centered around you
From NVH Leadership

This has been a year of progress, growth, and activity at North Valley Hospital. From integrating further as an active affiliate of Kalispell Regional Healthcare (KRH) to navigating changes in healthcare regulations, North Valley Hospital has continued to be a stable partner in the Whitefish community.

One of the things we were most proud of in 2017 was the ongoing strength and professionalism of our employees and providers. We work with a caring patient team that prioritizes excellence every day. We recognize our 470 outstanding employees in all positions and appreciate the contributions made by each person at NVH.

As an affiliate of Kalispell Regional Healthcare, we have worked hard to integrate our systems and find ways to further benefit the community through advanced care options.

We’ve also undergone some significant changes. In 2017, we mourned the passing of Velinda Stevens, the longtime CEO of KRH and a well-known leader in the Flathead Valley. In September, we welcomed our new Kalispell Regional Healthcare CEO, Pam Robertson, whose leadership and compassion will serve the entire region moving forward.

During the summer of 2017, the North Valley Hospital Foundation also completed the 3D Mammography fundraising campaign with support from Whitefish Community Foundation’s Great Fish Challenge. Throughout the campaign, generous community members reminded us why we work so hard to provide outstanding service and care—both you and your family.

As we head into the new year, we are excited to welcome our new CEO, Kevin Abel. We are looking forward to when Abel begins his leadership role with North Valley Hospital in April 2018.

Our Planetree philosophy guides everything we do at North Valley Hospital. It ensures that patient-centered care is at the heart of each step we take, especially as we increase services and improve access to healthcare.

In October every year, our hospital employees celebrate Patient-Centered Care Month. This year, our staff chose to focus on gratitude. With this core value in mind, we extend our appreciation to the community for your support, engagement, and commitment to creating a life-enhancing and healing environment.

Kevin Abel officially began his position on April 2, 2018.

Welcome to Kalispell Regional Healthcare

Pamela Robertson, CEO

Pamela Robertson became the President and CEO of Kalispell Regional Healthcare on September 15, 2017. Prior to her employment at KRH, Pam served in several senior healthcare executive roles at Spohn Health System of Corpus Christi, Texas (part of the CHRISTUS Health System), and as Vice President of Operations at Sentara Norfolk General Hospital in Norfolk, Virginia.

Welcome to North Valley Hospital

Kevin Abel, CEO

Kevin Abel was announced as Chief Executive Officer of North Valley Hospital on December 27, 2017. Abel comes to North Valley Hospital from Lake Chelan Community Hospital and Clinics in Chelan, WA, where he served as CEO since 2009.

With more than 18 years in healthcare, Abel’s experience spans healthcare finance, quality, facilities, human resources, marketing contract negotiations, board relations, and strategic planning. His leadership philosophy includes fostering an environment of respect and collaboration by developing positive relationships with providers, caregivers, and business partners.

Abel officially begins his position on April 2, 2018.

Leadership Team

Mary Sterhan
Senior Director Planetree & Quality

Amy Vanterpool, RN, BSN, CEN, CFRN
Chief Clinical Officer

Jason Cohen, MD
Chief Medical Officer

Dave Richhart
Chief Financial Officer

Rhonda Tallman
Senior Director Clinic Operations

Joe Schmier
Senior Director Human Resources

Alan Satterlee
Executive Director North Valley Hospital Foundation

Jeff Russell
Director of Information Systems

Centered Around Hard Work

North Valley Hospital is dedicated to being the center of healing for the communities we serve.

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 partnership dedicated to furthering a shared vision.

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

North Valley Hospital
An affiliate of Kalispell Regional Healthcare
This has been a year of progress, growth, and activity at North Valley Hospital. From integrating further as an active affiliate of Kalispell Regional Healthcare (KRH) to navigating changes in healthcare regulations, North Valley Hospital has continued to be a stable partner in the Whitefish community.

One of the things we were most proud of in 2017 was the ongoing strength and professionalism of our employees and providers. We work with a caring patient team that prioritizes excellence every day. We recognize our 470 outstanding employees in all positions and appreciate the contributions made by each person at NVH.

As an affiliate of Kalispell Regional Healthcare, we have worked hard to integrate our systems and find ways to further benefit the community through advanced care options.

We’ve also undergone some significant changes. In 2017, we mourned the passing of Velinda Stevens, the longtime CEO of KRH and a well-known leader in the Flathead Valley. In September, we welcomed our new Kalispell Regional Healthcare CEO, Pam Robertson. whose leadership and compassion will serve the entire region moving forward.

During the summer of 2017, the North Valley Hospital Foundation also completed the 3D Mammography fundraising campaign with support from Whitefish Community Foundation’s Great Fish Challenge. Throughout the campaign, generous community members reminded us why we work so hard to provide outstanding service and care—you and your family.

As we head into the new year, we are excited to welcome our new CEO, Kevin Abel. We are looking forward to when Abel begins his leadership role with North Valley Hospital in April 2018.

Our Planetree philosophy guides everything we do at North Valley Hospital. It ensures that patient-centered care is at the heart of each step we take, especially as we increase services and improve access to healthcare.

In October every year, our hospital employees celebrate Patient-Centered Care Month. This year, our staff chose to focus on gratitude. With this core value in mind, we extend our appreciation to the community for your support, engagement, and partnership. We look forward to being the center of healing in our community for years to come.

Regards,
North Valley Hospital
Senior Leadership Team

Kevin Abel, CEO
Kevin Abel was announced as chief executive officer of North Valley Hospital on December 27, 2017. Abel comes to North Valley Hospital from Lake Chelan Community Hospital and Clinics in Chelan, WA, where he served as CEO since 2009.

With more than 18 years in healthcare, Abel’s experience spans healthcare finance, quality, facilities, human resources, marketing contract negotiations, board relations, and strategic planning. His leadership philosophy includes fostering an environment of respect and collaboration by developing positive relationships with providers, caregivers, and business partners.

Abel officially begins his position on April 2, 2018.

Pam Robertson, CEO
Pamela Robertson became the President and CEO of Kalispell Regional Healthcare on September 15, 2017. Prior to her employment at KRH, Pam served in several senior healthcare executive roles at Spokane Health System of Corpus Christi, Texas (part of the CHRISTUS Health System), and as Vice President of Operations at Sentara Norfolk General Hospital in Norfolk, Virginia.

