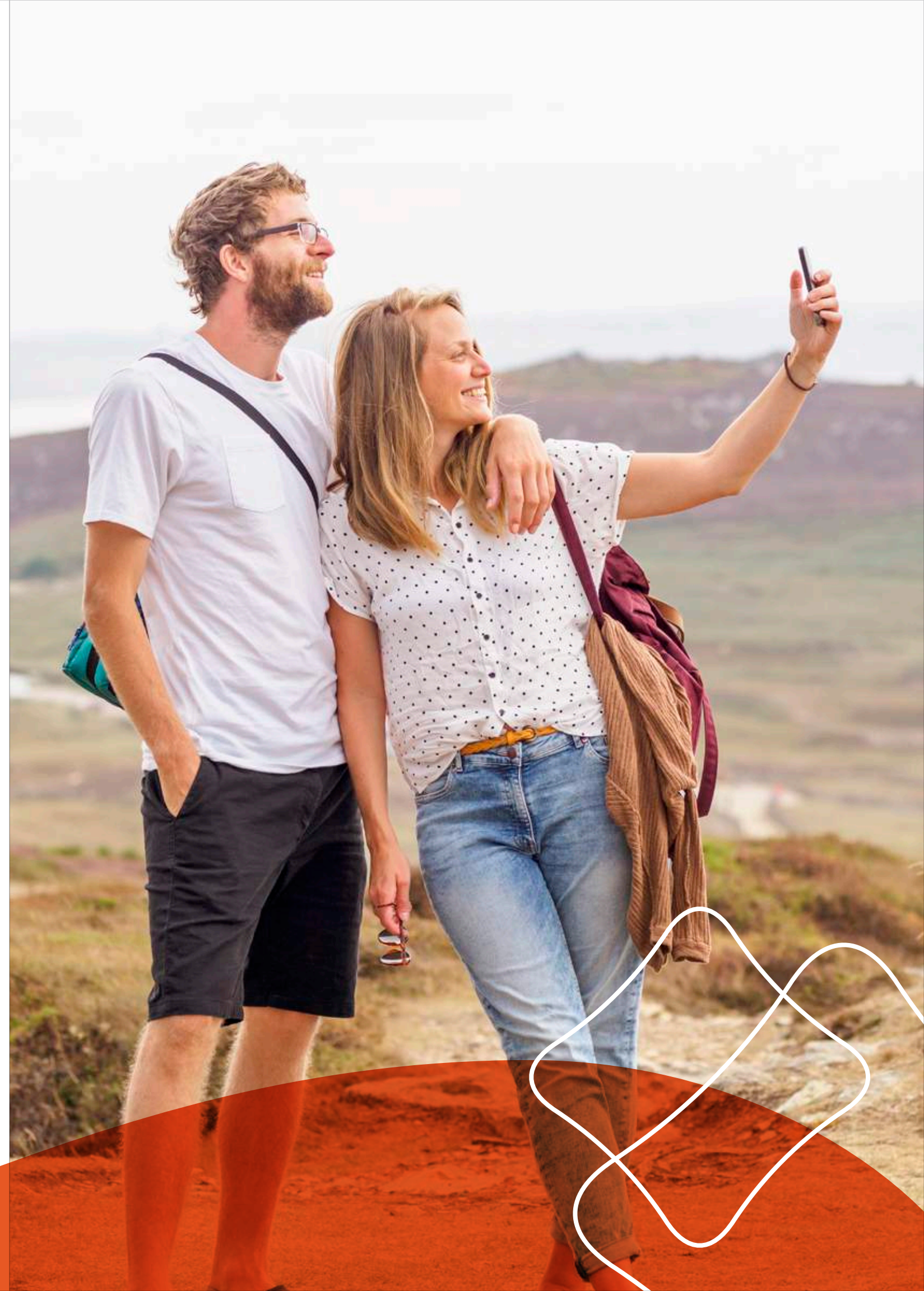
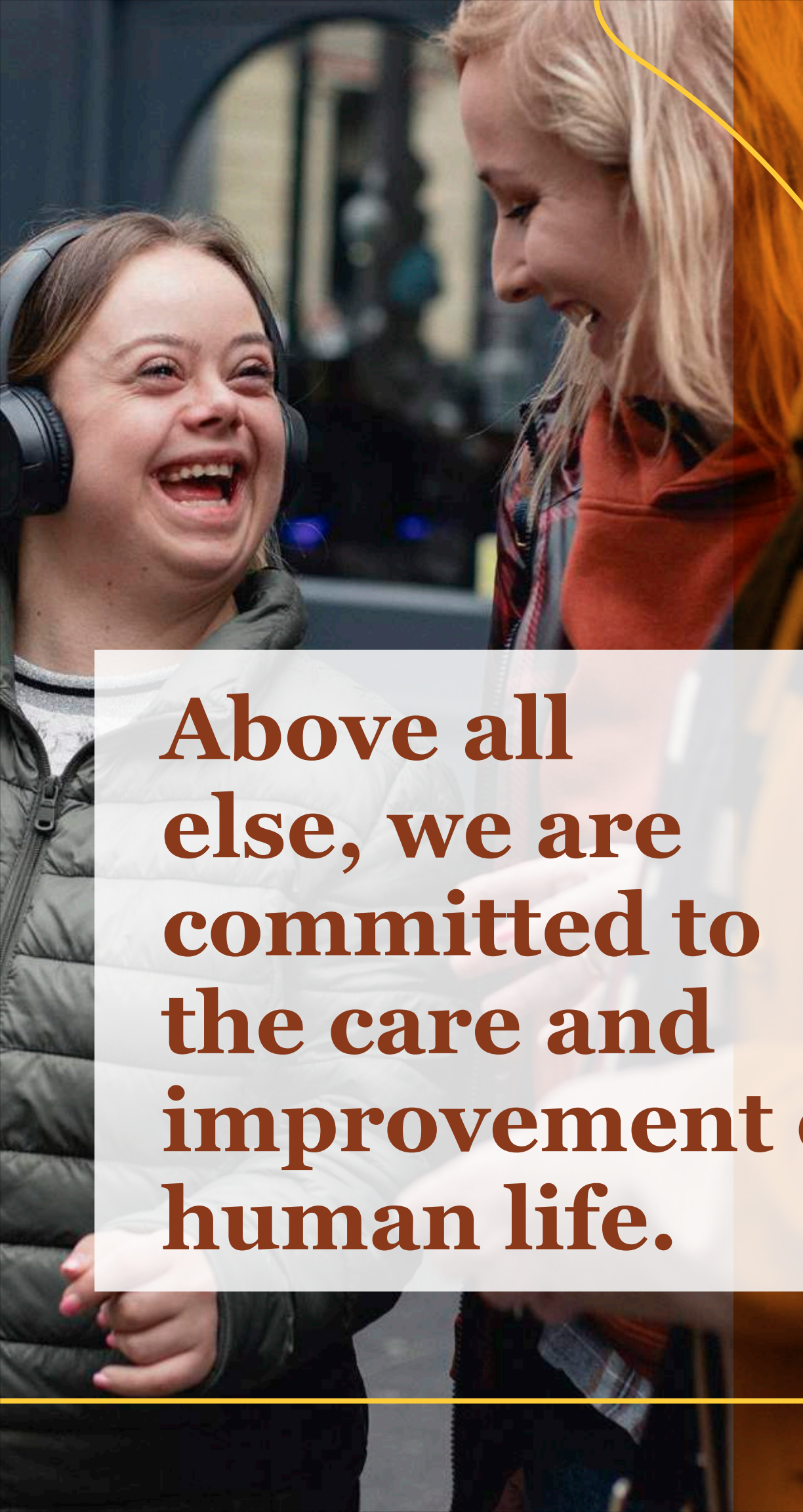




2019 Mountain Division Community Impact Report





**Above all
else, we are
committed to
the care and
improvement of
human life.**

President's Message

Like so many years before it, 2019 was another banner year for the Mountain Division of HCA Healthcare on so many levels – too many to give their full due in this report. And it is with a great sense of pride that I report these accomplishments to you, which have had – in so many ways – an incalculable impact on the communities we serve.

First, a word about the elephant in the room. These are extraordinarily unprecedented times. The end of 2019 marked the official beginning of the most nefarious diseases we've experienced as a planet in more than a century, a scourge whose toll continues even as we speak. And while 2019 will forever be synonymous with COVID-19 – even more so 2020 – we won't allow it to define us. As a proud division of the largest healthcare organization in the country, our collective size, scale, financial and human resources, big data, and sharing of best practices have enabled HCA Healthcare's Mountain Division to respond to this pandemic experience more timely, effectively, and efficiently than we otherwise would have been able to. And it's *how* we've responded as an organization that makes me

most proud. (More on that in our 2021 report.) We've felt the pandemic's impact, no doubt, and challenges certainly remain. Yet the future remains bright, and I am as confident and optimistic as I have ever been that we'll not only survive 2020, but thrive far beyond. As an organization, we're built on too solid a foundation not to.

Even as we continue to grapple with this pandemic, I am proud to be able to pause for a moment and reflect back on the many successes of 2019, and I hope you'll join me. Please accept my apologies for this report coming later in the year than we would have hoped – we hope you'll understand under the circumstances.



Gregory R. Angle
FACHE
President, Mountain Division
HCA Healthcare



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Who We Are

HCA Healthcare's Mountain Division operates 11 hospitals in Alaska (1), Idaho (2), and Utah (8), many of which have been recognized among the nation's "Top 100 Hospitals" by IBM Watson Health for several years running.

The division office is headquartered in the heart of the Salt Lake Valley at the foothills of the Wasatch Front. Our healthcare network also includes multiple outpatient care centers, including 58 physician practices, 11 ambulatory surgery centers, 3 imaging centers, and now 3 freestanding emergency centers.

Sites of Care

We serve patients and communities across three states.



