

Southern Ohio Medical Center

❖ A Symbol of **Excellence**



Annual Report 2009

June 2008–July 2009

**Southern Ohio
Medical Center**

Very Good things are happening here



**FORTUNE
100 BEST
COMPANIES
TO WORK FOR**



At Southern Ohio Medical Center, the pursuit of excellence is never ending. It's a continual effort to offer the best technology, the highest quality of care and the safest environment for our patients, visitors and staff.

Excellence is a journey—a journey that leaves signs of the very good things happening within our organization as we strive to become the leading medical center in the region.



Excellence in Service

The road to providing excellent service begins with our dedicated team of professionals, who work through a driven, mutual focus to place our patients at the center of everything we do.

Hospital of Choice

In March 2009, Southern Ohio Medical Center was named as a Hospital of Choice—placing us among the top healthcare organizations in the country and recognizing our dedication to quality health care and top-notch customer service.

Designed to find America's most customer-friendly hospitals, the American Alliance of Healthcare Providers annually evaluates approximately 400 companies for consideration of the award. One hundred organizations are then chosen, based on an extensive application process or a secret review of a facility's public communication and staff interaction with customers. These hospitals are recognized for a period of one year and posted online at www.choicehospitals.com.

The application process requires a review of six principal areas of consideration including Standards of Conduct, Performance Management and Improvement, Staff Development and Training, Systems of Communication, Good Citizenship, and Educational and Promotional Material available to consumers.

Silver Performance Achievement Award

In January 2009, Southern Ohio Medical Center joined the ranks of only 93 hospitals nationwide in receiving the 2008 American College of Cardiology Foundation's National

Cardiovascular Data Registry ACTION Registry—Get With The Guidelines (GWTG) Silver Performance Achievement Award.

The award recognizes SOMC's commitment and success in implementing a higher standard of care for heart attack patients and also signifies that SOMC has reached an aggressive goal of treating coronary artery disease patients.

To receive the ACTION Registry—GWTG Silver Performance Achievement Award, SOMC consistently followed treatment guidelines of the ACTION Registry—GWTG for 12 months. These guidelines include aggressive use of medications like cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin and anticoagulants in the hospital.

Giving Back

Through determination, competitive drive and more selfless hearts than can be counted, employees of Southern Ohio Medical Center helped to donate more than 4,200 pencils, glue sticks, notebooks and other items during the 2008 United Way School Supply Drive.

"We're always looking for ways to jump in and support those in need," Tresea Johnson housekeeper at SOMC, said. "There are so many people, especially children, within our community that need that extra bit of encouragement or financial help and we're more than happy to be there for them when they need us."



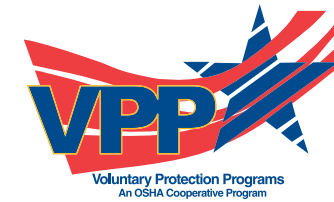
Southern Ohio Medical Center is the largest monetary contributor to the Scioto County United Way, annually contributing more than \$95,000 to the local chapter. Through the SOMC Community Benefits Program, other area agencies also are able to provide services to help those in need. It is with this continued partnership that our community has built strong programs to serve our family and friends.

Last year, nursing departments at Southern Ohio Medical Center celebrated their annual week of recognition May 6–12 by giving back to those in need.

Nursing staffs were given the opportunity to work singularly or in groups with other units to provide a service to a local organization of their choice.

"I'm very proud of the work our nurses did to pull this week off and it's great to see them extending their care, love and kind hearts into our surrounding area," said Claudia Burchett, chief nursing officer and vice president of SOMC Patient Services. "Together we truly can make a lasting difference in the lives around us."

Excellence in Safety



VPP Star Status

In November 2008, SOMC received the national gold standard for safety and health and was awarded the Voluntary Protection Program (VPP) Star Designation—indicating that we not only meet the intent of OSHA standards, but that we go above and beyond to make our hospital one of the safest in the country.

A cooperative program of the Occupational Safety and Health Administration (OSHA), VPP Star status names SOMC among the top one percent of hospitals nationwide in safety excellence leadership.

To meet VPP criteria, SOMC must exceed and sustain specific requirements in leadership and employee involvement, worksite analysis, hazard prevention and control and safety and health training.

