

COMMUNITY REPORT

2010



**MAURY REGIONAL
MEDICAL CENTER**

MAURY REGIONAL
MEDICAL CENTER

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*Message
from the
CEO*

The 2010 fiscal year was an eventful one at Maury Regional Medical Center (MRMC). With the support of our employees, medical staff, volunteers and the board of trustees, we have continued to reach new heights in clinical excellence and customer service. Our achievements over the past year include:

- Being named a 100 Top Hospital®
- Implementing bedside medication verification to ensure patient safety
- Receiving the Premier Award for Quality
- Chest Pain Center Accreditation
- Heart Failure Accreditation
- Receiving the Excellence Award from the Tennessee Center for Performance Excellence
- Expanding new technology and procedures

In this report, you will find more information about our progress over the past year as well as vital information regarding our services, growth, and accomplishments.

I want to personally thank every member of our community who chose MRMC for your health care over the past year. If you have not entrusted us with your care recently, we ask that you put your faith in a group of individuals with one vision—the very best of care to every patient, every day.

Robert Otwell, CEO
Maury Regional Medical Center

Awards and Recognition



In March 2010, MRMC was named one of the nation's 100 Top Hospitals® by Thomson Reuters and recognized in *Modern Healthcare* magazine. The award recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, patient

satisfaction, financial performance, and operational efficiency. Thomson Reuters, a leading provider of information and solutions to improve the cost and quality of health care, evaluated 3,000 short-term, acute care, non-federal hospitals in nine areas: mortality, medical complications, patient safety, average length of stay, expenses, profitability, cash-to-debt ratio, patient satisfaction, and adherence to clinical standards of care. This is the third time that MRMC has been recognized with this honor.

OTHER AWARDS AND RECOGNITION

Tennessee Center for Performance Excellence

MRMC earned the Excellence Award from the Tennessee Center for Performance Excellence (TNCPE). This is the highest honor given by TNCPE, which recognizes organizations that have achieved the highest standards of excellence in their operations and results. The program uses the Criteria for Performance Excellence established by the Baldrige National Quality Program.

Premier Award for Quality

For the second consecutive year, MRMC was recognized by the Premier health care alliance as a winner of the Premier Award for Quality. MRMC is one of 21 winners in the nation and the only winner from Tennessee. This places the medical center in the top one percent of 3,788 eligible U.S. hospitals. The award recognizes leading health care organizations that efficiently provide outstanding patient care and consistently set the standard in clinical excellence nationwide. Organizations do not apply for the award but are independently evaluated based on nationally reported data. Distinguished by its consideration of performance-based criteria, including clinical quality outcomes, resource utilization, and clinical process indicators, the award measures top performers at the overall hospital level.

Get With The Guidelines (GWTG) Silver Performance Achievement Award—Heart Failure

MRMC received the Get With The GuidelinesSM—Heart Failure Silver Performance Achievement Award from the American Heart Association for reaching an aggressive goal of treating heart failure patients for at least 90 days with core standard levels of care outlined by the American Heart Association/American

College of Cardiology secondary prevention guidelines for heart failure patients. GWTG is a quality improvement initiative that provides hospital staff with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations.

HomeCare Elite

Maury Regional Home Services was ranked among the top 25 percent of agencies in the nation based on an analysis of performance measures in quality outcomes, quality improvement and financial performance. Home Services has attained this award every year since its inception.

Society of Chest Pain Centers (SCPC) Accreditations

MRMC received full three-year accreditation with Percutaneous Coronary Intervention (PCI) from the SCPC, having advanced its chest pain center accreditation from Level II to Level III—the highest level attainable. The accredited chest pain center's protocol-driven and systematic approach to patient management allows physicians to reduce time to treatment during the critical early stages of a heart attack, when treatments are most effective, and to better monitor patients when it is not clear whether or not they are having a coronary event.

