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North Valley Hospital is always evolving. Six years ago, we embraced the Planetree patient-centered care philosophy to reflect the type of care our small-town community hospital expected to provide and receive. Growth and expansion quickly followed. Inspiring leaders helped achieve several instrumental milestones that contributed to the evolution, including: a Critical Access designation; a capital campaign to assist with the cost of building the new hospital that incorporates the Planetree philosophy; the addition of state-of-the-art equipment to help our community stay close to home; and expanded medical services such as Reconstructive and Cosmetic Surgeries, Urology, Hospitalists, Primary Care and OB/GYN.

This year, completion of the new North Country Medical Clinic in Eureka extends the reach of our services. The Medical Office Village has been completed and is located within our 45-acre campus just south of the hospital. We continue to reach out to the community with educational presentations; assisting with events offered by other community non-profits; offering a 24-hour health library; providing more services such as acupuncture; and continuing our growth as a Planetree patient-centered hospital. Our nurses, doctors and support staff are full of compassion for our patients and their families, and work to make everyone’s stay as comforting and healing as possible.

We encourage community members to make an appointment for a tour to see why more and more people are choosing to come to North Valley Hospital. Our smoke-free facility and campus are easily accessible from Highways 93 and 40. A stay at North Valley Hospital isn’t far from the comforts of home, with daybeds in every room and freshly prepared meals that may be tailored to our patients’ special requests. Wireless internet is even available throughout the entire hospital.

Along with the comforts we extend to make patients feel at home, North Valley Hospital provides them with highly qualified and compassionate physicians, nurses, technicians, therapists, dieticians and hospital staff. Our technology is state-of-the-art in the imaging, laboratory, surgery, birth center and emergency departments along with the medical/surgical/pediatrics and special care units.

Combine all of the aspects that make up North Valley Hospital and what you receive is almost everything you could ask for in a caring and healing environment. Visit our website for more information about our services, staff, physicians, equipment, classes, babies and to see photos of our hospital: 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 Chairman of the Board

When you think of a hospital, let your imagination take you to a different place. A place where caretakers connect to your needs and care for you as if they’ve known you all along. A place where you can enjoy the warmth and relaxation of a massage right in your room or a visit from a friendly Pet Therapy dog. A place where your family is welcome 24 hours a day, seven days a week. Envision a view of mountainous sunrises and picturesque landscapes from your bed. Think of something NEW, but know that such a place is available right in your own community, at North Valley Hospital. For the past 100 years, we have strived to meet both our communities’ needs and our patients’ desires to be treated with warmth, sensitivity and respect.

At North Valley Hospital, we are proud of our ability to provide leading edge technology and the highest quality physicians, surgeons, nurses, technicians and support staff while being in the forefront of superior patient care. The imaging department is equipped with digital mammography, CAT Scan, MRI, Ultrasound and X-ray. The three surgical suites provide equipment for general, gynecological, breast, urological, orthopedic, cosmetic, reconstructive and endoscopic surgeries. The Birth Center is the only location within several states that offers a water birth option, which is safe, effective in reducing pain during labor and more relaxing to mom and newborn.

With each new year, an opportunity presents itself to set goals, which further fulfill our mission and vision. Great facilities, physicians and services can be found in thousands of hospitals throughout the country, including North Valley Hospital. However, only a few handfuls have come together with the purpose of providing you with a hospital experience like no other. At North Valley Hospital, you’ll find compassionate, considerate, caring individuals who collectively understand that healing requires nurturing not only your body, but your mind and soul too.

