

COMMUNITY BENEFIT REPORT

2018 Year End Report



Connecting Care
to Our Community



Where People Come First. *Always.*

Connecting Care to Transform Community Health

At Barrett Hospital & HealthCare, it's part of our commitment to help as many people as possible have a long and healthy life. To do so requires reflection and forward-thinking to deliver value-based, coordinated, and preventative healthcare.

2018 was a year of business planning for Barrett Hospital & HealthCare. Four pillars were collaboratively designed to focus strategic efforts over the next three years. In each pillar, an implementation plan was developed to help meet the community health needs of today, while working towards transforming for a better tomorrow.

The objective of the **Safety and Quality** pillar centers around creating a culture of continuous improvement to achieve the goal of optimal

health outcomes for patients. We will relentlessly pursue improved safety and quality along with demonstrating high-level performance to exceed established benchmarks in the healthcare industry.

The **Service Excellence and Workforce Development** pillar concentrates on relationships and improving experiences for both patients and staff. We're fostering a workforce culture of inspiration, empowerment, and accountability which in turn leads to an exceptional patient-focused organization.

The **Financial Stewardship** pillar focuses on effective and efficient use of resources. We're working to provide high value care while ensuring a financially responsible and sustainable model of



FOUR PILLARS

were collaboratively designed to focus strategic efforts over the next three years.

Safety and Quality

Service Excellence and Workforce Development

“At Barrett Hospital & HealthCare, it's part of our commitment to help as many people as possible have a long and healthy life.”



delivery of rural health care services. This helps to assure that Barrett Hospital & HealthCare has the financial resources to continue to meet our mission to provide compassionate care, healing, and health-improving service to all community members throughout life's journey.

Last, but not least, the **Community Engagement and Sustainability** pillar centers on being the healthcare provider that comes to mind first when you and your family think about your healthcare needs. This strategy includes collaboration with local and regional partners to connect our community to better health.

The following pages in this report reflect our commitment to you and your family's health needs and it shines a light on the wonderful people who are passionate about working towards a healthier tomorrow.

Thank you for your trusted confidence in us,

Ken Westman

Ken Westman, Chief Executive Officer
Barrett Hospital & HealthCare

Financial
Stewardship

Community
Engagement and
Sustainability

The **Connection** Between Resistant Bacteria and Medication Choices

ANTIBIOTICS - NOT ALWAYS THE ANSWER

The discovery of antibiotics in the 1920s changed the face of medicine forever. Penicillin started it and the antibiotics industry has grown with leaps and bounds. Antibiotics were prescribed for anything that seemed infection-related. However, this practice has us in trouble now because there are many bacteria that are resistant to the antibiotics. Antibiotic resistance occurs when bacteria no longer respond to the drugs designed to kill them.

“When a patient needs antibiotics, the benefits outweigh the risks of side effects or antibiotic resistance, but when antibiotics aren’t needed, they won’t help, and the side effects can harm.”

– Dr. Ramona Potter

Because of antibiotic overuse and improper use for so many years, the bacteria have become smart and they have adapted (or mutated) becoming multidrug-resistant organisms or “Superbugs.” When a person does not use an antibiotic correctly as prescribed (such as not finishing all the medicine), the bacterial infection is not completely destroyed. Whatever bacteria remain have the potential to evolve into these antibiotic resistant strains.

The more often someone uses an antibiotic, the more susceptible they become to infection with a superbug. Antibiotics aren’t always the answer. Most illnesses are caused by two kinds of germs: bacteria or viruses. Antibiotics can cure bacterial infections – not viral infections. Viruses cause the common cold, most coughs, and the flu. Using antibiotics for a virus will NOT cure the infection, help you feel better, or keep others from catching your illness. Taking antibiotics when you don’t have a bacterial

infection to fight can cause other infections in your body.

Your body has a lot of “good” and necessary bacteria. It also has some “bad” or dangerous bacteria. One example is *Clostridium difficile* (C. diff.). C. diff. is a type of bacteria that lives in many people’s intestines. C. diff. is part of the normal balance of bacteria in your body. If you are in good health, you likely will not get a C. diff. infection. If there is an imbalance in your intestines, C. diff. may begin to grow out of control. The bacteria start to release toxins that attack the lining of your intestines. This is what leads to a C. diff. infection. The most common risk factor for C. diff. is the use of an antibiotic medicine. Antibiotics can disrupt the normal balance in your intestines. Your risk increases if you have taken antibiotics for a long period of time or if the antibiotic is broad-spectrum (treats a wide variety of bacteria).

