest pianists play regularly and fine original art, photographs, prints and handmade quilts adorn the walls throughout the hospital. A keyboard is available on the Medical/Surgical/Pediatrics unit for patients and volunteers to play. Rotating art displays by area artists can be viewed at the north end of the main corridor.

Complementary Therapies
We want you to have an excellent experience when using North Valley Hospital’s services. We offer a relaxing and comforting massage free of charge to patients in all patient care areas, including preoperative, obstetric, emergency, medical and intensive care departments. For patients who would like to begin journaling during their hospital stay, we offer the book *Write Yourself Well* by local author Ina Albert. Dogs and their handlers, certified through the Delta Society Therapy Dogs & Therapy Dog Inc., round through patient care areas offering friendly canine visits to patients, visitors and staff. A baking program offers fresh baked cookies on a regular basis.

Healthy Communities
(See Community Involvement on page 4.)

Recycling
Keeping a healthy environment is what prompted a grassroots effort to execute a hospital-wide program to reduce, reuse and recycle. The group encourages education and fulfillment of beneficial projects that adhere to the values of the 3 R’s. Information is cataloged in the Community Health Library to share with patients, families, staff and the public. Administrative offices, the mail room, café and break rooms have bins for staff and visitors to dispose of paper, cardboard, plastic, glass and aluminum cans used at North Valley Hospital.

Walking Path
Take it easy while staying active on the 1.3-mile walking path surrounding the hospital and Medical Office Village. Seize the opportunity to take in some sunshine during an afternoon stroll on paved paths that meander through tree growth, tall grass and open fields. Or, relax in a serene environment on benches that were donated thru the Jo Welles Memorials. Take the time to connect with others in our community while giving yourself the gift of health.
Physicians – Active Medical Staff

Anesthesiology
Donald Decker, MD
North Valley Hospital
Whitefish, 863.3500

David Ingram, MD
Flathead Orthopedics
111 Sunnyview Lane
Kalispell, 752.7900

Christopher McEwen, MD
Flathead Orthopedics
111 Sunnyview Lane
Kalispell, 752.7900

David Nichols, MD
North Valley Hospital
Whitefish, 863.3500

Andrew Zimet, MD
North Valley Hospital
Whitefish, 863.3500

Emergency Medicine
James Dusing, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Theodore Losey, MD
North Valley Hospital
Whitefish, 863.3500

Kenneth McFadden, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Scott A. Rundle, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Jon Torgerson, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Rod Vaught, MD
MontAlaska, LLC
North Valley Hospital
Whitefish, 863.3500

Dentistry
Robert Larson, DDS
Alpenglow Dental
3000 Hospital Way
Whitefish, 862.3839

Family Medicine
Todd Bergland, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Justin Buls, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208
Physicians – Courtesy Medical Staff

**Physician**
- Debra Acord, MD
- T. Brice Addison, MD
- Aaron Alme, MD
- Roger Barth, MD
- Rob Bates, MD
- William Benedetto, MD
- James Blasingame, MD
- Roch Bover, MD
- Rodney D. Brandt, MD
- Patrick Burns, DO
- Nick Cantrell, MD
- Hugh Cecil, MD
- Charles Charman, MD
- Timothy DuMontier, MD
- Bennett Dykstra, MD
- Anders Engdahl, MD
- Donald Ericksen, MD
- David Fortenberry, MD
- Thomas George, MD
- B. Frank Gray III, MD
- Gregory Harrah, MD
- Robin Harrison, MD
- Michael Henson, MD
- Chris Holdhusen, MD
- Melissa Hultat, MD
- Lawrence Iversen, MD
- Scott Jahnke, DO
- Jon Johnson, MD
- Marise Johnson, MD
- Bert Jones, MD
- Bret Lindsay, MD
- N. Patrick Madigan, MD
- Stanley Makman, MD
- Patrick McDonnell, MD
- Karl Oehrtman, MD
- Dennis Peterson, MD
- K. Erik Ploot, DPM
- Douglas Reagan, MD
- Mark Remington, MD
- Michael Righetti, MD