11 hospitals



**3 freestanding
emergency departments**



**58 physician
practices**



**11 ambulatory
surgery centers**

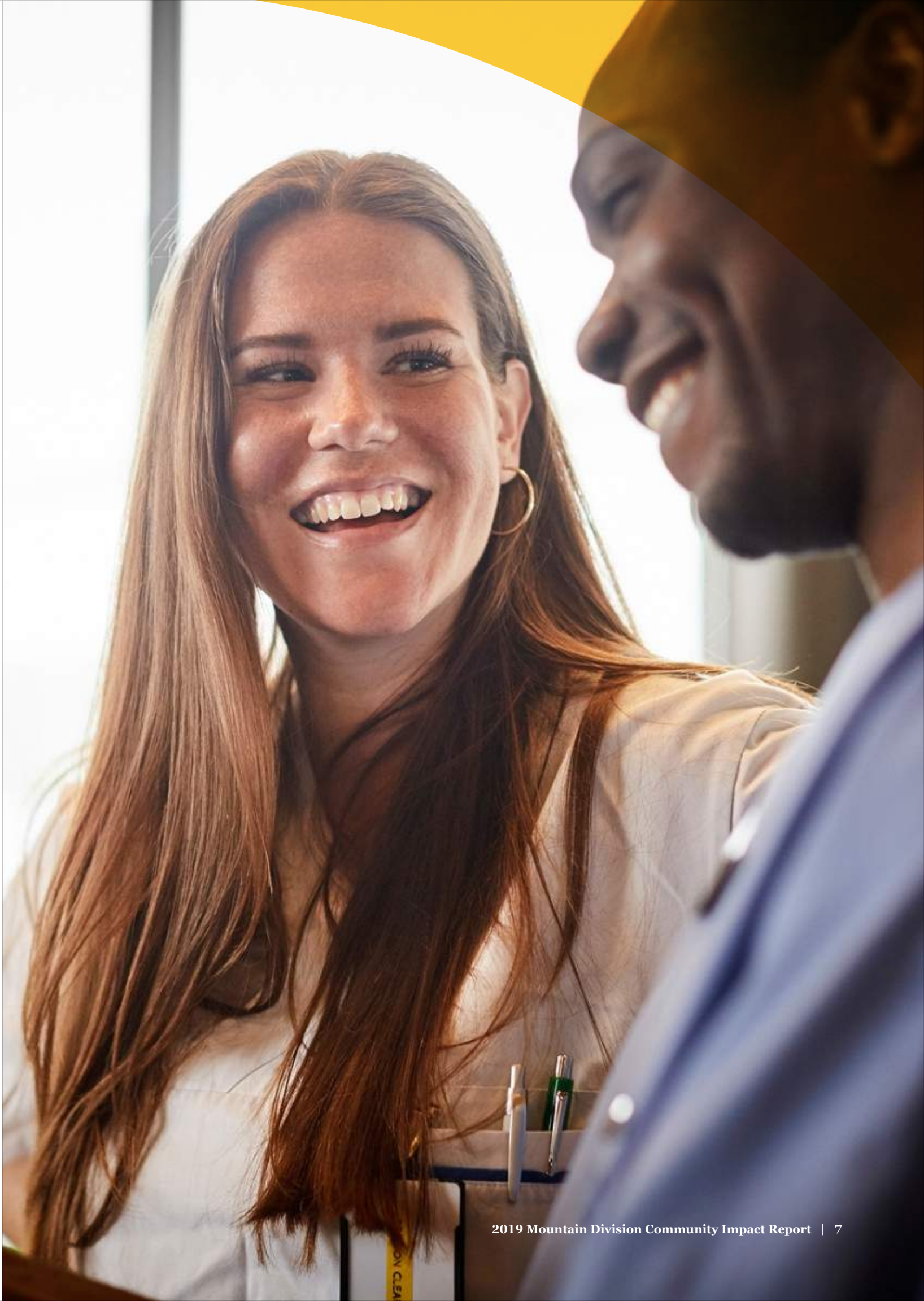
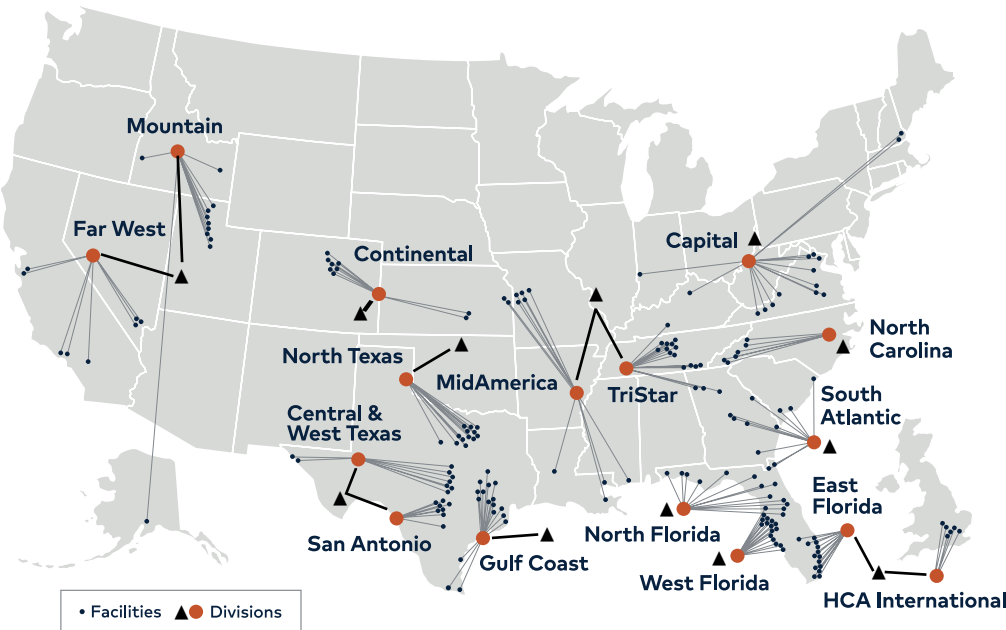
Part of the HCA Healthcare Family

The HCA Healthcare Mountain Division is part of the nation’s largest and most reputable, top-performing providers of healthcare services, HCA Healthcare. Above all else, as dictated by our mission, we are committed to the care and improvement of human life...and have been since the very beginning.



In 1968, HCA Healthcare was founded by two physicians and a businessman with the vision of creating a healthcare company with the scale, resources and clinical expertise to provide patient-focused care to many rapidly growing communities. Today, more than 50 years later, that original vision thrives.

With more than 184 hospitals, 2,000 sites of care located in 21 states and the United Kingdom, and more than 285,000 colleagues, the scale of HCA Healthcare enables the Mountain Division and its network of hospitals to leverage leading-edge research and data from approximately 35 million annual patient encounters to inform and improve patient care across Utah, Idaho, and Alaska.





Doing What is Right for Patients

Our mission compels
us to ensure safe,
compassionate,
equitable care to anyone
who seeks it.

Clinical Excellence 2019



#1 in Health & Safety



#1 in Medicine

*pneumonia, heart failure, COPD

- #1 in Lowest Length of Stay



#1 in Critical Care & Emergency Medicine

*management of sepsis, stroke, ventilator care, trauma mortality

- Antibiotics given within 1 hour (sepsis): 68% (2019)
- Stroke door-to-needle in 1 hour: 87% (2019)



#1 in Surgical Services

- Hip fractures to OR within 24 hours: 70%
- Ground level falls to OR within 24 hours: 70%



#1 in Women & Children Services

- C-Section rate 17.7%
- Necrotizing enterocolitis (intestinal inflammation) 2.5%
- Brain hemorrhage in newborns (intracranial bleeding) 0.8%
- Newborn retinopathy 0.8%

*Among 184+ hospitals across 15 divisions in the United States and U.K

Minutes Matter: Earlier Sepsis Detection

In 2019, our parent company developed an algorithm driven, real-time system to more quickly identify patients with sepsis and help save lives. HCA Healthcare’s Sepsis Prediction and Optimization of Therapy, or SPOT, helps detect sepsis more accurately and approximately six hours earlier and is used in all 11 of the division’s hospitals.

Sepsis is an overwhelming infection that can lead to total body failure, and approximately 270,000 Americans die from it each year. Because the symptoms of sepsis are similar to those of many other illnesses, diagnosing it can be very challenging; however, studies have shown with early recognition followed by aggressive treatment, patient survival can increase significantly because sepsis mortality increases by 4-7 percent every hour it goes undetected.

HCA Healthcare’s SPOT, which uses the popular dog name because it sniffs out sepsis in a way humans cannot, links algorithmic sepsis detection with clinical workflow and quickly alerts care teams to important, often subtle changes in a patient’s condition so they can take appropriate action. Because HCA Healthcare’s SPOT algorithm was informed by data from 31 million annual patient care episodes, it is highly sensitive and precise.

Fortune/IBM Watson Health Top 100

Six HCA Healthcare Mountain Division hospitals were named among the 100 Top Hospitals® nationwide by Fortune/IBM Watson Health™ in 2019. The annual Watson Health study identifies the nation’s top-performing hospitals based on publicly available data for clinical, operational and patient satisfaction metrics. The 100 Top Hospitals have been recognized annually since 1993.

In 2019, HCA Healthcare hospitals made up 10 percent of the 100 Top Hospitals in the nation, with Mountain Division facilities alone accounting for 6 percent:

St. Mark’s Hospital (Salt Lake City, Utah): Teaching Hospitals category – one of only two in Utah – and an Everest Award winner, which recognizes hospitals for top rate of improvement during a five-year period.

Mountain View Hospital (Payson, Utah): Medium Community Hospitals category – one of only two in Utah in 2019 – and three times total.

West Valley Medical Center (Caldwell, Idaho) Medium Community Hospitals category for sixth consecutive year.

Brigham City Community Hospital (Brigham City, Utah): Small Community Hospitals category for the fifth time.

Lakeview Hospital (Bountiful, Utah): Small Community Hospitals category for the seventh year in a row and ninth time overall.

Lone Peak Hospital (Draper, Utah): Small Community Hospitals category after recently opening its doors in 2013.