In addition, the medical center achieved SCPC accreditation for heart failure by demonstrating expertise and commitment to quality patient care, meeting or exceeding a wide set of stringent criteria and undergoing an onsite review by a team of SCPC's accreditation specialists. The medical center utilizes proven treatment methods to reduce time to treatment and to decrease patients' length of stay.

Medical Staff

During the 2010 fiscal year, 14 new physicians joined the medical staff at MRMC. Specialties included anesthesiology, emergency medicine, family medicine, internal medicine/pediatrics, neonatology, neurology, pathology, and radiology. There are more than 185 physicians on the medical staff, representing 34 specialties.



PHYSICIAN OF THE YEAR

Deborah L. Goldsmith, M.D., a specialist in infectious disease, was named Maury Regional Medical Center's Physician of the Year at the annual meeting of the medical staff. This award is given annually to the physician who best represents his or her profession and the mission, vision and values of the medical center. Dr. Goldsmith was selected by the medical staff and employees for her outstanding professionalism and compassion.

Dr. Goldsmith has been a member of the medical staff since 2003 and is involved in numerous committees and medical center initiatives. She currently serves on the Medical Staff Executive Committee as the Medicine Department representative. In addition, she has served on the Infection Control Committee since 2004, serving as chair from 2005 until 2010. Dr. Goldsmith is also a current member of the Pharmacy and Therapeutics Committee, Critical Care Committee, and Medicine Committee. She previously served on the Utilization Management Committee.

Dr. Goldsmith received her medical degree from the University of Colorado in Denver. She completed a residency at Medical University of South Carolina in Charleston and a fellowship in infectious disease at the University of Arizona Health Sciences Center in Tucson. She is board certified in internal medicine and infectious disease.

2010 MEDICAL STAFF OFFICERS

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Chief of Staff

Gibran B. Naddy, M.D.
Vice Chief of Staff

Jeffrey T. Adams, M.D.
Past Chief of Staff

James Grant Barr, M.D., Ph.D.
Secretary/Treasurer

Service Champions

MRMC recognizes employees each month who display behaviors and actions that help the medical center achieve its mission, vision, values and critical success factors. Nominations are submitted outlining the contributions that the employee makes in his or her position. Those recognized in the 2010 fiscal year for their contributions were:

Service Champion of the Year

Breanna Andrews
Imaging Department



Emily Benefield, Respiratory Care
Lynn Chunn, Surgical Services
Kim Dickinson, Patient Access
Sandra Hinson, Physical Medicine
Patti Hollinsworth, RN, Pediatrics
Robin Jack, Environmental Services
Elizabeth Joyce, Cardiac Diagnostic Testing
Jim Norton, RN, Oncology
Jessica Reyes, RN, Second West
Stephen Staggs, RN, Emergency Department
Chad Sullivan, Information Technology
Chad Williams, Finance

AUXILIARY

The MRMC Auxiliary provides valuable services to the medical center. There are more than 500 men and women who serve in 25 areas of the medical center in roles ranging from ambassadors who greet incoming visitors to those who play music to create a soothing environment for our patients and their families. During the past year, volunteers dedicated 67,368 hours of service to MRMC, the equivalent of \$727,574. In the past 10

years, the MRMC Auxiliary has donated approximately \$1 million to the medical center to help fund special projects.

AUXILIARY OFFICERS

Joe Bell, President
Betty Wells, Vice President
Joe Anne Moore, Corresponding Secretary
Judy Shackelford, Recording Secretary
Dorothy Witherow, Treasurer

