Paving the Way to a Healthier Community

2015 COMMUNITY REPORT

Mary Rutan HOSPITAL

- Expansion Plans Underway
- State and National Recognition
- Community Benefit
- Donor Recognition
Dear Friends,

Once again, Mary Rutan Hospital received more accolades in 2015 for providing quality healthcare. At the same time, we focused on developing and executing plans to meet our community’s evolving healthcare needs.

And in 2015 we again lived up to our purpose as a locally based, not-for-profit hospital. MRH provided a total of more than $21.7 million in community benefit services to improve local health through community health education and screenings, charity care, subsidized health services, community support and supporting the education of tomorrow’s healthcare professionals. (See Page 8 for the details.)

With an eye to the future, we teamed up with numerous community organizations in Logan County’s second Health Risk and Community Needs Assessment. In addition, as you’ll read in this annual report, we developed plans for new facilities and services that answer healthcare needs we’ve heard expressed in the communities we serve.

These new facilities and services include an urgent care center and medical building that will provide convenient access to in-demand health care services away from the hospital campus. The urgent care center will offer a much-needed alternative to the emergency room for treatment of minor illnesses and injuries. To reduce the wait for local urgent care services, we’ll be offering a temporary Convenience Clinic next to the ER until the new urgent care center opens in late 2017.

We’re also in the process of expanding our range of quality healthcare services in Urbana due to growing demand there.

Speaking of quality healthcare, the Centers for Medicare and Medicaid Services (CMS) in 2015 awarded MRH a Value-Based Purchasing (VBP) score for patient care quality that ranks us in the top seven among Ohio hospitals. MRH earned the highest VBP score in Logan and the surrounding five counties. MRH also met or exceeded every clinical quality indicator, receiving a four-star rating from CMS. And for the third straight year, Healthgrades presented MRH the Outstanding Patient Experience Award, placing us among the top 10 percent of U.S. hospitals.

Everything I write about here results from a shared commitment to community service and a dedication to excellence throughout the services and facilities of Mary Rutan Hospital—from our talented and compassionate board, leadership team, employees, medical staff and volunteers. Together we cherish our mission to improve the health of our community.

And we couldn’t accomplish all of this without the loyal support and confidence of the patients and families we serve. On behalf of our entire team, I thank you all.

Amanda C. Goble
President & CEO
Mary Rutan Hospital answered an unmet need in Champaign County last May, opening a clinic at 848 Scioto Street in Urbana that offers ob-gyn and adult and pediatric primary care.

Immediately the phone began ringing. And appointment books filled faster than anticipated.

So, we went back to the drawing board. Now, a year later, we’re preparing for the July opening of a larger facility in Urbana—four times the size of the first—with a wider range of services for Champaign County area patients.

“This is a clear advantage of a locally-based healthcare provider like Mary Rutan Hospital: We can respond quickly to the evolving healthcare needs of our local communities,” said Mandy Goble, president and CEO of Mary Rutan Hospital. "We are always challenging ourselves to make the healthcare experience better and more convenient for our patients. We are grateful to the Champaign County community for their support and for the opportunity to invest further in expanding excellent, local healthcare."

The new Urbana facility, at 1880 East US Hwy. 36, will serve as a satellite facility of Mary Rutan Hospital, located 20 miles north in Bellefontaine.

The new Urbana Clinic will offer specialists in pediatrics, adult primary care, obstetrics and gynecology, general surgery, urology and orthopedics, as well as x-ray, full lab services and physical therapy.

For more information or to schedule an appointment at either location, call 937-887-0164.

New Urbana Clinic Opening July 2016!

- Pediatrics
- Adult primary care
- Obstetrics & gynecology
- General surgery
- Urology (coming soon)
- Orthopedics
- X-ray
- Full lab services
- Physical Therapy

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Mary Rutan Hospital would like to thank the Brian & Sharon Brown Family for their visual participation in this year’s Annual Report.
Plans are solidifying quickly for a 60,000-square-foot medical facility and urgent care center to be built by Mary Rutan Hospital on 11.5 acres of land acquired in 2015 near the intersection of Route 33 and 68 North. The site was formerly home to the Holiday Inn, which was torn down in 2014.

