



Ephraim McDowell
Health.[®]



REPORT TO THE COMMUNITY

*We Never
Stop Caring...*



REPORT TO THE COMMUNITY

We Never Stop Caring...

Our Vision

Ephraim McDowell Health will be the healthcare provider of choice, focusing on advancing the health and quality of life for the communities we serve.

Our Mission

Ephraim McDowell Health is committed to providing a healing environment in the communities we serve, built on best people, practices and performance.

Our Values - F.I.R.S.T.

Friendliness: An environment filled with compassion, care and concern

Behaviors:

- Being pleasant and professional.
- Letting others know you are available to help them.
- Listening carefully to what others say.
- Making others feel welcome and special.

Innovation: The freedom and challenge to seek and apply new knowledge

Behaviors:

- Striving for personal and professional growth.
- Exhibiting a "can do" attitude.
- Developing creative solutions.
- Working smarter and being open to new ideas.

Respect: The recognition of each person as a valued, unique individual

Behaviors:

- Treating others as you want to be treated.
- Encouraging patients to be involved in their care.
- Honoring and maintaining confidentiality, privacy and dignity of others.

- Acknowledging that disagreements may occur, celebrating diversity and seeking compromise.

Service: A commitment to excellence in everything we do

Behaviors:

- Expecting the best and exceeding the expectations of those we serve.
- Being professional in all interactions.
- Giving your undivided attention.
- Anticipating and responding to needs as they arise.

Trust: Adhering to principles that foster honesty, integrity, confidence and safety

Behaviors:

- Believing in the ability of others and having confidence that individuals will do the right things for the right reasons.
- Recognizing that patients depend on our skills and the technology we offer.
- Being honest and expecting honesty; admit mistakes and learn from experiences.
- Keeping promises.

REPORT TO THE COMMUNITY

We Never Stop Caring... A Letter from our CEO

These are exciting times for Ephraim McDowell Health, and that only means good things for the communities we serve. We have opened the new 54,000-square-foot Ephraim McDowell Fort Logan Hospital in Stanford with all private rooms, new technology and expanded areas for the Emergency Department. We have opened a 72,000-square-foot South Wing at Ephraim McDowell Regional Medical Center with all private rooms for our Critical Care Services and Women's Health Services as well as an expanded Gift Shop, a new Chapel and volunteer services.

of conditions. Among those was our namesake, Dr. Ephraim McDowell, who is credited with performing the world's first successful abdominal surgery west of the Appalachian Mountains. In fact, our community celebrates the 200th anniversary of Dr. McDowell's famous surgery, performed in Danville on December 25, 1809.



This painting depicts Dr. Ephraim McDowell's historic surgery on Jane Todd Crawford, December 25, 1809.

There's nothing like new space to get folks charged up about coming to work every morning. But our construction projects – like every one of our facilities – are more than just bricks and mortar. They are home to some genuinely caring Associates who live our mission of creating a healing

environment for those who seek health care and other services from us. And they do their jobs knowing that they must give their best to the people they serve.

This legacy for excellence was established by the pioneering physicians who came before today's medical staff – doctors who provided health care in the most primitive

As you read this report, I hope you will appreciate all that Ephraim McDowell Health does in the communities we serve. Our organization would love to hear from you as well. If you are interested in sharing your thoughts about what you would like to see health care look like in the year 2020, I encourage you to address those comments on our website at www.emhealth.com/survey/survey.asp.

L. CLARK TAYLOR, JR.

L. Clark Taylor Jr.
Chief Executive Officer

REPORT TO THE COMMUNITY

We Never Stop Caring...

Ephraim McDowell Health is committed to providing services to individuals of all ages. Throughout your lifetime, it is our goal to meet your healthcare needs and help you to have a healthy lifestyle.

For those couples who are planning a baby, we offer family-centered care at both of our hospitals – Ephraim McDowell Regional Medical Center in Danville and Ephraim McDowell Fort Logan Hospital in Stanford. Each hospital has LDRP suites where the



Our birthing suites are larger than most typical hospital rooms.

Regional Medical Center, we have a Level II nursery for those times when a newborn needs more specialized care.



