



Good Samaritan

ANNUAL REPORT

**COMMUNITY
BENEFITS**

2019

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Welcome

Thank you for taking the time to read our 2019 Community Benefits Report. Every day, Good Samaritan strives to provide the best patient care to those in our community and surrounding region. This can be seen in the pages you are about to read in our organizations' annual report.

First you will meet our leadership team and the members of our governing board. Their work is instrumental in everything we do. Next, take a moment to learn a little bit about our organization and our impact on health. It is here you will find the services we offer and the number of patients we see each year.

In the next few pages, you will read some of the major highlights in 2019. The first story is about our first medical residents that began at Good Samaritan in July 2019. You will then be able to find out more about the Nursing Honor Guard and our new telehealth services we are now offering in schools.

Finally, the last few pages illustrate our work toward improving the health of the community. Here you will find the number of health screenings and other preventative care opportunities we offer to everyone at no cost to them. We simply want to create a healthier community for everyone.

In this report, you will not only learn the amazing things Good Samaritan is doing every day, but you will also read about the hard work and determination exhibited by our employees to improve the lives of our patients. Each one of our 1,872 employees comes to work every day with a smile on their face, ready to provide the best care in the region.

Sincerely,



Rob McLin
President & CEO



Good Samaritan At A Glance - 2019

OUR STAFF

1,872
Employees

546 Registered Nurses

411 Nursing Support Staff

ADMISSIONS

Emergency Room: 34,090

Inpatient: 6,799

Outpatient: 565,136

OUR SERVICE AREA

240,701 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

Screening Mammograms:
5,836

Lung Cancer Screenings:
185

Respiratory Tests /
Procedures: 110,768

Neurodiagnostic Exams:
2,928

Sports Performance
Treatments: 3,247

Laboratory Tests &
Procedures: 565,875

Physical Medicine
Treatments: 38,370

Babies Delivered: 390

Rehabilitation
Admissions: 492

Endoscopy Procedures:
3,957

Dayson Heart Center
Tests / Procedures: 44,259

Trauma Activations: 748

Number of Surgeries
Performed (Both Inpatient
and Ambulatory): 5,819

Patients Seen at
Convenient Care Clinic: 10,184

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.

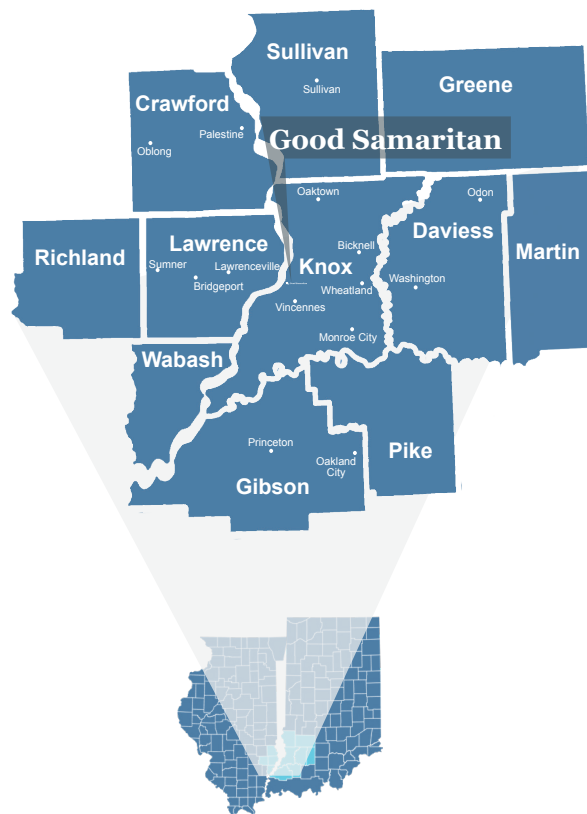
About Us

For more than 112 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 1,800 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 240,000 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
- Community Health Services
- Convenient Care Clinic
- Dermatology
- Diabetology / Diabetic Education
- Ear, Nose & Throat
- Emergency Medicine
- Employer Health Programs
- 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
- Pulmonology
- Rehabilitation
- Respiratory
- Sleep Disorders
- Speech Therapy
- Sports Performance
- Surgery
- Trauma
- Urology
- Vascular & Thoracic Surgery
- Weight Loss Clinic
- Women’s Health
- Wound Healing

Investment In Our Communities

Annual Payroll:
\$103,191,327

Cost Per Day to Operate:
\$652,996

Scholarships Awarded:
\$24,500

Donations to Charitable Organizations: \$54,127

Local Goods Purchased:
\$10,050,404 (This number includes goods and services within our 11-county service area, excluding banks.)