Ramona Potter, MD, Barrett Hospital & HealthCare Emergency Department Provider and Medical

Staff President says, "When a patient needs antibiotics, the benefits outweigh the risks of side effects or antibiotic resistance, but when antibiotics aren't needed, they won't help, and the side effects can harm." According to the CDC,

reactions from antibiotics cause 1 out of 5 medication-related visits to the emergency department. In children, reactions from antibiotics are the most common cause of medication-related emergency department visits.

DR. POTTER ENCOURAGES COMMUNITY MEMBERS TO:



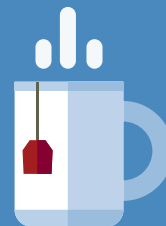
DR. RAMONA POTTER
BARRETT HOSPITAL & HEALTHCARE
EMERGENCY DEPARTMENT PROVIDER
AND MEDICAL STAFF PRESIDENT



Get the facts about antibiotics. Antibiotics do not work on viruses such as those that cause colds, flu, bronchitis, or runny noses.



Ask your provider, nurse, or pharmacist about the best way to feel better.



While your body fights off a virus, pain relievers, fever reducers, saline nasal spray or drops, warm compresses, liquids, and rest can help you feel better.



If you need antibiotics, take them exactly as prescribed. Talk with your provider if you have any questions about your antibiotics.



Talk with your provider if you develop any side effects, especially severe diarrhea, since that could be a C. diff infection which needs to be treated.



Do your best to stay healthy and keep others healthy by cleaning hands, covering coughs, staying home when sick, and getting recommended vaccines such as the flu vaccine.

Connecting Your Needs to Wide Ranging Healthcare Offerings

YOUR NEEDS COME FIRST

Whatever your age or stage of life, Barrett Hospital & HealthCare is your link to the resources you need for health care. We provide comprehensive care—from specialty services to wellness visits—that connects you and your family to your best health.

COMPREHENSIVE MEDICAL CARE

On-Site 24/7 Provider Staffed
Emergency Care

Acute Inpatient Care
(with Hospitalist expertise)

Behavioral Health Counseling

Cardiac & Pulmonary Rehab

Cardiopulmonary Diagnostics
& Therapy

- Respiratory Therapy
- Echocardiography

Clinical Laboratory

Diagnostic Imaging

- CT
- MRI
- Ultrasound
- Nuclear Medicine
- Mammography
- Bone Densitometry
- Radiography
- Fluoroscopy

Family Medicine Clinic

Gynecology

Health Improvement Program

Home Health and Hospice

Internal Medicine Clinic

Interventional Radiology

Nutritional/Dietary Counseling

Obstetric & Newborn Care

- Epidural Service
- Childbirth Education
- Lactation Consultation

Outpatient Infusion Services
(including Chemotherapy)

