

NORTH  VALLEY
HOSPITAL

2011 Community Report



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Message From the CEO



Jason A. Spring, FACHE
Chief Executive Officer

The issue of health care reform has certainly defined 2011, which will in all likelihood be a milestone year in the healthcare history books. The Board of Directors and Management team of North Valley Hospital believe that national healthcare reform must include innovative solutions and community collaboration at the local level in order to positively impact the healthcare system.

The leadership of North Valley Hospital has a vision of transforming our local community health efforts from just caring for patients when they need hospital services to providing leadership in promoting a healthy community that prevents disease and injury, reducing the need for hospital services.

In the current legislation, we stand to do well. One of the primary government payment assessments will be determined by the quality and safety of facilities. North Valley Hospital has quality, infection control and prevention ratings that well exceed the national average. We take daily measures to continuously improve these ratings because of the importance in maintaining these exceptional standards.

The Planetree philosophy of patient-centered care provides cohesive standards throughout all the departments at North Valley Hospital. And because Planetree incorporates non-traditional ways to promote faster healing, such as dog visitations and massages, patients receive care for their whole mind, body and spirit.

Teamwork and collaboration, driven by the Planetree philosophy in the hospital setting, is an important element of our success. That same teamwork and collaboration outside the hospital setting is what has prompted us to integrate with local clinics. Providing patients with seamless care between an outpatient clinic and the more capital-intensive services of the hospital allows for better use of our resources and a better experience for our patients. We expect to see continued integration between clinics and the hospital to create efficiencies in capital, streamline operations and provide improved communication between various providers. These partnerships, in addition to those with other area hospitals, encourage sharing of resources and providers to keep medical costs down and the ability to recruit the world-class talent that we are known for having.

I look forward to a continued relationship with the communities we serve in providing access to some of the safest and highest quality medical services in the country, while working diligently to prevent and reduce disease and injuries in our valley. Thank you for your continued support of North Valley Hospital.

Regards,

Jason A. Spring, FACHE
Chief Executive Officer



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.

Hospital Board of Directors



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Retired Vice President
Manufactured Products
Plum Creek Timber Co.
Columbia Falls



Vice-Chairman
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Bigfork



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Dick Hughes
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Merrill Lynch
Whitefish



Alison Young
Retired RN
Columbia Falls

Community Involvement

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

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

Much of the hospital staff gives personal time and donations to North Valley Hospital-sponsored events such as Relay for Life, Save a Sister Foundation, Health fairs, the Family Walk/Run and many other community events. A large number of employees also contribute to the North Valley Hospital Foundation, helping to support the hospital with capital efforts, medical equipment and various other purchases.

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

Healthy Communities and Educational Outreach

Finding an audience to educate on healthcare is effortless, and North Valley Hospital is furthering its reach to better serve our communities. Our commitment to the Columbia Falls area includes the creation of the North Valley Hospital Education and Community Center at Discovery Square, a health and wellness facility. The new center will offer health classes and seminars such as: CPR, first aid, healthy living and education programs. The facility will be a central location for blood drives, health fairs and immunization clinics.

Also located in Columbia Falls is the Teakettle Community room (formerly called the North Valley Hospital Community Room). Reservations can be made through the First Best Place and is free to non-profits and available for a nominal fee for special occasions and for-profit events.

Our community recently identified the need for suicide prevention, intervention and postvention education and support. Montana ranks second in the nation in suicides, with Flathead County in the top 100 counties nationwide. North Valley Hospital immediately took action with several mental health, civic, education, safety and religious organizations to organize a comprehensive program for times of crisis.

The hospital also is taking their programs to the public. For example, youth who participated in a children's play through Alpine Theatre were offered exercise programs and nutritious snacks at their rehearsals to demonstrate the fun of movement and tastiness of healthy food. In addition, North Valley Hospital presents informative talks to businesses and civic organizations. To fulfill our community's thirst for knowledge, we will continue to grow our presence and meet the increasing needs.

Volunteers

Whether it's one or two hours a month, or a few hours a week, we greatly value the time and efforts of every North Valley Hospital volunteer. Many opportunities are available to donate time, learn new skills, meet great people and give to the community. As a matter of fact, our volunteers invested 5,102 hours in the 2009 calendar year. The current national rate used to compute volunteer time is \$19.51 per hour, which equates to \$99,540. Now that's making a difference!

