

2012 Community Report

MOVING FORWARD



AULTMAN
ORRVILLE HOSPITAL

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Dear Friends of Aultman Orrville Hospital,

This past year was monumental for the health care landscape in Orrville and Eastern Wayne County. In December 2011, the Orrville Hospital Foundation and Aultman Health Foundation signed an agreement for Dunlap Community Hospital to become a subsidiary of Aultman. Due to the competitive health care marketplace and not having the economies of scale that larger hospitals have, there were significant challenges for a small, independent hospital like ours to overcome. Aultman has a shared vision of developing a highly effective, integrated system of health care services. The arrangement also provides our patients with greater access to advanced care and improvements in our delivery of care. Now known as Aultman Orrville, our hospital remains a not-for-profit community hospital with a local voice.

One year after the merger, the vision and plan are exceeding expectations. The Orrville community, school systems and local businesses have welcomed Aultman as a partner in leading our community to improved health. Aultman Orrville has retained the character of a small, close-to-home community hospital. We are working to expand and create greater access to health care services – both inpatient and outpatient. We have integrated our 230 employees into the Aultman family, and we are improving efficiencies and adding services to the community. This year, we implemented a hospitalist program, which consists of dedicated physicians specializing in caring for patients during their hospital stay. We also have made capital investments such as a new state-of-the-art CT scanner, quality improvement software and equipment upgrades. And we are spending many hours providing health and safety education, such as our monthly Health Talk Speaker Series.

As a part of Aultman Health Foundation, our commitment to the community has never been stronger. As we continue moving forward, we want to be your partner in living healthier lives. This 2012 Community Report is a snapshot of our historic year, and we intend to build on our progress in the years ahead as Aultman Orrville Hospital.

Sincerely,



Marchelle L. Suppan, DPM, MBA
President and CEO
Aultman Orrville Hospital



- 832 S. Main Street / Orrville, OH 44667
- Phone: 330-682-3010 / www.aultmanorrville.org

Mission

Our Mission is to Lead Our Community to Improved Health.

Vision

Our Vision is to Deliver Superior Health Care to the Healthiest Community in the Nation.

Aultman Values

Recognize and accept the unique talents of every Aultman team member

Exceed customer expectations

Achieve **S**uccess through teamwork

Create a **P**ositive and safe work environment

Educate our community

Manage our resources **C**ost effectively

Maintain **T**rust and integrity in all relationships



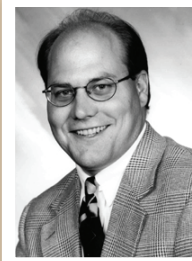
board of directors



Todd M. Sommer
Chairperson



Mark A. Auble
Vice Chairperson



Douglas J. Sibila
Secretary



T. Stephen Gregory
Treasurer



Amelia E. Laing, M.D.
Medical Staff President



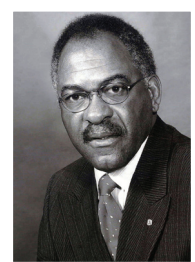
Edward J. Roth, III
*President and CEO
Aultman Health Foundation*



Marchelle L. Suppan, D.P.M., MBA
*President and CEO
Aultman Orrville Hospital*



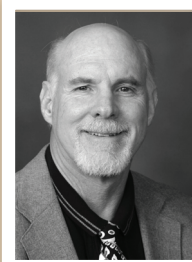
Becky L. Jewell



George W. Lemon



Jeffrey B. Miller, M.D.



Charles D. Milligan, D.O.



Alfred A. Schlabach



The Aultman System

a win for our community

Being a part of the Aultman system means giving patients improved access to the continuum of health care – for all stages of life.

Our partnership with Aultman builds on a 15-year relationship through the Independent Hospital Network. The Aultman system consists of a vertically integrated structure including inpatient and outpatient services, acute care, post-acute care, homecare services and AultCare,

a locally managed health plan provider. Aultman shares a vision of keeping health care local for the community, and we remain a locally managed hospital. This is a win for the health care in our community.

Our partnership has established the George T. Dunlap Foundation, which is a program that provides grants and scholarships to promote health education and wellness.





Program Highlights

Sports and Wellness

Aultman Orrville Sports and Wellness is a facility that combines athletic training, exercise science and massage therapy to create a total wellness center. With more than 300 active members, the Sports and Wellness staff develops and implements specific exercise plans or wellness programs for each individual's needs. In 2012, members saw improved health in areas such as reduced weight, body fat, blood pressure, cholesterol and managing diabetes and chronic pains.