United Way Donations:
\$69,109.86

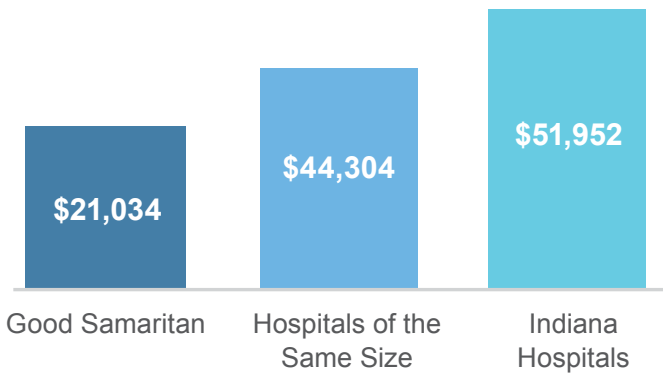
Property Taxes Paid to Knox County: \$30,830

Knox County Option Income Tax Paid By Employees: \$807,090

Cost to Provide Charity Care: \$4,073,168

Gross Charge per Adjusted Discharge

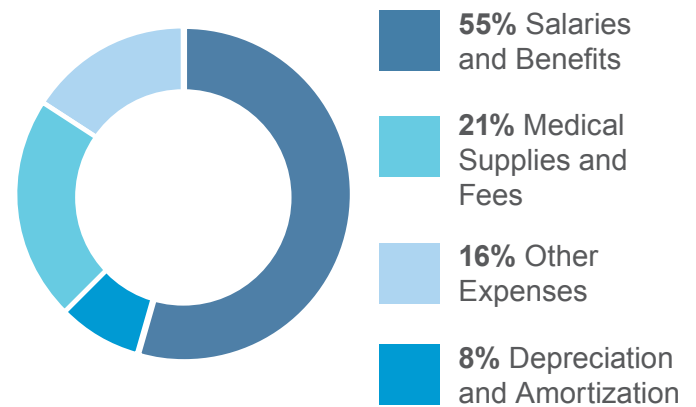
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes.



Source: IHA Databank Report

Operating Expenses

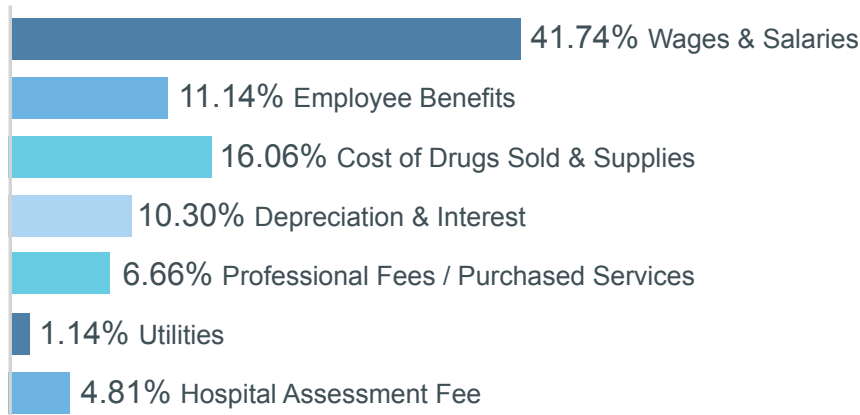
Operating expenses of Good Samaritan allocated by category expensed.



