



## HEALTH CONNECTIONS



*Photos courtesy of Bartholomew Wedding Photography*

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# Welcome

Welcome to the 54th volume of Health Connections! What a year 2020 has been so far. To say that we are living in unprecedented times would be an understatement. Because of the spread of COVID-19 around the world, Good Samaritan was forced to think outside the box to deliver patient care. Although this change was unexpected and difficult, I could not be more proud of the achievements we have made as a team these past few months.

In this edition of Health Connections, you will read a few stories about the amazing teamwork and generosity of our employees. All of which could not have been done without the unwavering support of our community. Make sure to watch the supporting videos of these stories online by going to the link provided on page six.

Also featured, is our Community Benefits Report from 2019. This section features a broad overview of our achievements, as well as financial and community impact our hospital had on the region last year.

As always, we thank you for your support of Good Samaritan and are proud to serve every member of our community by providing compassionate and safe patient care.

Sincerely,



Rob McLin  
President & CEO

- 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
- PROMISE** We promise to treat you like family by delivering compassionate, high-quality care throughout your journey.



## Administration



**Rob McLin**  
President & CEO



**Thomas Cook**  
Chief Financial Officer



**Matt Schuckman**  
Chief Administrative Officer



**Rachel Spalding**  
Chief Nursing Officer



**Adam Thacker**  
Chief Operating Officer



**Scott Stine, MD**  
Physician Network  
Chief Medical Officer



**Molly Weiss, MD**  
Hospital Chief  
Medical Officer

## Board of Governors



**Jim Zeigler**  
Chairman



**Mary Cay Martin**  
Vice Chairwoman



**Susan Brocksmith**  
Secretary



**Tim Ellerman**



**Stan Deweese**



**Trent Hinkle**



**Kellie Streeter**



# Safe in Our Care - *Always*

With the spread of coronavirus (COVID-19) throughout the nation and around the globe, safe practices at hospitals and health care centers have been more important than ever. At Good Samaritan, our priority is and has always been to provide a safe healing environment for our patients.

Our doors have remained opened during this time; however, we had to shift our focus to allowing only urgent cases to enter our facilities and postpone care for others. We would like to take this opportunity to welcome our patients back for all of their health care needs. Whether you need emergency care, a routine exam, same-day surgery or outpatient testing, you can rest easy knowing that we are taking every precaution to ensure your safety.

Following the federal and state guidelines, we are now able to schedule non-emergent visits, procedures and tests. Non-emergent patient care includes:

- Inpatient surgeries (general surgery, joint replacement, etc.)
- Outpatient elective surgeries and procedures (colonoscopies, ear, nose and throat surgery, etc.)
- Diagnostics / therapies (physical therapy, EKG's, mental health appointments, cardiac and pulmonary rehabilitation, etc.)
- Outpatient tests (mammograms, lab work, radiology, etc.)
- Medical Practice visits (annual wellness visits, routine checkups, establish care as a new patient)

At the beginning of the COVID-19 pandemic, we encouraged patients to postpone routine care such as testing, physicals and annual check-ups. As we reopen our services and offices, we are taking all of the necessary precautions in order to provide the patient care you know and can count on at Good Samaritan.

We realize some of our patients may still feel uneasy about visiting our hospital and clinics, but we want you to know that all of our offices, clinics, patient rooms and waiting areas are safe and are being cleaned with disinfectant regularly. Every patient and employee is screened upon entry to our facilities and is required to wear a mask for additional safety.

If you have questions about seeing your physician, please reach out to them and talk through your options. You may be able to utilize a video visit with your provider if you prefer to seek care from home. For those who have an urgent medical need or are experiencing a life-threatening emergency, our emergency room is open 24/7. Video visits can also be scheduled through the Good Samaritan Convenient Care Clinic at [gshvin.org/my-health-live](http://gshvin.org/my-health-live).

All of us at Good Samaritan understand the frustration and apprehension you are feeling toward taking care of your health during these unprecedented times. We will not stop working to keep our communities safe and healthy. Our first priority is our patients and we are dedicated to our mission to provide excellent health care by promoting wellness, education and healing through trusting relationships.



