

2016 Annual Report

Delivering Excellence



**SALEM REGIONAL
MEDICAL CENTER**



SRMC Mission Statement

To Serve. To Care. To Heal.

Pledge to Our Patients

H: To **HELP** you achieve the best outcomes for your care

E: To **ENCOURAGE** and support you during your stay

A: To be **ATTENTIVE** to your needs

R: To **RESPECT** your dignity and right to privacy

T: To **TREAT** you with caring and compassion

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A Message from Our President/CEO

“Our proudest achievements are made possible by the commitment and dedication of over 1,000 physicians and caregivers working together for the betterment of our patients.”

At Salem Regional Medical Center, our patients receive the best of both worlds: compassionate, community-focused care that is backed by state-of-the-art technology and award-winning expertise. The exceptional care Salem Regional Medical Center provides is validated through positive feedback from our patients and the loyalty of those who return to us for their care. Our performance is also measured by many important external organizations, and we are very proud of the recognitions we have received in 2016 for delivering high-quality healthcare through outstanding performance.

Our proudest achievements are made possible by the commitment and dedication of over 1,000 physicians and caregivers working together for the betterment of our patients. Through our staff’s efforts, we have garnered prestigious awards from across the healthcare industry, including the:

- ◆ 2016 Women’s Choice Award® as one of “America’s Best Hospitals for Patient Safety”
- ◆ 2016 Blue Distinction® Center+ for Maternity Care by Anthem Blue Cross Blue Shield
- ◆ The Joint Commission’s Gold Seal of Approval® for Hip and Knee Joint Replacement programs

These awards and the others featured in this report are based on our physicians’ and staff’s commitment to improving quality, patient safety and performance excellence. The Women’s Choice Award specifically recognizes our low rates of surgical complications and hospital-associated infections, while the Blue Distinction Center+ for Maternity Care is based on our low rate of complications and readmissions following childbirth. The Center of Excellence and Center of Distinction awards were earned by our Wound Healing Center for outstanding patient satisfaction and wound healing rates.

Salem Regional Medical Center’s recognition by these prestigious organizations validates our physicians’ and employees’ commitment to providing you and your loved ones with locally available, high-quality, safe healthcare. We are grateful for the opportunity to provide compassionate care and state-of-the-art technology to our friends and neighbors and look forward to serving you in 2017.

Sincerely,

A handwritten signature in black ink, appearing to read "Anita A. Hackstedde".

Anita A. Hackstedde, M.D.
President/CEO

2017 SRMC Medical Staff Officers



Lawrence I. Schmetterer, M.D.
Chief of Staff

Meredythe A. McNally, M.D.
Vice Chief of Staff

Richard W. Beatty, M.D.
Secretary/Treasurer

2017 Department Chairs:

James A. Bachmeier, M.D.
Anesthesiology

Lauren S. Fredrickson, M.D.
Emergency Medicine

Peter L. Apicella, M.D.
Medical Imaging

Dean Economus, M.D.
Medicine

Kristi A. Johnson, M.D.
Obstetrics & Gynecology

David B. Nash, M.D.
Pathology

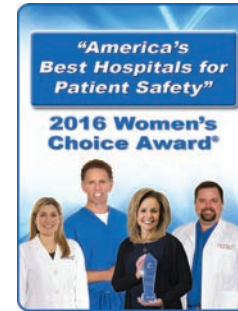
Jonathan V. Pulido, M.D.
Surgery



A Year of Delivering Excellence

SRMC has become a recognized leader in patient safety and quality, through the collaborative efforts of our physicians and staff to provide exceptional care and service. During the past year, we have earned several national awards and accreditations for achieving and sustaining performance excellence, including:

- ◆ **Corporate LiveWire Innovation & Excellence Award**, Community Hospital of the Year 2017
- ◆ **U.S. News & World Report** 2016-17 High Performing Hospital for COPD and Heart Failure Care
- ◆ **2016 Women's Choice Award®** as one of "America's Best Hospitals for Patient Safety"
- ◆ **The Joint Commission's Gold Seal of Approval®** Disease-Specific Certification for Hip and Knee Replacement Surgeries
- ◆ **American College of Radiology's Gold Seal of Accreditation** for the Medical Imaging Department's Nuclear Medicine and PET/CT services
- ◆ **2016 Blue Distinction Center®+ for Maternity Care** by Anthem Blue Cross and Blue Shield
- ◆ American Heart Association/American Stroke Association's Get With the Guidelines®: Stroke **Silver Plus Quality Achievement Award**
- ◆ Healogics' "**Center of Excellence**" and "**Center of Distinction**" awards for the Wound Healing Center



Caring for Our Communities

SRMC's commitment to improving the health of our communities extends far beyond the Hospital's walls. In 2016, over 130,000 area residents participated in community benefit programs and events provided and/or sponsored by SRMC, such as:

- ◆ Over **\$4,400** was raised by **SRMC's HeartWalk team** to benefit research and prevention programs for heart disease and stroke.
- ◆ SRMC physicians and staff presented **community education** on sinus treatment, joint pain, concussions, weight loss, adolescent health, diabetes management and humor in health care.
- ◆ More than **730 people** were served by the SRMC family at the **Banquets in Salem, Lisbon and Sebring.**
- ◆ SRMC provided **screenings and information** at events across our service area; such as health fairs, Chamber of Commerce activities, diabetes classes and senior services programs.
- ◆ **427 units of blood** were collected at partnership **blood drives.**
- ◆ Over **200 area families** safely disposed of unwanted medications during **Medication Take Back Day.**
- ◆ Approximately **75 blankets** were donated for SRMC hospice care patients, by **Tower 3 nursing staff's Blanket Drive.**

School Tours



"Don't Text and Drive" Awareness



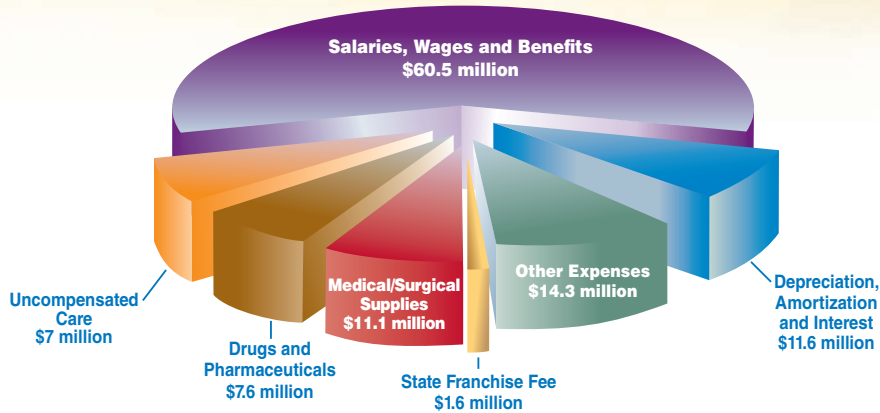
Women's Health Education



Health Fairs



SRMC FY 2016 Statement of Expenses



By the Numbers

During fiscal year 2016, SRMC provided the following health care services:

- ◆ 4,702 Admissions
- ◆ 3,570 Surgeries
- ◆ 28,806 Emergency Department Visits
- ◆ 408 Births

SRMC is an Independent, Private, Not-for-Profit Hospital

Reimbursement to hospitals from governmental programs is less than the cost of the care provided. Even with the introduction of health care “reform,” there continues to be a gap between the actual cost of care and the amount reimbursed.

FY 2016 Medicare/Medicaid Cost of Care vs. Reimbursement

Cost of Care to SRMC: \$43.8 million

Reimbursement: \$32.7 million

Unreimbursed Costs: \$11.1 million

The Region’s Safety Net

SRMC continues to provide a vital safety net of services, such as a 24-Hour Emergency Department and Maternity unit, to our patients regardless of their ability to pay

This year, SRMC provided \$7 million in uncompensated care to people in need.