Accomplishments and Advancements

CANCER SERVICES

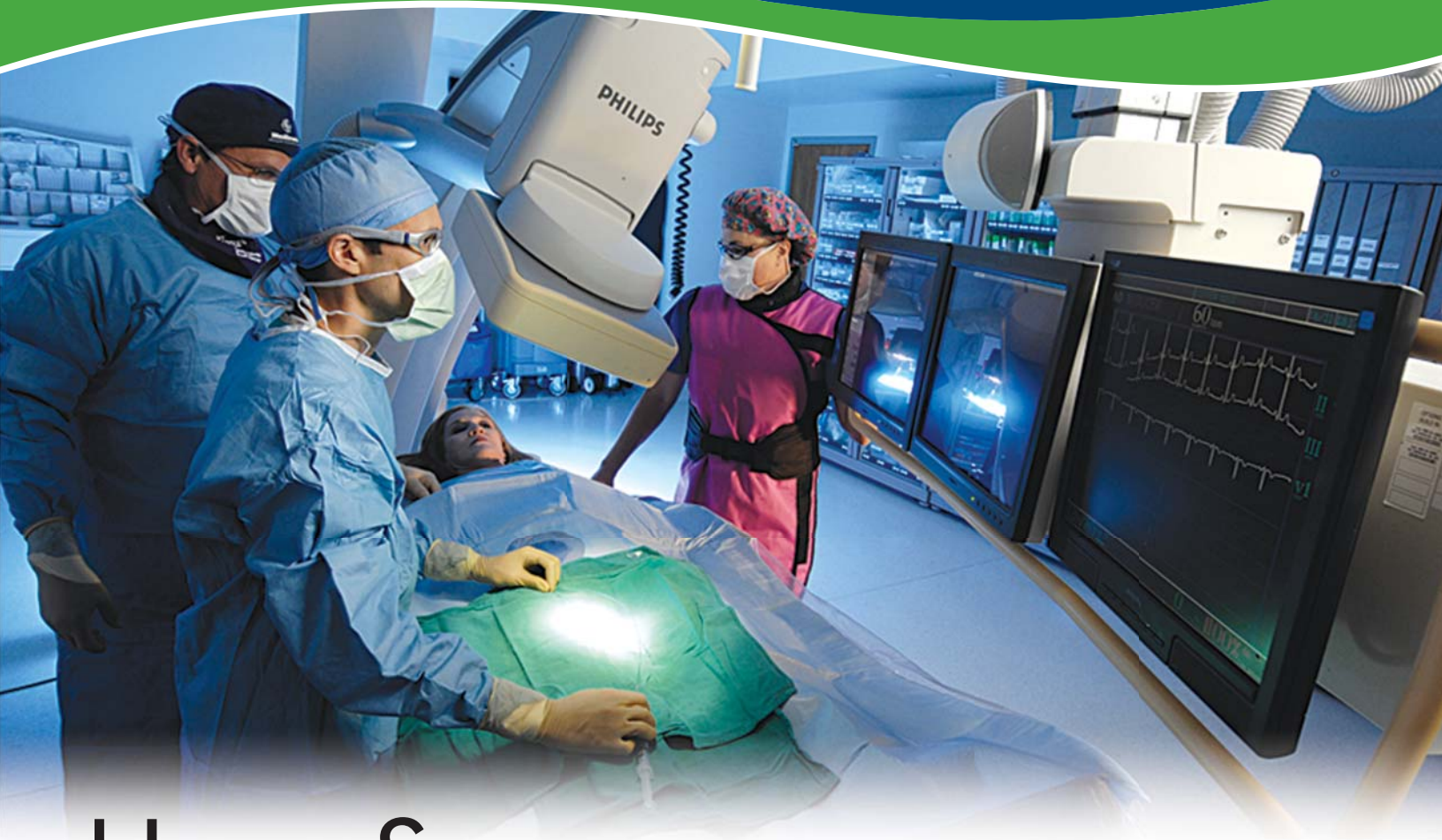
The Cancer Center added new technology to enhance the precision of radiation therapy for cancer patients this past year. The Varian® On-Board Imager® (OBI) makes dynamic targeting image-guided radiation therapy (IGRT) more efficient and convenient.

The system delivers improved tumor targeting using high resolution, low dose digital imaging in the treatment room. By having the best possible image information, physicians and staff are able to make timely decisions and obtain exact alignment, which is critical when delivering high doses of radiation. OBI provides the tools to manage changes in position caused by set-up conditions as well as changes in position during a patient's treatment session because of normal respiratory and organ



motion. This enables physicians and staff to confidently manage patients and target movement—both before and during treatments.

