



**Good Samaritan**

ANNUAL REPORT

**COMMUNITY  
BENEFITS**

2018

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# Welcome

Thank you for taking the time to read our 2018 Community Benefits Report. Good Samaritan is focused on providing the best care to the communities we serve every day. In today's society, the world of health care is ever-changing and uncertain. However, as a regional center of excellence devoted to the well-being of our patients, we will always strive to deliver world-class care.

As you take a further look into this year's report, you will learn more about the wonderful things Good Samaritan employees are doing for the community. Whether we are providing needed health screenings, promoting active lifestyles, addressing rising health concerns and diseases, forming new and successful service lines, or receiving national recognition for state-of-the-art care; we will always work to improve the lives of our patients.

Looking back at our successes in 2018 and into the future, we are motivated more than ever to improve and grow as an organization. The overwhelming support from our community allows us to continue on our promise to treat you like family by delivering compassionate, high-quality care throughout your journey.

Sincerely,



Rob McLin  
*President & CEO*



# Good Samaritan At A Glance

## OUR STAFF

1,936  
Employees

357 Registered Nurses

202 Nursing Support Staff

## ADMISSIONS

Emergency Room: 35,262

Inpatient: 6,975

Outpatient: 538,938

## OUR SERVICE AREA

268,876 Residents In  
Our 11 County  
Service Area

### Indiana Counties:

Knox, Daviess, Pike, Gibson,  
Sullivan, Greene and Martin

### Illinois Counties:

Lawrence, Richland,  
Crawford and Wabash

## IMPACT ON HEALTH

Laboratory Tests &  
Procedures: 565,304

Physical Medicine  
Treatments: 42,081

Babies Delivered: 408

Rehabilitation  
Admissions: 550

Screening Mammograms:  
6,112

Lung Cancer Screenings:  
157

Respiratory Tests /  
Procedures: 121,246

Neurodiagnostic Exams:  
1,990

Dayson Heart Center  
Tests / Procedures: 34,570

Trauma Activations: 834

Number of Surgeries  
Performed (Both Inpatient  
and Ambulatory): 5,786

Patients Seen at  
Convenient Care Clinic: 8,840

**Mission** - Provide excellent health care by promoting wellness, education and healing through trusting relationships.

**Vision** - To be the regional center of excellence in health care to support the communities we serve.

## Our Core Values - PRIDE

**Patient** - We consider the needs of our patients to be our highest priority.

**Respect** - We treat everyone with respect and recognize the contributions of every individual.

**Integrity** - We place our integrity at the core of every interaction.

**Dignity** - We care for everyone with dignity and compassion.

**Excellence** - We seek innovative approaches to meet the requirements and exceed the expectations of those we serve.



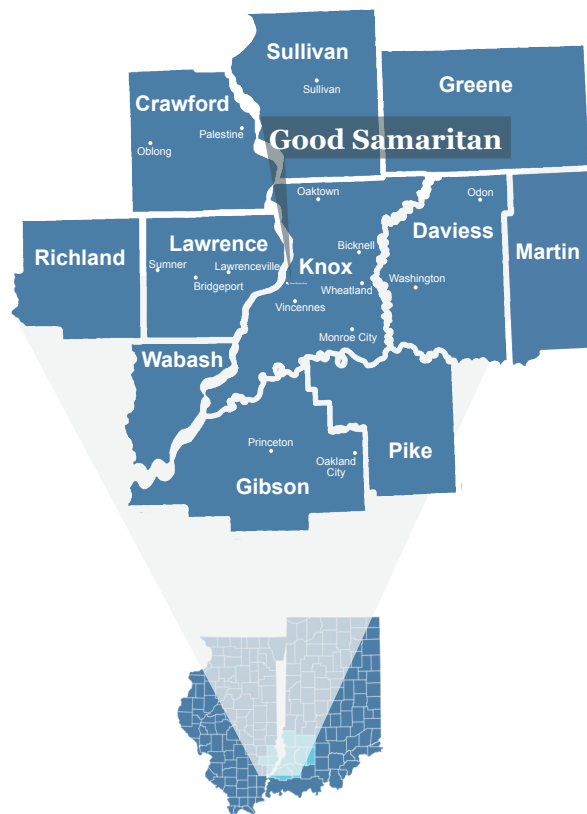
# About Us

For more than 100 years, Good Samaritan has been a health care leader in southwestern Indiana and southeastern Illinois. Located in historic Vincennes, Good Samaritan is a 158-bed community health care facility with more than 1,900 employees committed to delivering exceptional patient care.