“We heard our community’s expressed need for local urgent care services as an alternative to emergency medical care, and we are responding with this new facility, the Mary Rutan Hospital Health Center,” said Mandy Goble, president and CEO of Mary Rutan Hospital. “In addition to urgent care services, the new health center will provide convenient access to other needed health care services.”

The new urgent care center will offer evening and weekend hours for treatment of minor illnesses and injuries that do not justify an emergency room visit. Other services being planned for the medical complex include a laboratory, physician clinic, imaging, Corporate Health Services, chronic care clinics and wellness services. The facility will provide community members much more convenient access for popular services now available only in the main hospital, such as weight loss programs and Coumadin and diabetes clinics.

Architects from DesignGroup of Columbus are drawing up plans, Chad Ross, MRH vice president of operations, said. He expects dirt to be moved and construction to begin by late this year or early 2017.

Ross said that the Mary Rutan Hospital Health Center will be part of a development called Northpoint Center. “The site has the potential to support retail development. Mary Rutan Hospital will be working closely with the Chamber of Commerce and local governmental leaders with the hope that additional retail establishments will be a part of the site development.”
To bridge the gap until MRH's new urgent care center opens in 2017 (see Page 4), MRH will temporarily operate a non-emergency, convenience clinic next to the MRH Emergency Department, beginning in June.

An alternative to the emergency department, the Mary Rutan Hospital Convenience Clinic will operate as a walk-in medical clinic for patients when their primary care physicians are unavailable and when they are not sick or injured enough to receive care in the emergency department.

“It is not our intent to compete with family doctors, but rather complement the services these physicians provide by giving patients an option for the treatment of uncomplicated care when their primary care providers aren’t available,” said Tom Denbow, Vice President of Physician Integration at Mary Rutan Hospital.

The clinic will be a low-cost alternative to an ER visit for minor, everyday ailments such as allergies, sinus infection, cough and cold, sore throats, bronchitis, respiratory infections, ear pain, eye infections, fevers, flu-like symptoms, upset stomach, vomiting and diarrhea, insect bites, sprains and strains, first and minor second degree burns, small bone fractures (toes, foot, finger), minor cuts, minor lacerations/stitches, scrapes and bruises, skin rashes, urinary burning, asthma, minor back pain and migraine headache.

The Convenience Clinic, next to the MRH Emergency Department, will be open seven days a week, 11 a.m. to 8 p.m. Appointments are not necessary and the clinic will accept most types of insurance. For more information, call 937-651-6820.
The nurses, physicians and staff of Mary Rutan Hospital again distinguished themselves for providing quality patient care in 2015:

- MRH’s Value-Based Purchasing (VBP) score for patient care quality ranked in the top seven among Ohio hospitals. This places MRH in the top 7% of all qualifying hospitals in the state.
- Mary Rutan’s VBP score is the highest in Logan and the surrounding five counties.
- MRH met or exceeded every clinical indicator and received a four-star rating from the Centers for Medicare and Medicaid Services.
- MRH was recognized for the third straight year with the Outstanding Patient Experience Award from Healthgrades, placing the hospital among the top 10 percent of hospitals in the nation.
- Most recently, recognized nationally as a 2016 top 100 Rural & Community Hospital.

“I am very proud of the work our team does every day to provide our patients excellent care,” said Mandy Goble, president and CEO of Mary Rutan. “To be able to achieve these results and to be recognized at this level demonstrates the skills, dedication to quality and hard work of our entire staff.”

Why High VBP Scores Matter
A high Total Performance Score in the VBP Program, such as that earned by MRH, matters to patients, as it reflects the high quality of care they receive. The score covers four primary areas: patient experience, patient outcomes, clinical process of care and financial efficiency.

A high Total Performance Score in the VBP Program also matters to hospitals themselves. Medicare reimburses Medicare-associated health care costs at a higher rate for hospitals such as MRH that improve quality of care. And this comes back to benefit patients by improving the financial health of hospitals.