Welcome to Kalispell Regional Healthcare

Welcome to North Valley Hospital

Welcome to Kalispell Regional Healthcare

Leadership Team

Kevin Abel
CEO

Welcome to North Valley Hospital

Kevin Abel, CEO

Mary Sterhan
Senior Director
Planetree & Quality

Amy Vanterpool, RN
BSN, CEN, CFRN
Chief Clinical Officer

Jason Cohen, MD
Chief Medical Officer

Joe Schmier
Senior Director
Human Resources

Dave Richhart
Chief Financial Officer

Rhonda Tallman
Senior Director
Clinic Operations

Jeff Russell
Director of Information Systems

Mary Sterhan
Senior Director
Planetree & Quality

Amy Vanterpool, RN
BSN, CEN, CFRN
Chief Clinical Officer

Jason Cohen, MD
Chief Medical Officer

Joe Schmier
Senior Director
Human Resources

Dave Richhart
Chief Financial Officer

Rhonda Tallman
Senior Director
Clinic Operations

Jeff Russell
Director of Information Systems

North Valley Hospital is dedicated to being the center of healing for the communities we serve.

To collectively serve as a catalyst for the healing of the mind, body, and spirit in a patient-centered environment, and to commit to stewardship of healthcare resources to continually improve the health and well-being 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 demonstrates flexibility, innovation, and support.

An affiliate of Kalispell Regional Healthcare
centered around teamwork

board of directors

The North Valley Hospital Board of Directors includes active community members, business owners, and professionals who share their expertise and objective viewpoint to guide the direction of the nonprofit community hospital.

volunteers

North Valley Hospital is grateful for our network of 77 volunteers that work year-round to support various hospital services. In 2016, our volunteers invested 4,361 hours, which equates to a value of $105,757 using the current national volunteer contribution rate of $24.14 per hour. This is the equivalent of three full-time employees.

North Valley Hospital volunteers make unique contributions to the community by working on boards, staffing the gift shop, promoting fundraising campaigns, and spearheading other projects to support hospital operations. Volunteers are also responsible for supporting some of the distinctive aspects of North Valley Hospital’s Planetree patient-centered care. Volunteers provide fresh-baked cookies, live harp music in the hallways, and visits from certified pet therapy dogs, which our patients and staff always look forward to.

A special thank-you this year to the North Valley Hospital Auxiliary, which concluded their 70 years of service in August 2017.
North Valley Hospital maintains a consistent focus on the two most important aspects of healthcare: our patients and our community. As part of the Planetree philosophy of patient-centered care, North Valley Hospital works closely with schools, local businesses, community nonprofit partners, providers, and clinics to be the center for healing in our community.

In 2018, we begin work on our three-year Community Health Needs Assessment, slated for publication in 2019. As we compile the assessment in collaboration with Kalispell Regional Healthcare and the Flathead City-County Health Department, we will work closely with residents and organizations to gain new perspectives on the valley’s healthcare needs and take action accordingly.

In response to our 2016 Community Health Needs Assessment, North Valley Hospital has made progress in addressing the top three defined needs. These needs are:

- Behavioral Health Education and Services
- Access to Medical and Oral Healthcare
- Promotion of Healthy Lifestyles

Behavioral Health Education and Services
In Columbia Falls, North Valley Behavioral Health collaborates with the North Valley Professional Center to offer Integrated Behavioral Health. In this program, a behavioral health provider partners with a primary care provider to serve the patient as a whole – mind and body – and work toward a full recovery.

Access to Medical and Oral Healthcare
Our School-Based Health Clinic, located in Columbia Falls and staffed by the North Valley Professional Center providers, is in its second year of extending care to students in need, without requiring them to leave campus for appointments. This increased access allows students at Columbia Falls High School to obtain care without interruptions to their daily schedules.

Promotion of Healthy Lifestyles
Multiple community organizations have partnered with North Valley Hospital to encourage healthy lifestyles. From working to promote active transit (walking and biking for transport and wellness) to supporting employees through annual wellness screenings and wellness coaching, the hospital is committed to healthy lifestyles.

North Valley Hospital is grateful for our network of 77 volunteers that work year-round to support various hospital services. In 2016, our volunteers invested 4,381 hours, which equates to a value of $105,757 using the current national volunteer contribution rate of $24.14 per hour. This is the equivalent of three full-time employees.

North Valley Hospital volunteers make unique contributions to the community by working on boards, staffing the gift shop, promoting fundraising campaigns, and spearheading other projects to support hospital operations. Volunteers are also responsible for supporting some of the distinctive aspects of North Valley Hospital’s Planetree patient-centered care. Volunteers provide fresh-baked cookies, live harp music in the hallways, and visits from certified pet therapy dogs, which our patients and staff always look forward to.

A special thank-you this year to the North Valley Hospital Auxiliary, which concluded their 70 years of service in August 2017.
As a nonprofit community hospital, North Valley Hospital is dedicated to serving residents through financial assistance programs for families in need. North Valley Hospital also contributes to initiatives and organizations that improve the overall health and wellbeing of our local area. Last year, North Valley Hospital committed $26.6M to the health of the community through charity care, other uncompensated health care, contractual discounts, and community healthcare education, support, and funding.

Charity Care: $1,605,000
Charity care consists of healthcare services provided to people who are deemed unable to pay for the services they receive. Hospitals typically determine a patient’s ability to pay by examining a variety of factors, including individual and family income, assets, employment status, family size, and availability of alternative payment sources. To qualify for charity care 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 services, and we offer care and support to anyone in need, whether or not they have insurance.

Bad Debt: $1,565,000
Bad debt is the unpaid obligation for care provided to patients who have not demonstrated their inability to pay. For insured patients, bad debt includes deductibles and coinsurance not paid by the insured.

Contractual Discounts: $23,469,000
A contractual discount is the difference between actual billed charges and reimbursement received from Medicare, Medicaid, insurance companies, and other contractual agreements. The discounts are based on negotiated or mandated payment rates where the provider has agreed not to bill the patient the difference. This means that the insured is only responsible for their deductible or coinsurance, not the difference between billed charges and the negotiated payment.

Community Health Education, Support and Funding: $425,000
This is the value of financial and in-kind contributions that North Valley Hospital provides to the community through activities like providing healthcare training, educational workshops, emergency preparedness training and exercises, support groups, free health education classes, scholarships, and sponsorships to help local health and wellness organizations achieve their missions.