# Good Samaritan Strong

Everyone can agree that these past few months have been difficult. We as a nation, and as a community, have been forced to change our daily routines to a new normal. But with every challenge that was faced, Good Samaritan employees stepped up to ensure our patients and employees were safe. Take a look at just a few highlights from the last two months where our hospital, with the help of our community, really went above and beyond. You can also watch our accompanying videos for each story by visiting [gshvin.org/stronger-together](https://gshvin.org/stronger-together).

When Good Samaritan's Incident Command team was looking at the data and trends of the coronavirus outbreaks, they knew the hospital needed to be prepared for an influx of patients. As seen in other hospitals, these patients faced respiratory issues and many of them needed to be placed in negative pressure (isolation) rooms. Negative pressure rooms help keep airborne diseases from leaving the room and infecting other people. A machine pulls air into the room and filters it before moving it outside. Before COVID-19, Good Samaritan was equipped with 14 negative pressure rooms. To increase the number of negative pressure rooms, windows were removed, fans were installed and connecting corridors were created, all of which complied with the Indiana State Department of Health's negative air waiver guidelines. Within a couple weeks, the Engineering Department and nursing staff worked together to create an additional 62 negative air pressure rooms, for a total of 76 rooms ready for COVID-19 patients.



During the beginning of the COVID-19 outbreak, many daycares closed and parents at Good Samaritan were put in a difficult situation of trying to find someone to care for their children. Some were able to rely on family members and friends, but others had no other options but to stay home from work. Realizing the impact this situation was having on employees, Good Samaritan decided to open up a temporary daycare for staff. With the help of many individuals, the Vincennes YMCA, and different departments throughout the hospital, a daycare was up and running in less than two weeks at no cost to employees. Children at the daycare were able to participate in arts and crafts, play outside, learn from technology and were provided a free lunch every day. Because of the amazing amount of teamwork, a safe and convenient daycare option was available to employees.

Nurses Week is celebrated every year from May 6 - 12. Throughout the week, we show our appreciation for the nursing staff at Good Samaritan and thank them for everything they do for our patients. This year, the nursing staff decided to do things a little different. Nurses from various departments and specialties chose to give back and thank the members of our community for their unwavering support. They went by caravan throughout the Vincennes area delivering thank you notes and signs to businesses and individuals who donated supplies, food and other items to Good Samaritan.





Before COVID-19 hit here at home, many people in the community were beginning to prepare for the worst. Items such as bread, eggs, non-perishable foods, and even toilet paper, began to be a hot commodity in the stores. Employees were having trouble finding necessary items and they did not want to risk being potentially exposed to the disease while shopping. The Food Services department decided to step in. They quickly decided to create and offer a store on campus for employees. This store, referred to as Market on 7th, was stocked with food and other items that could be purchased by employees with their hospital badges. Food Services was able to acquire items such as fresh produce, bread, eggs, flour, frozen foods, toilet paper and even thermometers. The Market was staffed by Food Service employees and hospital leadership. This added benefit allowed employees to purchase food and other necessities for themselves and their family.



Throughout the COVID-19 pandemic, Good Samaritan employees were working long, strenuous hours taking care of patients and ensuring their safety. Long meetings were held to change policies and procedures, guidelines were written about visitation, additional education was offered to front line staff in case they were needed on the nursing floors, and the list continued. In the middle of the chaos, employees were needing emotional support for the added stress and uncertainty of the future. This is why the Comfort Cart was developed by Madelyn Taylor, Magnet Program Director and Nursing Performance Improvement Coordinator. She decided to create a mobile cart that would be taken to different departments each day. This cart was filled with snacks, words of inspiration, water, hair ties, and anything else that would make an employee's day a little better and easier. Through Amazon and Facebook, donations poured in from the community for these items. The staff was extremely grateful for everything available on the Comfort Cart and to all those involved in making it happen.

In March 2020, The Food and Drug Administration (FDA) permitted emergency use of sterilizing compatible N95 respirators by using Sterrad Sterilization Systems. Due to the shortage of N95 masks at Good Samaritan, those that had been worn for three days were placed in containers on each nursing unit. With the help of Ambulatory Services, the Central Processing Department picked up these masks twice a day while wearing personal protective equipment (PPE) to limit the spread of the disease. Once the masks were brought to processing, they were placed in peel pouches and sterilized. After being cleaned, the masks were then delivered to the nursing units. A mask can only go through the sterilizing process twice and each one is tested to ensure they are clean with no disease pathogens. Central Processing also began sterilizing ventilator parts so they could be reused. This process ensured parts were readily available for patients without cross contaminating from one patient to another.