Hospital Board of Directors

Chair
Mark Johnson
Financial Management
Meryl Lynch
Kalispell

Vice Chair
Randy Beach, MD
OB/GYN
Alpine Women’s Center
Whitefish

Secretary
Penny Chisholm
Attorney, Chisholm & Chisholm, PC
Columbia Falls

Turner Askew
Partner
Turner Askew & Assoc.
Whitefish

Suzanne Daniel, MD
Internal Medicine
Glacier Medical Assoc.
Whitefish

Debbie Melby
Accountant
Melby Home Interiors
Columbia Falls

Dick Hughes
Financial Manager
Merrill Lynch
Whitefish

Lin Akey
President
Glacier Bank
Whitefish

Randy Beach, MD
OB/GYN
Alpine Women’s Center
Whitefish

Penny Chisholm
Attorney, Chisholm & Chisholm, PC
Columbia Falls

Lin Akey
President
Glacier Bank
Whitefish

Randy Beach, MD
OB/GYN
Alpine Women’s Center
Whitefish

Penny Chisholm
Attorney, Chisholm & Chisholm, PC
Columbia Falls

Lin Akey
President
Glacier Bank
Whitefish

Randy Beach, MD
OB/GYN
Alpine Women’s Center
Whitefish

Penny Chisholm
Attorney, Chisholm & Chisholm, PC
Columbia Falls

Lin Akey
President
Glacier Bank
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OB/GYN
Alpine Women’s Center
Whitefish

Penny Chisholm
Attorney, Chisholm & Chisholm, PC
Columbia Falls

Lin Akey
President
Glacier Bank
Whitefish
Each year through the combined energies of generous donors, tireless volunteers and dedicated staff and physicians, North Valley Hospital strives to provide the community with the best care possible. Philanthropic funds are entrusted to the Foundation’s Board of informed, committed community members and North Valley Hospital providers who take pride in our legacy of high quality medical care while recognizing the importance of the environment and personalized service in the healing process.

We at the Foundation have the privilege of being able to see firsthand the wonderful things happening at North Valley Hospital, and to facilitate a dialogue with the generous community of people who are inspired to give back to this remarkable place.

In the past year, more than 490 people contributed to North Valley Hospital, helping the Foundation raise more than $452,000. Your gifts helped to fund digital mammography, a labor bed, fetal monitor, bassinette, patient thermometers, laboratory computers, DVD players for patient rooms, wheelchairs, hospital construction costs, walking path benches, cardiac monitors, community health library books and artwork. In-kind gifts provided furniture for the mammography waiting area, gift shop items, patient DVDs and additional artwork.

Like the pursuit of quality, the need for support never ends. Every day we face new challenges in funding health care and learn of new technologies and educational opportunities that would benefit our staff and, more importantly, our patients. Your support strengthens the already firm foundation of North Valley Hospital and allows us to provide more comprehensive services, access to quality medical care for those who need it most and the most advanced technologies as they emerge. As a 501(c)(3) qualified charity, your contribution to the Foundation is also tax deductible.

Thank you for all the ways you help us – your volunteerism, your advocacy, your counsel and your financial support. We are honored to have you as our friends.
At North Valley Hospital, we are here because we want to help people heal. It’s not just a job that we come to; it’s the way we live our lives. North Valley Hospital promotes helping the community, and many of our staff independently involve themselves in events and give donations that make our community a better place. A number of our staff volunteer as clinical or lay professionals at the Shepherd’s Hand Clinic; some provide athletic training services and first aid at school sporting events; others provide medical and educational services to local schools and businesses; and numerous others serve on civic boards.

Internally, most employees contribute to the North Valley Hospital Foundation, which helps to support our hospital with capital efforts, medical equipment and various other purchases. In addition, many donate their time and efforts to other Foundation fundraising events.

In fiscal year 2008, North Valley Hospital contributed $128,620 in in-kind services and supplies to the Shepherd’s Hand Clinic. Through the Flathead County Agency on Aging/Eagle Transit, North Valley Hospital paid $5,568 for transportation to and from medical appointments. Other charity care was provided by North Valley Hospital in the amount of $944,332.