Community Impact of NVH and Clinic Jobs
With 470 employees, the hospital and its outreach clinics are some of the largest full-time employers in the Whitefish area. According to the Montana Department of Labor and Industry, every job at North Valley Hospital supports another 0.63 jobs in the county. Additionally, for every dollar in wages and benefits paid to hospital employees, we create another $0.54 in wages and benefits in other local jobs. Therefore, our employee base’s $27M payroll and benefits package supports approximately 277 other jobs in the Flathead County worth $14.6M in wages and benefits.
As a nonprofit community hospital, North Valley Hospital is dedicated to serving residents through financial assistance programs for families in need. North Valley Hospital also contributes to initiatives and organizations that improve the overall health and wellbeing of our local area. Last year, North Valley Hospital committed $26.6M to the health of the community through charity care, other uncompensated health care, contractual discounts, and community healthcare education, support, and funding.

**Charity Care: $1,605,000**
Charity care consists of healthcare services provided to people who are deemed unable to pay for the services they receive. Hospitals typically determine a patient’s ability to pay by examining a variety of factors, including individual and family income, assets, employment status, family size, and availability of alternative payment sources.

To qualify for charity care 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 services, and we offer care and support to anyone in need, whether or not they have insurance.

**Bad Debt: $1,565,000**
Bad debt is the unpaid obligation for care provided to patients who have not demonstrated their inability to pay. For insured patients, bad debt includes deductibles and coinsurance not paid by the insured.

**Contractual Discounts: $23,469,000**
A contractual discount is the difference between actual billed charges and reimbursement received from Medicare, Medicaid, insurance companies, and other contractual agreements. The discounts are based on negotiated or mandated payment rates where the provider has agreed not to bill the patient the difference. This means that the insured is only responsible for their deductible or coinsurance, not the difference between billed charges and the negotiated payment.

**Community Health Education, Support and Funding: $425,000**
This is the value of financial and in-kind contributions that North Valley Hospital provides to the community through activities like providing healthcare training, educational workshops, emergency preparedness training and exercises, support groups, free health education classes, scholarships, and sponsorships to help local health and wellness organizations achieve their missions.

**Community Impact of NVH and Clinic Jobs**
With 470 employees, the hospital and its outreach clinics are some of the largest full-time employers in the Whitefish area. According to the Montana Department of Labor and Industry, every job at North Valley Hospital supports another 0.63 jobs in the county. Additionally, for every dollar in wages and benefits paid to hospital employees, we create another $0.54 in wages and benefits in other local jobs. Therefore, our employee base’s $27M payroll and benefits package supports approximately 277 other jobs in the Flathead County, worth $14.6M in wages and benefits.

**Financials**

<table>
<thead>
<tr>
<th>Payor Mix</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare</td>
<td>36%</td>
</tr>
<tr>
<td>Commercial</td>
<td>34%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>21%</td>
</tr>
<tr>
<td>Private Pay</td>
<td>7%</td>
</tr>
<tr>
<td>Workers’ Comp</td>
<td>1%</td>
</tr>
<tr>
<td>Other Govt</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Revenue Mix**
- **Total Annual Expenses**
- **Labor** 40%
- **Supplies** 15%
- **Depr/Int/Ins** 13%
- **Benefits** 11%
- **Purchased Services** 8%
- **Physicians** 7%
- **Facilities & Equipment** 6%

**Value Centered Around**

- **8,473 emergency room visits**
- **2,267 surgical procedures**
- **47,618 outpatient visits**
- **2,002 hospital admissions**
- **542 deliveries**
- **15 years as a Planetree affiliate**

**Benefit to the Community**

- **Contractual Discounts:** $23,469,000
- **Charity Care:** $1,605,000
- **Bad Debt:** $1,565,000
- **Community Education, Support & Funding:** $425,000

**Value Proposition**

North Valley Hospital is dedicated to providing quality healthcare services to the community while ensuring financial assistance for those in need. Through various initiatives and programs, North Valley Hospital contributes significantly to the overall health and wellbeing of the Flathead County.
At North Valley Hospital, we combine advanced technology with a caring atmosphere and knowledgeable attentive staff. Here, you’ll receive the personalized care you’d expect from a small hospital combined with the performance and technology typically found 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, seven days a week with physicians specializing in emergency medicine and nurses trained in trauma and medical emergencies.

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, nuclear medicine, DEXA, EKG, and digital mammography.

### Orthopedics

North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

### Integrated Behavioral Health

Integrated Behavioral Health (IBH) focuses on the entire patient—mind and body—and seeks to intertwine the treatment of physical and mental health issues to provide more sustainable wellness. This program is currently in a pilot phase at the North Valley Professional Center in Columbia Falls, and is one of the first integrated approaches to healthcare in the Flathead Valley, operating with funds from a grant provided by the Montana Healthcare Foundation.

### Minimally Invasive Surgery

At North Valley Hospital, we offer minimally invasive laparoscopic surgery including da Vinci® robotic procedures performed by trained surgeons in the areas of gynecology urology and general surgery. In 2017, robotic surgeries increased 26% as surgical services were added to address patient needs. Operating room schedules were also coordinated with other Kalispell Regional Healthcare entities.

### Telepathology and Frozen Sections

The lab at North Valley Hospital has added a new service that reduces surgery times for patients. Telepathology utilizes a cryostat machine that instantly freezes and slices tissue, which a physician can then view remotely over a secure internet connection. This service allows pathologists to view tissue in real time, converse with surgeons, and determine tissue margins are clear of diseased cells.

### “I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan. and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey

### Birth Center

The Birth Center at North Valley Hospital is expanding the Flathead Valley for providing skilled obstetric care in a comfortable environment. In 2017, The Birth Center welcomed 542 newborns in the soothing atmosphere for which North Valley Hospital is known. Options available for comfort during labor include aromatherapy, birthing tubs, and murphy beds. The Birth Center facilities also offer plenty of space for families to greet new additions.

We are continually thankful for the support we received from the community during our capital campaign to expand The Birth Center at North Valley Hospital.

In 2018, The Birth Center will undergo evaluation for Baby-Friendly Certification. Obtaining this certification is a multi-year process; which began in 2013. Baby-Friendly Certification is a national program rooted in evidence-based studies which show that attentive newborn care offers significant benefits for infants, mothers, and families. Some of the primary focuses of a Baby-Friendly Hospital include rooming-in, skin-to-skin contact, and breastfeeding first.

The Birth Center at North Valley Hospital also offers more than 150 free courses for area families. Courses include Sibling Preparation, Breastfeeding Made Simple, Mother/Baby Support Group, Baby Blues, Infant Massage, Life after Loss, and Childbirth Education. To view course dates and times, visit nvhosp.org.

---

Born at North Valley Hospital

- Remy Cawdrey (opposite page)

---

**Orthopedics**

North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

**Integrated Behavioral Health**

Integrated Behavioral Health (IBH) focuses on the entire patient—mind and body—and seeks to intertwine the treatment of physical and mental health issues to provide more sustainable wellness. This program is currently in a pilot phase at the North Valley Professional Center in Columbia Falls, and is one of the first integrated approaches to healthcare in the Flathead Valley, operating with funds from a grant provided by the Montana Healthcare Foundation.