Good Samaritan offers a broad range of medical services as well as some of the most progressive technology available today. Recently, Gibault Memorial Tower was opened to provide our patients, their families and our entire community the highest quality of care possible. With an array of services, staff is ready to greet patients with medical expertise, cutting-edge technology and big hearts. The tower has five floors, each with a focus: Cardiology and Clinical Decision, Intensive Care, Pediatrics, Oncology and Medical Surgical, Joint Replacement and Medical Surgical, and Women's Health.

The hospital also has a state-of-the-art Same Day Surgery Center, with surgical suites designed with input from the hospital's physicians. The Cancer Pavilion is a 25,000-square-foot, comprehensive oncology care center that features one of the most advanced methods for delivering radiation therapy, a linear accelerator with IMRT. The Pavilion also has 12 fully-equipped infusion suites and other amenities for patients and families.

Good Samaritan serves more than 268,000 residents throughout 11 counties in southwestern Indiana and southeastern Illinois, and is proud that generations of families have chosen us as their preferred health care provider, allowing us to be the first, best place in health care.



## Our Services

- Anesthesiology
- Behavioral Health
- Breast Care
- Cancer Care
- Cardiology
- Center for Wound Healing
- Community Health Services
- Convenient Care Clinic
- Dermatology
- Diabetology / Diabetic Education
- Ear, Nose & Throat
- Emergency Medicine
- Endoscopy
- Family Practice
- Hematology
- Home Care Services
- Hospice
- Individual Membership Program
- Industrial Health
- Infectious Disease
- Inpatient Oncology
- Internal Medicine
- Laboratory
- Neurology
- Occupational Health & Acute Care Clinic
- Occupational Therapy
- Oncology
- Oral & Maxillofacial Surgery
- Orthopedics
- Pathology
- Pediatrics
- Physical Therapy
- Podiatry
- Primary Care
- Primary Care Clinic / Patient Centered Medical Home
- Pulmonology
- Rehabilitation
- Respiratory
- Sleep Disorder Center
- Speech Therapy
- Surgery
- Trauma
- Urology
- Vascular & Thoracic Surgery
- Weight Loss Clinic
- Women's Health

# Investment In Our Communities

**Annual Payroll:**  
\$104,055,281

**Cost Per Day to Operate:**  
\$656,284

**Scholarships Awarded:**  
\$32,700

**Donations to Charitable Organizations:** \$83,465

**Local Goods Purchased:**  
\$11,253,540 (This number includes goods and services within our 11-county service area, excluding banks.)

**United Way Donations:**  
\$69,752.02

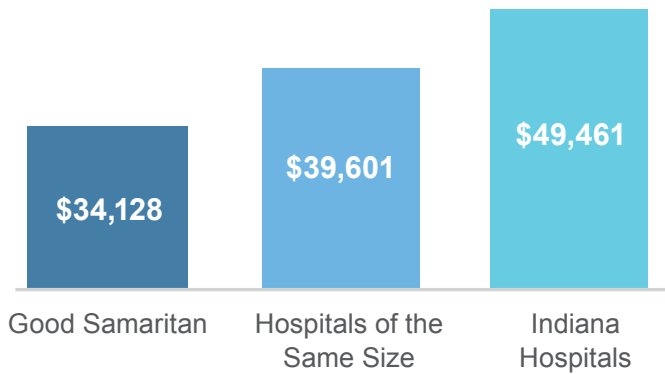
**Property Taxes Paid to Knox County:** \$80,994

**Knox County Option Income Tax Paid By Employees:** \$797,294

**Cost to Provide Charity Care:** \$4,768,009

## Gross Charge per Adjusted Discharge

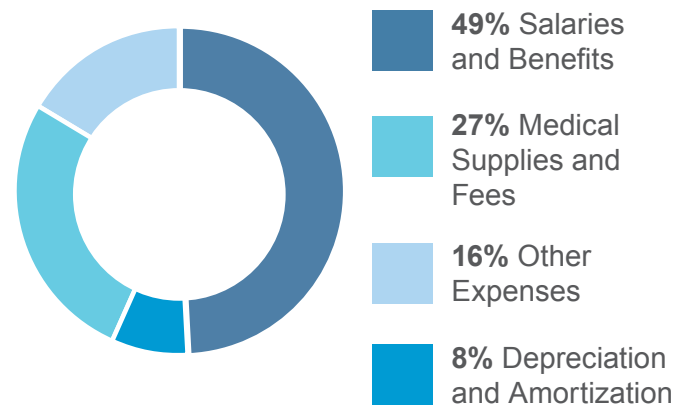
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes.