Pharmacist-run Clinics

- Coumadin
- Heart failure
- Hypertension
- Asthma
- Medication management

Sleep Studies

- In-lab studies & home studies

Surgery

- General
- Orthopedic
- Urology
- Gynecology
- Ophthalmology
- Podiatry

Swing Bed

- Skilled restorative & rehabilitative care

Therapy

- Physical
- Occupational
- Speech
- Sports Medicine

Walk-in Clinic



OUR PROVIDERS

Kelly H. Smith, M.D.
Family Practice,
Including Obstetrics

Hallie Tipton, M.D.
Family Practice,
Including Obstetrics

Casey Rasch, M.D.
Family Practice,
Including Obstetrics

Burke Hansen, M.D.
Family Practice

John Madany, M.D.
Family Practice

Danielle Maxfield, FNP-C
Family Practice

Jana Barnes, PA-C
Family Practice

Mick Lifson, M.D., FACOG
Gynecology

Karen Weed, M.D.
Internal Medicine,
Palliative Care Subspecialty

Sandra McIntyre, M.D., FACP
Internal Medicine,
Hospitalist

Anna Loge, M.D., FACP
Internal Medicine,
Hospitalist

Meghan Combs, M.D.
Internal Medicine
Hospitalist

Tom Murray, M.D., FACP
Internal Medicine,
Hospitalist

Kymberly Tart, PA-C
Hospitalist

Rachel Dean Smetanka, PhD, PA-C
Hospitalist

John Pickens, M.D.
General Surgery

Shafi Shafaieh, M.D.
General Surgery

Nathaniel Readal, M.D.
Urology

Daniel Richards, D.O.
Orthopedics

Dan Downey, M.D.
Orthopedics

Timothy Hall, CRNA
Anesthesia

Neal Maxfield, CRNA
Anesthesia

Dennis Hatfield, CRNA
Anesthesia

ON-SITE 24/7 PROVIDER STAFFED EMERGENCY CARE

Greg Moore, M.D., FACEP, FAWM
Ramona Potter, M.D.
Michael Clarke, M.D., FACEP

Paul MacMillan, PA-C, MPAS
Katherine Tetrault, PA-C
Melanie Troftgruben, PA-C

Connecting Excellence to Outcomes

If you need care, you want to know that your hospital or healthcare system is known for patient safety and excellence. Barrett Hospital & HealthCare is nationally recognized for exceptional clinical quality, patient safety, and service. Our providers, nurses, and staff have high standards for performance of compassionate, complete, and coordinated care, which has been validated by the following awards and honors.



**TOP 20
CRITICAL ACCESS
HOSPITAL**

Barrett Hospital & HealthCare is a **three-time recipient** of the National Rural Health Association's (NRHA) Top 20 Critical Access Hospital Award. Critical access hospitals make up approximately twenty-five percent of hospitals in the United States; there are over 1300 in the nation, with 50 critical access hospitals in Montana. Being a Top 20 Critical Access Hospital means Barrett Hospital & HealthCare out-performs ninety-nine percent of the critical access hospitals in the nation in quality, service, financial stewardship, and community support.



Barrett Hospital & HealthCare **out-performs 99%** of the critical access hospitals in the nation.



Barrett Hospital & HealthCare is recognized by Press Ganey for excellence in overall patient experience. The Press Ganey Guardian of Excellence® Award is a nationally-recognized symbol of achievement in health care. The award represents an important recognition from the industry's leader in measuring, understanding, and improving the patient experience. Presented annually, the award honors healthcare facilities who consistently sustained performance in the **top five percent** for each reporting period during the course of one year.



Note: All awards are evaluated and awarded by an independent third party, not by having a recipient purchase the award to give the appearance of a legitimate honor.

Connecting Compassion to Care

Any facility can say they are committed to positive patient experiences, but Barrett Hospital & HealthCare lives that commitment every day.

It's proven that better outcomes are achieved when patients feel truly cared for. Our service standards reflect our mission to provide care with kindness and attention to the individual needs of our patients. We strive to make patients active participants in their care, so they know they are the most valuable part of their care team.

We also strive to connect people to processes—that's why our Patient and Family Advisory Council meets to foster partnerships that improve the services offered at Barrett Hospital & HealthCare. We hear firsthand reports and take them into account when determining how to make the experiences of our patients and their families even better.



PATIENT AND FAMILY ADVISORY COUNCIL

At Barrett Hospital & HealthCare, we support a patient and family-centered approach to health care. The Patient and Family Advisory Council is an opportunity for patients, families, and caregivers to interconnect with key hospital leaders to improve the patient experience and the delivery of services offered at Barrett Hospital & HealthCare. The Council represents members from a cross-section of the community and who have chosen Barrett Hospital & HealthCare for their health care needs.

Patient and Family Advisory Council members help us to:

- Learn from patients' experiences (both positive and negative) at the hospital and clinic to enhance our delivery of care and services
- Improve quality and safety
- Inform our patient financial advocate process
- Review and help create educational and patient information materials
- Ensure our services meet the needs of our community
- Celebrate and share milestones and successes

"Don't know how you have **the most friendly, professional, and caring staff**. But you have done it!"

"The care we received from these earthly angels (Hospice) was **'top notch'!**"

"Great experience from start to finish. **I wouldn't go to anyone else** and it is a 2-hour drive."

"**Great experience** - the Home Health nurses & all staff are exceptional."

"All of the registrars are **very friendly** with smiles all the time."

"Just had my baby girl a few days ago, and I could have never asked for a better team. The staff is so caring and genuine. They **made me feel at home** with my first pregnancy."



"My surgery was the **best experience** I ever had at any hospital."

"I had high blood pressure, joint pain, was constantly tired, and a borderline diabetic. My goal was to lose weight and get off all the medications I was taking while improving my health and lifestyle. **The H.I.P. program helped me do all of the above.**"



"Everyone I have encountered at Barrett Hospital & HealthCare in this recent recovery and physical therapy have been **exceptional, professional, and truly caring.**"

"It is great to live in such a pleasant place and have **excellent, available & affordable medical care.**"

"**Everything was amazing!** Loved how the parent's meals were free for staying with my child during his stay. **Even went beyond** by making the food he wanted."