**Minimally Invasive Surgery**

At North Valley Hospital, we offer minimally invasive laparoscopic surgery including da Vinci® robotic procedures performed by trained surgeons in the areas of gynecology urology and general surgery. In 2017, robotic surgeries increased 26% as surgical services were added to address patient needs. Operating room schedules were also coordinated with other Kalispell Regional Healthcare entities.

**Telepathology and Frozen Sections**

The lab at North Valley Hospital has added a new service that reduces surgery times for patients. Telepathology utilizes a cryostat machine that instantly freezes and slices tissue, which a physician can then view remotely over a secure internet connection. This service allows pathologists to view tissue in real time, converse with surgeons, and determine tissue margins are clear of diseased cells.

---

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan. and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring."

- Avis & Morgan Cawdrey

---

**Birth Center anticipates baby friendly certification**

The Birth Center at North Valley Hospital is expanding the Flathead Valley for providing skilled obstetric care in a comfortable environment. In 2017, The Birth Center welcomed 542 newborns in the soothing atmosphere for which North Valley Hospital is known. Options available for comfort during labor include aromatherapy, birthing tubs, and murphy beds. The Birth Center facilities also offer plenty of space for families to greet new additions.

We are continually thankful for the support we received from the community during our capital campaign to expand The Birth Center at North Valley Hospital.

In 2018, The Birth Center will undergo evaluation for Baby-Friendly Certification. Obtaining this certification is a multi-year process, which began in 2013. Baby-Friendly Certification is a national program rooted in evidence-based studies which show that attentive newborn care offers significant benefits for infants, mothers, and families. Some of the primary focuses of a Baby-Friendly Hospital include rooming-in, skin-to-skin contact, and breastfeeding first.

The Birth Center at North Valley Hospital also offers more than 150 free courses for area families. Courses include Sibling Preparation, Breastfeeding Made Simple, Mother/Baby Support Group, Baby Blues, Infant Massage, Life after Loss, and Childbirth Education. To view course dates and times, visit nvhosp.org.
At North Valley Hospital, we combine advanced technology with a caring atmosphere and knowledgeable, attentive staff. Here, you’ll receive the personalized care you’d expect from a small hospital, combined with the performance and technology typically found 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, seven days a week, with physicians specializing in emergency medicine and nurses trained in trauma and medical emergencies.

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, nuclear medicine, DEXA, EKG, and digital mammography.

Minimally Invasive Surgery
At North Valley Hospital, we offer minimally invasive laparoscopic surgery including da Vinci® robotic procedures performed by trained surgeons in the areas of gynecology urology and general surgery. In 2017, robotic surgeries increased 26% as surgical services were added to address patient needs. Operating room schedules were also coordinated with other Kalispell Regional Healthcare entities.

Orthopedics
North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)

Integrated Behavioral Health
Integrated Behavioral Health (IBH) focuses on the entire patient—mind and body—and seeks to intertwine the treatment of physical and mental health issues to provide more sustainable wellness. This program is currently in a pilot phase at the North Valley Professional Center in Columbia Falls, and is one of the first integrated approaches to healthcare in the Flathead Valley, operating with funds from a grant provided by the Montana Healthcare Foundation.

Telepathology and Frozen Sections
The lab at North Valley Hospital has added a new service that reduces surgery times for patients. Telepathology utilizes a cryostat machine that instantly freezes and slices tissue, which a physician can then view remotely over a secure internet connection. This service allows pathologists to view tissue in real time, converse with surgeons, and determine tissue margins are clear of diseased cells.

Birth Center Anticipates Baby Friendly Certification
The Birth Center at North Valley Hospital is poised to add a Flathead Valley for providing skilled obstetric care in a comfortable environment. In 2017, The Birth Center welcomed 542 newborns in the soothing atmosphere for which North Valley Hospital is known. Options available for comfort during labor include aromatherapy, birthing tubs, and Murphy beds. The Birth Center facilities also offer plenty of space for families to greet new additions.

We are continually thankful for the support we received from the community during our capital campaign to expand The Birth Center at North Valley Hospital. In 2018, The Birth Center will undergo evaluation for Baby-Friendly Certification. Obtaining this certification is a multi-year process, which began in 2013.

Baby-Friendly Certification is a national program rooted in evidence-based studies which show that attentive newborn care offers significant benefits for infants, mothers, and families. Some of the primary focuses of a Baby-Friendly Hospital include rooming-in, skin-to-skin contact, and breastfeeding first.

The Birth Center at North Valley Hospital also offers more than 150 free courses for area families. Courses include Sibling Preparation, Breastfeeding Made Simple, Mother/Baby Support Group, Baby Blues, Infant Massage, Life after Loss, and Childbirth Education. To view course dates and times, visit nvhosp.org.

Centered Around Services

Birth Center Anticipates Baby Friendly Certification

The Birth Center at North Valley Hospital is poised to add a Flathead Valley for providing skilled obstetric care in a comfortable environment. In 2017, The Birth Center welcomed 542 newborns in the soothing atmosphere for which North Valley Hospital is known. Options available for comfort during labor include aromatherapy, birthing tubs, and Murphy beds. The Birth Center facilities also offer plenty of space for families to greet new additions.

We are continually thankful for the support we received from the community during our capital campaign to expand The Birth Center at North Valley Hospital. In 2018, The Birth Center will undergo evaluation for Baby-Friendly Certification. Obtaining this certification is a multi-year process, which began in 2013.

Baby-Friendly Certification is a national program rooted in evidence-based studies which show that attentive newborn care offers significant benefits for infants, mothers, and families. Some of the primary focuses of a Baby-Friendly Hospital include rooming-in, skin-to-skin contact, and breastfeeding first.

The Birth Center at North Valley Hospital also offers more than 150 free courses for area families. Courses include Sibling Preparation, Breastfeeding Made Simple, Mother/Baby Support Group, Baby Blues, Infant Massage, Life after Loss, and Childbirth Education. To view course dates and times, visit nvhosp.org.