Family-centered care is at the core of services provided at Ephraim McDowell Regional Medical Center and Ephraim McDowell Fort Logan Hospital.

new mother will labor, deliver, recover and receive postpartum care in the same room. All rooms are private and larger than a typical hospital room and provide for a more comfortable overnight stay for the new father.

Between the two hospitals, we deliver approximately 1,200 babies each year. At Ephraim McDowell

As babies grow and there is a need for quality, affordable childcare, then look no further than our very own A Children's Place, located in Danville. Our children's learning and development center provides care for children from 6 weeks to age 10, including after-school care. A Children's Place earned a STAR rating for quality service through the STARS for KIDS (Kentucky Invests in Developing Success) NOW program – a rating system that recognizes the quality services offered at childcare centers.



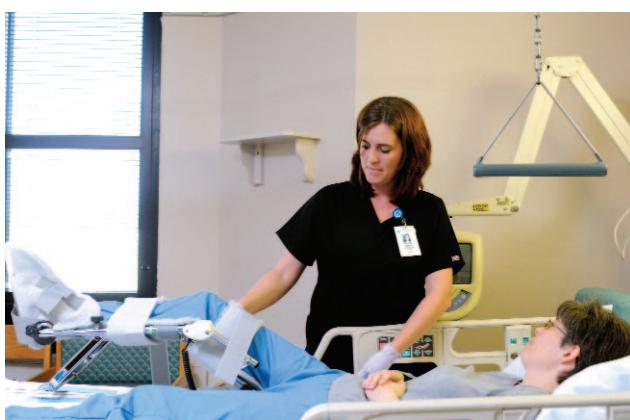
A Children's Place offers care for children from 6 weeks to age 10, including after-school care.



...Throughout Your Lifetime



Step classes are very popular at McDowell Wellness Center.



Physical, occupational and speech therapies are available on both an inpatient and outpatient basis.

Adults who want to have a healthier lifestyle can attain or maintain that at McDowell Wellness Center, which features a variety of fitness equipment, an aerobics studio, an indoor pool and regular health and fitness education offerings.

McDowell Wellness Center also is home to Rehabilitation Services, which provides physical, occupational and speech therapies on an outpatient basis. Outpatient rehabilitation services are also available in Stanford at Lincoln Physical Therapy, located inside Ephraim McDowell Fort Logan Hospital.

Helping to meet the needs of our senior population is McDowell Place of Danville, a 98-residence community that offers four levels of care: independent living, assisted living, respite care and personal care. At McDowell Place, our residents enjoy all the comforts of home in a secure environment.



Zumba is one of the more popular exercise classes offered at McDowell Wellness Center.



The residents at McDowell Place of Danville share special friendships in the assisted living community.

REPORT TO THE COMMUNITY

We Never Stop Caring...



One of the new services at Ephraim McDowell Fort Logan Hospital is an Open MRI.

Offering the latest technology is important to us at Ephraim McDowell Health. The way we see things, technology makes a difference in your healthcare provider's ability to diagnose and treat illness. Our recent investments in technology have included the following:

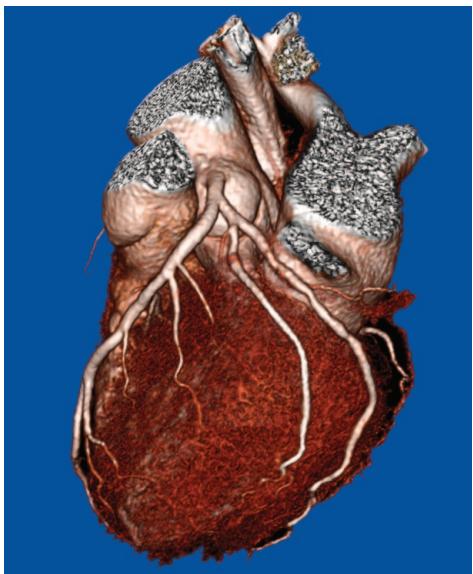


The 64-slice CT scanner at Ephraim McDowell Regional Medical Center is one of the world's most advanced multislice CT systems.

- A 64-slice CT scanner at Ephraim McDowell Regional Medical Center. This is one of the world's most advanced multislice CT systems, capturing precise images of the heart, lungs, arteries, muscles, bones and organs in as little as 10 seconds. Significant to patients is that the system's design reduces overall radiation exposure. This new scanner joins a four-slice and 16-slice CT scanners that complement overall diagnostics.