Safety in our Community

Last fiscal year, the SOMC Community Health and Wellness program provided countless health screenings (including skin cancer, diabetes, cardiac risk and blood pressure) to thousands of our local community members. These endeavors were possible through more than \$150,000 in donations from SOMC and helps promote proactive steps in maintaining health awareness. Through education and early screenings, SOMC helps individuals take preventative measures in health care and encourages proactive approaches to healthy living.

Jerrett, Environmental Services



Health and Fitness

Southern Ohio Medical Center was named along side 962 other businesses as a Gold Level Start! Fit Friendly Company by the American Heart Association.

This is the second year SOMC earned the recognition, which is awarded annually to companies that demonstrate a commitment to promoting exercise and good nutrition in the workplace.

To reach the gold level, SOMC had to meet certain criteria within the program, which include offering employees physical activity support, increasing healthy eating options at work and promoting a wellness culture.



Excellence in Quality



Chest Pain Accreditation

After completing a rigorous assessment and application process, Southern Ohio Medical Center received full Cycle II Chest Pain Center Accreditation from the Society of Chest Pain Centers.

Chest Pain Accreditation ensures that patients are receiving the highest quality treatment needed during the critical early stages of a heart attack, helping to avoid as much heart damage as possible.

It also ensures that SOMC is meeting, exceeding and providing the highest quality of heart and vascular care available and verifies that we are on target with other heart care programs around the country.

To receive the accreditation, SOMC had to meet the criteria of eight key elements which included: Emergency Department integration with Emergency Medical Services (EMS); timely diagnosis and treatment of Acute Coronary Syndrome (ACS); assessment of patients with low ACS risk and no assignable cause for symptoms; process improvement; personnel, competencies and training; organizational structure and commitment; functional facility design; and community outreach.

This accreditation is a critical component of the continuum of heart and vascular care that we're providing for our community. It not only validates our commitment, but further complements our goal of bringing state of the art, best practice heart and vascular care to our patients.

Cancer Services Gain Approval with Commendation

The American College of Surgeons Commission on Cancer granted SOMC Cancer Services a three-year approval with commendation in seven areas. The three-year accreditation is the highest level of recognition offered by the commission, awarded only when a program complies with all standards.

There are eight potential areas of commendation; SOMC Cancer Services received seven.

Community Partnerships in Healthy Lifestyles

In March 2009, Southern Ohio Medical Center partnered with the Portsmouth Area Chamber of Commerce to conduct the first annual Scioto Slimdown—a six-week long competition designed to help community members get in shape and improve their health.

The goal of the program was to instill the importance of fitness and nutrition in community members and demonstrate that proper nutrition improves health. A total of 3,500 pounds was lost during the event, which ended in May of 2009.



Excellence in Relationships

SOMC Named to FORTUNE List

Officials at FORTUNE magazine announced in January 2009 that Southern Ohio Medical Center was listed 68th as one of the Top 100 Places to Work in the United States.

This distinction, which has been given to SOMC two years in a row, is based on an evaluation of various workplace attributes including hiring processes, celebration in the workplace, care among team members and communication.

A majority of the process also is weighted by the thoughts and opinions of SOMC employees.

"People want to be a part of something great. This distinction, as well as our Magnet Designation, VPP Star Status and serving as the Best Employer in the state of Ohio, will be a way to show those seeking employment that SOMC is the place to be," said Randy Arnett, president and CEO of SOMC.

FORTUNE
100 BEST
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Best in Ohio List for Fourth Consecutive Year

The Society for Human Resource Management and the Ohio State Council and Best Companies Group announced in May 2009 that Southern Ohio Medical Center has again been selected as one of the Best Employers in Ohio. SOMC has been named a Best Employer in Ohio for the past four years.

The distinction is given based on an evaluation of various workplace attributes including hiring processes, celebrating in the workplace, caring among team members and communication. A majority of the process is weighted by the thoughts and opinions of the employees of SOMC.

SOMC was evaluated against various organizations across the state including large corporations and other healthcare organizations.