Integrated Behavioral Health
Integrated Behavioral Health (IBH) focuses on the entire patient—mind and body—and seeks to intertwine the treatment of physical and mental health issues to provide more sustainable wellness. This program is currently in a pilot phase at the North Valley Professional Center in Columbia Falls, and is one of the first integrated approaches to healthcare in the Flathead Valley, operating with funds from a grant provided by the Montana Healthcare Foundation.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)

Orthopedics
North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)

Minimally Invasive Surgery
At North Valley Hospital, we offer minimally invasive laparoscopic surgery including da Vinci® robotic procedures performed by trained surgeons in the areas of gynecology urology and general surgery. In 2017, robotic surgeries increased 26% as surgical services were added to address patient needs. Operating room schedules were also coordinated with other Kalispell Regional Healthcare entities.

Orthopedics
North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)

Minimally Invasive Surgery
At North Valley Hospital, we offer minimally invasive laparoscopic surgery including da Vinci® robotic procedures performed by trained surgeons in the areas of gynecology urology and general surgery. In 2017, robotic surgeries increased 26% as surgical services were added to address patient needs. Operating room schedules were also coordinated with other Kalispell Regional Healthcare entities.

Orthopedics
North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)

Orthopedics
North Valley Hospital orthopedic surgery services are regionally recognized for experienced surgeons and modern technology. In 2017, North Valley Hospital added specialized hand surgery, including treatment for carpal tunnel syndrome and other issues that may impact mobility and basic functionality.

This addition increased overall surgical volumes in 2017. North Valley Hospital also offers knee, hip, spine, and shoulder surgeries, ACL reconstruction, fracture care and other orthopedic procedures.

"I can’t say enough good things about my stay at North Valley! In the difficult and sometimes scary context of giving birth, I felt very supported, safe and respected by the North Valley staff in my decisions and birth plan, and well-informed at every stage. Every nurse, doctor even and food-service employee we encountered was professional and caring.”

- Avis & Morgan Cawdrey, with baby Remy (opposite page)
I am honored and humbled to be serving the community as Executive Director of the North Valley Hospital Foundation.

As we look back on 2017, I would like to recognize the Board of Directors and all of the other volunteers who work on committees, events and at the gift shop to ensure that the programs the foundation funds are vibrant and robust. Volunteer leadership and support are the backbones of our nonprofit healthcare facilities in northwest Montana.

A significant change in 2017 was the alignment of the NVH Foundation with the community relations department of North Valley Hospital. Consolidating these efforts in tandem with utilizing the resources of the marketing department at KRH and the expertise of the KRH Foundation, has created a team that works together to communicate with our greater service area.

I would like to thank the employees, physicians, and all providers who work and practice at North Valley Hospital. Without you and the compassionate care you provide the patients, none of the work we do at the Foundation would have meaning. Thank you to all our donors and volunteers for your boundless generosity in supporting the North Valley Hospital Foundation.

Alan Satterlee  
Executive Director  
North Valley Hospital Foundation

Whitefish is a tight-knit community of residents and visitors that is incredibly supportive—something I have seen as both a manager of a local business and a member of the North Valley Hospital Foundation Board. As chairman of the NVH Foundation Board for the last year, I have been humbled by the kindness and giving in our local community.

My personal experiences at North Valley Hospital have involved many emotions, most memorably the wonderful and exciting births of our three beautiful children, all of whom came into the world at The Birth Center at North Valley Hospital. My wife, Audrey, and I received personalized professional attention throughout our time at The Birth Center. The facilities and technology available brought us peace of mind, but so too did the staff and the patient-centered care.

Recently in a less fortunate sequence of events, Audrey and I rushed our two-year-old, Charley, to the emergency department at North Valley Hospital. Despite our stress, we were impressed by the thorough acute and preventive treatment that Charley received. This high level of care was no accident; it didn’t just fall into place. It was deliberate, thoughtful, and executed by experienced and passionate caregivers.

Similar to the intentional, heartfelt care we’ve received at our local facility, North Valley Hospital didn’t just appear in our community. The world class healthcare available here is possible because of the tremendous efforts of the professionals, volunteers and charitable donors that support a cause we all believe in—a community hospital that supports our neighbors, friends and family when they need it most.

Marcus Duffey  
Chair  
NVH Foundation  
Board of Directors

The NVH Foundation was able to fund approximately one-third of the cost of new monitors and computer equipment for the Cardiopulmonary Rehabilitation program. More than $18,500 in contributions updated this program at NVH.

North Valley Hospital Foundation  
Endowment grew by 13% over 12-months as of September 2017. This is through both growth from investment, but also through the generous donations of community members into our legacy fund.

Overall, the North Valley Hospital Foundation has provided nearly $7,500,000 in support to the North Valley Hospital and clinics during 2017.

Grants from the Montana Healthcare Foundation in Bozeman have made a significant contribution to North Valley Behavioral Health’s initiative to create school based clinics at Columbia Falls, Eureka and Whitefish. $200,000 from two grants was awarded over a 3-year period.

More than 3,000 stuffed animals were provided to children who visited North Valley Hospital during 2017 thanks to the Teddy Bear program. Thanks to our youth philanthropist, Molly and the Cobb Foundation for supporting this effort.
As we look back on 2017, I would like to recognize the Board of Directors and all of the other volunteers who work on committees, events, and at the gift shop to ensure that the programs the foundation funds are vibrant and robust. Volunteer leadership and support are the backbones of our nonprofit healthcare facilities in northwest Montana.

A significant change in 2017 was the alignment of the NVH Foundation with the community relations department of North Valley Hospital. Consolidating these efforts in tandem with utilizing the resources of the marketing department at KRH and the expertise of the KRH Foundation has created a team that works together to communicate with our greater service area.

I would like to thank the employees, physicians, and all providers who work and practice at North Valley Hospital. Without you and the compassionate care you provide the patients, none of the work we do at the Foundation would have meaning. Thank you to all our donors and volunteers for your boundless generosity in supporting the North Valley Hospital Foundation.

Alan Satterlee
Executive Director
North Valley Hospital Foundation

Whitefish is a tight-knit community of residents and visitors that is incredibly supportive—something I have seen as both a manager of a local business and a member of the North Valley Hospital Foundation Board. As chairman of the NVH Foundation Board for the last year, I have been humbled by the kindness and giving in our local community.

My personal experiences at North Valley Hospital have involved many emotions, most memorably the wonderful and exiting birth of our three beautiful children, all of whom came into the world at The Birth Center at North Valley Hospital. My wife, Audrey, and I received personalized, professional attention throughout our time at The Birth Center. The facilities and technology available brought us peace of mind, but so too did the staff and the patient-centered care.

Recently in a less fortunate sequence of events, Audrey and I rushed our two-year-old, Charley, to the emergency department at North Valley Hospital. Despite our stress, we were impressed by the thorough acute and preventive treatment that Charley received. This high level of care was no accident; it didn’t just fall into place. It was deliberate, thoughtful, and executed by experienced and passionate caregivers.