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



Fiscal Year	2010	2009	2008	2007	2006
Emergency Department Visits	7,858	8,613	9,156	9,071	8,540
Surgical Services	1,673	1,631	1,552	1,359	1,458
Outpatient Visits	44,491	43,200	44,026	44,383	45,937
Radiology, CT, MRI	11,332	11,677	12,050	11,731	10,677
Hospital Admissions	1,587	1,791	1,855	1,651	1,548
Newborn Deliveries	505	423	470	353	292

Uncompensated Hospital Care at North Valley Hospital 2008 to 2010

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.

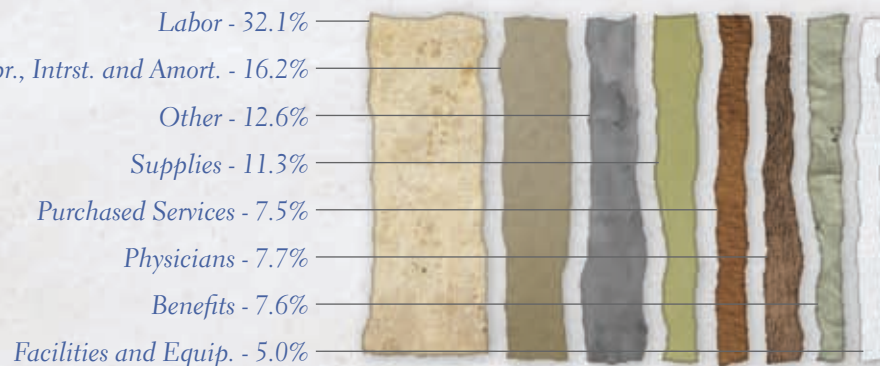
What is bad debt?

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 patients' responsibility, such as deductibles and coinsurance not paid by the insured.

Revenue Payor Mix



Total Annual Expenses





Total Dollar Figures Based on Full Established Charges by Fiscal Year

	Charity Care	Bad Debt	Contractual Discounts	Total Unpaid Services	Gross Patient Revenue
2008	\$1,066,203	\$2,527,592	\$9,912,267	\$13,506,062	\$39,978,434
2009	\$1,392,843	\$2,886,855	\$11,282,977	\$15,562,675	\$44,084,556
2010	\$1,435,555	\$2,744,957	\$12,602,316	\$16,782,828	\$47,081,539

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 their 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 an easy-to-use loan program to help ease the financial strain of our patients. Through Mountain West Bank, our patients may take advantage of affordable monthly payment plans at below-market interest rates to fit your monthly budget. When taking advantage of the program, acceptance is automatic regardless of credit history. You may begin participating after your insurance has paid, or immediately if you don't have insurance. Initially, four percent of the unpaid balance, or \$20, is due. You then may combine several existing accounts and add future medical expenses from North Valley Hospital. For questions or interest in participating in the program, contact our Patient Financial Services at 863-3571 or 863-3567.



The Foundation – A Future with a Promise of Excellence and Generosity



Karin J. Olsen
Executive Director



From the moment that I walked into North Valley Hospital, I knew I was home. I experienced a welcome from Jason Spring, CEO, the leadership team, and the Foundation Board of Directors like none other. I know that I have some “big shoes” to fill, following up with the great work that Carol Blake, RN, did with the Foundation since its inception. I am up to the task.

The United States Congress has passed national health care reform. Problem solved, right? We who care deeply about our healing ministry—donors and caregivers alike—know that the passage of the Patient Protection and Affordable Care Act is the beginning of a journey, not the end.

Because of philanthropy, North Valley Hospital is prepared to succeed in the post-reform era. Philanthropy allows us to build programs and services—such as an expansion of our Birth Center with five additional rooms. Without philanthropic support, this wouldn't be possible in our region. With generous giving, we are able to offer a level of quality services continuously surpassing our previous success, always raising the bar. Reform creates opportunities, but with it are additional challenges. Through philanthropy, we will be capable of overcoming barriers and serving more patients. All this while maintaining high-quality, compassionate medical care people have come to expect from North Valley Hospital.