“I could not be more proud of everyone at our hospitals who consistently work hard to achieve excellence in patient care and operational efficiency,”

Gregory R. Angle
FACHE
President, Mountain Division
HCA Healthcare

SERVICE LINE HIGHLIGHTS

Emergency Medicine & Trauma

The HCA Healthcare Mountain Division collectively treated more than 277,000 emergency patients in 2019. Eight of our 11 facilities are designated as trauma centers. Our network features four Primary Stroke Centers and all of our emergency departments are nationally accredited as a Chest Pain Center.

GreatER Access

HCA Healthcare Mountain Division expanded access to emergency care in two communities – Pleasant View, Utah, and West Valley City, Utah – by opening two freestanding emergency rooms in 2019. Both new stand-alone facilities feature onsite diagnostics and lab services, advanced imaging services, and 10 treatment rooms, including rooms specifically designated for trauma and behavioral health.

Brigham City ER Expansion

The emergency department at MountainStar’s Brigham City Community Hospital – a Level IV Trauma Center – received a facelift in 2019. The renovation, which was completed in December 2019, nearly doubled the amount of available square footage – from 8,000 to 15,000+ – and also doubled the number of patient beds from six to 12.

The renovated space now features an additional trauma room, an isolation room, a pediatric room, three new general treatment rooms, and a behavioral health suite, helping the hospital provide care to patients with very specific medical needs.

Cardiovascular & Stroke

Throughout the HCA Healthcare Mountain Division network of hospitals, we offer effective options to patients who are challenged by a variety of cardiovascular conditions. With a wide range of experience and expertise, our heart specialists provide solutions through multiple treatment programs that include non-surgical and surgical approaches. All 11 Mountain Division hospitals are nationally accredited as Chest Pain Centers by the American College of Cardiology.

IBM Watson Health 50 Top Cardiovascular Hospital

Eastern Idaho Regional Medical Center (Idaho Falls, Idaho) was named one of the nation’s 50 Top Cardiovascular Hospitals by IBM Watson Health in 2019. The study spotlights the top-performing cardiovascular hospitals in the U.S. based on a balanced scorecard of publicly available clinical, operational and patient satisfaction metrics and data.

Indicators include: risk-adjusted inpatient mortality index, risk-adjusted complications index, mean 30-day risk-adjusted mortality rate, mean 30-day risk-adjusted readmission rate, severity-adjusted length of stay, case mix- and wage-adjusted inpatient cost per case, 30-day episode payment, and adjusted operating profit margin. The study has been conducted annually since 1998.

Advanced Stroke Center Designation

West Valley Medical Center is now a designated Level III Stroke Center in the state of Idaho. This means the center is an advanced stroke capable hospital, providing the best care related to recognizing strokes, imaging and treatment including administration of medication for certain stroke patients and the ability to transfer patients to an interventional facility within an hour of arrival.

West Valley also added the position of Stroke Coordinator to the Quality/Patient Safety department in 2019. The position works in partnership with the Emergency Department, hospital leadership, as well as other organizations to implement best practices, and educates the community about the importance of early stroke detection.

Five-Star Rated

Ogden Regional Medical Center is 5-star rated for Heart Attack treatment outcomes according to a national report released by Healthgrades, the leading online resource for information about physicians and hospitals. Every year, Healthgrades evaluates more than 45 million Medicare medical claims records from nearly 4,500 hospitals nationwide for 32 of the most common inpatient procedures and conditions using Medicare data. A 5-star rating indicates that Ogden Regional’s clinical outcomes are statistically significantly better than expected when treating the condition or performing the procedure being evaluated.



Surgical Services

HCA Healthcare Mountain Division hospitals and freestanding surgery centers collaborate with some of the finest and most respected surgeons and anesthesiologists in Alaska, Idaho, and Utah to provide a multitude of surgical options, from minimally invasive, same-day procedures to complex and life-saving surgeries. As a division, we collectively performed 22,103 inpatient surgeries and 99,406 outpatient surgeries in 2019.

Division-wide, we are continually evolving minimally invasive procedures via advanced robotic surgical systems, resulting in enhanced accuracy, greater access, quicker turnaround times and improved patient outcomes and infection rates. HCA Healthcare's Mountain Division currently has the largest number of robots in the company and utilizes robotic surgical systems in a gamut of areas of care, including: cardiovascular, colorectal, gastrointestinal, general surgeries, gynecology, oncology, orthopaedic, spine, thoracic, and urology.



Utah Institute of Robotics Surgery

St. Mark's Hospital was designated a Robotic Surgery Center of Excellence in 2019 and launched the Utah Institute of Robotics Surgery. St. Mark's currently sees more robotic patients than any other health system or hospital in the state of Utah.

The Institute's state-of-the-art surgical platform contains high-resolution 3D cameras for superior vision and a robotic arm, which moves micro-surgical instruments with perfect precision. The surgeon remains the chief mastermind during surgery, while the robot enhances visualization and provides scaled and minute movements, as directed by the surgeon. Surgeons are also able to partner and collaborate with colleagues across disciplines to ensure the best possible patient outcomes and perform multiple procedures in a single surgery in many cases. For more information, visit Utahroboticinstitute.com.

Alpine Surgery Center

A new partnership between Alaska Regional Hospital and Alpine Surgery Center in 2019 not only allowed for greater alignment between the hospital and its orthopaedic surgeons, but provided greater reach and access to a greater spectrum of care, giving Alaskans greater flexibility to stay at home for care rather than having to travel out of state.

Pain Management: Crushing the Opioid Crisis

To further help combat the nation's opioid crisis, HCA Healthcare continues to partner with the National Academy of Medicine's Action Collaborative on Countering the U.S. Opioid Epidemic, consisting of more than 50 organizations that share best practices and identify gaps in the safe treatment of opioid addiction. HCA Healthcare uses the science of "big data" to reduce opioid misuse and transform pain management, with initiatives in surgical, emergency and other care settings.

Enhanced Surgical Recovery (ESR)

HCA Healthcare focuses on a multimodal approach to acute pain management. This means two or more methods or medications are used to reduce the need to use opioids to manage a patient's pain while recovering from surgery or in the emergency room. The goal in 2019 was to implement ESR in all HCA Healthcare facilities, in at least one major service line, by the end of the year. Ten of 11 hospitals in the Mountain Division have implemented Enhanced Surgical Recovery.

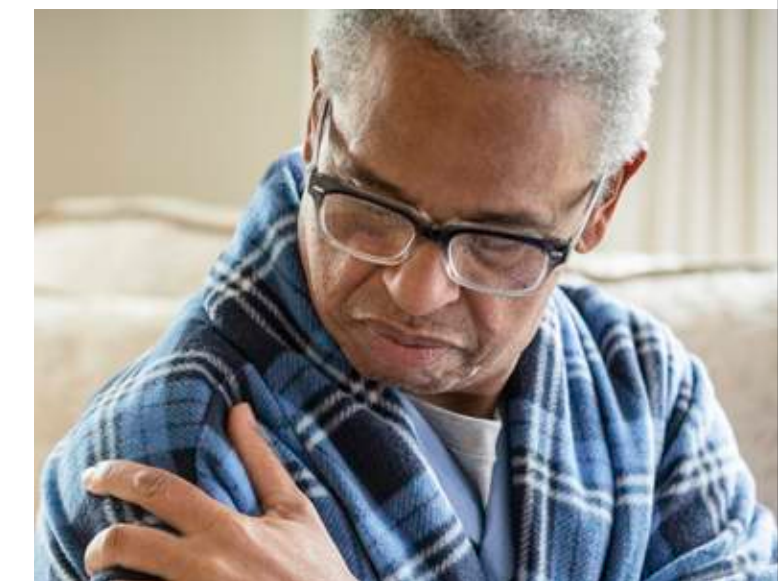
Based on data collected from nearly 50,000 surgeries in 2019, the HCA Healthcare ESR protocol resulted in a 6.2% increase in patient pain goals being met, up to a 50% decrease in total morphine equivalence per encounter, and 1.57 million less morphine medications dispensed company-wide.

Electronic Prescribing of Controlled Substances (EPCS)

Physicians have access to aggregated electronic health records that make it more difficult for medication-seekers to doctor-shop or alter prescriptions. EPCS is available across HCA Healthcare.

Opioid Alternative: Controlling Pain with Technology

Patients recovering from surgery at several Mountain Division hospitals are now benefiting from a new clinically proven opioid alternative introduced in November 2019. The technology is a non-pharmaceutical solution for multimodal treatment of pain, helping reduce the need for narcotics. The active comfort management technology includes a tablet computer, EEG (electroencephalography) headband, and AccendoWave software. By objectively measuring the patient's brainwaves through the EEG headband, the software identifies the type of content that is relaxing and reduces anxiety and pain levels and then delivers more of that content to the patient. Nationwide, it has proven to reduce discomfort in 83 percent of patients in a clinical setting.





Orthopaedics

Several HCA Healthcare Mountain Division hospitals are consistently recognized as top providers of orthopaedic care in Utah, Idaho, and Alaska, and our hospitals affiliate with some of the best knee and hip surgeons in the country.

Expanded Access

The Mountain Division made significant investments in orthopaedic specialty care in 2019 with the addition of two well-known and established area clinics – Salt Lake Orthopaedic Clinic on the campus of St. Mark’s Hospital and Peak Orthopaedics on the campus of Lone Peak Hospital – to its orthopaedics line. The new partnerships are a reflection of the division’s commitment to continue to expand access to the best orthopaedic surgeons and sports medicine specialists the Wasatch Front has to offer in all areas of joint care.

High Performing

U.S. News & World Report recently recognized St. Mark’s Hospital as a “High Performing Hospital” for orthopaedics, specifically for hip replacement. A hospital’s hip replacement score is based on multiple data categories, including physician expertise, patient outcomes, prevention of revision surgery, volume, and more. Over 6,000 hospitals were evaluated and eligible hospitals received one of three ratings -- high performing, average, or below average, with the balance either not offering the service or performing too few of the procedures to be rated. Hospitals that earned a high performing rating were significantly better than the national average. St. Mark’s performed more than 385 hip replacements in 2019.