Cindy, RN,
Inpatient Hospice

Excellence in Technology

Southern Ohio Medical Center remains the leader in the region for advanced technology. Our physicians and health care providers continually research and implement the latest processes and equipment to provide high-quality, state-of-the-art services.



and cervical cancer patients. This new procedure, called MammoSite HDR (high dose rate), delivers more focused radiation to a smaller area of tissue, drastically reducing radiation therapy from six weeks to just five days.

Advanced Cataract Procedures

Cataract patients who undergo corrective surgery at Southern Ohio Medical Center are now able to select uniquely designed lenses that can potentially provide freedom from reading glasses and bifocals.

Available to any patient with the desire for optimum vision following cataract surgery, the AcrySof ReSTOR intraocular lens (developed by Alcon Laboratories) represents a technology breakthrough in ophthalmology—allowing vision at all distances, replacing cataracts and allowing for clearer vision.

Advanced Knee Replacement Surgery

Orthopedic medicine at Southern Ohio Medical Center took a healthy step forward in knee replacements, with new technologies that are bringing less invasive surgery, lower risk of infection and blood loss, and faster recovery time.

These new advancements also allow the replacement joint to be anchored in ways that more closely resemble the patient's individual anatomy, rather than using standardized cutting blocks that come in pre-determined sizes.

The result is a smaller incision, less trauma, faster procedures, lower risk of infection and faster recovery.

Minimally Invasive Open-Heart Surgery

Southern Ohio Medical Center is leading the way in heart and vascular services and is currently the only organization in the region to perform minimally invasive procedures. Minimally invasive heart surgery is performed through a small, four-inch incision in the patient's chest cavity, dramatically reducing the scarring that might incur. This process also reduces the risk of infection, causes less bleeding, pain and trauma to the chest cavity and decreases the length of stay in the hospital.

Breast Reconstruction for Cancer Patients

Each year, more than 250,000 women face the challenges associated with breast cancer and its treatment. These challenges can range from a variety of issues, and typically include the decision of choosing between total breast removal (mastectomy)

and partial breast tissue removal (lumpectomy). Southern Ohio Medical Center now has surgery specialists who can provide breast reconstruction for those who opt for either procedure.

Breast reconstruction is a surgery that rebuilds the breast after a mastectomy or lumpectomy. Many women choose this procedure to maintain a balanced contour, which aids in overall body image and builds self-esteem.

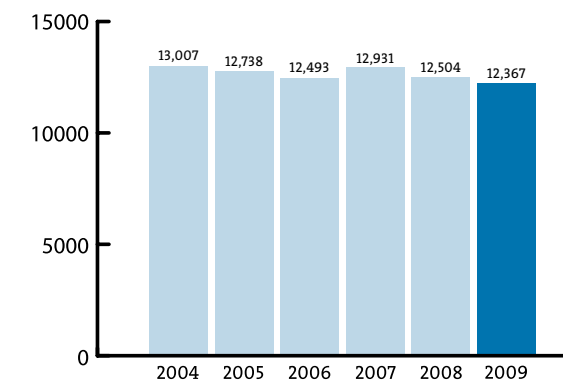
The surgery can take place immediately at the time that the mastectomy or lumpectomy has been performed, meaning one less procedure for the patient. This minimizes the procedures that the patient would have to go through and has been very successful.

Advanced MammoSite HDR

Southern Ohio Medical Center introduced new technology to speed the treatment process for breast, skin