Certified athletic trainers at Sports and Wellness are involved in prevention, recognition and rehabilitation of injuries. In 2012, athletic training services were provided at Dalton High School, Orrville High School, Rittman High School and The University of Akron-Wayne College Campus.



and staffed by a dedicated team of board-certified radiologists, technologists and allied health professionals, Imaging Services provides patients with the latest and most innovative procedures available in a warm and supportive setting.

The mammography and CT programs are accredited by the American College of Radiology, and the vascular and echocardiography labs are accredited by the Intersocietal Commission for Accreditation of Vascular Laboratories.

Emergency Department

The Aultman Orrville Emergency Department, staffed by board-certified, experienced emergency medicine physicians, has some of the fastest turnaround times in the area. As compared to the national average wait time of 31 minutes, the Aultman Orrville ED consistently delivers wait times of 15 minutes or less. The ED also has advanced cardiac and stroke protocols to begin interventions quickly, along with cutting-edge technologies and techniques found at larger hospitals.

Imaging Services

Imaging Services at Aultman Orrville provides a comprehensive range of diagnostic services to patients throughout Wayne County. Services include a 64-slice CT, MRI, digital mammography, bone density, nuclear medicine, OB-GYN general ultrasound and cardiovascular ultrasound. Equipped with state-of-the-art technology



Birth Center

The Family Birth Center at Aultman Orrville cared for 347 mothers and babies in 2012. The Birth Center staff provides all traditional obstetrical services for labor and delivery including cesarean births and postpartum care for both mother and baby. Postpartum delivery rooms are equipped to make the birthing process a family affair. Rooms in the Birth Center also offer tubs for water labor and births.

For the safety of mothers and their babies, the Birth Center implemented a state-of-the-art infant security system.

Skilled Bed Unit

The inpatient beds at Aultman Orrville can be utilized for skilled nursing care. Skilled nursing is a Medicare program designed to provide additional inpatient care to those needing extra time to heal or strengthen before returning home. The goal is for the patient to return home to the same level of independence as prior to entering the hospital. On average, patients transition back to their homes within five to seven days. The Skilled Bed Program offers an interdisciplinary approach comprised of physicians, nurses, care management, rehab, nutrition and pharmaceutical services.



Laboratory and Outpatient Testing

The Laboratory provides a full range of diagnostic laboratory services performed by a skilled team of pathologists, technologists, technicians and phlebotomists. Using the most sophisticated computerized test equipment, staff members evaluate body fluids, blood samples and tissue samples to help diagnose and treat various diseases. The Laboratory is also responsible for providing blood and blood products for transfusion to patients. State-of-the-art laboratory testing is performed 24 hours a day, seven days a week to ensure timely test results.

The Laboratory's primary goal for 2012 was to reduce the turnaround time of cardiac testing for patients in the Emergency Room. In 2012, the time was reduced from 32 to 24 minutes – a 25 percent decrease in wait time for testing. In addition, the Laboratory welcomed a new Manager, Robert Jacobs MT, ASCP, M.S.

Rehabilitation Services

Aultman Orrville Hospital's Rehabilitation Department features a dedicated staff of highly qualified professionals providing physical therapy services. The department offers rehabilitation for orthopedic surgical procedures including joint replacements, sports injuries, work-related injuries, trauma from vehicle accidents, disability from stroke, arthritis, neck and back pain, and other chronic pain syndromes. The goal is to prevent or minimize residual

physical disabilities, reduce the time for functional recovery and aid patients in achieving their maximum potential.

In 2012, rehab had a 20 percent increase in volume from the previous year. Due to the volume increase and to better serve patients before and after work, rehab staff expanded its hours of operation.

Surgical and Endoscopic Services

Surgical Services at Aultman Orrville provides general and specialty procedures routinely and on an emergent need. The medical director of Surgical Services, Dr. Nicholas Sherock offers single incision laparoscopic surgery for minimally invasive hysterectomies. Minimally invasive procedures may decrease the recovery time for patients.

The Endoscopy Unit has state-of-the-art equipment and scopes. The Medical Director of Endoscopy, Dr. Vincent Jabour provides experienced care while using the latest research and techniques.





Exceptional Physicians

We are proud to have more than 130 active and courtesy physicians and allied health professionals on our medical staff. They provide an array of primary care and specialty services. In 2011 and 2012, we added 17 new physicians and allied health professionals to the staff, and 96 percent of our physicians are board certified. This year, we implemented a

hospitalist program directed by internal medicine physicians. Looking ahead, Aultman Orrville has constructed a three-year medical staff development plan for physician recruitment efforts.



2011 Appointments to the Medical and Allied Health Staff

- Teresa Barker, M.D.
- Cheryl Brinley, C.N.P.
- Stephen Sabo, D.O.
- Kristin Smith, D.O.
- Melissa Stoudmire, C.N.P.