Oncology

Our hospitals offer comprehensive, high-quality cancer treatments, whether patients need radiation therapy, surgery, and/or chemotherapy. HCA Healthcare Mountain Division’s well-trained specialists use state-of-the-art digital imaging equipment and advanced technologies to deliver accurate, precise diagnoses and life-saving treatment.

Improving Outcomes

We have implemented innovative technologies throughout our system that allow us to better identify cancer through machine learning and artificial intelligence. This elevates our ability to detect cancers earlier and learn from data related to cancer patients across the country to improve patient outcomes.

All of our hospitals have access to genetic counselors who are expert in helping individuals and families understand and adapt to personal and family implications of genetic contributions to disease.

All of our hospitals also offer specialized oncology nurse navigation services to support patients and their caregivers – from diagnosis through the end of active treatment – as part of HCA Healthcare’s national network of 200+ oncology nurse navigators. Branded as Sarah Cannon Navigation, the program has resulted in improved timeliness of care and patient experience.

New Cancer Center

The Timpanogos Cancer Center, in partnership with GammaWest Cancer Services, was created at Timpanogos Regional Hospital in 2019. Through the partnership, the hospital now provides the most advanced oncology therapies available in Utah County, including various modalities of Tomo Therapy and Brachytherapy and is providing efficient, highly precise radiation treatments to a wider range of cancer patients – including those undergoing retreatment – through new, leading edge technology. As of November 2019, the Center is using a new image-guided system that uses CT scans to design and deliver radiation from 360 degree angles, allowing for more precise

treatments that target and conform to the tumor at individualized dose distributions, sparing normal healthy tissue.

The system is capable of treating all standard radiation therapy cases including breast, head and neck, lung, and prostate cancers, in addition to complex treatments such as total marrow irradiation.

New Dermatology & Skin Cancer Services

The Cancer Center at Ogden Regional Medical Center expanded cancer treatment to include dermatology and skin cancer services in 2019. The physician team offers comprehensive skin care treatment, including skin punch biopsy, skin shave biopsy, pathology, skin excision with layered closure, electrodesiccation and curettage, intralesional steroid injections, cryotherapy, mole removal, and skin cancer.



Women’s Health

We offer convenient and comprehensive healthcare services to women at every stage of life, including Preventative Wellness Care, Maternity Care, Maternal-Fetal Care, Weight Management, Breast Care, and Gynecologic Care. HCA Healthcare Mountain Division hospitals helped deliver more than 9,800 newborns in 2019. For babies needing extra care, eight of our 11 hospitals have a neonatal intensive care unit (NICU).

TeleOB

Seeing the number of women who travel far distances to receive care prompted a new TeleOB service in 2019 at St. Mark’s Hospital. The new Telemedicine service helps provide obstetric care to women for appointments that can be taken care of from the comfort of their home. Check-up appointments to assess the mother’s and baby’s heart rate, blood pressure, and urine samples can now be done by women at home with home-kits, which include everything mother’s need to perform checkups and then consult with the doctor via our telemedicine platform.

St. Mark’s Hospital has seen women commuting from places such as Elko, NV; Evanston, WY; and Southern Utah. The service is ideal for these individuals needing care, but also for the busy moms at the office or at home. TeleOB, combined with the occasional required in-clinic visit, provides a unique hybrid approach to maternal-fetal care.

Robotic Gynecologic Operations

In conjunction with the Utah Institute of Robotics Surgery at St. Mark’s Hospital, OB/GYNs are able to perform a host of complex gynecological procedures, including hysterectomies and appropriate cancer surgeries, robotically. Robotic laparoscopy gives surgeons a better, up-close 3D view of the surgery area compared to traditional laparoscopy and, ultimately, greater control of the surgery. Surgeons are also able to partner with colleagues across disciplines to perform multiple procedures in a single surgery.

NEST Program

Alaska Regional Hospital is helping drug and opiate-dependent mothers and newborns recover quicker as part of its unique Neonatal abstinence Evaluation Support & Treatment (NEST) program. NEST is a nursery with medical oversight in the event the baby needs medication or higher levels of care. It’s an idea built on the premise that moms thrive when they’re with their babies and vice versa. Studies show that babies withdrawing from drug dependence require less medication, they require it for a shorter period of time, and they leave the hospital sooner when they’re together with their mothers during the postnatal period.

Improved Access for Women

As a system/network, we continued to expand our Women’s Services in 2019. Lone Peak Hospital joined forces with the South Valley Women’s Health Care, further expanding access and care options for women.



Burn

Eastern Idaho Regional Medical Center (EIRMC) – a Level II Trauma Center – opened the first burn care center in Idaho in April 2019 in partnership with Burn & Reconstructive Centers of America, the largest provider of inpatient burn care in the nation. The new center has been a game-changer for the region. As the only burn program of its kind in Idaho, Wyoming, Montana, and North Dakota – and the only in the Mountain Division – the EIRMC Burn Center cares for people across this service region with critical injuries sustained because of a burn and those needing ongoing or frequent outpatient advanced wound and hyperbaric care to better heal burns. Previously, burn victims in the region, including the Yellowstone region, would have to be air-lifted to Utah or Colorado at considerable cost.

The new Burn Center includes an adult Burn ICU with 6 beds specifically dedicated to care for critically injured burn patients; a burn-dedicated OR suite; and an outpatient Burn, Trauma, and Wound Clinic with 13 treatment rooms, a whirlpool room with full body and extremity tubs, and advanced monoplace hyperbaric chambers with critical care/ventilator capabilities. EIRMC also has a pediatric ICU that works in tandem with the Burn Center to provide pediatric burn care.

The new Burn Center at EIRMC provides both inpatient and outpatient services for burn patients. Sixty-five burn inpatients – including 17 pediatric patients – and 786 burn outpatients were cared for between April and December 2019. Patients are cared for by specialized medical professionals trained in advanced burn care. State-of-the-art technology is used to treat and heal burns of all types, including:

- All types of burns, including thermal, chemical, electrical, inhalation, friction burn/road rash
- Frostbite
- Crush injuries
- Degloving injuries
- Diabetic wounds
- Fournier’s Gangrene
- Necrotizing Fasciitis
- Skin sloughing
- Staphylococcal Scalded Skin Syndrome
- Stevens Johnson Syndrome (SJS)/ Toxic Epidermal Necrolysis (TEN)





As a part of HCA Healthcare, we have several industry-leading support services, policies and practices designed to help our patients who need financial assistance.

FOCUSED ON OUR PATIENTS' NEEDS

The HCA Healthcare Mountain Division is constantly seeking ways to improve more lives in more ways. These are some ways that we deliver on that promise.

Patient Financial Assistance Support

As a part of HCA Healthcare, we have several industry-leading support services, policies, and practices designed to help our patients who need financial assistance

Price Information

We make pricing and financial information available online to help patients make informed healthcare decisions. This includes pricing estimates as well as information about our billing process.

Financial Counseling

Financial counselors are available to help patients understand and access programs and discounts for which they may be eligible.

Patient Discounts and Protection

Covering both uninsured and under-insured patients, HCA Healthcare Mountain Division applies a sliding scale discount on patient amounts due based on federal poverty guidelines (FPG) and household income. As part of HCA Healthcare, our need-based discount program is among the most generous in the industry.

Billing Process

We are committed to responsible billing and collections. As part of HCA Healthcare, our policies and resources reflect our desire to mitigate personal financial issues arising from our patients' medical bills. Financial counselors work with patients to establish interest-free payment arrangements. Patients who make payments at the time of service for their estimated financial liability receive a discount that ranges from 10% to 20% of the amount owed.

\$489,437,643
charity and uncompensated care provided

Equity of Care

HCA Healthcare Mountain Division recognizes the diverse backgrounds of our patients, partners, physicians and colleagues, and we are committed to providing all patients with equitable access to culturally competent, patient-centered care.

- HCA Healthcare-wide, we deliver care in more than 170 languages to make sure communication and language are not barriers to quality healthcare.
- We focus on access to services, including web accessibility, to ensure our patients can perceive, understand, navigate and interact with our access points.