SRMC Board of Directors

Fiscal Year 2017



Matthew M. Bender
Chair

Todd Olson
Vice Chair

Greg Bestic
Secretary

Jon D. Vollnogle
Treasurer

Lawrence I. Schmetterer, M.D.
Chief of Staff

Atty. Vito J. Abruzzino
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John Biastro
Jeffrey R. Cohen, D.O.
Lauren S. Fredrickson, M.D.
David Gano
Vicki Hall
Derek Hiscox
Chris Meta
David J. Mollenkopf
Jon W. Rettig, Sr.
RuthAnn Rinto
Lynn B. Scullion, O.D.
Jeffrey M. Zimmerman

SRMC Foundation Board

Fiscal Year 2017



Vicki Hall
Chair

Frank Zamarelli
Vice Chair

RuthAnn Rinto
Secretary

Bobbie Billet
Angela Doty, M.D.
Derek Hiscox
Shawna L'Italien
George W. Morris III
Rita O'Leary
Todd Olson
David R. Peterson
Jon W. Rettig, Sr.
Maxine Sanor
Connie Scullion

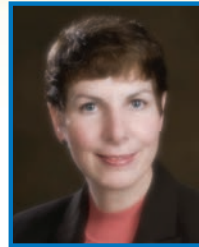
SRMC Executive Leadership



Anita Hackstedde, M.D.
President/CEO



Michael Giangardella
Vice President
Finance and Administration



Barbara Hirst
Vice President
Nursing and Human Resources



Keith Meredith, PharmD
Vice President
Clinical Operations



Deborah Pietrzak
Vice President
Marketing/Planning

SRMC Department Heads

LuAnn Ayers, Medical Imaging/Cardiopulmonary Services
Tom Boosz, Outreach Services
Debby Bowers, Revenue Cycle
Jackie Boyle, Human Resources
Sue Bryarly, Pharmacy
Tom Coffey, Controller
Bill Cook, Sr. Director of Materials Management
Deanna Danner, Environment of Care
Sam Failla, Medical Records
Michele Hoffmeister, Public Relations
Ed Kibler, Housekeeping
Mark L'Italien, Information Services
Lisa Long, Development
Lorrie Nelson, Compliance/Risk Management
Michele Perry, Laboratory
Carlie Peshek, Food and Nutrition
Lyn Pethel, Quality Improvement/Infection Control
Brian Rafferty, Rehabilitation Services
Pastor Robert Rowley, Pastoral Care
Jeff Turney, Salem Home Medical
Robin Weyant, Nursing
Jerry Wheeler, II, Plant Operations

Thank You to Our Generous Donors

On behalf of Salem Regional Medical Center, we graciously thank and appreciate those who continue to support the fulfillment of our mission through their generous financial contributions to the SRMC Foundation during 2016.

Pacesetter (\$10,000-\$24,999)

Elite Island Resorts

Benefactor (\$5,000-\$9,999)

Bob and Linda Sebo

Patron (\$2,500-\$4,999)

Firestone Homestead
Warrick-Kummer-Rettig Funeral Home, Woods-Rettig Funeral Home,
Van Dyke-Swaney-Rettig Funeral Home

Sponsor (\$1,000-\$2,499)

Dr. Peter and Sherri Apicella
Avion on the Water
Consumers National Bank
Geoff and Kim Goll
Howells and Baird, Inc.
Hunter Associates, LLC

George and Coby Morris
M.S. Stegall & Associates, LLC
Salem Radiologists
Kevin and Lori Snyder
SRMC Medical Staff, In Honor of Donna Thompson

Advocate (\$100-\$999)