The rankings are compiled by Hospital Compare, an organization created by the Centers for Medicare & Medicaid Services (CMS) in collaboration with groups that represent consumers, hospitals, doctors, employers, accrediting organizations and other federal agencies. More than 3,000 hospitals across the country participate.

VBP encourages hospitals to improve the quality and safety of care provided to Medicare beneficiaries and other patients during acute care inpatient stays. The program encourages hospitals to adopt evidence-based care standards and protocols that result in optimal patient outcomes, eliminate or reduce errors that may harm patients and re-engineer hospital processes to improve patients’ care experience.

“These awards are all a tribute to Mary Rutan Hospital’s team of expert doctors, nurses and staff, who are dedicated to delivering nationally recognized quality care and service excellence every day,” Goble said.

Total Performance Score data for U.S. hospitals can be viewed at https://www.medicare.gov/hospitalcompare/data/total-performance-scores.html.
Tammy Nicholl, a lifelong Logan County resident and dedicated community leader, was selected as recipient of the Mary Rutan Foundation's Meritorious Service Award for 2016, the award’s 25th anniversary. The award honors individuals or groups who make substantial contributions to the health and well-being of the community while placing service to humanity ahead of personal gain or recognition.

Nicholl, Director of Service Systems for the Mental Health, Drug and Alcohol Board of Logan and Champaign Counties, was recognized for her leadership in bringing together area agencies, organizations and community members to create local resources and services that help Logan County residents with a range of health and social concerns such as opiate and heroin abuse, mental health, homelessness and healthy lifestyle choices.

For nearly 30 years, Nicholl has served the community through her roles with local social service agencies and through volunteer leadership, including chair of the Healthy Living Coalition, co-chair of the Coalition for Opiate Relief Efforts, secretary of the Logan County Continuum of Care Board, secretary of Discovery Riders therapeutic equestrian program and involvement in the local Recovery Housing Planning Team and Suicide Prevention Coalition.

“I can’t see myself doing anything else,” Nicholls said of her community service. “I see it as mission work, caring about people and making a difference in my community. What gives me fire is seeing people that work together to make a difference, working with families to get where they never thought they would be.”

She added, “None of it is about me. None of the accomplishments are me or about any one person. It is through working together and collaboration that we make a difference.”

The Mary Rutan Foundation is a proud supporter of the 2-1-1 resource and referral hotline coming to Logan County in the fall of 2016.

The hotline is being launched after the 2015 Community Health Risk Needs Assessment revealed a lack of awareness of available resources in Logan County. Callers will be able to access the following types of services by dialing 2-1-1:

- Basic human needs
- Physical and mental health
- Employment support
- Support for older Americans and persons with disabilities
- Support for children, youth and families
- Volunteer opportunities and donations

NICHOLL PRESENTED 2016 MERITORIOUS SERVICE AWARD

GET CONNECTED. GET ANSWERS.
At Mary Rutan Hospital, we take our role as a community-based, not-for-profit hospital seriously. We support our local communities in many ways, focused on providing progressive, compassionate, quality health care for all.

We believe the entire community benefits when:

- Excellent health care is available close to home
- Quality health care is delivered with compassion for superior patient outcomes
- Community outreach services answer the needs of the diverse local population
- We develop programs and locations that are convenient for patients, expanding care beyond hospital walls to serve everyone, regardless of socioeconomic status

**2015 Risk and Needs Assessment**

In 2015, Mary Rutan Hospital joined 19 community partners to facilitate Logan County’s second Health Risk and Community Needs Assessment. The prioritized risks and needs identified include:

- Healthy living to prevent obesity and chronic disease
- Drug abuse (opiate and heroin)
- Mental health
- Access to and Awareness of Resources

From these findings, a Community Health Improvement Plan, with detailed action items, has been established to guide community partners in a collaborative effort to address the identified needs and risks.