Source: IHA Databank Report

## Operating Expenses

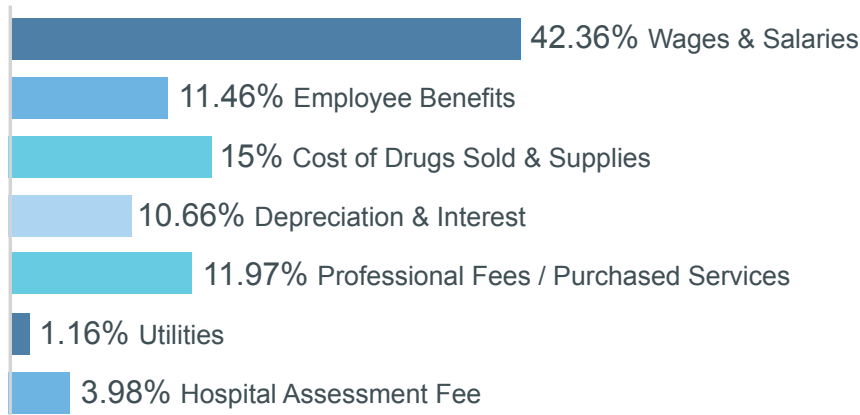
Operating expenses of Good Samaritan allocated by category expensed.



Total Operating Expenses: \$239,543,791

## Expenditures per Dollar Collected

Expenditures per Dollar Collected is the percent of money used for each dollar spent by Good Samaritan.



## Unreimbursed Costs by Medicare and Medicaid

\$47,625,653

## Bad Debt

*Unrecoverable funds from unpaid patient bills*

\$22,828,443

## Free Medical Care Write-Off

*Hospital bills that have been written off*

\$13,318,461

## Senior Leadership

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**Rob McLin**  
President & CEO



**Thomas Cook**  
Chief Financial Officer



**Karen Haak**  
Chief Nursing Officer



**Matt Schuckman**  
Vice President of Operations



**Adam Thacker**  
Chief Operating Officer of  
Physician Network



**Dean Wagoner**  
Vice President of  
Human Resources



**Molly Weiss, MD**  
Chief Medical Officer

## Board of Governors

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**Jim Zeigler**  
Chairman



**Ralph Jacqmain, MD**  
Vice Chairman



**Mary Cay Martin**  
Secretary



**Susan Brocksmith**



**Tim Ellerman**



**Kellie Streeter**



**Trent Hinkle**



# Good Samaritan Sports Performance

Fulfilling the community's need for high-level athletic treatment



Sports Performance Team Pictured Left to Right: Matt Sievers, DPT, FMSC; Amy Pfoff, MS, CCC-SLP, PN1; Dena Spangle, PTA, OPTA, FMSC; Nicole Woodard, DPT, OCS, CFSC, FMSC; and Adam Elkins, CFSC, FMSC.

In 2017, Good Samaritan introduced their Sports Performance Department. What started out as one employee's dream has now materialized into a growing and successful service line.

Nicole Woodard, DPT, found her niche in sports therapy and wanted to expand it at Good Samaritan. "Coming from Indiana State University I thought I was going to see similar sports programs here," said Woodard. "But I noticed that, even though Knox County is a large sports community, there were disparities in how our athletes were being treated."

The department not only noticed a gap between the therapies offered in the schools and what was needed in order for athletes to have higher performance levels, but there were also a high number of injury rates.

Both Woodard and colleague Amy Pfoff, Sports Performance Manager, developed a business proposal and five-year plan for the beginning of the Sports Performance Department. "Sports therapy is not new to the world of physical therapy," said Pfoff. "But Nicole has education and training specifically for sports and wanted to bring this type of service to Good Samaritan." The two also wanted to increase wellness in the community as a whole by providing more exposure, education and communication to everyone.

Pfoff became truly invested in the program after experiencing first-hand the impact it had on patients. "My son was injured while playing sports and it was a pretty significant injury that he had to deal with for about two years," she said. "After he began working with Nicole, I understood that this is not a traditional physical therapy program. We have something amazing here. This is special."