ENSURING CONVENIENCE AND ACCESS

MyHealthONE

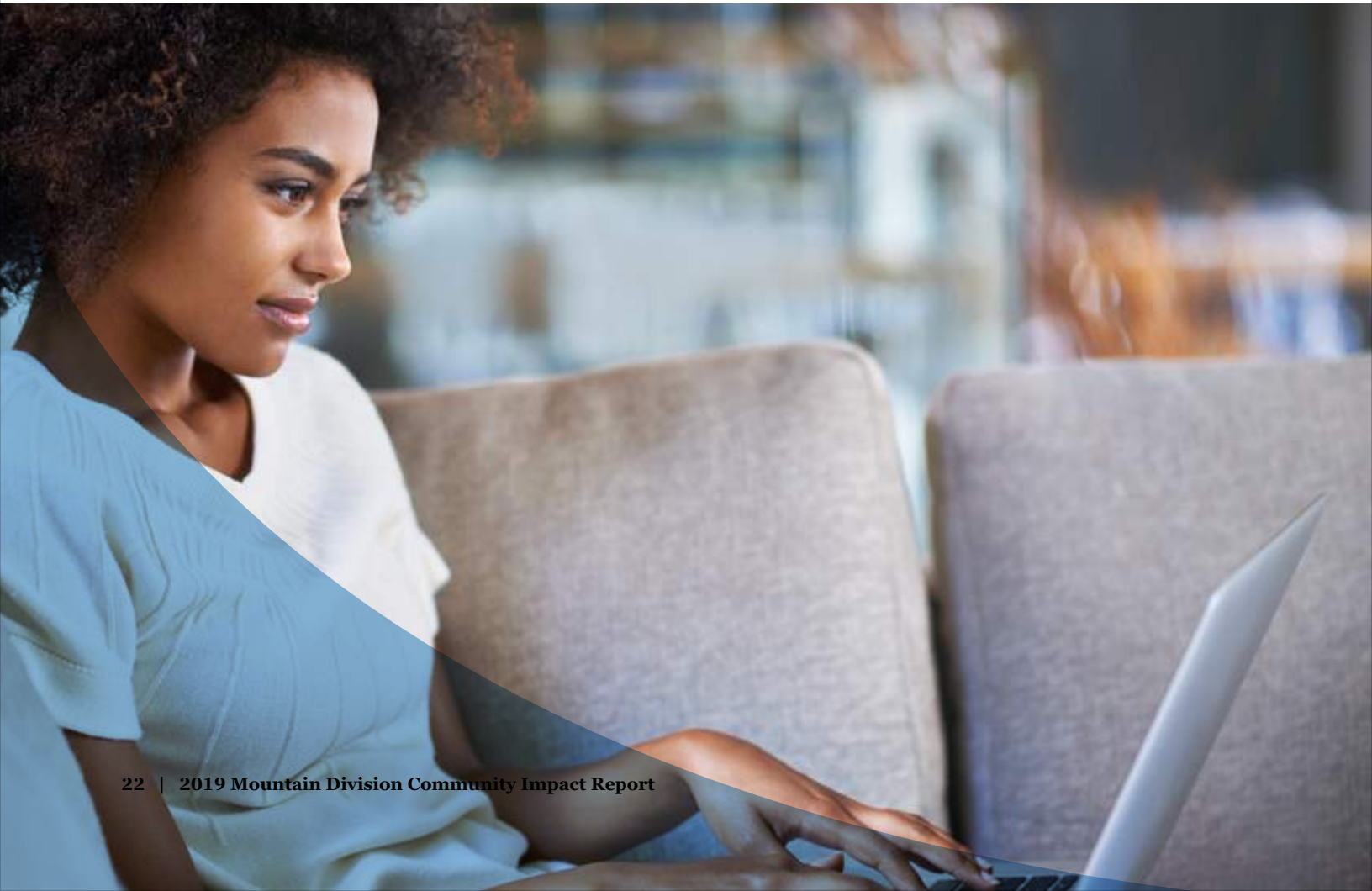
Across the HCA Healthcare network, more than two million patients have used MyHealthONE, a digital patient portal and app, to access their medical records and lab results, find a doctor or make an appointment. We continually seeks ways to empower our patients to manage their health.

Telehealth Services

The HCA Healthcare Mountain Divisions has a robust telehealth services program whose footprint continues to grow, with the goal of keeping patients close to home where their support systems are when medically possible. The program allows division physicians to beam into communities remotely from anywhere via the division’s sophisticated virtual health platforms, taking real-time, quality specialized care to communities that otherwise wouldn’t have access to it in many cases.

In 2019, the Mountain Division made significant progress in increasing the number of rural spoke sites it is able to service through telehealth technology, particularly for stroke care but also pre-natal OB care (see page 18) and behavioral health.

In addition to supporting 14 HCA Healthcare sites with its telehealth services program, the HCA Mountain Division now partners with and supports 16 non-HCA Healthcare spoke sites. In 2019, the division had 1,157 telehealth activations across all HCA and non-HCA Healthcare sites for stroke, 9,137 behavioral health assessments, and 30 OB visits. Approximately 10 additional service lines are scheduled to be added to the division’s telehealth services slate by 2022.



KEEPING PATIENTS SAFE

Our goal is to make HCA Healthcare Mountain Division the safest community of care. To achieve this, we have created a robust safety learning organization, where we use safety science and systems engineering to redesign and improve our processes.

Leapfrog Hospital Safety Grades

The following hospitals received a Hospital Safety Grade of “A” or “B” from The Leapfrog Group in fall of 2019:

- Lakeview Hospital (A Grade)
- Lone Peak Hospital (B Grade)
- Mountain View Hospital (A Grade)
- St. Mark’s Hospital (A Grade)
- Timpanogos Regional Hospital (A Grade)
- West Valley Medical Center (A Grade)

Leapfrog Top Hospital

Cache Valley Hospital was the only hospital in Utah to be named a “2019 Top Hospital” in the General Hospitals category by the Leapfrog Group, a national watchdog organization focused on health care safety and quality. The award, one of the most prestigious in the U.S., recognizes hospitals for ensuring their facilities prioritize safety and quality in patient care, as identified through the annual Leapfrog Hospital Survey. Top Hospitals have better systems in place to prevent medication errors, higher quality maternity care, and lower infection rates, among other laudable qualities. Less than six percent of all eligible facilities receive the designation. Only 120 hospitals nationwide were recognized as Top Hospitals in 2019.



Healthgrades Patient Safety Excellence Award

Three Mountain Division hospitals were among just 460 hospitals nationwide to earn the 2019 Healthgrades Patient Safety Excellence Award™. This is the seventh time in a row that Lakeview Hospital has been recognized for exceptional patient safety, and the third for Mountain View Hospital and West Valley Medical Center. Lakeview also achieved the 2019 Outstanding Patient Experience Award™.



Excellent People Make Excellence Happen

At Mountain
Division, we have a
lot to be proud of,
but at our core, our
greatest strength is
our people.



INVESTING IN OUR PEOPLE

Development

People are HCA Healthcare’s most vital asset. Investing in our leaders advances our strategic vision of delivering industry-leading quality, service and organizational growth. To this end, the HCA Healthcare Leadership Institute is dedicated to providing solutions and services to ensure our leaders are prepared to meet business challenges and drive performance. The Institute offers a host of professional and leadership development courses, tutorials, and programs, including the following:

Charge Nurse Leadership Certificate Program

The Charge Nurse Leadership Certificate is an opportunity for Charge Nurses to build core leadership skills to ensure exceptional patient care and contribute positive business results. More than 40 charge nurses completed their Charge Nurse Leadership Certificate in 2019.

Executive Development Program

The Executive Development Program (EDP) is an award-winning program provided in partnership with Harvard Business School to prepare leaders for hospital executive roles. Three Mountain Division leaders graduated from the program in 2019: David Perkins, Assistant CNO at St. Mark’s Hospital; Robert Stantus, Assistant COO at Alaska Regional Hospital; and Greg Trosper, Assistant CNO at Ogden Regional Medical Center.

Our Hope Fund

The HCA Healthcare Hope Fund was established in 2005 to give colleagues a way to support each other in times of natural disaster, illness, injury, domestic violence, the death of a loved one or any of a number of unavoidable hardships. Since then, our Hope Fund has become a deeply appreciated part of our culture.

- \$7.7 million in HCA Healthcare Hope Fund grants distributed in 2019
- 2,938 families helped by the HCA Healthcare Hope Fund in 2019
- \$890,000+ in grants distributed in the Alaska, Idaho, and Utah since 2006.
- \$127,000 in grants distributed in the Mountain Division in 2019
- 43 families in the Mountain Division were helped in 2019

NURSING AT MOUNTAIN DIVISION

The 3,136 nurses in the HCA Healthcare Mountain Division – including the 379 hired in 2019 – work tirelessly to raise the bar for our patients, our organization and the nursing profession. This is why we invest in the technologies, infrastructure and clinical education nurses need to develop professionally.

Elevating Care through Technology

Mountain Division nurses are equipped with technologies that maximize efficiencies so they can spend their time doing what they do best: caring for patients.

iMobile Platform

iMobile is a secure text-messaging system that allows instant communication and information-sharing between physicians, nurses, and the entire patient care team during critical moments at the majority of our hospitals via mobile device. The tool was implemented in 2019 at 8 of 11 division hospitals.

Updated Call Light Systems

The Mountain Division updated its nursing call light systems at many of its hospitals. The new system helps better route patient needs to the best possible colleague for a given situation, ultimately getting care to the patient faster and in an escalated fashion. The new system can also be integrated into the iMobile platform.



QR Care

In 2019, the Mountain Division implemented a QR educational system whereby nurses can scan a code at the point of service and instantly receive a refresher on equipment use or less-routine care on their mobile device. HCA Healthcare is looking to adopt the new system enterprise wide.

Issue Resolution

The Mountain Division was an early adopter and helped shape HCA Healthcare’s new mobile issue resolution program in 2019, expanding the kinds of support tickets nurses can place from their phones or computers. In addition to IT matters, nurses can now more quickly resolve issues and get the support they need in areas that are outside of their control – including equipment, supply, infrastructure, and plan operations – at the touch of a button.

Recognitions & Accolades

Pathway to Excellence



Timpanogos Regional Hospital achieved its Pathway to Excellence® designation from the American Nurses Credentialing Center in 2019. The Pathway to Excellence® program recognizes acute care and long-term care organizations for positive professional practice environments where nurses grow and advance. To earn Pathway designation, an organization must demonstrate that it has integrated six practice standards of care and 64 elements of performance into its operating policies, procedures, and management structure.

Unit of Distinction

The following Nursing Units were recognized for their hard work and excellence in patient care in 2019:

- West Valley Medical Center, Medical-Surgical (Unit of Distinction)
- Mountain View Hospital, Medical-Surgical (Honorable Mention)
- Lakeview Hospital, Behavioral Health (Honorable Mention)
- Lakeview Hospital, Behavioral Health - Geropsych (Honorable Mention)
- Lone Peak Hospital, Emergency Services (Honorable Mention)
- West Valley Medical Center, Surgical Services (Honorable Mention)



HCA Healthcare Awards of Distinction

Two nurses from the Mountain Division were among an exclusive group of just 6 individuals across the entire HCA Healthcare enterprise to be awarded HCA Healthcare Awards of Distinction in 2019, which celebrate extraordinary individuals who exemplify HCA Healthcare’s culture and values.

Jan Woolley, RN, with St. Mark’s Hospital, received a Frist Humanitarian Award, named after HCA Healthcare founder Dr. Thomas Frist, Sr. Woolley’s life changed nearly a decade ago when her late husband was diagnosed with cancer and they decided to travel at least once a month. Those trips took them around the world and soon became humanitarian missions, which she continues today, through which Woolley provides care as well as medical supplies and technology to low-resource communities in foreign countries.