**Specialty**
- Radiology
- Internal Medicine
- Ophthalmology
- Orthopedics
- Emergency Medicine
- Ophthalmology
- Radiology
- Orthopedic Surgery
- General Surgery
- Orthopedics
- Neurology
- Radiology
- Radiology
- Internal Medicine
- Orthopedic Surgery
- General Surgery
- Orthopedics
- Radiology
- Orthopedics
- General Surgery
- Dermatology
- Radiology
- Emergency Medicine
- General Surgery
- Radiology
- Family Medicine
- Oncology/Breast Surgery
- Orthopedics
- Physical Med/Rehab
- Cardiology
- Internal Medicine/
- Family Medicine
- Orthopedics
- Neurology
- Cardiology
- Orthopedics
- Radiology
- Otolaryngology
- Orthopedic Surgery
- Internal Medicine
- Podiatry
- Orthopedic Surgery
- Ophthalmology
- Orthopedics

**Consulting Staff**

**Physician**
- Perry Birky, MD
- William Boehme, MD
- Scot Born, MD
- Cynthia Edstrom, MD
- Michael Goodman, MD
- Tobin Hoppes, MD
- David Murdock, MD
- Michael Newman, MD
- David Roth, MD
- J. David Walker, MD
- John Ward, MD

**Specialty**
- Gynecology
- Oncology/Hematology
- Int Med/Nephrology
- Pediatrics/Neonatology
- Oncology
- Nephrology
- Dermatology
- Psychiatry
- Cardiology/Int Med
- Pathology
- Oncology/Hematology

**Allied Health Professionals**
- Michele Anderson, RN
- John Atchinson, DDS
- Rayne Beach, FNP
- Andrew Brown, RN
- Paul Coats, FNP
- Kelly Coloff, APRN
- Greg Danielson, PA-C
- Patricia Dobis, CRNFA
- Jeffrey Dukeman, PA-C
- Richard Fields, FNP
- Cindy Lampman
- Catherine Love, FNP
- Julie Lyon, RN
- Miles Miller, PA-C
- Dawn Murray, FNP
- Michelle Nail-Noftinger, APRN
- Melissa Pfannenstiel, L.Ac.
- C. Kelley Price, PA-C
- Michael (Tim) Seymour, PA-C
- Julie Sherrick, CNM
- Judith Smith, FNP
- Jeanne Tremper, CNM
- Steven Trimple, PA-C
- Kathleen Wilson, PA-C
- Margie Wyatt-Smith, RN

**Active and Courtesy Staff** - Admit patients to the hospital.

**Consulting Staff** - Consult on patients in the hospital.

**Affiliate Staff** - May visit patients, review medical records, and write social notes.

**Allied Health Professionals** - Are not members of the Medical Staff but are granted specific clinical privileges in the hospital.

**North Country Medical Clinic Physicians**

**Physician**
- Raluca Ionescu, MD
- Serban Ionescu, MD

**Specialty**
- Internal Medicine
- Internal Medicine
Developing Relationships

Teaching Hospital Welcomes New Physicians

The talent that we have available for our healthcare needs is not something many would expect for a rural community. Many of our physicians have studied at the top medical schools in the country. Several physicians provide internship positions for University of Washington students who complete their rounds at North Valley Hospital. Many of the doctors who are associated with North Valley Hospital have practiced for part of their career at high-profile medical facilities in large metropolises. Nonetheless, these physicians chose to base their current practices around North Valley Hospital, and we’re grateful for their choice. We are pleased to welcome a few new physicians to the Whitefish area.

Todd Bergland, MD, brings a wealth of experience from the U.S. Army and served in the Iraq war. Dr. Bergland is a Family Practitioner at Glacier Medical Associates.

Robert Larson, DDS, provides additional oral surgery options at North Valley Hospital. Dr. Larson is a Dentist at Alpenglow Dental.

Rachelle Losey, MD, a Polebridge native, joined the North Valley Hospital Hospitalist staff where she provides the compassionate and knowledgeable care our patients have come to expect.

Theodore Losey, MD, has joined North Valley Hospital’s Emergency Department. His warm regard for patients, coupled with his emergency medicine expertise, make him a great addition to our hospital.

