



Good Samaritan

Volume 50 | 2018

HEALTH CONNECTIONS

A publication of Good Samaritan



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Check out our brand new website at gshvin.org.

We Want Your Feedback

We are interested in learning more about how you make health care decisions. We would love for you to take a short, anonymous survey about the health care services you have received, how you find health care services and what types of media you use for entertainment and information. The survey will be available until Friday, August 31. To take the survey visit <https://bit.ly/2NA9GhQ>.



You can also scan this with the QR Code reader on your phone to take the survey.

Welcome

Welcome to our 50th volume of Health Connections! It is hard to believe that it has been 22 years since we produced our first Health Connections magazine for our community - sharing our patients' stories. This publication has evolved in many ways over the years, and we are really excited to introduce a brand new look in this 50th edition.

Looking through some past volumes, I have read story after story of patients who shared how thankful they are to have a hospital like Good Samaritan so close to home to receive their medical care – and in many cases, save their life. In our first volume in the spring of 1996, we shared a story about a patient who had been diagnosed with lung cancer and received all of his treatment at Good Samaritan. In that article he stated, “I was surrounded by wonderful, caring people. I have great confidence in our hometown organization and their treatment.”

It is statements like this that make us who we are at Good Samaritan. We are committed to treating every patient and visitor as if they are family. It is great to continually see comments like this being made by our patients.

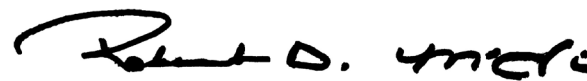
In this edition, we are pleased to share stories of two joint replacement patients and information about the new Mako robot we are using for knee and hip replacements. Also, this edition includes our 2017 Community Benefits Report. It is astounding seeing the numbers presented in this report showing the impact we are making on the health of our community. Through services provided at the hospital and our physician offices, free health screenings, and educational outreach we are fulfilling our mission to “provide excellent health care by promoting wellness and healing through trusting relationships.”

You will also learn more about a new patient survey platform that has been implemented at Good Samaritan to make giving feedback easier

for our patients and hear about our efforts in increasing education about stroke. Also, to be more available to our community, we are excited to welcome two of our former hospitalists to the Good Samaritan Physician Network as Internal Medicine physicians. Drs. Robert Avena and Felicitas Gatchalian have started a new practice and are now accepting new patients.

Thank you for taking the time to read our 50th Health Connections, and for putting your trust in Good Samaritan. It is our privilege, all 1,900 of us employees, to care for you and your families.

Sincerely,



Rob McLin
President & CEO



Good Samaritan's first Health Connections in 1996.



Administration



Rob McLin
President & CEO



Thomas Cook
Chief Financial Officer



Karen Haak
Chief Nursing Officer



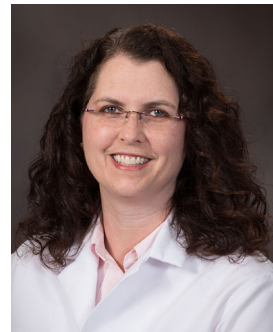
Matthew Schuckman
Vice President
of Operations



Adam Thacker
Chief Operating Officer
of Physician Network



Dean Wagoner
Vice President of
Human Resources



Molly Weiss, MD
Chief Medical
Officer

Board of Governors



Jim Zeigler
Chairman



Ralph Jacqmain, MD
Vice Chairman



Mary Cay Martin
Secretary



Susan Brocksmith



Tim Ellerman



Trent Hinkle



Kellie Streeter

New Patient Experience Feedback Program at Good Samaritan

Good Samaritan has partnered with Real-time Feedback by NRC Health to gather patient experience feedback. Real-time Feedback is a patient experience program that supports organizations to improve the patient experience and help drive service recovery.