The Financial **Bridge** from Hospital to Community

ECONOMIC IMPACT ON OUR COMMUNITY



FY 2018 COMMUNITY BENEFITS

- Charity Care & Bad Debt **\$694,369**
- Community Health Education **\$644,156**
- Reinvested in Facilities & Equipment **\$338,866**
- Environmental Improvements **\$41,571**
- In-Kind Donations **\$27,330**
- Outreach through Staff Hours **\$22,259**



PATIENT REVENUE SOURCE

- Medicare **47%**
- Blue Cross/Blue Shield **17%**
- Commercial **16%**
- Medicaid **15%**
- Private Pay **5%**

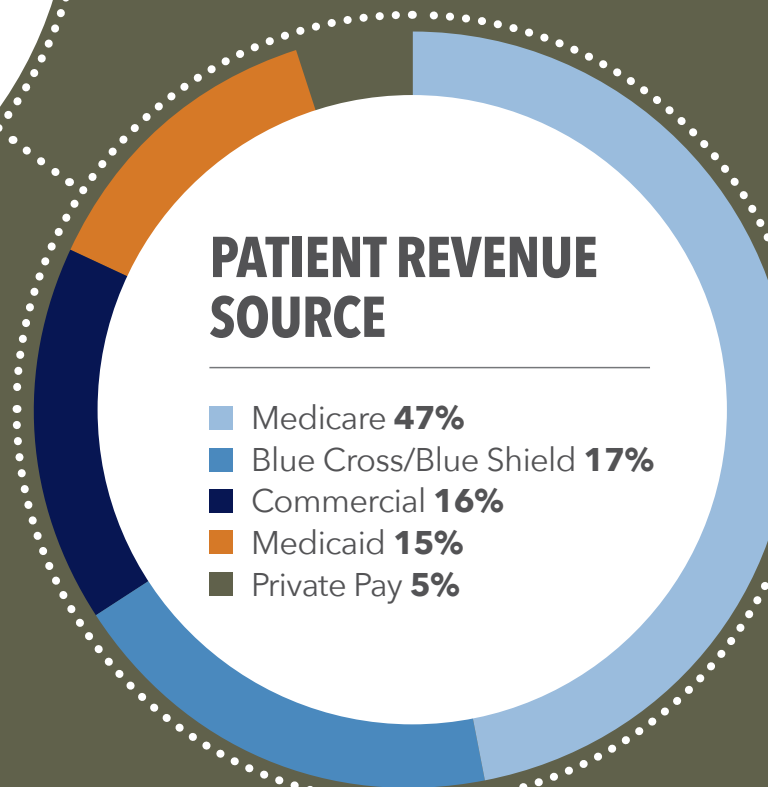




PHOTO BY TERRI HAVERFIELD

Only about
40%
of high schools
in the United
States have
athletic trainers.

Your **Teammate** in Healthcare

When it comes to health and safety in student sports, reports have shown the benefit from the presence of an athletic trainer in schools, yet only about 40% of high schools in the United States have athletic trainers.

As a benefit to the community, Barrett Hospital & HealthCare partnered with Beaverhead County High School to provide a dedicated athletic trainer who cares for student-athletes. An athletic trainer is a qualified and multi-skilled sports medicine healthcare professional who is trained to provide “on the field/court” services including:

- Evaluation of the need for referrals for injuries and sports-related medical conditions
- Evaluation of readiness to participate safely in practice and contests
- Injury and emergency treatment during contests and practices
- Concussion education, prevention, and baseline testing assistance

- Concussion return-to-play supervision
- Consultation with parents, coaches, players, and other healthcare professionals such as providers and physical therapists regarding injury prevention and rehabilitation for players

An athletic trainer’s ability to respond to student-athlete issues in an expeditious manner may help translate to decreased costs for schools and for parents, not to mention the positive implications for the safety of the student-athletes. Cost savings arise from the avoidance of unnecessary provider visits and trips to the emergency room, which is simply because an athletic trainer is present to assess injuries on site and work with student-athletes to avoid and recover from injuries.

Athletic training is another example of preventative care measures that Barrett Hospital & HealthCare takes to ensure a safe and active community.