Similar to the intentional, heartfelt care we’ve received at our local facility, North Valley Hospital didn’t just appear in our community. The world class healthcare available here is possible because of the tremendous efforts of the professionals, volunteers, and charitable donors that support a cause we all believe in – a community hospital that supports our neighbors, friends, and family when they need it most.

Marcus Duffey
Chair
NVH Foundation
Board of Directors

I am honored and humbled to be serving the community as Executive Director of the North Valley Hospital Foundation.

Thanks to the volunteers, employees and physicians that helped us raise $118,097 towards the $240,000 cost to install equipment to perform 3D Mammography at North Valley Hospital.

The NVH Foundation was able to fund approximately one-third of the cost of new monitors and computer equipment for the Cardiopulmonary Rehabilitation program. More than $18,500 in contributions updated this program at NVH.

North Valley Hospital Foundation

The NVH Foundation in Bozeman have made a significant contribution to North Valley Behavioral Health’s initiative to create school based clinics at Columbia Falls, Eureka and Whitefish.

Bozeman have made a significant contribution to North Valley Behavioral Health’s initiative to create school based clinics at Columbia Falls, Eureka and Whitefish.

Grants from the Montana Healthcare Foundation in Whitefish have supported COVID-19 testing, telemedicine, behavioral health services, and the Teddy Bear program. Thanks to our youth philanthropist, Molly and the Cobb Foundation for supporting this effort.

More than 3,000 stuffed animals were provided to children who visited North Valley Hospital during 2017 thanks to the Teddy Bear program. Thanks to our youth philanthropist, Molly and the Cobb Foundation for supporting this effort.

Three high school scholarships were awarded to outstanding seniors from Columbia Falls, Eureka and Whitefish who are pursuing careers in the healthcare field. Congratulations to Mikayla Thomas, Kaylee Kronsberger and Katie Blankenship, who each awarded $1,000 to pursue their higher education.

Overall, the North Valley Hospital Foundation has provided nearly $750,000 in support to the North Valley Hospital and clinics during 2017.

Three

3

Million

North Valley Hospital Foundation

Endowment grew by 13% over 12-months as of September 2017. This is through both growth from investment, but also through the generous donations of community members into our legacy fund.

13%

Endowment grew by 13% over 12-months as of September 2017. This is through both growth from investment, but also through the generous donations of community members into our legacy fund.

Million

Endowment grew by 13% over 12-months as of September 2017. This is through both growth from investment, but also through the generous donations of community members into our legacy fund.

North Valley Hospital Foundation

Endowment grew by 13% over 12-months as of September 2017. This is through both growth from investment, but also through the generous donations of community members into our legacy fund.

13%
centered around generosity

The North Valley Hospital Foundation wishes to thank donors who invested in us during the 12-month period 12/1/16 to 11/30/17.

Our apologies if we omitted your name or you were not recognized as desired. Please feel free to contact us at (406) 863-3630 to provide feedback. * Indication gift was made through the Whitefish Community Foundation 2017 Fish Community Challenge.

Philanthropy in Action

Molly* is one of the youngest philanthropists at North Valley Hospital. A few years ago, her grandmother gave her some money for Christmas. She decided to use this money to purchase stuffed animals for kids who were in the hospital, or who had siblings in the hospital.

Molly explains, “When you are in the hospital, you want something comfortable to cuddle with,” so she set out to provide that to children who were feeling uncomfortable in the foreign medical environment.

After her initial donation, Molly wanted to keep buying stuffed animals to give to children in the hospital. As such, she started making items in the woodshop with her dad and selling them at area farmers markets. Today, she posts a sign explaining that she raises money to donate stuffed animals to the hospital and she engages with her customers and enjoys talking about her project.

Molly chose a few hospitals in Montana to donate to including North Valley Hospital. She recognizes that her project may inspire other kids to do a little bit to help other people when you can.

North Valley Hospital is thankful for all our donors, especially Molly, for her generosity.

* Name has been changed to protect privacy
The North Valley Hospital Foundation wishes to thank donors who invested in us during the 12-month period 12/1/16 to 11/30/17. Our apologies if we omitted your name or you were not recognized to thank donors who invested in us during the 12-month period 12/1/16 to 11/30/17.

Molly* is one of the youngest philanthropists at North Valley Hospital. A few years ago, her grandmother gave her some money for Christmas. She decided to use this money to purchase stuffed animals for kids who were in the hospital, or who had siblings in the hospital.

Molly explains, “When you are in the hospital, you want something comforting to cuddle with,” so she set out to provide that to children who were feeling uncomfortable in the foreign medical environment.

After her initial donation, Molly wanted to keep buying stuffed animals to give to children in the hospital. As such, she started making items in the woodshop with her dad and selling them at area farmers markets. Today, she posts a sign explaining that she raises money to donate stuffed animals to the hospital and she engages with her customers and enjoys talking about her project.

Molly chose a few hospitals in Montana to donate to, including North Valley Hospital. About a year ago, she set up her own foundation and changed her name. The North Valley Hospital is thankful for all our donors, especially Molly, for her generosity.

* Name has been changed for privacy.
Leilani Swan, RN, was selected as the North Valley Hospital 2017 Planetree Caregiver of the Year. The Caregiver of the Year is a recognition used by Planetree hospitals to recognize a staff member who serves as a catalyst for healing of the mind, body and spirit in a patient-centered environment. Leilani is an infusion services nurse who embodies the Planetree spirit.

In describing her interaction with patients, Leilani says, “I get to help people when they are in sad and vulnerable moments in their lives. I get to be present with them — to talk to them and hold their hand. It’s an honor to work with them. They give me insights on life.”

In the nomination for Leilani, staff members wrote, “Despite the frightening diagnoses Leilani’s patients may have, they are transformed under her care into people who not only look forward to their sessions, but can relax in a tranquil environment.”

In October 2017, Leilani attended the Planetree International Conference where she was selected as one of 30 Planetree Scholars from a large pool of international honorees. North Valley Hospital is thankful to all caregivers and is pleased to honor those that genuinely bring the Planetree philosophy of patient-centered care to life.
Leilani Swan, RN, was selected as the North Valley Hospital 2017 Planetree Caregiver of the Year. The Caregiver of the Year is a recognition used by Planetree hospitals to recognize a staff member who serves as a catalyst for healing of the mind, body and spirit in a patient-centered environment. Leilani is an infusion services nurse who embodies the Planetree spirit.

In describing her interaction with patients, Leilani says, “I get to help people when they are in sad and vulnerable moments in their lives. I get to be present with them — to talk to them and hold their hand. It’s an honor to work with them. They give me insights on life.”