For many years, Good Samaritan has sent paper patient satisfaction surveys to its patients by mail. With this new program and vendor, patient experience surveys are now in the form of emails and automated phone calls that consist of no more than 13 questions for most areas. Patients of outpatient departments, physician offices, inpatient rehab, inpatient behavioral health and the Clinic Decision Unit will receive their email or phone call within 3 days of their visit to Good Samaritan or one of its providers. If the patient has an email on file, the first point of contact will be an email survey that will take about a minute to complete. If a patient doesn't respond to the email survey within 24 hours or if the patient doesn't have an email on file, an Interactive Voice Response phone call will be made. This phone survey should only take a couple of minutes to complete.

Hospital inpatients, ambulatory surgery patients (such as outpatient surgery and endoscopy), and caregivers of hospice patients will receive government mandated surveys called Consumer Assessment of Healthcare Providers and Systems, or CAHPS, that will be conducted by a live caller and will include more questions. Live and interactive calls will show up on caller ID as a local Good Samaritan phone number.

"This new way of surveying our patients came from a desire to develop an easier feedback mechanism that is timelier and less cumbersome. Some of the paper surveys we were sending previously had upward of 60 questions, and we realize that people are busy now and don't have the time to answer so many questions," stated Rob McLin, President and CEO at Good Samaritan. "This new program is also going to allow us to survey all of our patients. Previously, we only had the ability to survey a certain percentage of patients who were randomly selected to receive a survey."

Real-time Feedback program results demonstrate a statistically significant impact to enhancing patients' experience and perception of care. "Because patients will be receiving a survey so quickly after a visit, it's going to help us address any feedback that has been gathered in a timelier manner," stated McLin.



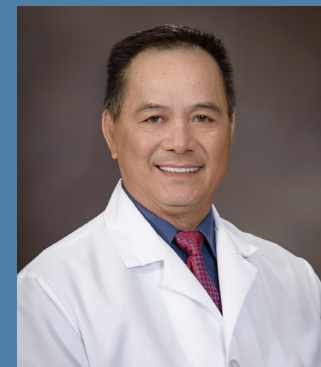
Avena and Gatchalian Join Good Samaritan Physician Network

Good Samaritan Physician Network is proud to welcome Dr. Robert Avena and Dr. Felicitas Gatchalian. Both physicians specialize in Internal Medicine and are currently accepting new patients.

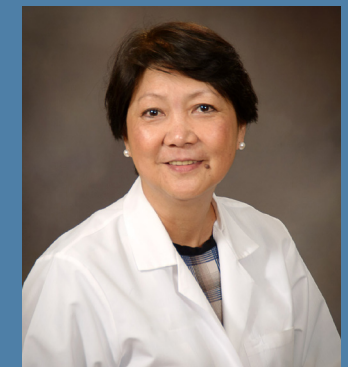
Call 812-885-6990 today to schedule your appointment.

OFFICE LOCATION

514 S. Ninth Street
Vincennes, IN 47591



Robert Avena, MD



Felicitas Gatchalian, MD

Orthopedics at Good Samaritan

Quest Orthopedics



Terry Fenwick, MD
(Mako Surgeon)

Good Samaritan Orthopedics is, without a doubt, the best in the region. The skill of our surgeons, compassion of our staff, and the availability of state-of-the-art technology allow us to provide a continuum of care to our patients.

With specialization in joint replacements, arthroscopic procedures and sports medicine, our expert orthopedic surgeons have more than 60 combined years of experience. We also offer the latest joint replacement techniques and technology with the anterior hip approach and knee and hip replacements using Mako Robotic-Arm Assisted Surgery. These advanced approaches to joint replacement offer a less invasive surgery, faster recovery time and better outcome. With the addition of the Mako Robotic Arm, also known as Arthur, Good Samaritan is now able to provide an innovative tissue-sparing procedure with implants designed to result in a more natural feeling joint replacement.

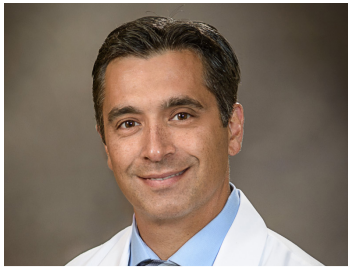
Using a virtual 3D model, the Mako System allows our surgeons to personalize each patient's surgical plan pre-operatively, so there is a clear plan for how the surgeon will position the implant before entering the operating room. During surgery, the surgeon can make any necessary adjustments with the help of the robotic arm to execute the surgical plan with a high level of accuracy and predictability. As the first hospital in the region to offer this innovative technology to our patients, the Mako Robotic Arm allows our surgeons to provide world-class patient care close to home.