Anonymous (2)
Anthem BC/BS
John and Debbie Biastro
Deirdre Cogley, Amy Mitchell and Mollie Wallace, In Memory of
Margaret DiLudovico
Community Hospice
CPSstatements.com Inc.
Lee and Diane Dull
John Ebert
FirstLight Home Care
Mark and Sandi Flake
Hack, Steer and Company, LLC
Ross and Alice Jackson
The Robert S. McCulloch Family
Jim and JoAnne Peppel, In Memory of Denise Ruhl
Jon and Elizabeth Reynolds
Salem Giant Eagle
Gary and Connie Scullion
Chaohua Yan
Jeffrey and Jennifer Zimmerman

Supporter (Up to \$99)

Anonymous (3)
Ballet Western Reserve
James and Kathy Blankenship, In Memory of
Herbert Gouldsberry
Mr. and Mrs. Zane Chait, In Memory of Denise Ruhl
Joshua Dixon Elementary School Staff
Mahoning Valley Scrappers
Betty Jane Milhoan
Gary and Vicky Mohr
The Pittsburgh Cultural Trust
Jon and Ellen Rettig, In Memory of Donald Stull
Barbara Smith, In Honor of Dr. Zoraida Mendez
and Staff
Jeff and Wendy Strabala
Helen Whan
Youngstown Phantoms Hockey

Community Champions - Expanding Cancer Care Together

Many generous donors supported SRMC's first capital campaign, which exceeded its \$1.1 million fundraising goal. This list recognizes donations made in 2016 to support SRMC's Oncology Expansion Project.

Benefactor (\$5,000-\$9,999)

Prout Boiler, Heating & Welding, Inc.

Patron (\$2,500-\$4,999)

Avion on the Water, Inc.
Butech Bliss
Firestone Farms
Home Savings Charitable Foundation
Warrick-Kummer-Rettig Funeral Home,
Woods-Rettig Funeral Home, Van Dyke-
Swaney-Rettig Funeral Home

Sponsor (\$1,000-\$2,499)

Anonymous
Briar Patch Floral
Care4Me Skilled, LLC
Coca-Cola
Consumers National Bank
Copeland Oaks/Crandall Medical Center
C. Tucker Cope & Associates Inc.
Essex of Salem and Blossom Nursing and
Rehabilitation Centers
Farmers National Bank
Farmers Trust Company
Geoff and Kim Goll

Grace Church of Columbiana Ohio
Harrington, Hoppe & Mitchell, Ltd.
Howells and Baird, Inc.
Hunter Associates
Johnson Controls, Inc.
Knights of Columbus Council #1818
George and Coby Morris
Myers Family Insurance-a TLC Affiliate
Radiation Oncology Physicians LLC, Drs. Demas
and Seider
Salem Booster Club
Salem Radiologists
Attorney C. Bruce and Mrs. Debbie Williams
88.5 WYSU

Advocate (\$100-\$999)

ADAPT Coalition
Aebischer's Jewelry
Amish Lights Candles
Anonymous
Anthem BlueCross and BlueShield
Apex Control Systems, Inc.
Dr. Salvatore and Alma Apicella
Blackwood Pet Food
Chappell's Picture Framing

Conrad's Auto Recycling
Covelli Enterprises
Community Hospice
Dean and Amanda Congemi
Cosma Photography
Coverys
CPSstatements.com Inc.
Crown Theater Productions
Crystal Dragon Family Martial Arts Center, LLC
DeChellis and Stonestreet Dentistry
Diletto Winery
Family Recovery Center
Jenny Fath, Norwex
Mark and Sandi Flake
The Fredrickson Family
Fresh Mark, Inc.
Friedman & Rummell Co., L.P.A.
G & L Treasures
Gallagher, Clark & Carney Realty Group –
Cindy Schmidt
Dave and Kathy Gano
Gednetz-Ruzek-Brown Funeral Homes
Gervasi Vineyard
Gina McQuillan State Farm Agency
HD Davis CPAs
Holiday Inn Express Salem
IMPACT Solutions