In the nomination for Leilani, staff members wrote, “Despite the frightening diagnoses Leilani’s patients may have, they are transformed under her care into people who not only look forward to their sessions, but can relax in a tranquil environment.”

In October 2017, Leilani attended the Planetree International Conference where she was selected as one of 30 Planetree Scholars from a large pool of international honorees. North Valley Hospital is thankful to all caregivers and is pleased to honor those that genuinely bring the Planetree philosophy of patient-centered care to life.
Kalispell Regional Healthcare affiliation update

In the nearly two years since North Valley Hospital and Kalispell Regional Healthcare established NVH as an affiliate hospital of the KRH system, the benefits of the partnership have become increasingly apparent to patients, community members, and employees.

As a Kalispell Regional Healthcare facility, North Valley Hospital is now able to bring more high-quality services to the Whitefish community and beyond. In Whitefish and Kalispell, physicians have partnered to streamline protocols and create standardized practices that include coordinating patient transport and using the facility that best meets specific patient needs. Throughout KRH, facilities have established clear, open communications between providers and facilities to better serve patients.

The Affiliation Report details the positive outcomes of the affiliation as seen through 2017, and organized in four categories selected by North Valley Hospital and Kalispell Regional Healthcare administrative teams. These categories include:

- Patient Care
- Efficiencies between Facilities
- Clinical Collaboration
- Foundation and Philanthropic Partnerships

In 2018, North Valley Hospital will continue to work with the community to improve access to care as an affiliate of Kalispell Regional Healthcare.

Linda Cornutt, Resident of Whitefish, Montana and Dallas, Texas NVH Foundation Board Member

‘I count my blessings every day,’ says Linda Cornutt, a member of the NVH Foundation Board. ‘I am so blessed to be in this community.

Linda Cornutt’s love for the Whitefish community is apparent through her enthusiastic fundraising efforts, as seen during the North Valley Hospital Foundation’s 3D Mammography fundraising campaign. Linda has also been involved in healthcare in the valley in the most direct way—as a patient.

While she was assisting with fundraising this summer, Linda was undergoing treatment for cancer that affected her white blood cells and caused severe anemia. After her diagnosis, Linda’s Dallas-based doctors approved her travel plans to Montana for the summer because they felt comfortable with the quality of healthcare in the Flathead Valley and were certain she could find the care she needed here. Linda came to Montana and began working with the medical oncologist and hematologist Dr. Jose Ness at Kalispell Regional Medical Center.

Throughout the treatment process, she moved between North Valley Hospital and Kalispell Regional Medical Center.

Linda explained how helpful it was to move between facilities during her treatment to reduce stress and travel time. ‘Dr. Ness knew I lived in Whitefish so when I needed cell booster shots or lab work he would order them at North Valley Hospital,’ she said. ‘I’ve had treatment, radiology, infusions, lab work, and imaging at Whitefish and Kalispell — I’ve been going back and forth.’

Cornutt said she knew that there was quality healthcare in the Flathead Valley, but before her diagnosis she couldn’t have anticipated how North Valley and KRMC would work together so seamlessly to provide that care. The affiliation has proven to be a great community benefit, especially for patients like Linda, who can now receive care in whichever facility is best suited to their needs, location, and situation.

‘I’ve been impressed with how KRMC and North Valley Hospital have worked together for my benefit,’ she said. ‘Cancer has been a journey where I’ve met the nicest people who have done so many caring things for me.’

community focus:

Kalispell Regional Healthcare

In March 2017, Kalispell Regional Healthcare combined three clinics in Eureka, which were previously operated separately by KRMC and North Valley Hospital. The newly combined Eureka Healthcare is an affiliate of North Valley Hospital and Kalispell Regional Healthcare provides ongoing medical specialty services in the community.

Eureka Healthcare worked diligently with both hospitals and the KRH system to communicate changes with the Eureka community, train employees, and streamline systems. The clinic collaboration and improved access to Kalispell Regional Healthcare resources also allowed the clinics to begin recruiting new providers to Eureka Healthcare.

Moving forward, the hospitals will continue outreach efforts in the community. These efforts help the hospitals understand changing healthcare needs and increase accessibility while continuing to provide high-quality care.

centered around your needs

Eureka Healthcare

In March 2017, Kalispell Regional Healthcare combined three clinics in Eureka, which were previously operated separately by KRMC and North Valley Hospital. The newly combined Eureka Healthcare is an affiliate of North Valley Hospital and Kalispell Regional Healthcare provides ongoing medical specialty services in the community.

Eureka Healthcare worked diligently with both hospitals and the KRH system to communicate changes with the Eureka community, train employees, and streamline systems. The clinic collaboration and improved access to Kalispell Regional Healthcare resources also allowed the clinics to begin recruiting new providers to Eureka Healthcare.

Moving forward, the hospitals will continue outreach efforts in the community. These efforts help the hospitals understand changing healthcare needs and increase accessibility while continuing to provide high-quality care.
Kalispell Regional Healthcare affiliation update

In the nearly two years since North Valley Hospital and Kalispell Regional Healthcare established NVH as an affiliate hospital of the KRH system, the benefits of the partnership have become increasingly apparent to patients, community members, and employees.

As a Kalispell Regional Healthcare facility, North Valley Hospital is now able to bring more high-quality services to the Whitefish community and beyond. In Whitefish and Kalispell, physicians have partnered to streamline protocols and create standardized practices that include coordinating patient transport and using the facility that best meets specific patient needs. Throughout 2018, Kalispell Regional Healthcare and North Valley Hospital have established clear, open communications between providers and facilities to better serve patients.

The Affiliation Report details the positive outcomes of the affiliation as seen through 2017, and organized in four categories selected by North Valley Hospital and Kalispell Regional Healthcare administrative teams. These categories include:

- Patient Care
- Efficiencies between Facilities
- Clinical Collaboration
- Foundation and Philanthropic Partnerships

In 2018, North Valley Hospital will continue to work with the community to improve access to care as an affiliate of Kalispell Regional Healthcare.

community focus:

Linda Cornutt, Resident of Whitefish, Montana and Dallas, Texas NVH Foundation Board Member

‘I count my blessings every day,’ says Linda Cornutt, a member of the NVH Foundation Board. ‘I am so blessed to be in this community.’

Linda Cornutt’s love for the Whitefish community is apparent through her enthusiastic fundraising efforts, as seen during the North Valley Hospital Foundation’s 3D Mammography fundraising campaign. Linda has also been involved in healthcare in the valley in the most direct way—as a patient.