Sheandi Richins, BSN, RN, CEN, TCRN, with Eastern Idaho Regional Medical Center was one of two to receive the HCA Excellence in Nursing Award in the Professional Mentoring category. In her role as emergency room clinical educator, Richins developed the New Graduate Emergency Room Program and the Primary Trauma Nurse Development Pathway, and created the “Outstanding Preceptor of the Quarter” award as a way to encourage fellow nurses. She uses her passion for fitness to support colleagues in need, including hosting a Zumbathon event to raise money



“The HCA Healthcare Awards of Distinction recognize the very best of HCA Healthcare, the men and women whose work and lives mirror our organization’s values and mission.

The recipients being honored today inspire their colleagues across the country and they serve as a reminder of our organization’s promise to improve more lives in more ways.”



Sam Hazen
HCA Healthcare’s Chief Executive Officer

Nursing Career Development & Opportunity

HCA Healthcare is one of the largest employers of nurses in the United States. We know that education and development are key to excellence. These are some additional ways we help our nurses grow.

New Competency Model

In 2019, the Mountain Division piloted and was the first to implement what will become a new competency model enterprise-wide. Traditionally, competency models have taken a one-size-fits-all approach. The new model empowers nurses to take ownership and drive the areas they need training and education in.

StaRN Nurse Residency

More than 250 residents participated in the Mountain Division's nurse residency program in 2019. The paid nurse residency program provides a solid foundation for new graduates as they move from the classroom to the bedside and begin their nursing careers. Through the HCA Healthcare StaRN program, we provide a 12-26 week nursing experience through an intensive internship program for graduate nurses. Upon completion, nurses transfer to a division hospital for unit orientation and further clinical training via one-on-one preceptorship.

Preceptor Certification Program

More than 700 nurses in the Mountain Division became Preceptor Certified Nurses in 2019. The program gives nurses leadership and mentoring opportunities with incoming nurses. Preceptor nurses are paid a differential for achieving and maintaining this specialized training.

Investment in Clinical Education

HCA Healthcare recently became the majority owner of Galen College of Nursing, one of the largest educators of nurses in the nation. This innovative strategic partnership brings together two of the top nursing organizations in the country increase access to nursing education and provide career development opportunities for our Mountain Division colleagues.

PARTNERING WITH PHYSICIANS

Physicians have always been at the heart of the HCA Healthcare Mountain Division. Two of the three founders of HCA Healthcare were physicians. More than 3,300 active physicians support our hospitals, physician clinics, and outpatient centers, including our Physician Services Group, which is comprised of locally managed practices.

Fostering a Culture of Innovation

The HCA Healthcare Mountain Division believes partnering with and empowering our physicians in delivering exceptional care is the best way to guide advances in medicine across our network.

The Mountain Division has a track record of promoting a culture of innovation, fostering physician ideas, and then giving them the tools and resources necessary to execute and be successful. We recognize the value of actively seeking physician feedback and implementing change based on their input.

Whether it's an ER physician leading a new pilot around large vessel occlusion to help drive significant change in stroke care, a chief medical officer partnering with a physician to drive improvements in sepsis care, or cardiologists joining forces and going above and beyond the call of duty to improve the quality of our EKGs – to name just a few in 2019 – the HCA Mountain Division prides itself on innovating through these sorts of physician-driven partnerships and initiatives that are ultimately geared to improve patient outcomes.



Developing Leaders

A key linchpin in engaging and partnering with our physicians is the division’s Chief Medical Officer (CMO) program, which has been built up significantly in recent years, with an emphasis on increasing the number of full-time CMOs in our hospitals. Hospital CMOs help empower and work with our physicians at the local level and are an important bridge to our medical staff to help administration better understand physician needs and vice versa. The program has provided a framework for innovation to thrive.

The division welcomed two new CMOs in 2019.



Derrick Walker, D.O., FACS, was named Chief Medical Officer (CMO) for Brigham City Community Hospital. A Brigham City native, Dr. Walker is a board certified general surgeon and served in the United States Air Force and has been the recipient of the prestigious Meritorious Service Medal.



Jess Jewett, MD, was selected to also serve as Cache Valley Hospital’s new Chief Medical Officer, in addition to his duties as Medical Director of Emergency Medicine. Dr. Jewett – a former assistant professor at the University of Utah – is also currently the managing partner for the Cache Valley Division of Emergency Physicians Integrated Care (EPIC), which staffs for Brigham City Community Hospital and Cache Valley Hospital.

Training New Physicians

As a learning health system, Graduate Medical Education (GME) is inherent in HCA Healthcare. To ensure our physicians, residents, and fellows are prepared for their careers and trained on the latest medical approaches, HCA Healthcare invests heavily in graduate medical education programs. In fact, HCA Healthcare is the largest sponsor of GME in the United States with 264 residency programs in 54 locations with 3,900-plus residents and fellows.

Eastern Idaho Medical Center (EIRMC) has made significant strides as a teaching hospital the past two years. In 2019, EIRMC welcomed its second ever cohort of residents to its new Internal Medicine Residency program, which was created in 2018. The three-year program accommodates 10 new residents each year for a total of 30 slots and is helping address Idaho’s doctor shortage. EIRMC also recently started a residency program in family medicine.

Another example of the unique GME opportunities available in the Mountain Division is the GME colorectal fellowship at St. Mark’s Hospital. It is currently the only colorectal training program of its kind in the Intermountain West. St. Mark’s Hospital has been named an IBM Watson Health Top 100 Hospital in the Teaching Hospitals category for several years running.





Caring for Our Community

Our dedication to caring like family extends beyond our hospitals' walls into the communities we serve in Alaska, Idaho, and Utah.



In 2019, the HCA Healthcare Mountain Division contributed more than **\$489 million** in charitable and uncompensated care in our communities. We also generated more than **\$752 million** in total economic impact.

INVESTING IN THE COMMUNITY

We strive to do our part to help our communities in our service regions thrive through volunteering, giving, and partnering with organizations whose missions align with our own. We're also a significant contributor to our local economy, as employers and tax payers.

8,993 people employed

\$666,400,118 in payroll and benefits

\$117,244,654 paid in taxes, including 43,845,054 in state taxes to support fundamental local infrastructure such as schools and roads

\$752,232,720 generated in total economic impact

\$489,437,643 for delivery of charity care, uninsured discounts and other uncompensated care

>\$650,000 in other donations to the community

Equity of Care

Throughout the HCA Healthcare Mountain Division, exceptional patient care is built on a foundation of inclusion, compassion and respect – for patients and every staff member. This culture also embraces colleagues, partners, physicians and communities as well as patients and their families.

In line with its strategic efforts to ensure equitable care, HCA Healthcare actively supports the national American Hospital Association’s “Equity of Care” campaign. As a result, initiatives aimed at eliminating disparities in healthcare have been established at our facilities, which in turn improves experiences and clinical outcomes for all patients.

We have a long history of investing in the communities we serve. We provided more than \$489 million in charity care, uninsured discounts and uncompensated care in 2019. Our hospitals offer discounts that reduce amounts paid by uninsured patients to the point that their cost is comparable to those with insurance plan coverage. Further, patients who elect to pay off their bills in monthly increments do not pay interest charges.

HCA Healthcare was named as one of the World’s Most Ethical Companies by Ethisphere® Institute for the tenth consecutive year, in part, for its efforts to eliminate disparities in healthcare. HCA Healthcare is one of only one of 29 companies worldwide to be honored 10 times, and among only seven healthcare providers named on this year’s list of 128 honorees spanning 21 countries and 50 industries.

Partnerships

At HCA Healthcare Mountain Division, we are raising the bar for patient care by collaborating with community leaders to help solve community problems. The following is a sampling of organizations our hospitals are partnering with to build stronger, healthier communities:

- American Heart Association. Several of our hospitals are strong supporters of AHA’s annual Heart Walk in support of cardiac care for patients in our community.
- American Cancer Society
- American Lung Association
- American Red Cross. Our employees, through an employee match program, have a long history of joining with the Red Cross in its efforts to provide disaster relief in our communities and around the world, including support for victims of earthquakes, floods, wildfires and other natural disasters. In 2019, HCA Healthcare collectively donated \$500,000 to the Red Cross.
- Special Olympics
- Suicide Prevention. We have a deep-rooted history of providing mental health education to our colleagues and our communities. We have partnered with The Jason Foundation, Inc. (JFI) since 2013 in the vital effort to end youth suicide. We’re strengthening our commitment to developing and implementing mental health programs for our colleagues, our patients and our communities.

Crushing the Opioid Crisis

The Mountain Division is combatting the opioid crisis by taking action and making a real difference for patients, families and communities. In September 2019, HCA Healthcare held its first national “Crush the Crisis” opioid and prescription drug take back event that resulted in the collection of more than 5,000 pounds of unused and expired prescription medications. More than 100 HCA Healthcare facilities across 16 states – including from the Mountain Division – participated in the event.

Diversity and Inclusion

At HCA Healthcare Mountain Division, we foster a culture where everyone is welcome and has a voice, regardless of age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, or payment source or ability.

The Mountain Division has enacted inclusive policies on hiring, recruitment and leadership development.

We’re also proud to be a military veteran and military spouse employer. HCA Healthcare has been designated a Military Friendly Employer and Military Spouse Friendly Employer by VIQTORY.

We continuously seek opportunities to cultivate and sustain community partnerships that deepen our understanding, broaden our reach and allow us to invest in healthier tomorrows for the communities we serve.



Our Hospitals

Our 11 dedicated and advanced hospitals serve a variety of communities in Alaska, Idaho and Utah.