Steven Rizzolo, MD, relocated his practice to the valley from Billings where he performed spine surgeries for 15 years. Dr. Rizzolo continues this specialty at Flathead Orthopedics.

Flathead Orthopedics

In an area where outdoor activities are predominant in most households, having an orthopedic team of doctors who are skilled surgeons is a necessity. That’s why North Valley Hospital has combined resources with Flathead Orthopedics to offer an exceptional menu of services close to home. Knee and shoulder injuries are the most common surgeries; however, the surgical team offers total joint replacement (including hip), hand reconstruction and spine surgery for a variety of debilitating conditions.

If untreated, sports related injuries can hold you back. With the leading-edge surgical equipment at North Valley Hospital, many new procedures are minimally invasive, or have considerably decreased surgical time. Talk to a doctor at Flathead Orthopedics and let them discuss options that will help you get back on your feet again in the shortest time possible.

Community Presentations and Educational Outreach

North Valley Hospital is furthering its reach to better serve our communities. Our commitment to the Columbia Falls area includes the creation of the North Valley Hospital Education and Community Center at Discovery Square, a health and wellness facility. The new center will offer health classes and seminars such as CPR, first aid, healthy living and education programs. The facility will be a central location for blood drives, health fairs and immunization clinics; and include new classrooms, an elevator and a high-tech audio-visual system.

The hospital is also taking programs to the public, offering nutritious meals at youth functions to demonstrate the tastiness of healthy food and presenting informative talks to businesses and civic organizations. North Valley Hospital continues to offer in-house, informal physician-led community education and has added additional workshops on journaling, osteoporosis, aging and more. To fulfill our community’s thirst for knowledge, we will continue to grow our presence to meet increasing needs.
North Valley Hospital Awards

North Valley Hospital has received certification for the high-quality service and care provided by its Laboratory, has consistently been recognized for its low infection rate, and has most recently been designated as a Community Trauma Center. The only Planetree hospital in Montana, our focus is on patient-centered care. Although the staff is no stranger to recognition, we continue to be honored by the patients and healthcare organizations acknowledging our efforts to provide the highest quality service and care to the community.

Avatar International

One of our proudest accomplishments is being one of 20 hospitals in the nation recognized by Avatar International, an industry leader in healthcare quality improvement services, for consistently high standards of patient care across multiple services lines. Since 2002, North Valley Hospital has used the Avatar patient satisfaction system to obtain detailed information about the care provided to admitted patients, and has received the Exceeding Patient Expectations award for each of those years. Now we have achieved Avatar's highest honor - the Overall Best Performance award for top performing hospital partners in 2008. This distinguishing honor is based on feedback from patient surveys and exemplifies the staff’s dynamic efforts to provide the best care.

Consumer Reports

According to Consumer Reports, North Valley Hospital is highly rated as a full-service healthcare facility in the state of Montana and Pacific Northwest. Ratings are based on responses from one million patients from thousands of hospitals nationwide, and include questions relating to doctor and nurse communication, room cleanliness, discharge instructions, hospital staff attentiveness, pain control and hospital quietness at night. The Consumer Report healthcare survey is based on the Hospital Consumer Assessment of Healthcare Providers and Systems, as well as core measures identified through Medicare.

Montana Hospital Association

North Valley Hospital was honored with the Montana Rural Healthcare Performance Improvement Network’s (PIN) Quality Improvement Award for its work on Medication Reconciliation. Throughout 2009, three of 47 PIN member facilities worked to develop a medication reconciliation process, which has shown to improve the safety of care provided to hospitalized patients by reducing the number of opportunities for medication errors. PIN quality of care measures are based on national benchmarks, but are tailored to reflect the realities of the state’s rural population. Medication Reconciliation is one critical step toward increasing patient safety in the healthcare continuum, and will positively affect patients’ understanding of their own medication regime.