OBI is the latest tool added for radiation treatment of cancer and complements intensity modulated radiation therapy (IMRT) and brachytherapy. In addition, the Maury Regional Cancer Center was the first in the state to utilize the Dose Verification System® for the treatment of breast cancer and is accredited by the Commission on Cancer of the American College of Surgeons.



HEART SERVICES

MRMC has continued to advance its heart services. The medical center has received full three-year accreditation with Percutaneous Coronary Intervention (PCI) from the Society of Chest Pain Centers (SCPC), having advanced its chest pain center accreditation from Level II to Level III—the highest level attainable. In addition, the medical center also attained heart failure accreditation from the SCPC following a stringent review.

MRMC provides a comprehensive array of cardiac services, including interventional procedures to open blockages, electrophysiology services such as pacemakers and defibrillators, and cardiothoracic surgery through a partnership with Vanderbilt Heart that includes off-pump procedures.

The time it takes for a patient to go from the Emergency Department to the catheterization lab at MRMC—

commonly referred to in health care as door-to-balloon time—is nearly half the nationally recommended 90 minutes. In addition to traditional interventional procedures in which the catheter to open a blocked vessel is inserted in the leg, the physicians on the medical staff also perform transradial procedures in which the catheter is inserted through the wrist, which offers patients who qualify the ability to be back on their feet almost immediately and resume most normal activities the next day.

Surgical procedures include bypass surgery, including off-pump procedures, transmyocardial laser revascularization in which laser channels are created into the heart muscle enabling new blood vessels to form, minimally invasive valve surgery, and the Maze procedure which is a highly complex surgical treatment option for atrial fibrillation.



HOME SERVICES

Maury Regional Home Services has had a stellar year, including another national ranking by HomeCare Elite as one of the top 25 percent of home care agencies in America. Home Services is also ranked third in the state by HealthInsight, a private, non-profit organization that evaluates home care agencies.

Patient outcomes are better than state and national averages in 11 measures and patient

satisfaction scores are at the 100th percentile, resulting in a Top Performer award by Professional Research Consultants, a premier marketing research organization.

Maury Regional Home Services provides quality health care to patients at home, working closely with physicians to establish unique care plans for their patients. Services include nursing care, rehabilitation services, home infusion and medical social workers.



ORTHOPEDIC SERVICES

MRMC has continued to advance its orthopedic services. The latest advancements include implementing the Own The Bone™ program and the use of surgical instruments customized for a patient's anatomy.

MRMC is the first in Tennessee to implement the American Orthopedic Association's Own the Bone™ program, aimed to better identify, evaluate and treat patients that suffer from an osteoporosis or low bone density-related fragility. The medical center was treating numerous patients over the age of 50 with fractures, most often the result of poor bone density caused by osteoporosis. The goal was to take steps to reduce future fractures for these at-risk patients by getting them scheduled for a bone density scan to determine the extent of the disease, prescribing calcium and osteoporosis medications, and providing nutritional consultations with a registered dietitian. The Own the Bone™ program is a national Web-based quality improvement registry that

incorporates 10 measures for reducing future fractures and provides MRMC with immediate feedback on program performance to measure the medical center's success and helps benchmark MRMC against other institutions. Results can be immediately quantified and health care providers can begin to see how their actions are positively affecting patient care.

Orthopedic surgeons on the medical staff were among the first in Tennessee to utilize systems to build surgical instruments for knee replacements that are customized for a patient's unique knee anatomy. The technology uses a patient's magnetic resonance imaging (MRI) uploaded to a software program that provides the surgeon with precise three dimensional computer imagery of the knee to design and build surgical instruments with the goal of reducing trauma and blood loss to surrounding tissue and to enhance alignment of the knee replacement.