- Open MRI and a 16-slice CT scanner at Ephraim McDowell Fort Logan Hospital. The Open MRI is a new service for the hospital in Stanford, while the 16-slice CT scanner is an upgrade from the scanner previously used at the former hospital facility.

- A new Stereotactic Breast Biopsy Unit at Ephraim McDowell Regional Medical Center. The system replaces decade-old equipment and offers exceptional image quality, pinpoint accuracy and precise, efficient operation for this minimally-invasive outpatient procedure.



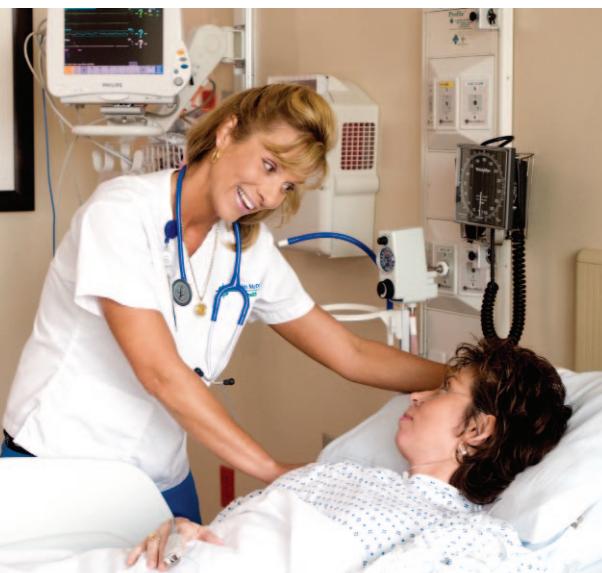
Precise images such as this one of a heart can be captured using the 64-slice CT scanner at Ephraim McDowell Regional Medical Center.



...Through Advanced Technology



- Enhanced cardiac services at Ephraim McDowell Fort Logan Hospital, including cardiac stress testing and cardiac stress echograms – improving access to these critical services for individuals living in Lincoln and the surrounding counties.
- Electronic tracker boards in the Emergency Departments at Ephraim McDowell Regional Medical Center and Ephraim McDowell Fort Logan Hospital. Located at the nurses' stations, these tracker boards show the nursing staff the status at any given moment of the services being provided to their patients (from triage to diagnostic imaging to lab) and alert the nursing staff when the patient's testing is completed – resulting in faster treatment time.



Critical Care Services now occupies the first floor of the South Wing at Ephraim McDowell Regional Medical Center.

- New bedside and full-view monitoring of patients in Critical Care Services at Ephraim McDowell Regional Medical Center. In addition, Critical Care Services has specialty pulmonary function beds that help to break up congestion in patients' lungs and reduce patients' risks for pneumonia.

- Fiberoptic Endoscopic Evaluation of Swallowing (FEES) technology at

Ephraim McDowell Regional Medical Center. This equipment is a great convenience for patients as it allows for

The new Ephraim McDowell Fort Logan Hospital has an expanded Emergency Department.

the diagnosis of swallowing disorders at the patient's bedside, without the use of X-rays.

- HUGS Infant Security System is a significant addition on Women's Health Services in the South Wing at Ephraim McDowell Regional Medical Center. This smart technology offers parents of a newborn the comforting reassurance that their baby will be safeguarded from the threat of abduction.



All babies born at Ephraim McDowell Regional Medical Center are protected by the HUGS Infant Security System.

REPORT TO THE COMMUNITY

We Never Stop Caring...

When you need medical care, you want it to be convenient . . . and that means being close to your home. Ephraim McDowell Health provides for convenient medical care close to home with five family medical centers and four immediate care centers in Boyle and the surrounding five counties. These facilities provide physical examinations, well-child examinations and treatment of acute illnesses as well as laboratory and X-ray services on-site, including EKG. The immediate care centers are open extended hours and on the weekend, and no appointments are required.



Ephraim McDowell Health offers five family medical centers and four immediate care centers in Boyle and the surrounding five counties.