907-276-1131
2801 DeBarr Road
Anchorage, AK 99508
alaskaregional.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Cardiology/Cardiovascular
 - Cardiac catheterization lab, 24/7
 - Electrophysiology lab
 - Rehabilitation unit: outpatient
- Stroke care
 - Dedicated endovascular neurology lab
 - Rehabilitation unit
- Neurology 24/7
 - Neurodiagnostics
 - Neuroradiology lab
- Orthopaedics & Spine Center
- Joint replacements
- Comprehensive surgical care
 - Minimally invasive and robotic surgery
 - Inpatient and outpatient
- Intensive care and coronary care
- Hospitalists 24/7
- Integrated medicine program
- Maternity care
 - Level II Neonatal Intensive Care (NICU)
 - Neonatal abstinence evaluation, support & treatment program (NEST)
- Dedicated women's care
 - 3D digital mammography
 - Stereotactic, ultrasound, MRI biopsy
 - Ultrasound studies
- Cancer care
 - Commission on Cancer Accreditation
- Radiology: diagnostic and interventional
- Comprehensive lab services
- Substance withdrawal program

Hospital Statistics 2019

250

Licensed beds

603

Total physicians

159

Advanced practice providers

504

Nurses

1,180

Employees

38,250

Patient encounters

36,974

Emergency department visits

7,628

Hospital admissions

521

Babies delivered

16,231

Surgeries: inpatient and outpatient

\$115,348,346

Payroll and benefits

\$16,224,704

Taxes paid

\$55,418,145

Charity & uncompensated care

Accolades and Accreditations

Atrial Fibrillation, Chest Pain and Heart Failure Accreditations
(*Society of Cardiovascular Patient Care 2019*)

Achieved the Get With The Guidelines® - Stroke Gold Plus Quality Achievement Award and Target Stroke Honor Role
(*American Stroke Association*)

Alaska's first certified Primary Stroke Center
(*The Joint Commission*)

Five-Star rated for patient experience
(*Centers for Medicare & Medicaid Services*)

Designated Center of Excellence in Robotics Surgery
(*Surgical Review Corporation*)

Cancer program certification
(*American College of Surgeons*)

Recognized with a Gold Pan award for Business Excellence
(*Anchorage Chamber of Commerce*)

Certified hip, knee and spine programs
(*The Joint Commission*)

Hip, hip, hooray



Shelly Smith, native Alaskan, has endured more than 10 surgeries and survived ovarian cancer. When she says she's "been through a lot," she means it. So, when Shelly started experiencing pain while walking, she pushed through until everyday motions became unbearable. She couldn't sit, stand, or lie down without excruciating discomfort by the time she went to her doctor.

Shelly's primary care physician ordered an X-ray, which delivered the first diagnosis: degenerative disc disease, a condition classified by worn down discs and a loss of rubbery cushioning between vertebrae. Then the doctor requested an MRI for a more detailed imaging. The MRI revealed a lack of rubbery cushioning around Shelly's hip joint.

"They said, 'Shelly, how are you even walking around? You're bone-on-bone! You must be in so much pain.'" Shelly said. "When they told me I needed a total hip replacement, I cried. I'm only 54 years old. I was really scared because I thought a total hip replacement would be horrible."

The initial fear Shelly felt about total hip replacement surgery dissipated as she attended what she fondly refers to as "hip camp." The one-day total hip replacement course, hosted at Alaska Regional Hospital, teaches patients about preparing for surgery, recovery, pain management, and preventing complications.

"Taking that class was the most beneficial thing of all," Shelly said. "It's like a Lamaze class for pregnant women, but specifically for total hip replacement surgery. If I wouldn't have taken that class, I wouldn't have been as well educated about my after-care and I don't think I would have healed as well."

Armed with knowledge, Shelly arrived at Alaska Regional Hospital on the day of her total hip replacement surgery feeling prepared for the experience and enveloped by people who care.

"Alaska Regional is the only hospital I'd ever have surgery at," Shelly said. "I love the way they treat me. I get to know the people by name. It's personalized, personal care."

During surgery, Dr. Douglas Prevost, board-certified orthopaedic surgeon, removed the damaged portion of Shelly's hip joint and replaced it with a prosthetic implant custom-designed to fit her body. The surgery lasted a couple hours, and then Shelly spent the night recovering at Alaska Regional Hospital.

"What they cared about most at the hospital, was my pain level – how comfortable I was. The nurses were wonderful," Shelly said. "I got up and walked 2.5 times around the hallway that very night."

Once discharged from the hospital, Shelly continued her recovery process. She diligently practiced walking and at-home exercises, she also attended physical therapy three times a week.

At 12-weeks post-surgery, Shelly's footprints in the snow stand as proof of her successful results.

"My boyfriend and I went out and hiked a glacier this past weekend. I feel like a new person." Shelly said.

Due to Shelly's degenerative disc disease, she anticipates having another total hip replacement surgery performed on her other hip within the next 5 to 10 years.

"The thought of having it done doesn't scare me at all. In fact, this experience makes me want to do it sooner than later. Life is too short to be in pain." Shelly said.





MOUNTAINSTAR

Brigham City
Community Hospital

435-734-9471

950 S. Medical Dr.
Brigham City, UT 84302

brighamcityhospital.com

Focus On Patient Care

- New 16,000 sq/ft Emergency Room
- Emergency care provided by board-certified specialists 24/7
- Level IV Trauma Center
- Heart attack and stroke intervention
- Cardiology/Cardiac rehabilitation
- Orthopaedics/Joint replacement
- Surgical care
 - Comprehensive and minimally invasive
 - Inpatient and outpatient
- Intermediate care
- Respiratory therapy
- Hospitalist care 24/7
- Maternity care
 - Labor, delivery and recovery in one birthing suit
- Women’s Wellness Center
 - Digital mammography
 - Bone densitometry (DEXA)
- Sleep Center: diagnostic
- Radiology: diagnostic and interventional
- Comprehensive lab services

Hospital Statistics 2019

40	Licensed beds
140	Total physicians
31	Advanced practice providers
67	Nurses
221	Employees
26,755	Patient encounters
8,641	Emergency department visits
1,071	Hospital admissions
285	Babies delivered
2,927	Surgeries: inpatient and outpatient
\$14,003,403	Payroll and benefits
\$2,468,591	Taxes paid
\$10,011,110	Charity & uncompensated care

Accolades and Accreditations

Recognized among the nation’s 100 Top Hospitals® in the small community hospital category
(IBM Watson 2019)

Five-star rated for sepsis treatment
(Healthgrades 2019)

Accredited Chest Pain Center
(American College of Cardiology)

Designated as a Level IV Trauma Center
(Utah Department of Health)

Certified as a Stroke Receiving Facility
(Utah Department of Health)

Accredited by American College of Radiology

Earned Gold Seal of Approval® for Hospital Accreditation for safe and quality patient care
(The Joint Commission)

All in the Family



For Danielle Bahe’s first two pregnancies, conception required methodical planning of every element. In fact, her first pregnancy, conceived via artificial insemination needed specific timing down to the minute. So, when Danielle began experiencing sciatic nerve pain – her personal tell-tale sign of pregnancy – she found it alarming and odd.

When she initially read her at-home pregnancy test, it appeared negative, but by the time she had tucked her little ones in bed, faint lines had surfaced.

“I remember that I hadn’t slept in months, my second son was only 10 months old, and I was not feeling ready to have another newborn. There was some panic there,” Danielle said. “On the other hand, my husband was like, ‘Awesome! We haven’t been able to get pregnant on our own. You’ve always wanted a surprise baby!’”

Danielle’s wish came true. She was 100 percent surprised and 100 percent pregnant.

As the initial shock faded and the excitement bubbled up, Danielle and her husband realized they were actually quite prepared for another baby – they already had the equipment and gear, they had a baby name picked out, they had the perfect provider to assist in delivery, and they knew which hospital they wanted to deliver at.

For Danielle’s first pregnancy and delivery, she attended a hospital facility with a high-risk maternal fetal medicine department. For her second pregnancy, she delivered at Brigham City Community Hospital. Danielle had felt the difference and gained a strong opinion of which she preferred.

“I didn’t feel important at the first hospital,” Danielle said. “At Brigham City Community Hospital, the nurses would come in to check on me all the time. If I was sleeping, they would be careful not to disturb me and they’d help with my baby so I could get some sleep. They were so sweet and affectionate toward me. I knew I wanted to deliver at Brigham City Community Hospital again.”

Although Danielle’s pregnancy happened naturally and her baby grew with strength and health, the pregnancy wasn’t without its challenges. At 20 weeks gestation, Danielle was diagnosed with placenta previa, which comes with a greater risk for bleeding during pregnancy and delivery, putting mother and baby in danger. As a result, Danielle’s provider advised her to avoid exerting herself and to shun any heavy lifting. She wasn’t placed on official bed rest but needed to take extra rest and caution. Thankfully, by week 30 of Danielle’s pregnancy, the placenta corrected itself naturally.

At 3 a.m. on Dec. 18, contractions woke Danielle. She could tell this would be the day for delivering her new baby boy. After a calming bath, she and her husband arrived at Brigham City Community Hospital, greeted by her compassionate, skilled labor and delivery team.

The delivery went smoothly. Any stress and worry leading up to the moment was replaced with an indescribable, overwhelming joy. Baby Oliver Mark Bahe entered the world at 9:30 a.m., weighing 7 lbs. 4 oz. and measuring 20 inches long.

“After he arrived, both my husband and I were crying so much as we held our new baby. All the anxiousness was suddenly gone and there he was. It was amazing,” Danielle said.

“At Brigham City Community Hospital, I was surrounded by nurses who were like my family – that’s how it felt. They were there to cry with me and cheer me on because that baby was equally important to them. My provider took my camera and took pics of my husband and I as we met him. It was like I had some aunts, a mom, cousins, and a photographer all in the room – and really they were all the staff at the hospital.”