In addition, Mary Rutan Hospital has developed an internal plan for improving the health of Logan County, responding to the health-related needs of the poor, the underserved and the community-at-large. We pledge to develop services, provide financial and professional support, and offer education and wellness programs to pave the way to a healthier community.

**Charity Care and Financial Assistance**

Mary Rutan Hospital provides comprehensive health care to all community members, regardless of financial circumstances. We preserve the dignity of all patients, making financial counselors available in the hospital or by phone to help with payment plans and to provide access to federal, state and local assistance programs. You can find our financial assistance policies and applications on the hospital website.

Charity care and financial assistance in 2015 totaled over $2.1 million. This number does not include the $18.6 million in unpaid costs of Medicaid and
Medicare, deficits created when Mary Rutan Hospital receives government payments that are less than the cost of care we provide.

**Community Health and Wellness**

Mary Rutan Hospital promotes good health through educational events, health screenings and support groups that reach people outside traditional healthcare settings. These efforts encourage people to become active participants in their own health and wellness. Offering tools people need to better manage their health paves the way to a healthier community for everyone.

In 2015, our healthcare team traveled to more than 260 locations, providing more than 73,000 touch points of health education, support and screenings, for a total investment of more than $252,000.

**Community Building and Support**

We believe in volunteering, supporting our community and collaborating with other organizations to improve the health and quality of life of the surrounding area. As a part of this commitment, Mary Rutan Hospital provides financial and in-kind support to area schools and nonprofit organizations. In addition, we encourage our employees and leadership team to volunteer in the community and provide professional support to area agencies and organizations. These contributions added up to more than $430,000 in 2015.

**Education for Health Professionals**

Mary Rutan Hospital is a major supporter of medical professional education. In 2015, we invested more than $234,000 in student internships, clinical rotations and medical scholarships and loans, inspiring future generations to begin careers in health care and provide for the future health needs of our community.

**Other Forms of Economic Support**

Mary Rutan Hospital is a major driver of the local economy, with more than 700 employees and a payroll of $38.5 million in 2015. These dollars have a ripple effect on the economic health of local communities as employees make their homes here, support local merchants and pay more than $9.85 million in state, local and school taxes.

**The Logan County Community Needs Assessment, County and Hospital Plans, and the MRH financial assistance policies and applications are available to the public on the Mary Rutan Hospital website at www.maryrutanhospital.org, or through the Community Relations Department by calling 937-599-7003.**
Mary Rutan Hospital and several community partners join efforts to provide an excellent array of educational classes, support groups and events. Visit our website at www.maryrutan.org for a full list of offerings and specific event dates and times.

**Childbirth Education**
No cost.
Support for new mothers.
June 22 & 29 .......... 6:00 PM
July 30 .................. 9:00 AM
October 12 & 19 ...... 6:00 PM
Held at Mary Rutan Hospital
Call 592-9943 to register.

**Creating a HEALTHY ME!**
$25
Consider learning how to make healthier choices to accomplish your goals in this lifestyles education program. The 8-week class includes evidence-based methods taught by healthcare professionals. Classes include glucose, cholesterol and blood pressure screenings.
August 3rd ............... 1 PM or 5:30 PM
September 28th .......... 1 PM or 5:30 PM
Held at Mary Rutan Hospital Crossroads Business Office. Call 599-7005 to register.

**Solid Ground, A Matter of Balance**
No cost.
This professionally administered class is offered to anyone in the community with a fear of falling. Learn how to view falls as controllable, set realistic goals to increase activity levels, make changes to reduce fall risks at home and learn exercises to increase strength and improve balance.
Call 599-7005 for class location and times.

**Weight Management Clinic**
Covered by some insurance.
Mary Rutan Hospital offers a medically supervised program for rapid, safe weight loss and a complete education program. The focus is on life-long weight management rather than short-term “diet.”
Held at Mary Rutan Hospital.
Call 599-7040 to learn more.

**Look Good Feel Better Program**
No Cost
Mary Rutan Hospital teams up with the American Cancer Society to offer this free program designed for women dealing with hair loss and skin changes from chemotherapy and radiation. You will learn specific techniques to help make the most of your appearance while undergoing treatment. You will also take home a makeup package valued at $200.
Held at the MRH Crawfis Imaging Center, To register call 937-935-1153??