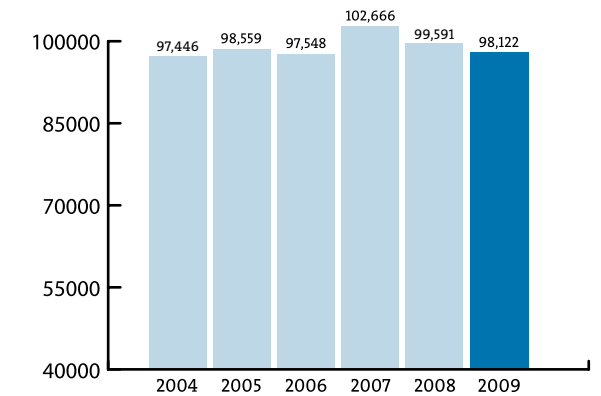
Excellence in Performance

Total Admissions



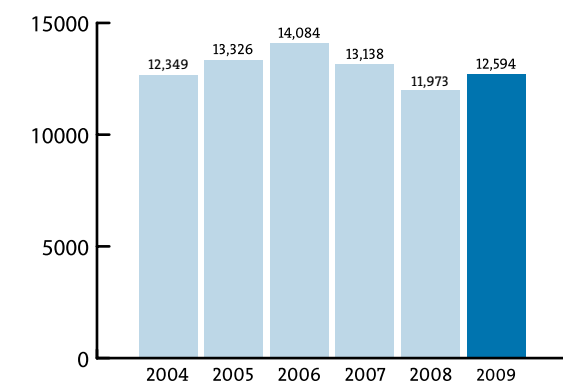
	Admissions	Hospice	Total
2004	13,007	0	13,007
2005	12,738	0	12,738
2006	12,493	0	12,493
2007	13,044	113	12,931
2008	12,887	383	12,504
2009	12,864	497	12,367

ED & UCC Visits



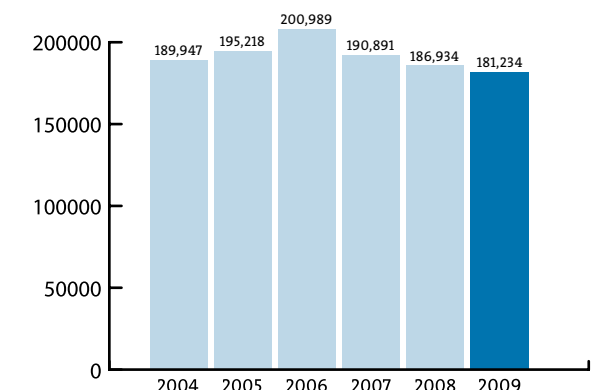
	ED	UCC	Total
2004	75,246	22,200	97,446
2005	73,534	25,025	98,559
2006	72,538	25,010	97,548
2007	77,377	25,289	102,666
2008	73,742	25,849	99,591
2009	73,310	24,812	98,122

Total Surgeries



	Inpatient Surgeries	Outpatient Surgeries	Total
2004	4,028	8,321	12,349
2005	4,450	8,876	13,326
2006	4,776	9,308	14,084
2007	4,403	8,735	13,138
2008	2,469	9,504	11,973
2009	2,816	9,778	12,594

Outpatient Visits



*All totals are calculated by fiscal year.

Excellence in Medical Staff

Since last year, SOMC has welcomed 21 additional physicians to our growing medical staff. More than 150 physicians are a part of the SOMC family, bringing their expertise to our region and advancing the care that is provided in our community.



Sarah Flaherty, DO
Anesthesiology



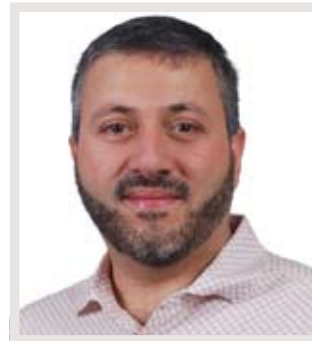
Lindsey Nelson, MD
Anesthesiologist



Shashidhar Subbanna, MD
Anesthesiologist



Jun Wang, MD, PhD
Anesthesiology



Mohamed Soumakieh, MD
Cardiac Anesthesiology



Alain Asher, MD
Cardiothoracic Surgery



Henry Childers, MD
Cardiothoracic Surgery



Brian Barhorst, MD
Emergency Medicine



C. Dee Mortensen, DO
Emergency Medicine



Phillip Roberts, DO
Family Medicine



Jeffrey Parker, MD
General Surgery



Maja Babic, MD
Infectious Disease



M. Taimoor Gill, MD
Interventional Cardiologist



Daniel Jovanovich, MD
Interventional Cardiology



James Ungerleider, MD
Medical Oncology



Leon Rosenberg, MD
Neurology



John Schmitt, MD
Otolaryngology



Maria Childers, MD
Pediatrics



Michael Stefan, MD
Plastic Surgery



Claus Simpfendorfer, MD
Radiology



Marion Hochstetler, MD
Vascular Surgery

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