After surgery, your short stay in the hospital, ranging from one to three days depending on the patient, will include care from nurses and therapists who specialize in the care of joint replacement patients. We offer private rooms, group activities, individualized care, a comprehensive patient guide, a coordinated after-care program, and a Clinical Pathway Coordinator who organizes your preoperative care and education. Our staff want to make your entire experience a positive one for you and your family. Our goal is to promote an atmosphere of empowerment, encouragement and support.

Our outpatient therapy allows your care to continue after surgery with x-ray and physical therapy available on-site to ensure the best outcome.

You should not have to live with joint pain. Our orthopedics team at Good Samaritan will help you get back to living your life and doing what you love, pain free. Just ask our patients!

Vincennes Orthopedics



David Miller, DO
(Mako Surgeon)



Molly Weiss, MD



Gregory Whitsett, MD

Quest Orthopedics

2121 Willow St. | Vincennes, IN
812.882.6637

Vincennes Orthopedics

520 S. Seventh St. | Vincennes, IN
812.882.6972

Anna King - Hip Replacement



Anna King (left) and her daughter, Linda

Anna King, 85, was not expecting to have a hip replacement. But in the middle of the night one evening, Anna fell out of bed and was taken by ambulance to the Emergency Room at Good Samaritan. After an x-ray was performed, it was determined that Anna had, in fact, broke her hip. Needing an emergency hip replacement, Dr. Molly Weiss was on call and arrived ready to perform surgery.

How was your experience in the ER at Good Samaritan?

They were fabulous, even though it was so early in the morning. They were up and at it and ready for everything. Dr. Weiss came in quickly and explained everything to me.

How was your care by Dr. Weiss?

She was an excellent doctor. They brought me in with a broken hip and I was having some breathing problems and she did a wonderful job. She is a very nice, caring and concerned doctor. She is very good at what she does and she is very sure of what she does. Dr. Weiss deserves a ribbon of some kind.

How was your care while at Good Samaritan?

This is the best hospital. Since my first time at Good Samaritan in 1952, the people are there to help you and care for you. The nurses couldn't be any better. I don't care where you go, they are the best group of people that I have ever seen. They are kind, considerate, they care about you and are there when you need them. For instance, I told the lady cleaning my room that I would give anything for a cup of coffee. A few minutes later my nurse came in with a cup of coffee and it made my day. It just seemed like everyone was ready and willing to help, no matter where you were. A volunteer stopped me in the hallway and offered to help me. I even had doctors stop and ask me if I was OK. The people at Good Samaritan just really care about other people.

What was the staff like at Vincennes Orthopedics?

The office staff are friendly and funny. When I went there to take my stitches out, I was nervous because I had never had stitches before. The nurse came in and said, "I got my chainsaw, are you ready?" Her comment made me laugh and feel more comfortable.

How has your recovery been after surgery?

I have been doing great after surgery. I continue to work with my flowers, sit on the porch and visit with my neighbors. If anyone asks me or is considering surgery, I tell them to go see Dr. Weiss.

Bob Menke - Knee Replacement

At the young age of 89, Bob Menke had been suffering with knee pain for more than four years. After hearing about the newest piece of orthopedic technology at Good Samaritan, the Mako Robotic Arm, Bob and his wife Suzan, decided it was time to consider surgery. Now 90-years-old, there's no stopping him.

Why were you needing a knee replacement?

I had lived with knee pain for a long time and I could no longer tolerate it. We tried injections at first, but it was getting to where those were no longer working. My knee even gave out on me while I was walking and I fell.

What made you choose Good Samaritan for your surgery?

We heard about the Mako Robot and wanted to try it. Dr. Miller was recommend to us by a friend and we have always had good experiences at Good Samaritan.

How was your recovery?