**Friends and Family CPR**
No cost.
Learn the basic skills of CPR for adults, children and infants in your private setting. Topics include CPR, choking, and making the emergency call. This class is for anyone wanting the skills of CPR but not required to have a completion card. Call 599-7005 to schedule your group session.

**Blood Drive**
7AM to 2 PM
June 22, August 24 & November 23
Mary Rutan Hospital
Walk-in or call 599-7021 to schedule

**Farmers’ Market**
12:30 AM - 3 PM
Wednesdays, June to September
Mary Rutan Hospital under the canopy
Fresh produce from local vendors.

**Russells Point Healthy YOUth Hour**
Weekly
June, July & August

**Logan County Fair**
10 AM to Noon
July 13
Logan County Fairgrounds
Skin Cancer Screening

**Brain Injury Support Group**
Fourth Monday of each month, 6:30 PM
For information call 593-1236.

**Celiac Disease Support Group**
Second Monday of each month, 6:30 PM
For information call 651-6428.

**Diabetic Support Group**
First Thursday of each month, 7:00 PM
For information call 651-6355.

**Mended Hearts Support Group**
Fourth Thursday of each month, 6:00 PM
For information call 935-1746.
The following volunteers, who give generously of their time to Mary Rutan Hospital, reached these service milestones in 2015:

100 Hours
Susan Berry
Betty Hennesey
Marlene Ashbaugh
Nancy Scherer

200 Hours
Marjorie Bixler
Sharon Brown
Wilma Ferguson
David Gettys
Sharon Hess
Linda Hicks
Vel Fuerst
Susan Holycross
Beverly Shroyer
Louise Weber
Maureen Yoder

300 Hours
Mary Rostorfer

400 Hours
Mary Lou Carr
Ann Maier
Phyllis Smith
Sharon Smith
Mary Yoder

500 Hours
Sandy Aler
Janet Franz
Suzann Schrader
Karen Swisher
Mary Walker

600 Hours
Ella Dauber
Mary Fout
Barbara Scherer

700 Hours
Janet Foster
Shelley Nease
Robert Notestine
Pam Pond

800 Hours
Jaqueline Cayot
Debra Makemson
Marlene Stokes

900 Hours
Sherrie Engle
Diane Fairchild
Mike Kreglow

1,000 Hours
Katie Amidon
Barbara Burton
Marge Dunlap
Betty Fulkerson
Ellen Hammond
Marge Hines
Susan Hines
Alan Keirn
Avalon Miller
Pat Ortli
Mike Peak
Ginger Plikerd
Connie Regula

Rosalyne Rinheart
Jan VanHoose
Nancy Wilkinson
Jeanne Zupp

1,500 Hours
Helen Cook
Lynda Wilkerson

2,000 Hours
Martha Baylis
Jean Fullerton
Barb Kerrigan
Barbara Lee
Imogene Lenhart
Nina McPherson
Becky Myer

2,500 Hours
Susan Corwin
Pat Wallace

3,000 Hours
Mary Foulk
Celia Hooley
Elsie Lucas
Barb Rees

4,000 Hours
Barbara Allison

4,500 Hours
Joyce Poling

2,500 Hours
Susan Corwin
Pat Wallace

5,000 Hours
Dorothy Notestine

5,500 Hours
Martha Stanley

6,000 Hours
Betty Hunt
Wilma Skelly
Judy Verbsky

If you would like to join the Mary Rutan Hospital Auxiliary Guild, contact Christie Barns, volunteer coordinator at 937-599-7005

Sixty-five years ago, a group of thoughtful citizens endeavored to make a difference. Their goal—to serve the needs of patients at Mary Rutan Hospital.

Since then, well over one million dollars in financial contributions have been raised and countless hours of time given by compassionate volunteers dedicated to serving others in our community.

On behalf of the Mary Rutan Hospital family and all those who have benefited from these generous acts, we say thank you and congratulations on your anniversary.