North Valley Hospital also offers free community education programs, sibling classes, a mom-baby support group and more. CPR and First Aid, Birthing Classes, AARP driver safety classes and more also are offered for a nominal fee. North Valley Hospital supports Flathead Industries, ALERT, Wings Cancer Support, United Way, Montana West Economic Development, Special Olympics, The Abbie House and countless others.
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<tr>
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<tbody>
<tr>
<td>Emergency Department Visits</td>
<td>9,156</td>
<td>9,071</td>
<td>8,540</td>
<td>8,120</td>
<td>7,663</td>
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<tr>
<td>Surgical Services</td>
<td>1,552</td>
<td>1,359</td>
<td>1,458</td>
<td>1,527</td>
<td>1,643</td>
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<td>Outpatient Visits</td>
<td>44,026</td>
<td>44,383</td>
<td>45,937</td>
<td>44,315</td>
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<td>Imaging Procedures</td>
<td>16,758</td>
<td>20,654</td>
<td>16,984</td>
<td>14,984</td>
<td>13,885</td>
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<tr>
<td>Hospital Admissions</td>
<td>1,855</td>
<td>1,651</td>
<td>1,548</td>
<td>1,499</td>
<td>1,504</td>
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<tr>
<td>Newborn Deliveries</td>
<td>470</td>
<td>353</td>
<td>292</td>
<td>238</td>
<td>208</td>
</tr>
</tbody>
</table>

**Revenue Payor Mix**

- Medicare - 35%
- Commercial - 37%
- Private Pay - 16%
- Medicaid - 8%
- Worker’s Comp - 2%
- Other Govt. - 2%
- Other - 2%

**Total Annual Payroll** - $9,404,957 ($9.4 million)

- Labor - 35.9%
- Benefits - 7.5%
- Physicians - 7.9%
- Supplies - 11.9%
- Purchased Services - 8.7%
- Facilities and Equip. - 4.1%
- Depr., Intrst. and Amort. - 18.6%
- Other - 5.4%
Uncompensated Hospital Care

What is uncompensated care?
Uncompensated care is an overall measure of hospital care provided to the patient that has been deemed as uncollectible, meaning no payment was received from the patient or insured. Uncompensated care is the total of bad debt and charity care.

Why is uncompensated care important?
Uncompensated care is an indicator of the need for care among people who are unable or unwilling to pay, and the capacity of healthcare providers to absorb the impacts of making such care available. Trends for uncompensated care often reflect uninsured or under-insured trends in the community.

What is charity care?
Charity care consists of healthcare services provided to people who are deemed unable to pay for the cost of the services they receive. Hospitals typically determine a patient’s inability to pay by examining a variety of factors, such as individual and family income, assets, employment status, family size and availability of alternative payment sources.

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

What is bad debt?
Bad debt is the unpaid obligation for care provided to patients who may be unable to pay and do not apply for charity, or are deemed able to pay but have not done so. For insured patients, this can be amounts that are considered the 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 Sun West Bank provides our patients access to below-market interest rates. Acceptance is automatic, regardless of credit history. 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, 2006-2008

<table>
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<tr>
<th>Year</th>
<th>Charity Care</th>
<th>Bad Debt</th>
<th>Contractual Discounts</th>
<th>Total Unpaid Services</th>
<th>Gross Patient Revenue</th>
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<tbody>
<tr>
<td>2006</td>
<td>$778,159</td>
<td>$2,139,550</td>
<td>$8,141,885</td>
<td>$11,059,594</td>
<td>$31,442,966</td>
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<tr>
<td>2007</td>
<td>$798,927</td>
<td>$2,919,500</td>
<td>$8,583,391</td>
<td>$12,301,818</td>
<td>$35,278,003</td>
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<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>
</tbody>
</table>

2006
- Collected Revenue - 64.84%
- Contractual Discounts - 25.89%
- Bad Debt - 6.8%
- Charity Care - 2.47%