While she was assisting with fundraising this summer, Linda was undergoing treatment for cancer that affected her white blood cells and caused severe anemia. After her diagnosis, Linda’s Dallas-based doctors approved her travel plans to Montana for the summer because they felt comfortable with the quality of healthcare in the Flathead Valley, and were certain she could find the care she needed here. Linda came to Montana and began working with the medical oncologist and hematologist Dr. Jose Ness at Kalispell Regional Medical Center.

Throughout the treatment process, she moved between North Valley Hospital and Kalispell Regional Medical Center.

Linda explained how helpful it was to move between facilities during her treatment to reduce stress and travel time. ‘Dr. Ness knew I lived in Whitefish so when I needed cell booster shots or lab work he would order them at North Valley Hospital,’ she said. ‘I’ve had treatment, radiology, infusions, lab work, and imaging at Whitefish and Kalispell – I’ve been going back and forth.’

Cornutt said she knew that there was quality healthcare in the Flathead Valley, but before her diagnosis she couldn’t have anticipated how North Valley and KRMC would work together so seamlessly to provide that care. The affiliation has proven to be a great community benefit, especially for patients like Linda, who can now receive care in whichever facility is best suited to their needs, location, and situation.

‘I’ve been impressed with how KRMC and North Valley Hospital have worked together for my benefit,’ she said. ‘Cancer has been a journey where I’ve met the nicest people who have done so many caring things for me.’
Patient Support Behind the Scenes

Much of the workforce at North Valley Hospital works behind the scenes to support the patient experience. You may never see these employees during your visit, but they are critical to hospital operations. Non-clinical employees strive to ensure all patients and visitors have a positive experience, and that all hospital systems run smoothly to support patient care. This employee group includes:

- Housekeeping
- Laundry
- Maintenance
- Food Service
- Information Technology
- Fiscal
- Administration
- Communications
- Foundation
- Health Information Management
- Facilities
- Compliance
- and more

Every employee, even those that don’t interact directly with patients, practices the Planetree philosophy of patient-centered care at North Valley Hospital. All employees know that their work supports the mission of the hospital and clinical operations, and each employee's efforts benefit our community and our patients.

From cooking comforting food for a family who is grieving, to cleaning a room quickly so a new patient can be admitted, to arriving for work early to shovel snow for surgery patients, all departments at North Valley Hospital support a positive patient experience.

Community Focus:

Shane Foster, Clinical Informatics Specialist, and Healing Dragons Dragon Boat Team Captain

You may not see Shane Foster when you’re at North Valley Hospital, but he will likely have a direct impact on your experience, regardless. As a clinical informatics specialist at North Valley Hospital, Shane coordinates the efficient use of technical devices and networks with providers and managers to support patient care. But he doesn’t stop there.

Shane takes the lead every year to coordinate the North Valley Hospital Healing Dragons team for the Annual Dragon Boat Festival in Lakeside. He recruits team members, designs t-shirts, organizes practices, and devotes his entire weekend to ensuring everything runs smoothly. His enthusiasm is palpable leading up to the event, which makes it fun for everyone involved, either rowing or watching. (Shane notes that while the races were canceled in 2017, the Healing Dragons will be back for 2018).

‘I do the Dragon Boats because it’s a lot of fun, but also there’s so much enthusiasm that we share as the NVH team. Hospital employees are really invested in the event,’ explains Shane. ‘I want to show that North Valley Hospital is full of winners in more ways than just healthcare, and we take pride in doing well and putting our time into a project outside of work.’

In February, Shane also organizes a North Valley Hospital team—called the ‘Common Cold’—for the Whitefish Winter Carnival Penguin Plunge to support Montana Special Olympics. He even kicks off the day with a team huckleberry pancake breakfast at his house.

Shane’s perspective of community relations speaks for many employee event champions at North Valley Hospital. He says, ‘If folks see how strong we are as a team when we show up to Dragon Boats or other events, they will associate that with our employees and our commitment to the community, as well as our dedication to the caring culture of North Valley Hospital.’
centered around you

patient support behind the scenes

Much of the workforce at North Valley Hospital works behind the scenes to support the patient experience. You may never see these employees during your visit, but they are critical to hospital operations. Non-clinical employees strive to ensure all patients and visitors have a positive experience, and that all hospital systems run smoothly to support patient care. This employee group includes:

- Housekeeping
- Communications
- Laundry
- Foundation
- Maintenance
- Health Information Management
- Food Service
- Facilities
- Information Technology
- Compliance
- Fiscal
- Administration

Every employee, even those that don’t interact directly with patients, practices the Planetree philosophy of patient-centered care at North Valley Hospital. All employees know that their work supports the mission of the hospital and clinical operations, and each employee’s efforts benefit our community and our patients.

From cooking comforting food for a family who is grieving, to cleaning a room quickly so a new patient can be admitted, to arriving for work early to shovel snow for surgery patients, all departments at North Valley Hospital support a positive patient experience.

community focus:

Shane Foster, Clinical Informatics Specialist, and Healing Dragons Dragon Boat Team Captain

You may not see Shane Foster when you’re at North Valley Hospital, but he will likely have a direct impact on your experience, regardless. As a clinical informatics specialist at North Valley Hospital, Shane coordinates the efficient use of technical devices and networks with providers and managers to support patient care. But he doesn’t stop there.

Shane takes the lead every year to coordinate the North Valley Hospital Healing Dragons team for the Annual Dragon Boat Festival in Lakeside. He recruits team members, designs t-shirts, organizes practices, and devotes his entire weekend to ensuring everything runs smoothly. His enthusiasm is palpable leading up to the event, which makes it fun for everyone involved, either rowing or watching. (Shane notes that while the races were canceled in 2017, the Healing Dragons will be back for 2018).

‘I do the Dragon Boats because it’s a lot of fun, but also there’s so much enthusiasm that we share as the NVH team. Hospital employees are really invested in the event,’ explains Shane. ‘I want to show that North Valley Hospital is full of winners in more ways than just healthcare, and we take pride in doing well and putting our time into a project outside of work.’

In February, Shane also organizes a North Valley Hospital team—called the ‘Common Cold’—for the Whitefish Winter Carnival Penguin Plunge to support Montana Special Olympics. He even kicks off the day with a team huckleberry pancake breakfast at his house.

Shane’s perspective of community relations speaks for many employee event champions at North Valley Hospital. He says, ‘If folks see how strong we are as a team when we show up to Dragon Boats or other events, they will associate that with our employees and our commitment to the community, as well as our dedication to the caring culture of North Valley Hospital.’