The newest of these facilities are Bluegrass Immediate Care in Danville and Ephraim McDowell Lancaster in Garrard County. The latter is home to Lancaster Diagnostics – providing laboratory, X-ray services and cardio/vascular services; and Lancaster Specialty Clinic – allowing patients to see specialty physicians who practice outside of Garrard County at this center.

Children who need rehabilitation services can now receive their therapy in the kid-friendly Kids Can Do Pediatric Therapy Center in Danville. It's the only dedicated pediatric therapy center in south central Kentucky and provides physical, speech and occupational therapy services to children from newborn through age 21.



The Wound Healing Center at Ephraim McDowell Regional Medical Center offers the area's only hyperbaric oxygen therapy.

Individuals who are experiencing sleep problems can now have their sleep disorders diagnosed and treated at our Sleep Disorders Center in Danville. Our sleep specialists will determine sleep history, conduct a brief physical exam and decide if additional diagnostic testing is necessary. If additional testing is needed, a sleep study will be conducted in a comfortable, homelike, private sleep suite. Sleep studies are conducted six nights a week.

Also available in Danville is our Diabetes and Endocrinology Center, which offers comprehensive services for the management of diseases affecting the endocrine system, which includes the pituitary gland, thyroid and adrenal glands



...In Your Community

as well as diabetes. This service is especially important in our community as Kentucky ranks seventh in the nation for the highest percentage of adults diagnosed with diabetes.

Ephraim McDowell Regional Medical Center is home to the Wound Healing Center, which offers specialized outpatient care for wounds, including debridement, dressings and vacuum-assisted closure. The Wound Healing Center also features the area's only hyperbaric oxygen therapy to aid in the wound healing process.

Also available in Danville is the Central Kentucky Surgery Center, located on the fourth floor of the Gilcher Building. This facility operates as a cooperative venture between Ephraim McDowell Regional Medical Center and a group of local surgeons. It provides a full spectrum of outpatient surgeries, from laparoscopic procedures to plastic surgery to ears, nose and throat cases to ophthalmology surgery.



Kids Can Do Pediatric Therapy Center is the only dedicated pediatric therapy center in south central Kentucky.



This class of 2-year-olds at A Children's Place enjoys having a story read to them.

Services in Your Community

Boyle County

- Ephraim McDowell Regional Medical Center
- Ephraim McDowell Diagnostic Center
- McDowell Wellness Center
- McDowell Place of Danville
- Danville Family Physicians
- Wound Healing Center
- Sleep Disorders Center
- Kids Can Do Pediatric Therapy Center
- Diabetes & Endocrinology Center
- A Children's Place
- Pain Management Center
- Rehabilitation Services
- MedSource
- Central Kentucky Surgery Center
- Bluegrass Immediate Care
- Ephraim McDowell Spine Physical Therapy
- OrthoSpineCenter

Casey County

- Liberty Family Medical Center

Garrard County

- North Garrard Family Medical Center
- Ephraim McDowell Lancaster

Lincoln County

- Ephraim McDowell Fort Logan Hospital
- Immediate Care at Stanford Medical Park
- Lincoln Physical Therapy
- MedSource of Stanford

Mercer County

- Harrodsburg Family Medical Center

Washington County

- Homestead Family Medicine

REPORT TO THE COMMUNITY

We Never Stop Caring... About Providing New Services

Enhancing the quality of health and medical care in the communities we serve is very important to us. Through the Ephraim McDowell Health Care Foundation, we are better able to meet the healthcare needs of our communities. Operating within the Foundation and in partnership, the Central Kentucky Cancer Program creates resources for patients and their families impacted by cancer, access to cancer prevention and cancer screening.

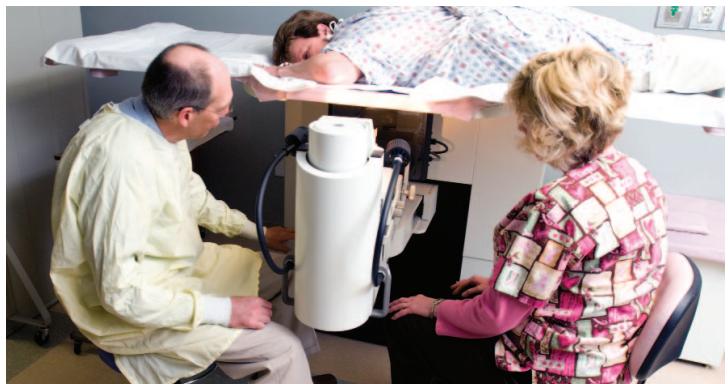


Board-certified hematology/oncology physicians are on the medical staff at Ephraim McDowell Regional Medical Center.