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%
**Key Services**

**24/7 Emergency Department**
Continued growth of the Valley has made North Valley Hospital’s Emergency Medical Services a vital component of our community. 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. More than 100 physicians and medical specialists are ready to care for you and those you care about. North Valley Hospital’s imaging and laboratory services also are available should your doctor request these services. Our 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-centered care; radiologists also are available to consult with the attending physician. Imaging Services are available 24-hours a day for diagnoses of medical emergencies. Diagnostic services include: MRI, 64-slice CAT 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 and, during surgery, view clear images on high-definition monitors mounted securely to the ceilings of our surgery rooms. Surgery patients are offered a comforting massage as a calming means before surgery. Reconstructive and cosmetic surgeries are offered at North Valley Hospital, as well as general surgeries, orthopedic, gynecological, urological, colon/rectal, ear/nose/throat and others.
The Birth Center
Expectant mothers and their families are delighted to have the Birth Center at North Valley Hospital in our community. The Birth Center works hard every day to maintain an extremely high approval rating, 95% breast-feeding success rate and a C-section rate that is well below the national average. Mothers find comfort in the one-on-one staff ratio during labor. The large post partum rooms, one furnished with a queen-size bed, encourage a close family experience. Babies are born in rooms located away from general care areas, and expecting mothers (and their loved ones) may enter the Birth Center through a private entrance at the south end of the hospital.

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

The Birth Center offers a wide variety of classes, including: Childbirth Education; Water Birth Education; Childbirth Workshop; Sibling Classes; Talk and Tour; and weekly Mom and Baby Group, all of which are hosted by a Birth Center nurse. Contact us for a class schedule or to schedule a tour. (See Hospital Directory on Pg. 18)
Physicians – Active Medical Staff

Anesthesiology
Donald Decker, MD
North Valley Hospital
Whitefish, 863.3500

David Ingram, MD
Flathead Valley Orthopedics
111 Sunnyview Ln.
Kalispell, 752.7900

David Nichols, MD
North Valley Hospital
Whitefish, 863.3500

Andrew Zimet, MD
North Valley Hospital
Whitefish, 863.3500

Cardiology
Lauren Grossman, MD
North Valley Hospital
Whitefish, 863.3500

N. Patrick Madigan, MD
Rocky Mountain Heart & Lung
350 Heritage Way, Suite 2100
Kalispell, 257.8992

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

Betty Kuffel, MD
North Valley Hospital
Whitefish, 863.3500

Kenneth McFadden, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

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

Jon Torgerson, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Rod Vaught, MD
MontAlaska Physicians Group
North Valley Hospital
Whitefish, 863.3500

Family Medicine
Justin Buls, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

Mary Ann Carlson, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

Jennie Eckstrom, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Jay Erickson, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Bayne French, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Derek Gedlaman, DO
Alpine Family Medicine
734 9th Street West, #12
Columbia Falls, 892.1011

John Kalbfleisch, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

John Miller, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

Jon Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Ronald Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Daniel Munzing, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Kathryn Neff, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

John Tremper, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

General Surgery
Ryan Gunlikson, MD
North Valley Surgical Services
2000 Hospital Way
Whitefish, 862.5575

Internal Medicine
Suzanne Daniell, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

John Lewison, MD
North Valley Hospital
Whitefish, 863.3500

Elizabeth White, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Obstetrics/Gynecology
Randall Beach, MD
Alpine Women’s Center
2002 Hospital Way
Whitefish, 862.6456

Ronald Miller, MD
Glacier Medical Associates
1111 Baker Avenue
Whitefish, 862.2515

Kathleen Lewison, MD
Alpine Women’s Center
2002 Hospital Way
Whitefish, 862.6456

Oncology
Karen Hunt, MD
Kalispell Medical Oncology
350 Heritage Way, Ste. 1100
Kalispell, 752.8900

Oral Surgery
Bernadette Wilson, DDS, MD
Glacier Oral and Maxillofacial Surgery
711 East 13th Street
Whitefish, 862.5656

Orthopedic Surgery
Matt Bailey, MD
Flathead Orthopedic Center
710 East 15th St.
Whitefish, 862.8045

David Sobba, MD
Peak Orthopedics and Sports Medicine
1111 Baker Avenue
Whitefish, 863.9340

Pathology
Peter Smith, MD
Glacier Regional Pathology
310 Sunnyview Ln.
Kalispell, 752.1789

Pediatrics
Mary Ann Carlson, MD
The Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

Kristin Veneman, DO
Bear Paw Pediatrics
711 East 13th Street
Whitefish, 863.2363

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

Radiology
Richard Friedman, MD
Northwest Imaging
320 Sunnyview Lane
Kalispell, 752.7073