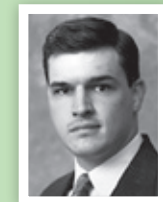
Teresa Barker, M.D.



Kristin Smith, D.O.

2012 Appointments to the Medical and Allied Health Staff

- Ann Bogdan, M.D.
- Christine Cosentino-Chalfant, M.D.
- Dana Domer, P.A.-C.
- Kevin Hill, M.D.
- Mark Hughes, P.A.-C.
- Richard Jones Jr., M.D.
- Michael Markovic, M.D.
- Kevin Mikesell, D.O.
- Amit Patel, M.D.
- Robert Sabota, M.D.
- Michael Saddleton, M.D.
- James Short, M.D.



Kevin Hill, M.D.



Richard Jones Jr., M.D.



Robert Sabota, M.D.

Aultman Orrville Medical and Allied Health Staff

David M. Almasy, C.R.N.A.
 John C. Andrefsky, M.D.
 Allan Atienza, M.D.
 Shannon M. Baker, D.O.
 Joel E. Balcom, M.D.
 Teresa J. Barker, M.D.
 Robert L. Basista, M.D.

James R. Bavis, M.D.
 Jay P. Berke, M.D.
 Alok Bhagat, M.D.
 Ann C. Bogdan, M.D.
 Brooks E. Bolyard, M.D.
 Bob J. Bowden, D.O.
 Mark S. Brigham, D.O.

Cheryl A. Brinley, N.P.-C
 Douglas R. Brown, D.O.
 Daniel J. Cain, D.O.
 Ross F. Campensa, M.D.
 Marshall L. Chalfant, M.D.
 Iqbal A. Choudhry, M.D.
 William G. Clark, M.D.

Lawrence M. Cohen, D.P.M.
 Timothy K. Cooley, D.O.
 Christine Cosentino-Chalfant, M.D.
 Paul J. Crowley, M.D.
 Kerrie L. David, D.O.
 Steven E. Davis, M.D.
 Marjorie A. DeMund, M.D.

Aultman Orrville Medical and Allied Health Staff

Raminder Dhillon-Acosta, M.D.
 Dana J. Domer, P.A.-C
 Jay H. Dyer, C.R.N.A.
 Robert Erickson, M.D.
 J. Gregory Feczko, D.O.
 Thomas C. Fenzl, M.D.
 Sean T. Francis, P.A.-C
 James D. Geihlsler, M.D.
 Jessica George, C.N.M.
 James W. Gesler, M.D.
 Manish Goyal, M.D.
 Victoria F. Griffiths, M.D.
 Wayne D. Gross, D.O.
 Timothy L. Hagen, D.O.
 Jodi L. Hannan, M.D.
 Kevin K. Hill, M.D.
 Paul D. Hrics, M.D.
 Susan J. Hudson, C.N.M.
 Mark A. Hughes, P.A.-C
 Rayann S. Huntsman, C.R.N.A.
 Robert H. Hutson, M.D.
 Vincent F. Jabour, M.D.
 Thomas B. Janas, P.A.-C
 Randy M. Johnson, M.D.
 Richard W. Jones, M.D.
 Patrick W. Kelley, C.R.N.A.

George M. Kemper, D.P.M.
 Benedict Y. Kim, D.O.
 Thomas J. Kinney, M.D.
 Michael S. Knapic, D.O.
 Amelia E. Laing, M.D.
 David R. Lance, D.O.
 Antonio M. Lazcano, M.D.
 Jeffrey L. Leach, C.R.N.A.
 Robert F. Lindsay, D.O.
 Daniel E. Lynch, M.D.
 Michael T. Mader, M.D.
 James W. Malson, C.R.N.A.
 Michael L. Markel, M.D.
 Michael A. Markovic, M.D.
 Michael J. Marvin, M.D.
 Rhonda K. Masci, P.A.-C
 Arun K. Mathur, M.D.
 Kevin K. Mathur, M.D.
 Matthew L. Mercer, C.R.N.A.
 Anson T. Miedel, M.D.
 Kevin A. Mikesell, D.O.
 Rodney A. Miller, M.D.
 Stephen G. Miller, D.O.
 Charles D. Milligan, D.O.
 Richard L. Morgan, M.D.
 Steven D. Murray, M.D.