WOMEN'S CENTER

In the past year, the medical center has continued to advance its services for diagnosing and treating breast cancer. While breast MRI has been available for years, the medical center implemented a new digital DynaCAD technology that enables physicians to obtain higher quality images, which aids in diagnosing benign breast disease and assists in treatment planning for breast cancer patients. The American Cancer Society recommends breast MRI as a screening tool for women whose risk of developing breast cancer is 20 percent above average. Risk factors include a family history of breast cancer in a close relative, a positive genetic test for breast cancer, and chest radiation for Hodgkin's disease.

In addition, the Women's Center now utilizes a new breast biopsy system to safely and quickly biopsy what is seen under MRI guidance. This state-of-the-art, vacuum-assisted technology allows a larger, more intact tissue sample to be taken, which increases the accuracy

for diagnosis. This procedure requires no post-biopsy stitches, allowing patients to return to most daily activities immediately following the biopsy. The system also has a unique device feature that allows continuous delivery of local anesthetic during the biopsy procedure to increase patient comfort and ultimately keep the patient's safety and health as the highest priority.

These new tools added at the Maury Regional Women's Center complement digital mammography, breast ultrasound and stereotactic biopsy. In addition, the Maury Regional Cancer Center was the first in Tennessee to utilize the Dose Verification System® for breast cancer patients. This system allows physicians to measure the precise amount of radiation delivered to the location where the tumor was removed by using an implantable device that measures radiation doses. The center also offers brachytherapy that delivers high dose radiation directly to the area where the tumor is removed.

About MRMC



For more than 55 years, MRMC has been the hub for professional and compassionate health care in southern Middle Tennessee. From its beginning as a 102-bed hospital to its current 275-bed capacity, the facility has become a regional medical center serving an eight-county population of 260,000.

MRMC provides comprehensive services backed by qualified and caring professionals and modern medical technology.

The medical center has been evaluated by outside organizations and compared to some of the most respected medical centers in the country. From patient outcomes to operational efficiency, we have been recognized for our quality.

MRMC is committed to expanding the services and technology that have secured our standing as the largest medical center between Nashville, Tennessee and Huntsville, Alabama.

Medical Specialties

Allergy & Immunology
Anesthesiology
Cardiology
Cardiothoracic Surgery
Critical Care Medicine
Dermatology
Emergency Medicine
Endocrinology
Family Medicine
Gastroenterology
Infectious Disease (Inpatient)
Internal Medicine
Internal Medicine/Pediatrics
Neonatology
Nephrology
Neurology
Obstetrics & Gynecology
Oncology
Ophthalmology
Oral Surgery
Orthopedic Surgery
Otolaryngology
Pathology
Pediatric Dentistry
Pediatrics
Physical Medicine
Plastic Surgery
Podiatry
Psychiatry
Pulmonary Medicine
Radiology
Rheumatology
Surgery
Urology

Outpatient Services

Cancer Center

- Radiation Therapy

Cardiopulmonary Services

- Cardiac Rehabilitation
- EKG Testing
- Pulmonary Rehabilitation

Diagnostic Imaging

- CT
- MRI
- Nuclear Medicine
- Ultrasound

Home Services

- Nursing Care
- Home Infusion

IV TherapyLaboratoryRehabilitation Services

- Aquatic Therapy
- Industrial Medicine
- Lymphedema Management
- Occupational Therapy
- Physical Therapy
- Speech Therapy

Sleep Center

- Sleep Studies

Women's Center

- Bone Densitometry
- Breast MRI
- Breast Ultrasound
- Breast Biopsy (stereotactic & MRI-guided)
- Digital Mammography

Wound Center

- Hyperbaric Oxygen Therapy
- Wound Care

Facts at a Glance

Admissions	15,769
Emergency Department Visits	43,456
Ambulatory Care Visits	40,282
Outpatient Registrations	116,494
Births	1,547
Surgeries	7,258
Cardiac Catheterizations	5,631
Lab Tests	1,918,932
Imaging Procedures	153,368
Endoscopy Procedures	13,507
Salaries & Benefits	\$111,205,121

