



Wise Regional Health System

☯ Affiliated with, but not controlled by, Baylor Health Care System or its subsidiaries or community medical centers

2008 Community Report

**New facilities, expanded services and advanced technology
build strong foundation for Wise Regional**

Our Vision

To be the leading provider of comprehensive health care services for our region.

Our Mission

To serve our region through exemplary and compassionate care.

At Wise Regional, providing quality health care is not just about convenience, but about offering the specialized capabilities in our services that allows us to provide the very best in care for every patient. Over the last year, we have made great strides in technology and capability.

Wise Regional Health System now operates 148 acute care beds in two facilities and provides a wide range of inpatient and outpatient services to Wise and our surrounding counties. The hospital's main campus, or East Campus, features 99 private patient rooms with the most advanced acute care equipment available.

In addition, we have the ability to grow to a 250-bed hospital by adding two patient towers in the future. The renovated West Campus operates inpatient rehabilitation and behavioral health facilities, sleep studies, our WorkSTEPS program and the Wound Care and Hyperbaric Medicine Center.

On April 1, Wise Regional implemented its smoke-free policy for the entire campus. This policy is part of the hospital's ongoing effort to promote community health and wellness, to prevent and treat

disease, and to ensure a safe, clean environment.

Our health is our most valuable asset and adopting the policy was one of the most important steps that our hospital took to ensure that we do everything we can to preserve it.

Wise Regional Health System is affiliated with Baylor Health Care System. The agreement, initiated in 2007, maximizes the delivery of health care in our communities and provides residents with access to a full range of top quality health care services.

The affiliation ensures that 21st century health care will be a reality for years to come in our region.

As a non-profit, community hospital we are accountable to you, the community, and know that it is our duty and mission to provide for the medical needs of you and your loved ones. We take great pride in providing increased access to the very best medical care.

This year we have seen a 28% growth in admissions, a 7% growth in emergency room visits and 20% increase in surgeries.

And these increases have been met with the same commitment to patient care that has been a hallmark of Wise Regional from day one.

The national average length of stay in an emergency department, from triage to discharge, is 210 minutes. At Wise Regional, our average length of stay is 75 minutes less than the national average.



WRHS is proud to announce its continued accreditation with the Joint Commission on Accreditation of Healthcare Organizations.

Joint Commission standards deal with organizational quality of care issues and the safety of the environment in which care is provided. Anyone believing that he or she has pertinent and valid information about such matters may request a public information interview with the Joint Commission's field representatives at the time of the survey.

Information presented at the interview will be carefully evaluated for relevance to the accreditation process. Requests for a public information interview must be made in writing and should be sent to the Joint Commission. The request must also indicate the nature of the information to be provided at the interview. Such requests should be addressed to:

Division of Accreditation Operations
Accreditation Service Specialist
Joint Commission on Accreditation of
Health Care Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610

The Joint Commission will acknowledge such requests in writing or by telephone and will inform the organization of the request for any interview. The organization will, in turn, notify the interviewee of the date, time and place of the meeting.

The Joint Commission on Accreditation Hospital Organizations has accredited our hospital since 1982. Once again, Wise Regional Health System received the Joint Commission's Gold Seal of Approval by the premium hospital accreditation agency in the nation as meeting or exceeding established health care standards. This marks our 26th consecutive year of achieving such a high honor.

Wise Regional also received the American Nurses Credentialing Center's Pathway to Excellence™ designation. This award recognizes organizations that are committed to nurses, to what nurses identify as important to their practice, and to valuing nurses' contributions in the workplace and recognizes the essential elements of an ideal nursing practice environment.

Wise Regional continues to conduct and analyze our inpatient satisfaction surveys through Press Ganey, a national research firm that analyzes our results against more than 1,000 other health care facilities to assist in our quality improvement.

Wise Regional prides itself on keeping on the leading edge of technology. Wise Regional is the only hospital in our region equipped with the life-saving technology which allow Wise County EMS staff to diagnose a heart attack and communicate with our Cardiac Cath Lab, before a patient arrives at the hospital.

By the time the patient arrives, an on-call cardiologist may be on site or at least on the way; the cath lab may be prepped and ready for the angioplasty or stent procedures that could open up a heart attack patient's blood vessels, minimizing damage. It's just one of the ways that Wise Regional is providing our community with critical care services, second to none.

2008 saw the opening of six new facilities for Wise Regional Health System. They included the establishment of Clinical Care Associates in Decatur and Boyd, Surgical Specialists in Decatur, Fit-N-Wise Physical Therapy in Bridgeport and Boyd, and the expansion of the Dialysis Center in Decatur.

Clinical Care Associates is Wise Regional Health System's new brand

of family practice clinics. The convenient location and office hours

enables patients to access the services they need, when they need them.

Did you Know?

Wise Regional is proud to be able to offer substantial services to the residents of our region which no other facility in our region is able to provide.

We are the only hospital that:

- ◆ Performs Coronary Artery Bypass Surgery, balloon angioplasty and stent placements for heart attack patients.
- ◆ Retains a pediatric hospitalist for 24/7 care.
- ◆ Provides a fully-licensed dialysis center, as well as in-hospital dialysis care.
- ◆ Has on-site hyperbaric oxygen chambers for wound care therapy.
- ◆ Offers 24-hour anesthesiology care.
- ◆ Has two, indoor pools for aquatic rehabilitation therapy.
- ◆ Provides on-site medical helicopter services.