Urology
Amy McKerrow, MD
Urology Associates
350 Heritage Way, Ste. 2300
Kalispell, 752.8456

Jonathan Mercer, MD
Flathead Urology PLLC
210 Sunnyview Ln., Ste. 106
Kalispell, 756.1433
Physicians – Courtesy Medical Staff

**Physician**
- Debra Acord, MD
- T. Brice Addison, MD
- Aaron Alme, MD
- Jeffrey Bartels, MD
- Roger Barth, MD
- Rob Bates, MD
- William Benedetto, MD
- William Boehme, MD
- Roch Boyer, MD
- Rodney D. Brandt, MD
- Patrick Burns, DO
- Thomas Caughlan, MD
- Hugh Cecil, MD
- Charles Charman, MD
- Bennett Dykstra, MD
- Anders Engdahl, MD
- Donald Erickens, MD
- David Fortenberry, MD
- Thomas George, MD
- B. Frank Gray III, MD
- Gregory Harrah, MD
- Robin Harrison, MD
- Michael Henson, MD
- Chris Holdhusen, MD
- Lawrence Iwersen, MD
- Scott Jahnke, DO
- Jon Johnson, MD
- Marise Johnson, MD
- Bert Jones, MD
- Bret Lindsay, MD
- Hikmat Maaliki, MD
- Stanley Makman, MD
- Patrick McDonnell, MD
- David Murdock, MD
- Karl Oehrtman, MD
- Albert Oliszewski, MD
- Dennis Peterson, MD
- Brent Pistorese, MD

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

**Physician**
- K. Erik Ploot, DPM
- Mark Remington, MD
- Michael Righetti, MD
- Steven Rizzolo, MD
- Jason Rockwood, MD
- David Roth, MD
- Loren Rourke, MD
- Ronald Schnier, MD
- James Schumacher, MD
- John Schwanenfeldt, MD
- John Stephens, MD
- Donald Stone, MD
- Keri Thorn, MD
- Bernadette Van Belois, MD
- C. Read Vaughn, MD
- John Ward, MD
- Steve Weber, MD
- Mike Wickersham, MD
- Alan Williams, MD
- Ned Wilson, MD

**Consulting Staff**
- John Andenoro, MD
- Perry Birky, MD
- Scot Born, MD
- Michael Goodman, MD
- Tobin Hoppes, MD
- Michael Newman, MD
- J. David Walker, MD

**Specialty**
- Podiatry
- Ophthalmology
- Orthopedics
- Orthopedics/Spine
- Cardiology
- Internal Medicine
- Breast Surgery
- General Surgery
- Radiology
- Otolaryngology
- Physical/Medical Rehabilitation
- Neurology
- Emergency Medicine
- Rheumatology
- Radiology
- Oncology
- Ophthalmology
- Radiology
- Cardiology
- Orthopedics

Physicians – North Country Medical Clinic Physicians

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

**Specialty**
- Internal Medicine

Allied Health Professionals

**Physician**
- Michele Anderson, RN
- John Atkinson, DDS
- Robert Babbitt, PA-C
- Rayne Beach, FNP
- Andrew Brown, RN
- Cathy Cameron, L.Ac.
- Diane Carter, L.Ac.
- Paul Coats, FNP
- Kelly Coloff, APRN
- Mark Colonna, DDS
- Greg Danielson, PA-C
- Nicole DeArmond, PA-C
- Patricia Dobs, RNFA
- Jeffrey Dukeman, PA-C
- Richard Fields, FNP
- Cindy Lampman
- Julie Lyon, RN
- Miles Miller, PA-C
- Jennifer O’Neill, FNP
- Melissa Pfannenstein, L.Ac.
- C. Kelley Price, PA-C
- Tracy Rogers, PA-C
- Michael (Tim) Seymour, PA-C
- Julie Sherrick, CNM
- Angela St. John, FNP
- Jeanne Tremper, CNM
- Steven Trimble, PA-C
- Margie Wyatt-Smith, RN