Nicole Woodard helps one of her patients with their posture while performing a training exercise.



Dena Spangle helps her patient with a balance exercise.

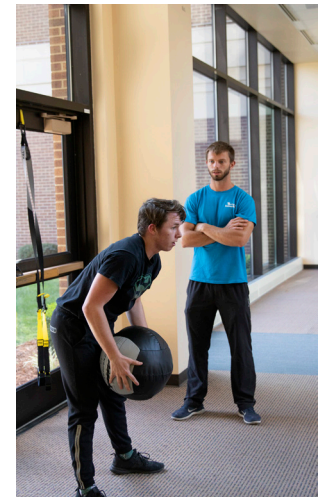
“Sports Performance is different because every single client that walks in knows that we are really good at what we do, and I know they are really good at what they do,” said Woodard. “I expect them to work just as hard as I am going to.” In Sports Performance, both parties, the athlete and the therapist/trainer, give their best efforts. Significant time is given to each patient to determine what is best for each individual athlete.

With the addition of Physical Therapist Assistant, Dena Spangle, and Strength and Conditioning Coach, Adam Elkins, the department has been able to help more athletes, especially those in middle and high school. “Our program is not only four

to six weeks and then it is done,” said Woodard. “We expect to have relationships with our athletes for years. We want to stay with them from middle school to college and beyond.” The department’s amazing growth is evident looking at the number of patients seen each day, which has doubled in the past six months.

The department wants the community to know that there is a broad definition of what an “athlete” is. “We treat patients who are into kayaking, running, hiking, Cross Fit and more,” said Woodard. “Anyone can be an athlete and we are happy to help them all.”

With the ongoing success of the Sports Performance Department so far, growth and expansion are expected in the future. “The future is so bright,” said Woodard excitedly. “We are already almost at our five-year projections after only two years and it’s pretty awesome. Our goal is to work with every school in the county and continue to grow.”



Adam Elkins watches his patient to ensure proper form during an exercise.

The department will begin offering a new service to patients through their Sports Nutrition Coaching that will be led by Pfoff and Elkins. This service is essential for athletes who wish to learn optimal eating habits and address common sports-related issues. “Our vision is to be the ‘go-to’ place for performance, formal rehab and elite training.”

*“This program changed my life. I will never be the same in all the best ways.”*

Good Samaritan  
Sports Performance Patient

Every employee who is a part of the Sports Performance Department has a specialty in sports therapy. The staff is not only invested in their personal education, but also in the growth of the department and providing the best care possible. “If we can prevent just one injury, that is life changing,” said Woodard.

The Sports Performance Department will continue to make headway in the future. With the will and determination to succeed and grow, the community can expect to see great things come from this group of individuals. “We are constantly out in the community meeting new people and sharing how proud we are to do what we do,” said Pfoff. “We are happy and excited to come to work every day and not everyone can say that. We truly believe in our department and have a passion for providing high-level athletic treatment to everyone.”



# Good Samaritan Achieved Magnet® Recognition

## Recognition for the third time in a row illustrates commitment to nursing excellence

Good Samaritan attained Magnet recognition again in 2018, a testament to its continued dedication to high-quality nursing practice. The American Nurses Credentialing Center's Magnet Recognition Program® distinguishes health care organizations that meet rigorous standards for nursing excellence. This credential is the highest national honor for professional nursing practice.



Receiving Magnet recognition for the third time is a great achievement for Good Samaritan, as it continues to proudly belong to the global community of Magnet-recognized organizations. Just 477 U.S. health care organizations out of more than 6,300 U.S. hospitals have achieved Magnet recognition. Good Samaritan is one of only 22 hospitals in the state of Indiana that is Magnet-recognized.

“Magnet recognition is a tremendous honor and reflects our commitment to delivering the highest quality of care to this community,” said Karen Haak, Chief Nursing Officer. “To earn Magnet recognition once was a great accomplishment and an incredible source of pride for our nurses. Our repeated achievement of this credential underscores the foundation of excellence and values that drive our entire staff to strive harder each day to meet the health care needs of the people we serve.”

Research demonstrates that Magnet recognition provides specific benefits to health care organizations and their communities, such as:

- Higher patient satisfaction with nurse communication, availability of help and receipt of discharge information.
- Lower risk of 30-day mortality and lower failure to rescue rates.
- Higher job satisfaction among nurses.
- Lower nurse reports of intentions to leave their positions.