We are very happy to work cooperatively with other hospital facilities in our region to provide our services to their patients.

The clinics focuses on comprehensive disease prevention and health promotion, on early diagnosis and treatment, and on maintaining the continuity of care that patients deserve across a lifetime. The first Clinical Care Associates opened in Decatur in April and houses the practices of Jon W. Walker, M.D. and Christine W. Holland, M.D. The second Clinical Care Associates opened in Boyd in October.

The Surgical Specialists Center opened its offices at 800 Medical Center Drive and includes the practices of Scott Stowers, D.O., the medical director of the Bariatric Solutions program, Arthur Santos, M.D., a cardiac, vascular and thoracic surgeon and Alfred Santos, M.D., a general surgeon.

The Bariatric Solutions program launched a new Web site at www.MyBariatricSolutions.com to better provide information on the program's offerings. The program also expanded its services to include not only Lap-Band® and Gastric Bypass weight loss surgeries, but the gastric sleeve

procedure, as well.

Fit-N-Wise Physical Therapy added two satellite facilities in Wise County, in addition to the main facility in Decatur. The Bridgeport and Boyd facilities offer a variety of treatment services for sports injuries, post-surgical conditions, chronic pain, women's health issues and join the clinic operating in Justin.

Wise Regional Health System's Chronic Kidney Disease care and Hemodialysis program moved into its new facility at 2150 S. FM 51. The 9,000 square foot Wise Regional Dialysis Clinic expansion added 14 additional treatment stations, bringing our total to 24.

Patient satisfaction is always of utmost concern for Wise Regional. Our Truly Texas room service program continues to get rave reviews from our patients and consistently scores in the top percentiles when compared with our peer hospitals.

The program provides our patients with a restaurant-style menu based on their individualized diet order and patients can order their selections by phone throughout the day.

Our employees now number more than 800, and we're continuing to grow. Our hospital, as the largest employer in Wise County, continues to positively impact the regional economy and serves as a great source of career potential in Wise and surrounding counties.

In addition to the expansion of our staff, we have significantly increased the number of physicians affiliated with the hospital. These physicians' specialties include family medicine, cardiothoracic surgery, anesthesiology, psychiatry, medical oncology, obstetrics and gynecology and general surgery.

This year, Wise Regional was featured in two national publications. Our Inpatient Behavioral Health program was the cover feature for the May edition of Advance for Nurses™ and our Intensive Care Unit was featured in the MSP Industry Alert™.

Our community outreach efforts were numerous in 2008, including a health fair in October and education programs that were free to the

public offering a variety of educational and screening services. Many of Wise Regional's programs also participated in the United Way of Wise County's Health Fair in the spring. We also mailed out more than 56,000 copies of the HealthScoop, a free publication that features a variety of health related stories and educational information.

Wise Regional welcomed its first mascot, Hooty the Healthwise Owl, at its annual health fair. Hooty serves as the hospital's ambassador to model healthy behaviors and teach kids important health and safety information. He will represent Wise Regional Health System in various educational materials and in-person at hospital special events and community events.

On June 12, the hospital hosted a Community Health Forum to provide an opportunity for the community to learn about the latest equipment, technology and services available through Wise Regional. The event featured Wise Regional physicians Dr. Jason Finkelstein of Cardiology, Dr. Arthur Santos of Cardiothoracic Surgery and Dr. Aamir Zuberi of Nephrology.

The Wise Regional Health Foundation, which raises funds on behalf of WRHS, hosted two major fundraising events including a Clay Shoot and the second annual Team Wellness Challenge. This year, the Foundation focused on

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raising money for the new Dialysis Clinic expansion and for Mary's Gift, a Foundation-sponsored program that helps to provide screening mammograms to underserved women in Wise County.

The Foundation accepts gifts of all sizes, which are tax deductible as allowable by law. As a donor you may designate your donation towards a specific program or purpose.

The Hospital Volunteer Auxiliary members are an integral part of the hospital team. They volunteer thousands of hours each year to assist in the delivery of quality care and customer service. With more than 60 members, the volunteers also help raise money for hospital equipment and for our expanding services.

As this year comes to an end, we look forward to continuing to serve you and thank you for your support of and partnership in our efforts at Wise Regional.

Wise Regional Health System Activity Statistics		
	2007	Estimated for 2008
Admissions		
Acute	3,429	4,783
Behavioral Health	200	300
Inpatient Rehabilitation	130	156
Total Admissions	3,759	5,239
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Births	804	796
Total Patient Days	18,487	20,936
Average Census	51	57
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Outpatient Visits		
Emergency Visits	26,059	28,032
Imaging	44,633	49,303
Laboratory	29,158	29,276
Other	45,930	76,245
Total Outpatient Visits	145,780	182,856
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Surgeries	4,436	5,605

Wise Regional Health System Community Benefits		
Wise Regional is proud of the difference that we make in our community. Whether it's through the people we employ, the local businesses that we patronize or the charities that we support, we are proud to support Wise and our surrounding communities and make it a better place to work and live.		
	2007	Estimated for 2008
Financial Benefits to Community		
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Payroll & Benefits	\$33,777,000	\$39,425,000
Uncompensated Care	\$17,446,000	\$20,009,000
Charity/Indigent	\$5,669,000	\$5,537,000
Total Community Investment Impact	\$56,892,000	\$64,971,000