Tracey Hively with Motsinger's Ethan Allen
John and Wendy Kline
Dr. William Z. and Amy Kolozsi
Leetonia Dairy Queen
Paul and Debbie Long
Russell and Marilyn Loudon
Lowry Supply
Mackall Optometry
McLaughlin's Salon
Dr. Meredythe McNally
Medline Industries Inc.
Gary and Wilma Moffett
Morning Journal
Morris Financial Group
Navin, Haffty & Associates
Bernie and Martha O'Gara
Ohio Flame
Pag's Excavating Inc.
Parkside Health Care Center
Promos Unlimited
Ellen and Jon Rettig, Sr., In Memory of Richard
Gano, Frank Bestic and Conrad Rinto
Corey Richards-Merrill Lynch
Riley Benefits & Investment Group
Jim and Janice Roach
Howard and Susan Rohleder, In Memory of
Howard Coy

Drs. Ryhal, Fredrickson and Getzinger
Salem Computer Center
Salem Giant Eagle
Kathy and John Scarpitti
Lawrence Schmetterer, M.D., Thoracic and
Vascular Surgery
Schwebel Baking Company
Bob and Linda Sebo
Sedgwick Claims Management Services, Inc.
Michael Sevilla, M.D. and Christine Gibowicz
Sitler The Printer
Sport Connection of Salem, LLC
Standard Textile Co., Inc.
Drs. Christopher Stiff and Angela Doty
The Tartan Companies
Troll's Jewelry
U.S. Foods
Valley Office Solutions
Visiting Angels
Walmart of Salem
Wilmot Sanz Architects
Woodlands, LLC
York Mahoning Mechanical Contractors, Inc.
Youngstown Oxygen

Supporter (Up to \$99)

Alcon Cares, Inc.
J. Bradley and Susan Allison
Anonymous
All Good Things Natural Market
Sheila Bachmeier
Bates Country Crafts
Bees and Trees
Bella Salon in Poland
Bob the Baker B.Y.O.B. Home Bakery
Checkerboard Cheesecake
April Chestnut, LMT
Tom Coffey
Coronet Jewelry Family
Ezio's Italian Restaurant
Firestone Complete Auto Care
Gold Standard
Gordon Brothers Water
Jenna Greiner, Independent ItWorks! Distributor
Amy Groner, Columbiana Massage Therapy
Hannah E. Mullins School of Practical Nursing
Heggy's
Harry and Cathy Hofmeister
Incredible Edibles Cake Studio, LLC
KG Wholesale & Manufacturing
Knit Wit Knits

Lisbon Dairy Queen
Lyle Printing/Farm and Dairy
Manhattan Cleaners
Adele Martig, Thirty-One Gifts
Mike's Penn Avenue Grille
Joan Owen Mandry
The Paper Rose
Parkside Health Care Center
Patty's Cookies & More
Mr. and Mrs. Dominic P. Peters
Lois Pittock
Pittsburgh Zoo & PPG Aquarium
Pizza Joe's
RuthAnn Rinto
Salem Fun Factory
Salem Twin Cinema
Shriver's Tavern
Smiley Gillig, Inc.
Barb Smith
The Stone Trough
Village Plaza Sparkle Market
Yetta-Nother Bake Shop

Project Hello

Project Hello, a service of SRMC since 1981, provides a 24-hour emergency response system for area seniors who wish to live independently in their homes. Donations to Project Hello in 2016 were used to help partially subsidize the monthly subscription fees for 54 units.

Anonymous
June Bartholow
Wilma Blasiman
Betty Carey
Elaine Davis
Lois Davis
Amelia Falk
Mary Ellen Falk
Lillian Galchick
The Lillian Schermer Charitable Trust
Pearl Mason
Jane Miller
Salem Chapter OES #334
Shopko Foundation
Hazel Snelzter



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