The North Valley Hospital Foundation has a variety of portals through which YOU, the community—individuals and businesses—can become engaged at the level of your choosing. For example, there is a prevalent belief that charitable bequests come only from people of wealth. Nothing is further from the truth. Through carefully planned wills, people can provide a measure of support that they could not possibly duplicate with outright gifts. Regardless of the avenue you choose to make your gift, every dollar counts and makes a difference in people's lives every day.

This is a special time for North Valley Hospital, and I would like to take this opportunity to personally THANK YOU for your continued support that furthers patient-centered care in a healing environment. North Valley Hospital is a place of excellence, greatly due to the community's support of helping us achieve our mission and vision.

Kind regards,
Karin J. Olsen, MA

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

Visit the website at www.nvhosp.org for more information, or call (406) 863-3630.



Foundation Board of Directors



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Dale Bax, DDS
Alpenglow Dental
Whitefish



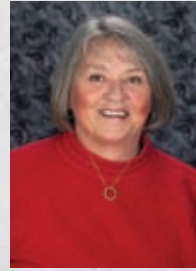
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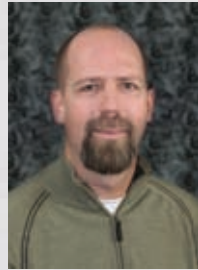
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North Valley Hospital Foundation Donor Wall as of November 17, 2010

Visionaries (\$500,000+)

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Montana Health Research
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Whitefish Community Foundation
- Whitefish Mountain Resort Fund
Whitefish Community Foundation
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Decker Family Foundation
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Western Building Center
Catherine Witmer
Whitefish Community Foundation -
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Jay Adams
Detra and Andy Anderson
Artisans Doors of Montana
Elizabeth Askew
Aurora Borealis Foundation
Dan and Laurie, Sean and
Brian Averill Family
Back Room/Nite Owl Restaurant
LuAnn and Joe Basirico
Donna and Charles Bauer
Gayle and Dale Bax
Barbra and Don Bennett
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Jo and Dud Mahler
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Janet and Jim Malone

Marka and Steve Marquesen
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Noel and Tom Watkins
Traci and Mark Waugh
Jo Welles
Mike White and Family
Sherry and John Wulf
Whitefish Lake Restaurant – Doug Reed
BJ and Bobbie J Worth
Karen Wright
Andrew Zimet, MD

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

Key Services

24/7 Emergency Department

The continued growth of the North Valley has made our Emergency Medical Services a vital importance to 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. As a state-designated **Community Trauma Hospital**, more than 100 physicians and medical specialists are ready to care for you and those you care about. When having a stroke, every second counts. That's why North Valley Hospital partnered with other Montana and Washington hospitals to include **TeleMedicine**. This equipment enables our physicians and stroke patients to meet with neurologists via webcam on a moment's notice so treatment can begin quickly. Our Emergency Department is designed for privacy and speedy attention. According to the QHR Throughput Assessment done for NVH, the Average Total Visit Time in the ED for calendar year 2009 was 2 hours 17 minutes. This is better than national averages.

24-Hour Imaging Services

North Valley Hospital's trained Imaging technicians and professionals provide gentle patient care, and our Radiologists are available to consult with attending physicians 24-hours a day. Diagnostic services include: **MRI, 64-slice CT Scan, Ultrasound, X-Ray and digital mammography**. To provide efficient service to our patients, images are digitally stored in our state-of-the-art **Picture Archiving Computer System (PACS)** and can be transmitted directly to other departments, as well as other hospitals and clinics.

Center for Minimally Invasive Surgery

You don't have to go far to receive world-class medical treatment. All of our surgeons and support staff at North Valley Hospital utilize the PACS system and, during surgery, view clear images on high-definition monitors. And, with many of our surgeons trained in minimally invasive procedures using our state-of-the-art equipment, you'll be back to life in no time.

The **da Vinci Robot** was added this year for gynecological and urological surgeries. This equipment allows the surgeon to operate with great precision and dexterity using four dime-sized incisions rather than one large opening. Patients typically feel less pain, experience less blood loss, have shorter hospital stays and significantly faster recovery times.

North Valley Hospital has the only Montana surgery center to offer the **Transoral Incisionless Fundoplication (TIF) for Gastroesophageal Reflux Disease (GERD)**. With thousands of the Flathead Valley residents experiencing a life with daily heartburn, regurgitation, chronic cough, hoarseness or dental erosions, this is a remarkable addition to our community. This procedure, performed by Dr. Ryan Gunlikson, solves the underlying problem of GERD-related issues with no visible scar and reduces dependency on medication.