Using contributed funds and grants, the Ephraim McDowell Health Care Foundation provided for the following:

- A surgical instrument washer at Ephraim McDowell Fort Logan Hospital that provides for a more efficient and “high tech” method of sterilizing instruments used in surgery.

- A bladder scanner for Ephraim McDowell Fort Logan Hospital, which reduces the invasive use of a catheter, thereby reducing a patient’s risk for infection.



Ephraim McDowell Regional Medical Center has invested in a new Stereotactic Breast Biopsy Unit.

- The purchase of new technology, Fiberoptic Endoscopic Evaluation of Swallowing (FEES), at Ephraim McDowell Regional Medical Center for diagnosing swallowing disorders at a patient’s bedside.
- Tuition assistance for participants in a Faith Community Nursing Class.

Through funds contributed to the Central Kentucky Cancer Program, a Stereotactic Breast Biopsy Unit was purchased for Ephraim McDowell Regional Medical Center, and seven of the Medical Center’s nurses completed certification for chemotherapy administration. The Central Kentucky Cancer Program also provided screenings for colorectal, prostate and skin cancers.

REPORT TO THE COMMUNITY

We Never Stop Caring... About Being the Best

At Ephraim McDowell Health, we want only the best for our patients ... and that means we have to be the best at what we do. Our goal is to recruit top physicians in a variety of specialties, so we are especially proud that the newest members of the medical staff are a spine surgeon, a physical medicine and rehabilitation physician and a vascular surgeon.

Ephraim McDowell Health has earned distinction as a Certified Preferred Employer at the highest level through The Work Institute. This honor is based upon Associate surveys conducted by The Work Institute and Ephraim McDowell's proactive response to them.



The new Ephraim McDowell Fort Logan Hospital opened in April 2008.

and consistency in clinical outcomes, safety, hospital efficiency and financial stability.

The Regional Medical Center also received a Best Practice Award for its medication reconciliation process, which uses an electronic system for recording home medications and medications prescribed as part of a hospital stay. This practice is just another example of how much we care about reducing medication errors.

In an effort to have the best nurses providing patient care, Ephraim McDowell Regional Medical Center offers a 12-week

Time is muscle when an individual is experiencing a heart attack. Ephraim McDowell Regional Medical Center is one of only two hospitals in Kentucky that performs primary angioplasty without an open heart program. Angioplasty is the "gold standard" of treatment for patients having a heart attack. The procedure, which is performed on an emergency basis when a patient is having a heart attack, opens up the patient's blocked artery to restore blood flow and halt the heart attack.



R.N. residency program to new nursing graduates. This program pairs an experienced clinical nurse educator with new nurses as they gain clinical knowledge and experience.

Ephraim McDowell Fort Logan Hospital has been recognized as a QUEST Top Performer in quality for the administration of pneumonia vaccine to patients admitted to the hospital with pneumonia.



REPORT TO THE COMMUNITY

We Never Stop Caring... Community Benefit Report

Ephraim McDowell Health is a 501(c)(3) non-profit organization. As such, it has a commitment to provide medical care to all individuals who seek services at our facilities. That commitment is met even when services are provided to individuals who can't or have trouble paying for the care received.

In addition to treating the sick and injured, we also contribute in other ways to the health and wellness of the communities we serve. Some examples are our Faith Community Nursing Program, various programs addressing important health issues in our communities and free health screenings.

We now have 12 area churches providing faith community nursing services to their congregations. In 2008, we provided a basic faith community nursing course to 20 individuals. We anticipate that this will help us in the future to grow these services in our communities.

One of the more significant contributions that Ephraim McDowell Health has made to the communities it serves is the Hope Clinic and Pharmacy, which is a partnership of Ephraim McDowell Health, Heart of Kentucky United Way, the Salvation Army and the Boyle County Health Department.