Magnet recognition is the gold standard for nursing excellence and is a factor when the public judges health care organizations. U.S. News & World Report's annual showcase of “America's Best Hospitals” includes Magnet recognition in its ranking criteria for quality inpatient care.

To achieve initial Magnet recognition, organizations must pass a rigorous and lengthy process that demands widespread participation from leadership and staff.

Health care organizations must reapply for Magnet recognition every four years based on adherence to Magnet concepts and demonstrated improvements in patient care and quality. An organization reapplying for Magnet recognition must provide documented evidence to demonstrate how staff members sustained and improved Magnet concepts, performance and quality over the four-year period since the organization received its most recent designation.

“We're a better organization today because of the Magnet recognition we first achieved 10 years ago,” said Rob McLin, President and CEO. “This recognition raised the bar for patient care and inspired every member of our team to achieve excellence every day. It is this commitment to providing our community with high-quality care that helped us become a Magnet-recognized organization, and it's why we continue to pursue and maintain Magnet recognition.”



# Community Impact

## Women's Wellness Expo



Women have a habit of neglecting their own health. This is why Good Samaritan hosts the "Women's Wellness Expo" event every year. In May of 2018, the 13th annual women's health event encouraged 350 women attending to make their own health a priority. Numerous free-of-charge health screenings were provided as well as information about health, nutrition, exercise and stress relief.

## Men's Health Tune-Up



Men often fail to pay attention to their health. This is why the annual "Men's Health Tune Up" is just for them. The 2018 event, attended by 466 men, offered a variety of free health screenings and information. Clinicians were also on hand to educate men about their health and what steps they can take to live a healthier lifestyle.

## Fit Kids



Good Samaritan is fighting obesity in children with its Fit Kids program. The program targets third, fifth, seventh and ninth graders. Registered nurses spend three, 30 to 45 minute sessions with students in Vincennes Community, Vincennes Catholic, South Knox and North Knox school corporations promoting healthy food habits and healthy activity. Throughout 2018, there were 2,082 children who participated in Fit Kids.

## Germ Busters



Hand washing is important for preventing the spread of countless illnesses, including the cold and flu viruses, especially in children. The Germbusters program teaches students the correct way to thoroughly wash their hands and the health benefits of doing so. Community Health Services at Good Samaritan brought the Germbusters program to 549 first grade students and preschool / daycare children in 2018.

## Hands-Only CPR



Proper training for performing CPR is essential. In 2018, Good Samaritan's Collaborative Interprofessional Education Department provided 70 hands-only CPR sessions. Hands-Only CPR is without mouth-to-mouth breaths and can be used on teens and adults who suddenly collapse in an "out-of-hospital" setting (such as at home, at work or in a park).

## Stroke Screenings



Prevention is the number one key for ending stroke. Understanding the risk factors for stroke can have a huge impact on the likelihood of a stroke occurring. In 2018, 100 stroke screenings were performed during the hospital's annual Free Stroke Screenings in February. The screenings included atrial fibrillation, lipid profile, carotid bruit, glucose, blood pressure and Body Mass Index (BMI).

# 27,136

## Total number of FREE health screenings provided by Community Health Services in 2018

**54%** of the **5,473** free blood pressure screens were abnormal

**37%** of the **1,314** free total cholesterol screens were abnormal

**29%** of the **1,166** free blood glucose screens were abnormal

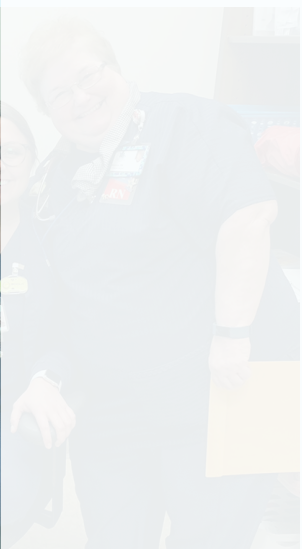
**18%** of the **159** free HGB/A1C (hemoglobin test for diabetes patients) screenings were abnormal

**10%** of the **1,195** free Glomerular Filtration Rate (kidney function) screenings were abnormal

**49%** of the **44** free PAD (peripheral arterial disease) screenings were abnormal

**1%** of the **5,322** pulse oximetry screenings were abnormal





# Good Samaritan

520 S. Seventh Street | Vincennes, IN 47591

812-882-5220 | [gshvin.org](http://gshvin.org)

*Compassionate, quality care from our family to yours.*