Preparing for COVID-19 positive patients was no small task for Good Samaritan's Emergency Department. The first plan of action was to triage patients outside the ER entrance to ensure they were being treated at the appropriate location and given proper Personal Protective Equipment (PPE). The Vincennes Township Fire Department loaned the hospital a heated tent to be placed in front of the ER. Fire Chief, Tim Smith, and his team also helped set up the tent and were always accessible when needed. Improved Wi-Fi was installed by the hospital's Information Systems Department to provide better connectivity to EPIC as the nurses charted patient information. Security was also in place with the ER staff in the triage tent to increase patient and employee safety throughout the screening process. Many different departments and employees were vital to making the triage process as smooth as possible for everyone. Everyone came together and quickly adjusted to the rapid changes that took place every day.



One of the hardest challenges during any pandemic is ensuring cleanliness throughout a medical facility. This task was met head on by the entire Environmental Services Department at Good Samaritan. The first priority was to make sure that our patients and the employees on the front lines were kept safe. Utilizing the Moonbeam, a portable, UVC light that disinfects high-touch surfaces in patient rooms. Cleaning the rooms of positive COVID-19 patients properly and safely was vital. New policies were also implemented and staff was educated on the importance of social distancing, hand hygiene and wearing masks.

During the pandemic, supplies (and the absence of them) quickly rose to the forefront. At Good Samaritan, early in the crisis, the Materials Management Department experienced shortages of surgical gowns and N95 masks. Later, shortages of face shields, hand sanitizer and disinfectant became evident. Departments were asked to conserve all items as much as possible, without compromising patient care.

Quick decisions had to be made regarding reputable vendors and huge purchase quantities. Many vendors were requiring large purchases of PPE (minimum orders of 10,000 items were normal) and storage areas were utilized on other floors of the hospital to handle the large shipments, as well as many donated items (industrial masks, isolation masks, face shields, hospital beds, gloves, etc.) from our community. Since supplies were not located in the usual storeroom on the first floor, multiple elevator trips to stock shelves and remove supplies was necessary, and the Receiving Staff was kept very busy in retrieving the needed items. When a certain item was not available, CQVA (Clinical Quality Value Analysis) staff had to meet with nursing and other departments to ensure that replacement items would meet the requirements of protection and in some cases, education had to be provided regarding new processes for the items.

Data was reviewed on a daily, sometimes hourly, basis to determine the "burn rate", or usage levels of various items. The "burn rate" was then utilized to calculate the amount of supply on hand and, often times forecasting 2-3 months into the future, to decide if additional stock of certain items needed to be purchased. Under normal circumstances, a delivery date of two to three weeks in advance is common. Since March, these delivery dates have been stretched to two to three months, if not longer.



*Stories continued on back page.*



# 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

**7 Counties in Indiana**

**4 Counties in Illinois**

## IMPACT ON HEALTH

**Laboratory Tests & Procedures:**  
565,875

**Physical Medicine Treatments:** 38,370

**Babies Delivered:** 390

**Rehabilitation Admissions:** 492

**Sports Performance Treatments:** 3,247

**Screening Mammograms:** 5,836

**Lung Cancer Screenings:** 185

**Respiratory Tests / Procedures:** 110,768

**Neurodiagnostic Exams:** 2,928

**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

## 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
- Palliative Care
- 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 - 2019

**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

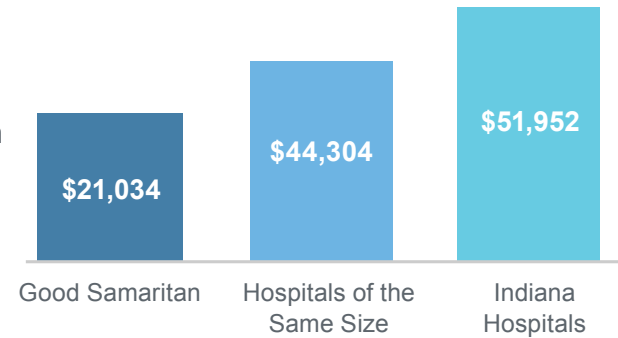
**Property Taxes Paid to Knox County:** \$80,994