Many surgeries are now offered a minimally invasive option with the addition of **Single Incision Laparoscopic Surgery (SILS)**. Surgeon, Dr. John Means, is the first in the Valley to perform this innovative technique. With the aid of a small portal, his incision between 1 and 1.5 cm through the belly button can complete multiple procedures including gall bladder removal, appendectomy, hernia repairs and colon resections.

Total Knee and Hip surgeries are now done with the aid of our **Computer Navigation System**. This system allows surgeons to analyze the alignment and position of the bones using infrared LEDs. This allows the surgeon to make precise adjustments for the best possible implant fit. Other benefits include no pre-operative x-rays or CT scans, shorter hospital stays, fewer complications and improved joint stability. North Valley Hospital also supports additional orthopedic procedures such as spine, hand, shoulder, ACL reconstruction, fracture care and more.

Ask your physician to choose North Valley Hospital for your next surgery. We offer general, orthopedic, gynecological, urological, colon, ear/nose/throat, reconstructive, cosmetic surgeries and more.



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. The Birth Center also offers the option of an AquaDoula birthing tub, which is known to provide a more gentle labor experience.

Mothers find comfort in the high 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. 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; Waterbirth Education; Childbirth Workshop; Sibling Classes; Talk and Tour; and Mom and Baby Group. We welcome you to contact us for a class schedule, or to schedule a tour of the Center by calling 863-3535.



Special Services

Hospitalist Program

Created to provide the highest quality hospital experience for our patients, the North Valley Hospital hospitalist program offers coordinated care between our hospitalists and our patient's primary care provider and specialists. When admitted to North Valley Hospital's inpatient care, patients are visited by our hospitalist physicians whose single focus is inpatient medicine. All of North Valley Hospital's hospitalists are Board Certified in Internal 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.

Primary care physicians are updated regularly on their patient's status by the North Valley Hospital hospitalist. To assure a coordinated care plan following discharge, the hospitalist will send the primary care physician a full summary of the patient's hospital stay, including post-discharge plans and medications.



The Sleep Medicine Center

The Sleep Medicine Center at North Valley Hospital is nationally accredited with the American Academy of Sleep Medicine. Director Dr. Patrick J. Burns gathers information during a sleep study that allows him to see whether or not you have a sleep disorder. Sleep studies 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, Dr. Burns and his staff are available by calling 862-2229. The Center is located in the Cornerstone building in the Medical Village at North Valley Hospital.

Acupuncture

Combining Western Medicine with Oriental Medicine, North Valley Hospital offers an Acupuncture program to patients with a doctor's request. Experienced and licensed acupuncturists can treat headache; low back pain; migraine; osteoarthritis; post-operative pain, nausea and vomiting; tennis elbow; chemotherapy-induced nausea and vomiting; chronic menstrual cramps and fibromyalgia. Acupuncturists are available by appointment and billed separately from the hospital.



North Valley Hospital Recognitions and Accreditations

The staff at North Valley Hospital is no stranger to recognition. Nevertheless, they are honored to be repeatedly acknowledged for the high quality service and care offered to the community.

Avatar International Overall Best Performance Award

One of our proudest accomplishments is being one of 20 hospitals nationally that have been recognized by Avatar International with consistently high standards of patient care across multiple services lines. Avatar International is an industry leader in healthcare quality improvement services and this acknowledgment is recognition of its top performing hospital partners in 2009. The Overall Best Performance Award is a distinguishing honor that is based on our patient surveys and exemplifies the staff's dynamic efforts to provide the best possible care.



Since 2002, North Valley Hospital has used the Avatar patient satisfaction system to obtain detailed information about the care provided to patients who are admitted to the hospital. North Valley Hospital has been a recipient of the Exceeding Patient Expectations award for each of those years and for the last two years has achieved the highest honor with the Overall Best Performance award, which represents the top five percent in Avatar's National Database. Patient feedback is vital in helping North Valley Hospital achieve and maintain outstanding customer service. Comments assist the continued efforts to evolve and improve the hospital's stellar quality and care.