I was up and walking that evening I had my surgery. We cannot say enough about the staff. I was walking without the walker after a day or two, then used a cane for a short time and now I walk just fine on my own. My grandson had a knee replacement in Indianapolis and I am doing better than him. I have told everyone about my experience and recommend Dr. Miller to anyone that is considering replacement surgery.

How was your care while at Good Samaritan?

This hospital is such a blessing to have. Like I have always said, we are lucky to have a hospital like this. What they do is just great. I have never had any problems. My recovery and everything went so well and I would recommend the Mako surgery to anyone. As far as we are concerned, we love Good Samaritan and could not be happier with the whole experience. From the fella' that parked our car to the anesthesiologist, surgery and rehab. I think the world of Good Samaritan. I just can't say anything but good about the hospital.

What have you been doing since your surgery?

We have been traveling a lot. I had my surgery on November 29, 2017 and we left for our trip on April 30, 2018 driving 4,000 miles with no pain. I walked around the Grand Canyon, Petrified Forest National Park, and the Meteor Crator in Arizona. I also enjoy spending time with my family and watching college football, especially IU.



Bob and his wife, Suzan, take a moment to capture a photo in front of the Petrified Forest National Park, just five months after surgery.

Good Samaritan Receives Get With The Guidelines - Stroke Bronze Quality Achievement Award

The American Heart Association recently recognized Good Samaritan's commitment to quality stroke care. The hospital has received the American Heart Association/American Stroke Association's Get With The Guidelines® - Stroke Bronze Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

In the spring of 2016, Good Samaritan observed the chance to strengthen its knowledge and quality of patient care for treating patients who had suffered from a stroke. "We had an opportunity to heighten the understanding of stroke and ensure our patients were receiving excellent health care," said Amanda Allen, Stroke Services Coordinator. After gathering data and focusing on the hospital's stroke care, it was decided to implement evidence-based practices and guidelines to better treat patients. Good Samaritan embarked on the journey in becoming a Joint Commission certified Primary Stroke Care Center. The organization is now gaining an improved understanding of risk factors for stroke, signs/symptoms of stroke, and treatment paths for stroke patients.

By incorporating these guidelines into patient care; Good Samaritan participates in annual data reporting. This information is collected and reviewed by the American Heart Association/American Stroke Association, which recognizes hospitals for their success in using the guidelines to improve quality of care for patients. There are three levels of recognition: Bronze – quality performance of 90 consecutive days, Silver - performance of 12 consecutive months, and Gold - performance of 24 consecutive months or more. The Bronze award Good Samaritan received signifies the determination and hard work employees have put into bettering the quality of patient care.

Good Samaritan earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines, with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on

managing their health, get a follow-up visit scheduled, as well as other care transition interventions.

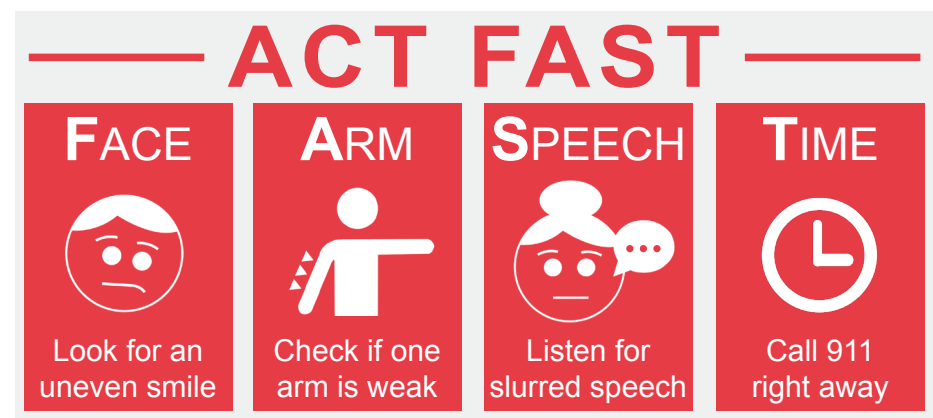
According to the American Heart Association/American Stroke Association, stroke is the No. 5 cause of death and a leading cause of adult disability in the United States. On average, someone in the U.S. suffers a stroke every 40 seconds and nearly 795,000 people suffer a new or recurrent stroke each year.