**Allied Health Professionals**
- Michele Anderson, RN
- John Atkinson, DDS
- Robert Babbitt, PA-C
- Rayne Beach, FNP
- Andrew Brown, RN
- Cathy Cameron, L.Ac.
- Diane Carter, L.Ac.
- Paul Coats, FNP
- Kelly Coloff, APRN
- Mark Colonna, DDS
- Greg Danielson, PA-C
- Nicole DeArmond, PA-C
- Patricia Dobs, RNFA
- Jeffrey Dukeman, PA-C
- Richard Fields, FNP

**Active Staff** – Permitted to admit patients; may vote on matters/issues presented at meetings of the Medical Staff; may hold office at any level of the Medical Staff Organization and sit on or be chairman of any committee.

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

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

**Hospitalist Program**
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.
The Valley Café
One thing is 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. The Valley Café serves breakfast and lunch in the dining room at very affordable prices, and offers Cuisine-on-Call to our patients and their families. Monday through Friday menus are posted 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 affordable gifts at The Shop. Located off the main corridor, The Shop is staffed by dedicated and knowledgeable volunteers. Proceeds from The Shop benefit the North Valley Hospital Foundation.

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 Melissa Pfannenstiel, Diane Carter and Cathy Cameron 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. An acupuncturist is available Monday - Thursday, 7am to 5pm.
**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 received the 2007 National Planetree Award, recognizing the architectural and interior design of the new facility. North Valley Hospital has a beautiful healing space that supports patients, families, visitors and staff members alike. Natural lighting highlights the warm earthly colors and design; all of which support 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 for breakfast and lunch Monday through Friday, and special family nourishment areas are provided in the Birth Center, Medical, Surgical and 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, 24-hours a day, 7 days a week.

**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.
**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 add to the healing environment. A harpist plays for patients on a weekly basis 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 Certification Program, round through patient care areas offering friendly canine visits to patients, visitors and staff. And a baking program offers fresh baked cookies on a regular basis.

**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 to dispose of paper, cardboard, plastic, glass and aluminum cans used at North Valley Hospital.

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

North Country Medical Clinic
The new 9,000-square-foot North Country Medical Clinic in Eureka has been completed. The first floor has three specialist rooms, in addition to six exam rooms for primary care physicians Drs. Serban and Raluca Ionescu, and physician assistant Miles Miller. An elevator to the second floor provides a large area for expansion in the near future.

The family practice provides primary care; well child checkups; vaccinations; women’s health care; pediatric and adolescent health; annual exams; commercial driver’s license physicals; pre-employment and post accident drug screening; long-term nursing care at Mountain View Manor; biopsy bay; allergy injections; EKGs; and a Coumidin clinic. Specialists include Dr. Matt Bailey, who provides orthopedic services, and Dr. Jon Mercer, who provides urology services. A mobile ultrasound, Lab tests and digital X-rays are available. The property also offers a helicopter landing area. The clinic is located one mile north of the old office on Hwy 93 North.

Medical Office Village
The Medical Office Village at North Valley Hospital offers a variety of different services, and is a fabulous complement to the hospital. Situated at the south end of the hospital, the Medical Office Village now houses: Whitefish Physical Therapy, Glacier Orthopedics and Sports Medicine, Alpine Women’s Center, North Valley Surgical Services, Alpenglow Dental, The Sleep Medicine Center and North Valley Hospital’s Cornerstone meeting room. An open building site is still available within our beautiful 45-acre campus, allowing for the continued growth and expansion of North Valley Hospital services.

Walking Path
Take it easy while staying active with the newly completed 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 trees, tall grass and open fields. Or, relax in a serene environment on benches that were donated through the Jo Welles Memorial. Take time to connect with others in our community while giving yourself the gift of health.
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

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<tr>
<td>Information</td>
<td>863.3500</td>
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<tr>
<td>Toll-Free in Montana</td>
<td>1.888.815.5528</td>
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“Putting patients first is our priority. Kindness, compassion and patient involvement in the decision making process of their care relieves anxiety and increases healing.”

~ LuAnn Basirico, RN
Planetree Coordinator