HCAHPS

North Valley Hospital's success in consistently providing exceptional-quality medical care that focuses on the patient's mind, body and spirit has resulted in high national rankings for patient satisfaction. According to the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), North Valley Hospital ranks in the upper 10% of hospitals nationwide for how patients rate the hospital overall, and for patients saying they would "definitely recommend" the hospital to others.

College of American Pathologists (CAP)

The North Valley Hospital Laboratory was once again awarded accreditation by the Accreditation Committee of CAP. The CAP program is recognized by the federal government as being equal to or more stringent than the government's own inspection program. Certified for 11 years, North Valley Hospital was congratulated for the "excellence of the services being provided."

American College of Radiology (ACR)

North Valley Hospital's Imaging Services received special recognition with accreditation in Digital Mammography by the ACR. Since 1995, NVH has earned the ACR accreditation through exceptional quality and care. Only the highest quality care facilities receive ACR accreditation, instilling confidence for patients, referring physicians and managed care organizations. In addition to digital mammography, the leading edge imaging equipment at North Valley Hospital includes: 64-slice CT, MRI, X-ray and Ultrasound.



Planetree Patient Centered Care

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 staff to respect and care for one another, which 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 has received several architectural awards since the building's completion in 2007. Natural lighting highlights the warm earthy colors and design; all of which supports an environment of relaxation and comfort. Combining a water feature, original art pieces, healing garden areas and a fish aquarium with high quality healthcare undoubtedly adds to the nurtured healing environment.

Nutritional and Nurturing Aspects of Food

One thing is for certain, North Valley Hospital does not serve typical hospital food. Patients and visitors select from seasonal menus and everything is made fresh from scratch. Delicious, healthy cuisine is available to our patients and their families via Cuisine-on-Call room service. Special Family Nourishment Areas are provided in The Birth Center and Medical/Surgical/Pediatric departments. The Valley Café serves affordable and healthy breakfast, lunch and dinner from 6 am to 7 pm, Monday through Friday, and is 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 weekly menus are posted on North Valley Hospital's website at www.nvhosp.org.



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. Our library also can be used for a quiet space to relax in front of the fireplace. It is free and open to the public 8 am to 9 pm, 7 days a week. Patients and their guests have 24-hour access. An individualized Health Information Packet is available to patients upon request.

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 may 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. Our staff clergy makes daily rounds, Monday through Friday. 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 upon request.

Healing Arts

The arts at North Valley Hospital contribute immensely to the healing environment. Locally and internationally renowned guitarists, such as Doug White, play for patients. A harpist visits weekly; guest pianists play regularly; and fine original art, photographs, sculptures, 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 all of our in-patients. Take advantage of one in Preoperative, Obstetric, Emergency, Medical and Intensive Care departments. For patients who would like to begin journaling during their hospital stay, we offer the book "Write Yourself Well" by local author Ina Albert. Dogs and their handlers, certified through the Delta Society Therapy Dogs & Therapy Dog, Inc., round through patient care areas offering a friendly canine visit to patients, visitors and staff. And a baking program offers fresh baked cookies on a regular basis.



PLANETREE – *patient centered care in a healing environment*

Recycling

Maintaining a healthy environment is important to healthy bodies. The hospital-wide program to reduce, reuse and recycle has prompted many internal initiatives. In the FY 2009, BYOM (Bring Your Own Mug) helped to reduce Styrofoam by 30%. In addition, eliminating automatic printouts and adding a double-sided option for printing has considerably reduced our paper consumption. Sterile Processing has kept 800 lbs of waste out of our landfills.

Walking Path

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





*Physicians – Active
Medical Staff*

Anesthesiology

Donald Decker, MD
North Valley Hospital
Whitefish, 863.3500

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

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

David Nichols, MD
North Valley Hospital
Whitefish, 863.3500

Andrew Zimet, MD
North Valley Hospital
Whitefish, 863.3500

Emergency Medicine

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

Theodore Losey, MD
North Valley Hospital
Whitefish, 863.3500

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

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

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

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

Dentistry

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

Family Medicine

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

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

Joan Miller, MD
North Valley
Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

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

Dennis Probst, DO
Bigfork Family Practice
191 Jewel Basin Court
Bigfork, 837.4357

*Family Medicine
with Obstetrics*

Justin Buls, MD
North Valley
Professional Center
2165 9th St. W. (Hwy. 2)
Columbia Falls, 892.3208