The goal of the Stroke Program at Good Samaritan is to do what is best for patients. By educating the community, the Stroke Program hopes to heighten the awareness of the risk factors for stroke, signs/symptoms of stroke, and how to call 911. One of the biggest delays in stroke care is that individuals are not seeking care in a timely manner. "There are treatment options for stroke victims up to 24 hours", said Allen. "According to our patient data; however, patients wait an average of three to five days before seeking medical attention. By educating the community, we hope to shorten the time gap, raise stroke awareness, and ultimately save more lives."



"By educating the community, we hope to shorten the time gap, raise stroke awareness, and ultimately save more lives,"

*- Amanda Allen
Stroke Services Coordinator*



Good Samaritan at a Glance - 2017

OUR STAFF

1,952 Employees

413 Registered Nurses

246 Nursing Support Staff

ADMISSIONS

Emergency Room: 39,591

Inpatient: 6,949

Outpatient: 545,449

Average Length of Stay: 4.9 Days

OUR SERVICE AREA

269,760 Residents In Our 11
County Service Area

7 Counties in Indiana

4 Counties in Illinois

IMPACT ON HEALTH

Laboratory Tests & Procedures:
556,773

Physical Medicine Treatments: 60,532

Babies Delivered: 419

Rehabilitation Admissions: 645

Screening Mammograms: 5,878

Lung Cancer Screenings: 122

Respiratory Tests / Procedures: 138,578

Neurodiagnostic Exams: 1,890

**Dayson Heart Center Tests /
Procedures:** 34,053

Trauma Activations: 655

Patients Seen at Primary Care Clinic:
3,482

**Patients Seen at Convenient Care
Clinic:** 10,252

OUR PHYSICIAN SPECIALITIES

- Anesthesiology
- Cardiology
- Dermatology
- Diabetology
- Diagnostic Radiology
- Ear, Nose & Throat
- Emergency Medicine
- Family Practice
- Gastroenterology
- General Surgery
- Hematology
- Hospitalist
- Infectious Disease
- Internal Medicine
- Nephrology
- Neurology
- Obstetrics & Gynecology
- Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopedic Surgery
- Pathology
- Pediatrics
- Podiatry
- Psychiatry
- Pulmonology
- Radiation Oncology
- Sleep Medicine
- Sports Medicine
- Urology
- Vascular & Thoracic Surgery

Investment in Our Communities - 2017

Annual Payroll: \$106,210,450

Cost Per Day to Operate:
\$650,490

Scholarships Awarded: \$27,000

Donations to Charitable Organizations: \$58,480

Local Goods Purchased:

\$12,039,882 (This number includes goods and services within our 11-county service area, excluding banks.)

United Way Donations:
\$77,883.38

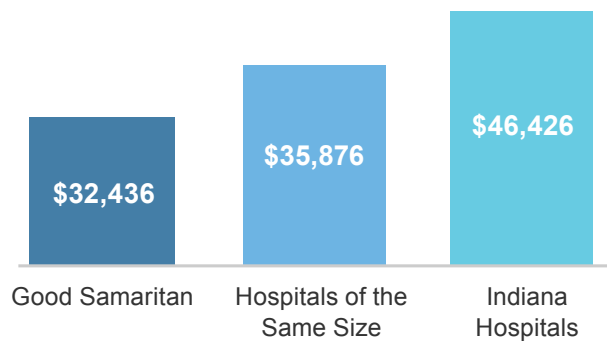
Property Taxes Paid to Knox County: \$58,589

Knox County Option Income Tax Paid By Employees: \$851,311

Cost to Provide Charity Care:
\$4,506,660

Gross Charge per Adjusted Discharge

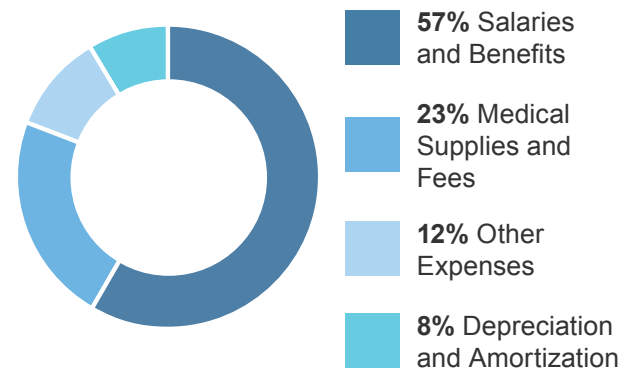
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes.