Total Operating Expenses: \$238,343,606

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

\$40,149,773

Bad Debt

Unrecoverable funds from unpaid patient bills

\$20,622,995

Free Medical Care Write-Off

Hospital bills that have been written off

\$11,701,143

Senior Leadership



Rob McLin
President & CEO



Thomas Cook
Chief Financial Officer



Matt Schuckman
Chief Administrative Officer



Rachel Spalding
Chief Nursing Officer



Scott Stine, MD
Chief Medical Officer
Good Samaritan
Physician Network



Adam Thacker
Chief Operating Officer



Molly Weiss, MD
Chief Medical Officer
Good Samaritan Hospital

Board of Governors



Jim Zeigler
Chairman



Mary Cay Martin
Vice Chairman



Susan Brocksmith
Secretary



Stan Deweese



Tim Ellerman



Kellie Streeter



Trent Hinkle

Graduate Medical Education Program

Good Samaritan Welcomed Their First Residents in 2019



Pictured from left to right: Rebecca Schwab, MD; Cheryl Gistand, MD; Allie Thomas-Fannin, MD, Psychiatry Residency Program Director; Justin Johnson, MD; Kimberly Shain, MD; and Rob McLin, President and CEO.

In July of 2019, Good Samaritan welcomed its first residents to the organization. The hospital celebrated the arrival of four psychiatry residents with a White Coat Ceremony in June 2019 when the residents were officially able to practice medicine with patients in a supervised clinical environment.

A Resident Physician is a medical school graduate who is participating in a GME program and training in a specialized area of medicine. The white coat ceremony marks the transition from medical school to further training on the way to becoming practicing physicians.

Bringing psychiatry residents to the community will fulfill a medical need in the area. There is an overwhelming national shortage of psychiatrists nationwide, especially in rural areas. Addiction rates are also climbing with very few doctors to treat overdoses. “The primary focus of our program is to train our residents to serve in community settings,” said Dr. Allie Thomas-Fannin, Psychiatry Residency Program Director and Samaritan Center Psychiatrist at Good Samaritan. “The residents will train in collaborative settings with a goal of improving and expanding addictions training, including medication assisted treatment.”

“We are so excited to welcome the first residents to our Psychiatry Residency Program,” said Rob McLin, President and CEO. “Statistics show that residents are more likely to stay and practice medicine in the towns where they completed their residency. We are optimistic that having both the Psychiatry and Internal Medicine residency here at Good Samaritan it will bring more providers to the area and help with access to care in our region.”

The Psychiatry Residency Program, along with the Internal Medicine Residency Program, recently wrapped up their recruitment for 2020. In July, Good Samaritan will welcome four new Psychiatry residents and 16 Internal Medicine residents.

Nursing Honor Guard

Paying Special Tribute to Nurses Throughout the Community

Nurses serve this community in so many roles. Good Samaritan Nursing Honor Guard embraces the opportunity to honor these nurses for their service. Beginning in 2008, a group of nurses at Good Samaritan started Indiana's first nursing honor guard. The honor guard is called upon at the passing of a nurse's life to stand guard and present a special tribute to the fallen nurse in memory of the dedication given to the nursing profession.

This service is at no cost to the family and available upon request. The honor guard can travel up to a 60-mile radius surrounding Vincennes. The ceremony consists of nurses wearing their white "dress" uniform, standing guard with a lit candle lamp, and a presentation. The presentation includes the reciting of the nurse's prayer and the Florence Nightingale Pledge, which is an oath that all nurses read at their pinning ceremonies. Near the end of the ceremony, a last call to duty is performed where a silence solidifies that the nurse is no longer present. The nurse is relieved of his/her earthly duties and the extinguished lamp is presented to the family.



As the years have passed, nurses from all over Indiana have reached out to Good Samaritan and inquired about their honor guard. The state now has approximately 16 nursing honor guards, which cover almost the entire state. Representatives from each honor guard meet annually to network, exchange ideas, and encourage one another. The Good Samaritan Nursing Honor Guard averages about 20 members. To be a member of the honor guard, the requirements include that you have been a nurse, that you own a white uniform (for women, preferably a dress), and that you are available at a moment's notice to serve.

Current members of the honor guard include practicing and retired nurses. Good Samaritan is where the majority of the members practice; however, the honor guard serves any nurse who has dedicated service to the nursing profession. Likewise, any nurse in the community can be a member of the honor guard. For more information about the Good Samaritan Nursing Honor Guard, please contact Heidi Hinkle by phone at 812-885-3472.