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

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

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

General Surgery

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

John Means, MD
Surgery Clinic of
North Valley Hospital
1111 Baker Avenue
Whitefish, 863.1333

Internal Medicine

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

Betty Kuffel, MD
North Valley Hospital
Whitefish, 863.3500

John Lewison, MD
North Valley Hospital
Whitefish, 863.3500

Rachelle Losey, MD
North Valley Hospital
Whitefish, 863.3500

Elizabeth White, MD
North Valley Internal
Medicine Clinic
North Valley Professional
Office Building
711 East 13th Street
Whitefish, 862.5701

Obstetrics/Gynecology

Randall Beach, MD
Alpine Women's Center
2002 Hospital Way
Whitefish, 862.6436

Mirna Bowden, MD
Alpine Women's Center
2002 Hospital Way
Whitefish, 862.6436

Kathleen Lewison, MD
Alpine Women's Center
2002 Hospital Way
Whitefish, 862.6436

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 Orthopedics
710 East 13th St.
Whitefish, 862.8045

Albert Olszewski, MD
Flathead Orthopedics
111 Sunnyview Lane
Kalispell, 752.7900

David Sobba, MD
Peak Orthopedics, PLLC
1111 Baker Avenue
Whitefish, 863.9340

Pathology

Peter Smith, MD
Glacier Regional Pathology
310 Sunnyview Lane
Kalispell, 752.1789

Pediatrics

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

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

John Andenoro, MD
Urology Associates
350 Heritage Way, Ste. 2300
Kalispell, 752.8456

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
Jonathan Amick, DO
Esther Barnes, DPM
Roger Barth, MD
William Benedetto, MD
James Blasingame, MD
Roch Boyer, MD
Rodney D. Brandt, MD
Patrick Burns, DO
Nick Cantrell, MD
Hugh Cecil, MD
Charles Charman, MD
Michael Daugherty, MD
Timothy DuMontier, MD
Bennett Dykstra, MD
Anders Engdahl, MD
Donald Ericksen, MD
David Fortenberry, MD
Justine Gavagan, MD
Thomas George, MD
B. Frank Gray III, MD
Gregory Harrah, MD
Craig Harrison, MD
Robin Harrison, MD
Michael Henson, MD
Melissa Hulvat, MD
Lawrence Iwersen, MD
Scott Jahnke, DO
Jon Johnson, MD

Specialty

Radiology
Internal Medicine
Ophthalmology
Anesthesiology
Podiatry
Ophthalmology
Radiology
Orthopedic Surgery
General Surgery
Orthopedics
Neurology
Radiology
Radiology
Internal Medicine
General Surgery
Orthopedic Surgery
General Surgery
Radiology
Orthopedics
General Surgery
General Surgery
Dermatology
Radiology
Emergency Medicine
Gastroenterology
General Surgery
Radiology
Oncology/Breast Surgery
Orthopedics
Physical Med/Rehab
Cardiology

Physician

Marise Johnson, MD
Bert Jones, MD
Bret Lindsay, MD
N. Patrick Madigan, MD
Stanley Makman, MD
Patrick McDonnell, MD
Karl Oehrtman, MD
Dennis Peterson, MD
Benjamin Pomerantz, MD
Douglas Reagan, MD
Mark Remington, MD
Michael Righetti, MD
Steven Rizzolo, MD
Ronald Schnier, MD
Erik Schroeder, MD

D. James Schumacher, MD
John Schvaneveldt, MD
David Sheldon, MD
John Stephens, MD
Kim Stimpson, MD
Donald Stone, MD
P. Kurt Thorderson, MD
Keri Thorn, MD
Howard Tice, MD
Bernadette Van Belois, MD
C. Read Vaughn, MD
Alan Williams, MD
Raymond Williams, MD
Ned Wilson, MD

Specialty

Internal Medicine
Orthopedics
Neurology
Cardiology
Orthopedics
Radiology
Otolaryngology
Internal Medicine
Radiology
Orthopedic Surgery
Ophthalmology
Orthopedics
Orthopedics/Spine
General Surgery
Family Medicine/
Sports Medicine
Radiology
Otolaryngology
General Surgery
Physical Med/Rehab
Orthopedic Surgery
Neurology
Orthopedic Surgery
Emergency Medicine
Gastroenterology
Rheumatology
Radiology
Cardiology
General Surgery
Orthopedics