Source: IHA Databank Report

Operating Expenses

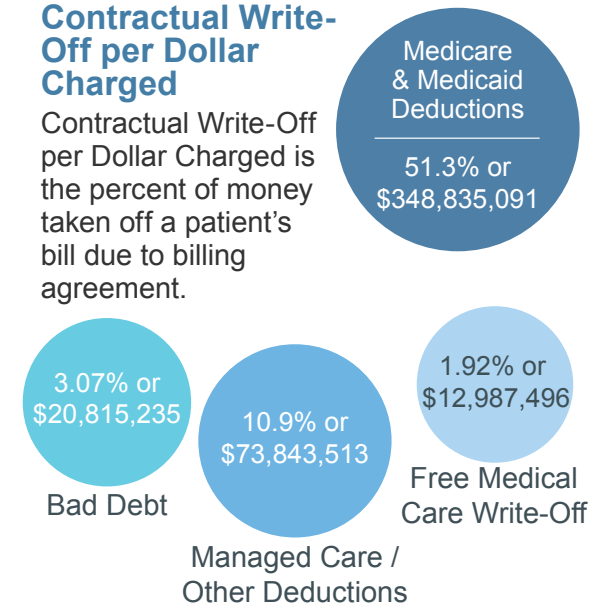
Operating expenses of Good Samaritan allocated by category expensed.



Total Operating Expenses: \$237,428,700

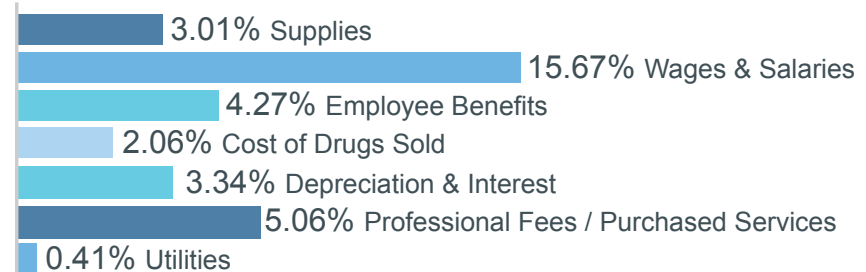
Contractual Write-Off per Dollar Charged

Contractual Write-Off per Dollar Charged is the percent of money taken off a patient's bill due to billing agreement.



Expenditures per Dollar Charged

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



Community Impact - 2017

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 2017, the 12th annual women's health event encouraged 450 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 2017 event, attended by 535 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 2017, there were 3,125 children who participated in Fit Kids.

Hands-Only CPR



Proper training for performing CPR is essential. In 2017, Good Samaritan's Collaborative Interprofessional Education Department provided an estimated 140 free 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).

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 822 first grade students and preschool / daycare children in 2017.

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 2017, 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).

34,563 Total number of FREE health screenings provided by Community Health Services in 2017

54% of the **7,155** free blood pressure screens were abnormal

42% of the **2,666** free total cholesterol screens were abnormal

39% of the **2,029** free blood glucose screens were abnormal

1% of the **6,607** pulse oximetry screenings were abnormal

31% of the **67** free PAD (peripheral arterial disease) screenings were abnormal

9% of the **1,773** free Glomerular Filtration Rate (kidney function) screenings were abnormal

25% of the **676** free HGB/A1C (hemoglobin test for diabetes patients) screenings were abnormal

See our full 2017 Community Benefits Report online at: gshvin.org/about-us/publications



520 S. Seventh Street
Vincennes, IN 47591