Andrew J. Naumoff, M.D.
 Timothy M. O'Toole, M.D.
 Stephen M. Passerini, M.D.
 Amit V. Patel, M.D.
 Jeffrey W. Perkins, M.D.
 Anthony V. Perry, D.O.
 Vu Phan, M.D.
 Breanne R. Pompey, P.A.-C
 Santosh Potdar, M.D.
 Thomas B. Poulton, M.D.
 Juan M. Proano, M.D.
 S. Raja Ramalingam, M.D.
 Richard A. Ransom, D.P.M.
 Edward D. Rhodes, C.R.N.A.
 Barry S. Rose, M.D.
 Allen J. Rovner, M.D.
 Herbert E. Russell, D.O.
 Stephen W. Sabo, D.O.
 Robert W. Sabota, M.D.
 Michael J. Saddleton, M.D.
 Anup Dev T. Salgia, D.O.
 Matthew G. Saltarelli, M.D.
 Kathleen M. Schaper, C.R.N.A.
 George Q. Seese, D.O.
 Mark E. Senior, M.D.
 Geneiso A. Serri, M.D.

Ladd D. Shaner, C.R.N.A.
 Nicholas E. Sherock, D.O.
 James H. Short, M.D.
 Robert V. Sibilila, M.D.
 Kristin M. Smith, D.O.
 Tamara R. Snyder, N.P.-C
 Michael W. Soehnlen, M.D.
 Andrew P. Stalker, M.D.
 Lawrence M. Stallings, M.D.
 P. Andrew Stephens, M.D.
 Melissa J. Stoudmire, N.P.-C
 Sam D. Stuhlmiller, M.D.
 Jason N. Suppan, D.P.M.
 John W. Thomas, M.D.
 Karla Volke, D.O.
 William R. Wallace, M.D.
 Daniel A. Wasdahl, M.D.
 Matthew P. Wayt, P.A.-C
 Scott D. Williams, M.D.
 Karl F. Wodrich, D.O.
 Douglas A. Wood, D.O.
 Charles S. Yarnevich, D.P.M.
 Syed F. Zaidi, M.D.
 Harry A. Zink, M.D.
 Michael F. Zorko, M.D.



The Aultman Orrville Team

230 strong



Health care is close to home in our community thanks to our dedicated Aultman Orrville employees. From compassionate nurses to highly skilled technicians, our employees embody what it means to *lead our community to improved health.*

Employee Recognition Luncheon

Each year, Aultman Orrville employees are recognized and celebrated for their accomplishments and years of services.

At the 2012 Employee Recognition Luncheon, several employees received awards for customer service, attitude, outstanding performance and teamwork.



Carol Horst, 45-year employee with CEO Marchelle Suppan.

Employee Recognition Luncheon

The Aultman Orrville Team

Auxilliary Team



Safety First



Auxiliary Team

More than 50 volunteers make up our Auxiliary team at Aultman Orrville. The Auxiliary has made a valuable impact on the hospital since its inception in 1985. Auxiliary members help provide patient transport, assist with mail delivery and answer visitor questions. In 2012, the Auxiliary logged more than 9,000 volunteer hours at the hospital. In addition, the Auxiliary provide fundraising for Aultman Orrville's departments and programs.

United Way

Through the United Way campaign, employees showed their generosity and commitment to the communities they serve. In 2012, employee donations exceeded \$12,000.

Community Event

In April 2012, Aultman Orrville hosted a community event to celebrate the partnership with Aultman Health Foundation.



July 4th Parade



United Way



Aultman Orrville Annual Picnic





Community Benefit

2011 Community Benefit

Aultman Orrville provides high-quality health care programs and services to anyone in need, regardless of their ability to pay. We lead our community to improved health by offering medical care discounts and educational programs. The information provided to the right is for the fiscal year ending Dec. 31, 2011, which is the most recent data available.

Charity Care.....	\$1,008,342
Medicaid Shortfall.....	\$174,232
Community Health Improvement	\$147,727
Education	\$81,653
Total.....	\$1,411,954

Charity Care

Aultman Orrville provided a substantial amount of care for patients having no private or government health insurance and no significant level of income. The charity care amount represents the net costs, not charges, associated with providing care. All uninsured patients are eligible for charity care. Based on federal poverty guidelines, patients can receive anywhere from 30 to 100 percent discounted from their bills.

Medicaid Shortfall

Every year, Aultman Orrville serves patients covered by public programs such as Medicaid. Payments from these federally funded programs do not always cover the total cost of the service. In 2011, Aultman Orrville provided services resulting in more than \$174,000 in unreimbursed costs for Medicaid patients.

Community Health Improvement

From educational programs such as the Health Talk Speaker Series to free community health screenings, Aultman Orrville actively promotes health and wellness in the community. In addition to the cost of offering these community health improvement tools, this category includes free transportation services and contributions to local nonprofit organizations.

Health Professional Education

Aultman Orrville invests in the future of health care through health professional education. For students, job shadowing and clinical rotation opportunities are available to learn about and be trained in health care careers. This category also includes continuing medical education for physicians.



Health Talk Speaker Series





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www.aultmanorrrville.org