Consulting Staff

Physician

William Boehme, MD
Scot Born, MD
Michael Goodman, MD
Tobin Hoppes, MD
Kurt Lindsay, MD
David Murdock, MD
Michael Newman, MD
David Roth, MD
J. David Walker, MD
John Ward, MD
Robert Yacavone, MD

Affiliate

Physician

John Atchinson, DDS
Chris Holdhusen, MD
Reed Thompson, DDS

Specialty

Oncology/Hematology
Int Med/Nephrology
Oncology
Nephrology
Neurology
Dermatology
Psychiatry
Cardiology/Int Med
Pathology
Oncology/Hematology
Gastroenterology

Specialty

Dentistry
Family Medicine
Dentistry

Allied Health Professionals

Rayne Beach, FNP
Erin Boedeker, L.Ac.
Tami Briggeman, CFA
Andrew Brown, RN
Jesse Brown, PA-C
Paul Coats, FNP
Brittany Coburn, NP-C
Kelly Coloff, APRN
Greg Danielson, PA-C
Patricia Dobis, CRNFA
Jeffrey Dukeman, PA-C
Kristy Ehrmantraut, PA-C
Edward Eve, PA-C
Richard Fields, FNP
Jeffrey Griggs, PA-C

Ann Ingram, FNP
Cindy Lampman
Catherine Love, FNP
Julie Lyon, RN
Miles Miller, PA-C
Dawn Murray, FNP
Melissa Pfannenstiel, L.Ac.
C. Kelley Price, PA-C
Michael (Tim) Seymour,
PA-C
Judith Smith, FNP
Jeanne Tremper, CNM
Steven Trimble, PA-C
Kathleen Wilson, PA-C
Margie Wyatt-Smith, RN

Active and Courtesy Staff - Admit patients to the hospital.

Consulting Staff - Consult on patients in the hospital.

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

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



Developing Relationships

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

This year, North Valley Hospital has begun clinical integration to better serve our outlying communities. We are pleased to welcome these clinics to our family and also highlight those that have been part of, or have offered important services on behalf of, North Valley Hospital for many years.

Glacier Maternity and Women's Center

Providing safe, supportive, woman-to-woman care is what the Certified Nurse Midwives at Glacier Maternity know how to do. They offer obstetrics and a full spectrum of women's gynecological health needs at four locations.

Columbia Falls: 734 Hwy 2 West, Ste. 12

Hours: 9 a.m. – Noon, Tuesday

Eureka: 450 Osloski Rd

Hours: 9 a.m. – Noon, Friday

Kalispell: 195 Commons Loop Rd, Ste. D

Hours: 9 a.m. to 5 p.m., Mon. – Thurs.

Whitefish: 2002 Hospital Way

Hours: 9 a.m. – Noon, Thursday

406.752.8180

North Valley Internal Medicine Clinic

Offering specialized services for our growing adult population, Dr. Beth White is leading North Valley Hospital's internal medicine clinic in Whitefish.

North Valley Professional Office Building

711 East 13th Street, Whitefish

Hours: 1 p.m. – 5 p.m., Tuesday

8 a.m. – 5 p.m., Wed. – Fri.

406.862.5071

North Valley Hospital Physical Therapy and Rehabilitation

North Valley Hospital's outpatient physical therapy is a comprehensive practice specializing in women's health, functional orthopedic exercise programs and manual therapy. Therapists provide each patient with one-on-one guidance to increase their well-being.

235 Nucleus Ave, Columbia Falls

(Behind the Teakettle Community Center)

Hours: 7:30 a.m. – 5 p.m., Mon. – Fri.

406.892.2777

North Valley Professional Center

A comprehensive Family Practice, the North Valley Professional Center provides family medicine, obstetrics, pediatrics and much more. Available at the clinic are the North Valley Hospital lab and x-ray. You do not need to be a clinic patient to utilize these services. Weekly on Tuesdays, ultrasound services are available by appointment.

2165 9th St. West (Hwy 2), Columbia Falls

Hours: 8:30 a.m. to 5 p.m., Mon. – Fri.

Imaging closed from 12 p.m. – 1 p.m. daily

Clinic: 892.3208 · Lab: 892.1298 · X-ray: 891-1297

North Country Medical Clinic

North Country Medical Clinic is a comprehensive Family Practice that includes internal medicine, urgent care, ultrasound services, digital x-ray and laboratory. Specialists in orthopedics, urology, cardiology and spine visit monthly. Also available are nurse midwives and a Coumadin clinic.