The Hope Clinic and Pharmacy serves individuals in Boyle, Casey, Garrard, Lincoln, Mercer and Washington counties who do not have health insurance and are at 150 percent or less of federal poverty guidelines. To receive services, those individuals must have high blood pressure, high cholesterol, Type II diabetes, obesity and/or GERD (Gastroesophageal Reflux Disease).

Through our Community Service Department, we have provided a variety of health programs and health screenings in different areas of our communities – including a local stockyards, lumber yards, schools, parks, public swimming pools and local YMCAs.

One of our programs focused on increasing awareness of childhood obesity. We sponsored an Arts Walk for Kids as well as a project with a local

elementary school where we measured the students' body mass index. In conjunction with our hospital Auxiliaries, we also distributed 710 jump ropes to local children and encouraged them to engage in physical activity to reduce their risk for weight problems.



Ephraim McDowell Health Associates participate in a project as part of the United Way Day of Caring.

In an effort to increase community awareness about sun safety and the importance of early detection of cancer, we distributed lip and skin sunscreen to nearly 2,100 individuals. During 2008, we also screened 101 people for colorectal cancer, 126 men for prostate cancer and 100 people for skin cancer.

Giving back to the community is something that the more than 1,500 Associates of Ephraim McDowell Health are committed to doing. Each year, Associates participate in the Heart of Kentucky United Way Day of Caring and also spend countless hours volunteering in their own communities.

REPORT TO THE COMMUNITY

Community Benefit Report



Through the Heart of Kentucky United Way Day of Caring, Ephraim McDowell Health Associates give back to the community.

Charity Care \$7.3 million

Ephraim McDowell Health provides medical care to all patients regardless of their ability to pay. We provide a subsidy for charges for hospital patients under 200% of the federal poverty level. We also provide a 30% prompt pay discount off charges to individuals who are not eligible for charity care but who are uninsured. In 2008, \$7.3 million of costs in assistance was provided by Ephraim McDowell Health to individuals with low incomes or who were uninsured or underinsured.

Unreimbursed Medicaid \$16.4 million

Services provided to low-income individuals are partially funded by federal, state and local programs, such as Medicaid. Ephraim McDowell Health provided \$16.4 million in unreimbursed Medicaid care during 2008.



Ephraim McDowell Health Associates are committed to volunteering in the community.

Subsidized Health Services and Community Benefit \$592,925

Many services are offered through Ephraim McDowell Health despite a financial loss. These services include the Hope Clinic and Pharmacy, a monitored exercise program, paramedic training, purchases of equipment for the Regional Medical Center and Ephraim McDowell Fort Logan Hospital and our diabetes program. In 2008, the value of our subsidized programs and community benefit was \$592,925.



The Hope Clinic and Pharmacy provides needed services to low-income individuals who do not have health insurance.

Patient Care (Fiscal Year 2008)

(EMRMC and EMFLH combined)

- 247 licensed beds
- 8,200 inpatient admissions
- 110,800 hospital outpatient visits
- 39,600 Emergency Department visits
- 108,700 Clinic visits
- 11,600 surgical procedures
- 970 births
- 178 physicians with privileges



Associates often use their own time to volunteer within the community.

Employees

- 1,555 full- and part-time
- 340 nurses

REPORT TO THE COMMUNITY

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Ephraim McDowell Health

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Ephraim McDowell Health.

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*We Never Stop Caring...
with Services in the Community*

Boyle County



Ephraim McDowell Regional Medical Center
Pain Management Center
Wound Healing Center
Ephraim McDowell Spine Physical Therapy
OrthoSpineCenter



McDowell Wellness Center
Rehabilitation Services



Kids Can Do
Pediatric Therapy Center
Sleep Disorders Center
Diabetes & Endocrinology Center



Bluegrass Immediate Care



Harrodsburg Family Medical Center



Danville Family Physicians



McDowell Place of Danville



A Children's Place



Ephraim McDowell Diagnostic Center



MedSource



Central Kentucky Surgery Center



Homestead Family Medicine

Lincoln County



Ephraim McDowell Fort Logan Hospital



Immediate Care at Stanford Medical Park
Lincoln Physical Therapy
MedSource of Stanford

Garrard County



North Garrard Family Medical Center



Lancaster Diagnostics
Lancaster Specialty Clinic



Liberty Family Medical Center

Mercer County

Washington County

Casey County