Award of Merit

Johnson Johnson Crabtree Architects P.C. has received the esteemed architectural Award of Merit by the Middle Tennessee Chapter of the American Institute of Architects for their design of North Valley Hospital. “Remarkably warm and inviting for a hospital,” the jury commented. “They made a lot of effort to make the patient and family experience more enjoyable and pleasant.” North Valley Hospital was the only healthcare facility to receive a 2008 Design Award. North Valley Hospital also received the 2007 Planetree Architectural and Interior Design award – achieving our goal of creating a healing, comfortable and attractive environment for patients, family and guests.

QHR Best Website

North Valley Hospital is one of three recipients of Quorum Health Resources (QHR) Best of the Web awards. QHR, the nation’s largest hospital management group and seventh largest healthcare consulting firm in the U.S., created the competition to challenge hospitals to make their websites more user friendly and strong communication vehicles. North Valley Hospital’s site focused on improving patient relations, increasing community outreach and building awareness of the hospital and its services. As beautiful and inviting as our facility, the website demonstrates the hospitality afforded to our patients and guests, in addition to providing a “go-to” resource for the entire community.

College of American Pathologists (CAP)

The North Valley Hospital Laboratory was once again awarded accreditation by the Accreditation Committee of CAP. The CAP program is recognized by the federal government as being equal to, or more stringent than, the government’s own inspection program. Certified for 10 years, North Valley Hospital was congratulated for the “excellence of the services being provided.”

American College of Radiology (ACR)

While North Valley Hospital has earned ACR accreditation since 1995, Imaging Services received special recognition with a three-year term of accreditation in Digital Mammography. Only the highest quality care facilities receive ACR accreditation, instilling confidence for patients, referring physicians and managed care organizations.
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
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 Medicine Center
Surgical Services
The Birth Center
The Shop at North Valley Hospital

Telephone Directory

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>863.3500</td>
</tr>
<tr>
<td>Toll-Free in Montana</td>
<td>1.888.815.5528</td>
</tr>
<tr>
<td>Administration</td>
<td>863.3550</td>
</tr>
<tr>
<td>Admissions/Pre-Admissions</td>
<td>863.3566</td>
</tr>
<tr>
<td>Medical/Surgical/Pediatric</td>
<td>863.3541</td>
</tr>
<tr>
<td>Foundation</td>
<td>863.3630</td>
</tr>
<tr>
<td>Community Relations</td>
<td>863.3672</td>
</tr>
<tr>
<td>Human Resources</td>
<td>863.3551</td>
</tr>
<tr>
<td>Imaging Services</td>
<td>863.3576</td>
</tr>
<tr>
<td>Laboratory</td>
<td>863.3577</td>
</tr>
<tr>
<td>Maintenance</td>
<td>863.3561</td>
</tr>
<tr>
<td>Materials Management</td>
<td>863.3697</td>
</tr>
<tr>
<td>Medical Records (H.I.M.)</td>
<td>863.3547</td>
</tr>
<tr>
<td>Medical Staff Coordinator</td>
<td>863.3526</td>
</tr>
<tr>
<td>North Country Medical Clinic</td>
<td>297.2458</td>
</tr>
</tbody>
</table>

Patient Billing/Assistance:
- Insurance Billing            | 863.3562      |
- Medicare/Medicaid (A-K)      | 863.3564      |
- Medicare/Medicaid (L-Z)      | 863.3563      |
- Private Pay - NVH            | 863.3571      |
- Private Pay - NVH            | 863.3567      |
- Private Pay - Sunwest Bank    | 1.888.334.4022|

Pharmacy                        | 863.3510      |
Physical/Occupational/Speech    | 892.2777      |
Therapies - Columbia Falls      | 863.3511      |
Planetree Office                | 862.2229      |
Sleep Medicine Center           | 863.3580      |
Special Care Unit               | 863.3574      |
Surgical Services               | 863.3535      |
The Birth Center                | 863.3500      |
The Gift Shop                   | 863.3591      |
The Valley Café                 | 863.3591      |

Patients, care givers and care partners are the center of every idea. Every solution. This is the cornerstone of who we are and the inspiration behind what we do at North Valley Hospital.

~ Carol Blake, RN, Executive Director Foundation/Community Relations
2009 NVH Spirit of Caring Recipient