1342 Hwy 93, Eureka

Hours: 8 a.m. – 5 p.m., Mon. – Fri.

Extended hours until 7 p.m. on Wed.

406.297.2438

Seasonal Clinics

Receive quality care at North Valley Hospital's urgent care seasonal clinics. Staffed with board-certified nurse practitioners and physician assistants, patients are given prompt attention for minor illnesses and injuries. Visit one of the locations for cold and flu symptoms; infections and burns; sprains and fractures; and minor cuts requiring stitches. A digital x-ray is available for prompt treatment of sprains and fractures.

Base Lodge Clinic

Whitefish Mountain Resort

1045 Glades Drive

(at the bottom of Chair "Easy Rider")

Open Dec. 4 – April 10

Hours: Daily, 10 a.m. – 5 p.m.

406.862.1717

West Glacier Clinic

West Glacier Fire Hall

100 Rea Road

Open early June to mid-Sept.

Hours: Daily, 11 a.m. – 6 p.m.

406.888.9924

Other Support Services

Dexascan and Ultrasound

Dexascan and Ultrasound services are available by appointment through Glacier Medical Associates. 1111 Baker Ave, Whitefish
Dexascan Hours: 10 a.m. – 3 p.m., Mon. – Fri.
Ultrasound Hours: 8 a.m. – 4 p.m., Tue. & Wed.
406.862.1717

Orthopedics Urgent Care and Surgery

In an area where outdoor activities are predominant in most households, having an orthopedic team of doctors who are skilled surgeons is a necessity. That's why North Valley Hospital has combined resources with Flathead Orthopedics to offer an exceptional menu of services close to home. Knee and shoulder injuries are the most common surgeries. However, the surgical team offers total joint replacement (including hip), hand reconstruction and spine surgery for a variety of debilitating conditions. If untreated, sports related injuries can hold you back. With the leading-edge surgical equipment at North Valley Hospital, many new procedures are minimally invasive, and the specialized equipment has helped to decrease surgical time considerably.



NORTH VALLEY HOSPITAL

A different kind of hospital. A different kind of care.

Telephone Directory

Information	863.3500
Toll-Free in Montana	1.888.815.5528
Administration	863.3550
Admissions/Pre-Admissions	863.3566
Medical/Surgical/Pediatric Dept.	863.3541
Foundation	863.3560
Community Relations	863.3632
Human Resources	863.3551
Imaging Services	863.3576
Laboratory	863.3577
Maintenance	863.3561
Marketing	863.3631
Materials Management	863.3697
Medical Records (H.I.M.)	863.3547
Medical Staff Coordinator	863.3526
North Country Medical Clinic	297.2438
Patient Billing/Assistance:	
Insurance Billing	863.3562
Medicare/Medicaid (A-K)	863.3564
Medicare/Medicaid (L-Z)	863.3563
Private Pay - NVH	863.3571
Private Pay - NVH	863.3567
Private Pay - Ext. Bus. Office	1.877.304.1299
Private Pay - Mountain West Bank	1.888.334.4022
Pharmacy	863.3510
Physical/Occupational/Speech Therapies - Columbia Falls	892.2777
Planetree Office	863.3511
Sleep Medicine Center	862.2229
Special Care Unit	863.3580
Surgical Services	863.3574
The Birth Center	863.3535
The Gift Shop	863.3500
The Valley Café	863.3591

Senior Leadership Team



Mike Barnes
Chief Information Officer



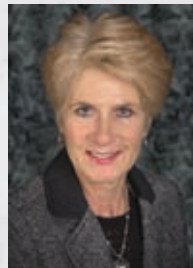
Susan Catt
Director
Human Resources



Maura Fields
Chief Clinical Officer



Marilyn Hays
Chief Financial Officer



Karin Olsen
Executive Director
Foundation



Mary Sterhan
Director
Planetree and
Quality Performance
Improvement



Catherine Todd
Director
Marketing &
Community Relations



Traci E. Waugh,
RHIA
Director of HIM/
Compliance

Visit us at: www.nvhosp.org
www.facebook.com/NorthValleyHospital
 1600 Hospital Way · Whitefish, MT 59937