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

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

## Gross Charge per Adjusted Discharge

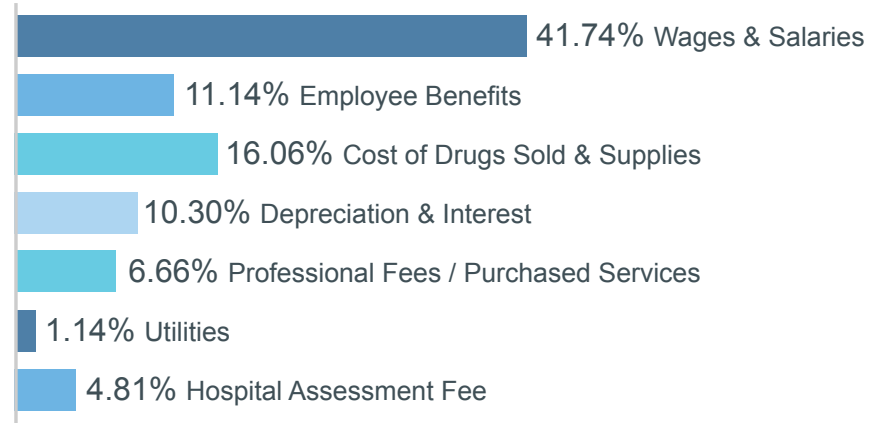
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes.



Source: IHA Databank Report

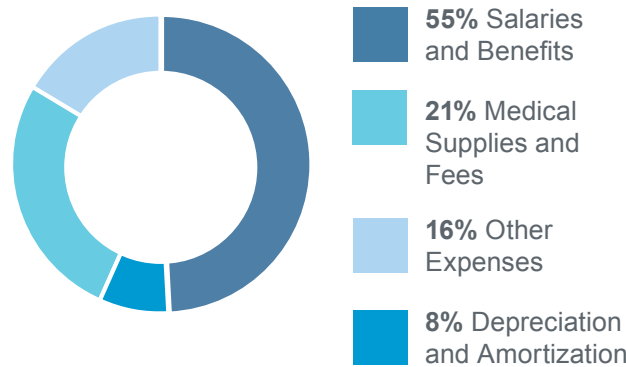
## Expenditures per Dollar Charged

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



## Operating Expenses

Operating expenses of Good Samaritan allocated by category expensed.



Total Operating Expenses: \$239,543,791

## 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



# Community Impact - 2019

## 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 June 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.

## 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.

## 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.

## 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

See our full 2019 Community Benefits Report online at:  
[gshvin.org/about-us/publications](http://gshvin.org/about-us/publications)

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

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

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



520 S. Seventh Street  
Vincennes, IN 47591

COVID-19 brought many changes to the medical practices. Good Samaritan Physician Network pulled together with a mission to effectively and efficiently meet the needs of the community and of the medical teams. There were many decisions made with a team that had to remain nimble and flexible to make changes daily, sometimes hourly, based on the changing information and recommendations of the CDC, the state, and the emergency response teams.

An immediate decision was made to create a respiratory clinic to see and test patients, efficiently and safely. The Convenient Care Clinic was a prime location to utilize for the planned drive-thru methodology and have space for severely ill patients to be brought in for evaluation. We had equipment in place to provide lab and radiology services. The facility also could have been converted into a major triage center for respiratory patients in the event there was a large surge of critically ill patients. This process helped the co-horting of patients with symptoms consistent of COVID and allowed our high risk population to still seek medical care with their primary care providers. A nurse triage line was also initiated to answer questions, give home care instructions and schedule virtual or on-site appointments. The Medical Center of Vincennes was utilized for non-respiratory patients seeking care and for labs and imaging needs of those without respiratory symptoms. Screening protocols were established to keep patients and staff as safe as possible. Numerous staff and providers pulled together to quickly implement the virtual visit option successfully to patients and employees. Significant strides were taken to ensure continuity of care to patients while abiding by the guidelines and recommendations.

There were many positive outcomes of the COVID response efforts. Good Samaritan Physician Network learned new methods of outreach to patients. Teamwork expanded into true support networks of encouragement within the clinics that expanded into the community. Good Samaritan is proud of the leadership that shined as a beacon during the time of uncertainty and are prepared to take on whatever challenges the future brings.