MRH employs more than 700 people, making us Logan County’s 5th largest employer. And MRH contributes $36 million to the local economy.

To view open positions and learn more about joining our team, visit maryrutan.org/employment.aspx.
Dear Friends of the Logan County Cancer Society,

I would like to begin by thanking you. Thank you for allowing us to walk alongside you in your journey. Thank you for trusting us with your precious resources. And thank you for trusting us with your cancer care.

Logan County Cancer Society is a local nonprofit organization established more than 50 years ago by local community members. We are able to assist Logan County residents who have been diagnosed with cancer. We assist them with the cost of medications, supplies, travel, wigs, prosthetics and treatment of cancer.

If you are a Logan County resident with a cancer diagnosis, or know someone who is, I encourage you to reach out to us for assistance. For more information about our assistance programs or how you can contribute to the Logan County Cancer Society, please contact me at 937-599-7003.

With sincere gratitude and thanks,

Tammy Allison
Chief Operating Officer

Logan County Cancer Society Inc.

Our mission is to provide financial assistance to residents of Logan County who have cancer or cancer-related illnesses, while promoting education in the detection and treatment of cancer.
Excellence in healthcare has been a commitment of Mary Rutan Hospital for generations. As a nonprofit community hospital, we thrive on the steadfast support of our community. Philanthropically-minded individuals and institutions help make possible the above-and-beyond care we provide every day.

In 2015, charitable donations and community partnerships with the Mary Rutan Foundation and Mary Rutan Hospital supported and enhanced services along our entire continuum of care.

WITH SINCERE GRATITUDE

This support allowed us to assess healthcare needs and areas of risk in our community, provide free health and wellness education and screenings, assist individuals with the cost of needed medications and purchase equipment to provide care and comfort for the individuals and families we serve.

We extend our sincere appreciation and gratitude to the many generous individuals, families and groups who help sustain high quality care.

We have made every effort to recognize each of our valued donors. We apologize if we have omitted anyone.

To learn more about how to contribute to our community through the Mary Rutan Foundation, visit our website, maryrutan.org, or contact the Foundation office at 937-599-7003.
Tige & Michelle Hamm
Rushlyannah Rushcreek Twp.
Duane & Faye VanBuskirk
Phillip & Heather Wright and Community

GENERAL SCHOLARSHIP FUND
Tom & Tammy Allison
Sharon Bayliss
Vickie Crumley
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Linda Schwind
Heidi Terrill

FAMILY BIRTH CENTER – Cuddle Cot Fund
Tom & Tammy Allison
Anonymous Community Donors

ROY AND MIRIAM METZ MEMORIAL SCHOLARSHIP FUND
Marcia Davis

RITA REDMILLER MEMORIAL SCHOLARSHIP FUND
Megan Redmiller
Richard Jay Roberts

GENERAL FUND – ANGEL CLOSET
Pilgrim Fellowship

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Sherry Zox, M.D.

In Honor of the Mary Rutan Hospital Medical Staff
Pat & Debbie Ellis

In Memory of Amanda Anderson
Fast Track Signs, LLC

In Memory of Marilyn Clingerman
Richard & Patricia Orli

In Memory of Ruth Fawcett
Scott & Carmen LeVan

ANOTHER MEMORIAL

In Memory of Ruth Haushalter
Sue Crawfis
Mark & Joan Haushalter

In Memory of Mary Jane Hursh
Dorothy Notestine

In Memory of Una Clair MacDonald
Susan Crawfis

In Memory of Glen Miller, M.D.
Kenneth Miller, MD

In Memory of Richard Truel, M.D.
Joyce Ritter
Dr. Grant & Cheryl Varian

In Memory of Cheryl Walker
Shelly Chambers

In Memory of Mary Lou White
Dorothy Notestine

SPECIAL GIFTS DIVISION
Mary Rutan Hospital Auxiliary Guild

IN-KIND DONATIONS
Anonymous

Gift of TIME

In Kind Donations

Gift of HEALING

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Gift of Understanding

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