A Connected Community Means a Better Hospital

Outstanding patient care is enriched by equipment and technology investments and is a great catalyst for philanthropy.

It leads to better treatments, shorter wait times, reduced pain, and faster healing. Simply put, investments in equipment and technology improve patient health outcomes.

Healthcare is a critical pillar of a robust and desirable community, and we don't take this responsibility lightly. This year, Barrett Hospital Foundation launched a \$1M Equipment & Technology Endowment Fund. The additional stream of revenue the Endowment will provide Barrett Hospital & HealthCare is especially important to meet the technology investment challenges of the future and also creates a legacy of caring for the community.

It's an honor to share with you the generosity from forward-thinking individuals whose gifts to the Foundation will give patients in their neighborhood and across Beaverhead and Madison Counties excellent health care for generations to come.

"We gave a gift to Barrett Hospital Foundation's Equipment and Technology Endowment Fund, as **we realize the long-term benefit this fund will have to the residents of and visitors to this community.** A contribution to this endowment will ensure that our friends and neighbors will have cutting-edge equipment and technology long into the future."

— Steve and Gretchen Burke

"Archie and I supported the Equipment and Technology Endowment fund because **we are very proud of our hospital and appreciate the excellent care we have received over the years.** The endowment will provide what is needed for that level of care to continue for others. I also enjoy giving back to the hospital as a front desk volunteer."

— Donna Matthews

"I believe in and **uphold the work of the Board** as it is essential to have Barrett Hospital & HealthCare in southwest Montana. Without this Top 20 Critical Access Hospital here locally, our communities would diminish. The endowment fund was established to ensure future generations have access to health services and for medical providers to have current technology and equipment right here at home. It's easy to take a local hospital for granted until you or a loved one needs it. A philanthropic gift made to the endowment fund is a gift made for continued excellence in patient care both now and in the future."

— Janet Tatarka, Chair of Board,
Barrett Hospital Foundation



Governance

Barrett Hospital & HealthCare is a non-profit organization governed by a volunteer board of directors made up of community members. The board of directors has five voting members plus the Chief Executive Officer who have demonstrated significant commitment and operational involvement at Barrett Hospital & HealthCare.

Patti Mitchell, President

Joe Morstein

Nate Finch, Vice President

Shane Puyear

Lawrence Morrisroe

Leadership

Ken Westman

Chief Executive Officer

Richard "Dick" Achter

Chief Financial Officer & Information Security Officer

Katherine "Kit" Davis

Chief Operating Officer

Carol Kennedy

Chief Clinical Officer

Maria Koslosky

Chief Quality & Compliance Officer

Greg Moore, MD, FACEP, FAWM

Chief Medical Officer

Mission

Barrett Hospital & HealthCare provides compassionate care, healing, and health-improving service to all community members throughout life's journey.

Vision

To be the model in rural healthcare delivery for the United States in all facets of primary health services.

Values

We value and make a personal commitment to **"I CARE"** by demonstrating...

Integrity: honesty and commitment to agreements made and/or with standards required.

Compassion: empathy and understanding of the problems of others, with a desire to show mercy and give assistance.

Adaptability: the ability to positively adjust actions and positions held in response to changing conditions.

Respect: appreciation and consideration of others.

Excellence: commitment to working and acting exceptionally well, individually and with others.



BARRETT
HOSPITAL & HEALTHCARE

Where People Come First. *Always.*

600 MT Hwy 91 South
Dillon, MT 59725



Location and Hours

Barrett Hospital & HealthCare

600 MT Hwy 91 S
Dillon, MT 59725
406-683-3000

Emergency Care

Providers on-site 24/7, 365 days a year
600 MT Hwy 91 S
Dillon, MT 59725

Clinic

30 MT Hwy 91 S
Dillon, MT 59725
Monday-Friday | 8:30am - 5:00pm

Walk-In Clinic

30 MT Hwy 91 S
Dillon, MT 59725
Monday-Friday | 7:30am - 4:00pm

BarrettHospital.org



Like us on Facebook! facebook.com/barretthospital

This Community Report is Printed on FSC Certified Paper. 'FSC' stands for Forest Stewardship Council, an organization that works to promote the practice of sustainable forestry worldwide. The Forest Stewardship Council sets standards for forest products, independently certifies that these standards have been met, and bestows labels upon the products that qualify. Forest Stewardship Council certification gives customers the option to choose forest products like paper and wood that have been sourced in an environmentally-friendly, socially responsible, and economically viable manner.