COMMUNITY CONTRIBUTIONS

Charity & Indigent Care	\$12,053,930
Contribution to Maury County Government	\$900,000
Emergency Medical Services (unreimbursed)	\$640,865
Jail Health Services	\$195,388
School Athletic Trainers	\$114,809

COMMUNITY OUTREACH

MRMC takes pride in providing health opportunities to residents in our service area. Community outreach includes screening programs, educational events and fairs, and support groups. During the past year, our staff:

- Participated in 890 community events
- Donated 15,418 hours of community service
- Invested \$422,203 in hours and supplies
- Donated blood quantities equal to 522 lives saved

MAURY REGIONAL HEALTH CARE FOUNDATION



Message from the Executive Director

In January 2010, I was appointed executive director of the foundation. I have been overwhelmed by the support that I have received from the medical center and an outstanding board of directors.

The foundation's mission is to support Maury Regional Medical Center and its affiliates in providing excellent health care services to the region it serves. I have been humbled by the growing need for medical assistance for citizens who are uninsured or underinsured and I am committed to working diligently with the medical center and other agencies to aid in satisfying these unmet needs.

In the past fiscal year, the Maury Regional Health Care Foundation has provided \$125,559 in programs and services to this region, including providing medications to patients in need, community outreach and education, assisting employees at the medical center with disaster assistance, providing wigs to cancer patients, and operating a hospitality house called The Retreat for cancer patients undergoing treatments and family members of neonatal and critical care patients.

We appreciate all of our partners who generously contributed in fiscal year 2009-2010. The foundation continues to grow and so does our support for individuals in need. To learn more about the foundation, visit our Web site at mauryregional.com/foundation.htm and sign up for our e-mail newsletter. Thank you for your support.

Joe K. Kilgore
Executive Director

Making a Difference

The Maury Regional Health Care Foundation would not be able to impact the lives of patients and their families without the generosity of our contributors. In the past year, the foundation has provided \$125,559 in services for the region.

Community Health	\$73,204
Diabetes Education	536
Special Needs & Dispensary of Hope	23,947
The Retreat (hospitality house)	1,350
Women's Center Wigs	2,978
Employee Assistance	21,197
Neonatal Intensive Care	2,347
Total	\$125,559

Special thanks to our contributors

(Donations received July 1, 2009 through June 30, 2010)

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Making a Difference in Many Ways

Here are just two examples of how the foundation has provided assistance to people who really needed it:

“After my house was completely flooded and we lost everything, I didn’t know how we were going to make it. When co-workers and the foundation came through, it was an indescribable blessing.”

—Jamie Smith
Intensive Care

“The wig provided to me by the foundation through the Women’s Center was such a blessing during a very difficult time.”

—Betty Skelley
Cancer Patient



MAURY REGIONAL HEALTH CARE
 FOUNDATION

1224 Trotwood Avenue
Columbia, TN 38401
Phone 931.380.4075

mauryregional.com/foundation.htm

You can help us make a difference

The foundation has provided assistance in many areas of need. With your generous gifts, we can do even more. Gifts are tax deductible to the extent allowed by the law. Gifts of endowment (planned giving) are an especially rewarding way of giving. If you would like more information, please call the foundation at 931.380.4075. If you want to help now, please fill out the form below and mail it, along with your contribution, to:

MAURY REGIONAL HEALTH CARE FOUNDATION
1224 Trotwood Avenue
Columbia, Tennessee 38401

I wish my gift to be designated as follows:

- Area of Greatest Need
- Cancer Fund
- Community Health Fund
- Diabetes Fund
- The Retreat Fund
(Hospitality House)
- Special Needs Fund
- William R. Walter
Employee Assistance Fund

For a complete description of funds, visit mauryregional.com/foundation.htm

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(as you wish it to appear in print)

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Address _____

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Enclosed is my/our contribution of \$ _____
(Make checks payable to Maury Regional Health Care Foundation)

() \$100 () \$75 () \$50 () \$25 () Other \$ _____

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