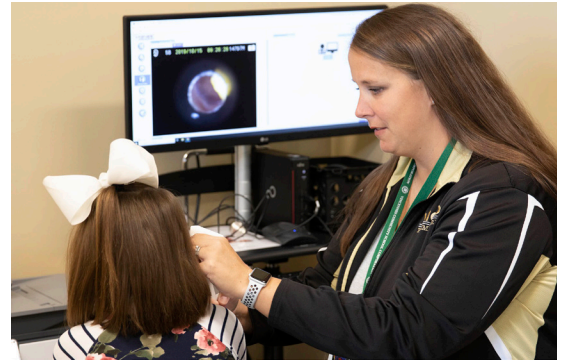


Virtual Health in Local School

Telehealth Services Have a Successful Start at Vigo Elementary

In September 2019, Good Samaritan began providing telehealth services at Vigo Elementary School in Vincennes. The partnership between the Vincennes School Corporation and the Pediatrics office at Good Samaritan allowed students, teachers and parents an easier avenue to seek out health care.

“The telehealth program is great,” said Sara Schutz, RN, Vincennes Community School Corporation Head Nurse. “It has been a huge benefit in student attendance and keeping them in class more. The majority of the visits I’ve done have been parent requested, which is great! The better kids feel, the better they’ll learn. The more they’re in class, the more they’ll learn. Telehealth maximizes both aspects by improving students’ health and increasing class time. It’s a win-win!”



In the event that a child is sent to the school nurse, the nurse assesses the child and determines whether or not they believe the child needs to be seen by a provider. The nurse then calls the parent of the child to receive further instruction to have the child picked up from school or seen virtually by a provider. Once consent is given to use the telehealth services, the school nurse will then make an appointment with the pediatric office at Good Samaritan. The school’s health office is equipped with diagnostic digital equipment, including a digital stethoscope. The software used by both Good Samaritan and the school corporation allows the school nurse to perform preliminary steps before the appointment.

Once the provider is online and can virtually assess the child, notes and prescribed medications, if warranted, will be sent to the school nurse. When the virtual visit is complete, the school nurse will then call the parent to inform them of the diagnosis and next steps that need to be taken. This service is billed through insurance, including co-pays, and no child will be denied services due to not having insurance.

“When my daughter had an ear ache at school, the telehealth service was very beneficial,” said Michelle Patricio, parent of a Vigo Elementary student. “I did not have to leave work to take my daughter to the doctor, she was treated for her ear ache and was able to go right back to class. The sign up process was quick and easy and I encourage all parents to take advantage of the process.”

The telehealth services are not only beneficial to parents and their child, but to the teachers as well. Fifth grade teacher at Vigo Elementary School, Valerie Kelly, said she was amazed of the efficiency of the program. “Early on in the 2019-2020 school year, I had a student who was ill and I sent that child to the nurse. The parents were working, and this child rarely misses school. The telehealth appointment was set up between the parent and school nurse within a few minutes. The child had the virtual appointment, parents were involved in the whole process and didn’t have to leave work, and my student was back in class!”

Good Samaritan has plans to provide more telehealth services in additional schools in the community in the next few years. Work is already in place to start a similar operation in Clark Middle School this coming fall.

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 2019, the 14th annual women's health event encouraged 296 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 2019 event, attended by 487 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 and seventh 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 2019, there were 1,534 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 361 first grade students and preschool / daycare children in 2019.

Education Hours



Good Samaritan's Collaborative Interprofessional Education Department dedicates numerous hours monitoring and educating students and shadowers within Good Samaritan. In 2019, the department had a total of 21,104 hours. The students are able to complete their clinical training at the hospital for free while the staff help them learn patient care and first-hand experiences.

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 2019, 117 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).

25,187 Total number of FREE health screenings provided by Community Health Services in 2019

47% of the **5,308** free blood pressure screens were abnormal

36% of the **1,379** free total cholesterol screens were abnormal

37% of the **1,268** free blood glucose screens were abnormal

24% of the **188** free HGB/A1C (hemoglobin test for diabetes patients) screenings were abnormal

1% of the **1,263** free Glomerular Filtration Rate (kidney function) screenings were abnormal

20% of the **58** free PAD (peripheral arterial disease) screenings were abnormal



Good Samaritan

520 S. Seventh Street | Vincennes, IN 47591

812-882-5220 | gshvin.org

Compassionate, quality care from our family to yours.