435-713-9700
2380 N 400 E
Logan, UT 84341
cachevalleyhospital.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Level IV Trauma Center
- Orthopaedics
 - Robotic-assisted joint replacements
- Spine care
- Surgical care
 - Minimally invasive, robotic assisted surgeries
 - Inpatient and outpatient
- Maternitycare
 - Spacious and comfortable birthing suites
 - Six home-like birthing suites
 - C-section suite
 - Anesthesiologist 24/7
 - Lactation support
- Advanced Wound Care and Hyperbaric Center
- Occupational therapy: inpatient, outpatient
- Physical therapy: inpatient, outpatient
- Respiratorytherapy
- Speech therapy: inpatient
- Radiology: diagnostic
- Women’s Wellness Center
 - 3D mammography
- Comprehensive lab services
- Infusion therapy
 - PICC/Midline placements
- Cardiologycare
- Occupational Health

Hospital Statistics 2019

28	Licensed beds
184	Total physicians
19	Advanced practice providers
76	Nurses
244	Employees
29,946	Patient encounters
3,715	Emergency department visits
689	Hospital admissions
130	Babies delivered
2,739	Surgeries: inpatient and outpatient
\$15,091,059	Payroll and benefits
\$1,633,942	Taxes paid
\$5,395,972	Charity & uncompensated care

Accolades and Accreditations

Achieved a five-star rating for spinal fusions
(Healthgrades 2018-2019)

Five-star rating for total knee replacement
(Healthgrades 2019)

Certified as a Stroke Receiving Facility
(Utah Department of Health)

Designated as a Level IV Trauma Center
(Utah Department of Health)

The Joint Commission Accredited

American College of Radiology Accredited

College of American Pathology Accredited

Undersea and Hyperbaric Medical Society Accredited

Ranked #1 in patient satisfaction scores among 173 emergency room departments throughout HCA Healthcare

Actively Aging



“Use it or lose it.”

The common phrase means keep using the physical body so that it keeps functioning properly; but sometimes people live active lifestyles and still lose the ability to move freely.

For Mike and Lyn Bankhead, life without orthopaedic services would be debilitating. During the eight years they’ve lived in Logan, Utah, they’ve undergone eight different surgeries at Cache Valley Hospital – with about 90 percent being orthopaedic-related. From firsthand experience, they understand the direct correlation between living an active life and having high quality of life.

“We’d be crippled and immobile without this,” Mike said. “Before my first knee surgery, I’d walk a block just to avoid two stairs. That’s significant.”

Lyn agreed. “Before my knee surgeries, I didn’t play racquetball for 15 years. Now, I’m playing again – and I play pretty hard.”

“It’s true. She beat me yesterday,” Mike chimed in.

Upon moving to Logan to accept a role as music department head for Utah State University, Mike received a recommendation to meet with orthopaedic surgeons at Alpine Orthopaedic Specialists – and then Lyn did too. Little did they know, this introduction would transform their quality of life.

Although each has suffered from different ailments over the years, they’ve also experienced similar ones. In fact, they’ve tallied up four total knee replacement surgeries at Cache Valley Hospital. Those experiences, and the renewed quality of life granted by them, have cultivated a deep respect for Cache Valley Hospital and equally profound relationships with the people who deliver care there.

“We’ve had the same doc, the same quality of care and the same experience every time – they’re really terrific people,” Mike said. “Cache Valley Hospital isn’t a factory. It’s a group of professionals who really take their healthcare responsibilities seriously, while maintaining an enjoyment for what they’re doing. We’ve developed great friendships with the physicians and administrative staff there.”

Staying off the sidelines and in the game of life is a top priority for Mike and Lyn. They grew up skiing and love the intensive workout they receive from racquetball.

“We have lived very active lives and continue to do so,” Mike said. “If you have the right people taking care of you and have the right surgeries when needed, you can continue to be as active as you want.”

Due to their consistently positive experiences and results at Cache Valley Hospital, Mike and Lyn speak with the enthusiasm and passion of lifelong, loyal fans when it comes to the quality of healthcare available locally. In addition to talking the talk of loyal fans, they walk the walk too. For example, one night, Lyn woke up with severe abdominal pain. She quietly rolled out of bed, as to not disturb her sleeping husband, since he had an important 6-hour long musical rehearsal the next day. When she called 911, the operator told her they would dispatch an ambulance to take her to a hospital – but the hospital wouldn’t be Cache Valley Hospital.

“I only wanted to go to Cache Valley Hospital. I wanted to be cared for in a hospital we trust and by doctors we know and trust,” Lyn remembered.

So, Lyn denied the ambulance and instead drove herself to the Emergency Room at Cache Valley Hospital. She even pulled over halfway there, unsure if she could make it due to the intensity of pain.

Thankfully, Lyn arrived at the hospital safely and quickly, and a few hours later she underwent an emergency appendectomy. Of course, she called her husband in the morning to let him know the plan before the successful surgery.

“It was incredible. The hospital team treated me so well, and the next day I was able to attend Mike’s rehearsal and concert,” Lyn said.

In addition to total knee replacement surgeries, total hip replacement surgery, plantar fasciitis surgical repair and an emergency appendectomy, both Lyn and Mike have needed orthopaedic hand surgery. Lyn underwent procedures to repair carpal tunnel syndrome on both hands and Mike had a capsule joint on his thumb repaired with a tendon transfer. Once more, the surgeries proved wonderfully successful.

“It’s the quality of care, the quality of facility and convenience of location,” Lyn said.

Mike agreed. “They’re exceptional healthcare professionals – the doctors are up to date and the nurses actually care about you. There isn’t a better place on the planet to get care,” he said.



208-529-6111
3100 Channing Way
Idaho Falls, ID 83404
eirmc.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Level II Trauma Center
- Level I Intensive Care Unit
- Idaho's only Burn Center
 - 6-bed burn intensive care unit
 - Outpatient Burn & Wound Clinic
- Cardiology/Cardiovascular/Cardiopulmonary
 - Cardiac catheterization lab
 - Electrophysiology lab
 - Structural heart/minimally invasive valve repair and replacement
 - Cardiac and pulmonary rehabilitation
- Neurology and stroke care
- Comprehensive surgical care
 - Minimally invasive and robotic
 - Cardiovascular/open heart surgery program
 - Neurosurgery and Spine Center
 - Orthopaedics and joint replacement
- Inpatient Acute Rehabilitation Unit
- Pediatric care
 - Region's only Level III neonatal intensive care unit (NICU)
 - Pediatric intensive care unit (PICU) and inpatient unit
 - Outpatient pediatric clinic with St. Luke's Children's Hospital
- Women's Imaging Center
- Behavioral Health Center
 - Adult and adolescent acute inpatient care
 - Adolescent girls residential treatment
 - ECT therapy program
 - Intensive Outpatient program
- Cancer care
 - Medical oncology
 - Radiation Therapy Center
 - Infusion services
- Wound care and hyperbaric oxygen therapy

Hospital Statistics 2019

318

Licensed beds

452

Total physicians

101

Advanced practice providers

581

Nurses

1,477

Employees

134,439

Patient encounters

51,818

Emergency department visits

11,277

Hospital admissions

1,363

Babies delivered

10,865

Surgeries: inpatient and outpatient

\$107,589,937

Payroll and benefits

\$21,876,285

Taxes paid

\$97,300,085

Charity & uncompensated care

Accolades and Accreditations

Level I STEMI Center
(Idaho Time Sensitive Emergency System)

Named one of the nation's 50 Top
Cardiovascular Hospitals
(IBM Watson Health™ 2019)

Earned accreditations for treating atrial fibrillation
and chest pain
(American College of Cardiology)

Achieved the Get With The Guidelines® -
Stroke Gold Plus Award
(American Stroke Association)

Awarded Mission: Lifeline Gold Plus
Receiving Quality Award
(American Heart Association)

Earned Mission: Lifeline Bronze Certificate
for NSTEMI treatment
(American Heart Association)

Re-accredited as Level II Trauma Center
(American College of Surgeons)

Five-star rated for hip fracture treatment
five years total
(Healthgrades 2013-2015, 2018-2019)

Five-star rated for carotid procedures
(Healthgrades 2019)

Playing Music with Heart



Photo courtesy Post Register/John Roark

At its weakest, Michael Mooney's heart was functioning at just a 20-25% range. He couldn't take the stairs. He needed help getting out of a chair. His energy was near zero. It led to his decision to retire from his position as Night Editor at the Post Register. Worst of all, he had to give up performing with his beloved clarinet and saxophone.

"I could not sustain a conversation," Michael said. "I would talk in three- or four-word bursts and then have to catch my breath."

When he couldn't bounce back from fatigue, he saw his doctor and underwent an echocardiogram. The doctor referred him to a cardiologist who diagnosed him with congestive heart failure and severe aortic stenosis, which occurs when the aortic valve calcifies and narrows, restricting blood flow from the left ventricle to the aorta. Additionally, he was suffering from hypertension and a mitral valve leak.

A myriad of tests and consultations with various cardiac specialists at EIRMC quickly followed. The team determined that replacing Mooney's aortic valve would resolve the aortic stenosis and enable appropriate management of his other health issues.

However, traditional open heart surgery wasn't a viable option for Michael because of risk factors, such as hypertension, Type 2 Diabetes, and heart failure. But an alternative known as Transcatheter Aortic Valve Replacement (TAVR) offered hope for him.

During the TAVR procedure at EIRMC, a specially trained surgical team placed a new valve inside his diseased aortic valve via a catheter that ran up through his femoral artery. After it was in place and "opened," blood flowed unobstructed to the aorta.

After the procedure, Michael recovered in the ICU at EIRMC. Unexpectedly, six hours after surgery, his heart rate plummeted to a mere four beats per minute. In a small percentage of patients, the new valve pushes on the node that initiates a heartbeat. When this happens, the natural electrical circuitry is disrupted. Doctors rushed him back into surgery and inserted a pacemaker to normalize his heart rate. Even with this event, his total hospital stay was only four days.

Today, Michael's heart is functioning normally. He takes just one baby aspirin daily. He's returned to performing with the Idaho Falls Community Concert Band, the Firth Community Orchestra, and with a local group known as Jazz House Big Band. He and his wife, Margaret, enjoy their time together, now with energy enough to pursue their passions on the arts and music scene.

"This is what everyone else gets to feel like. My normal was so abnormal," he said. "After the surgery, the sky was a little bluer. The leaves were a bit greener. From my perspective, 'thank you' seems so inadequate."



801-299-2200
630 East Medical Dr.
Bountiful, UT 84010
lakeviewhospital.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Level III Trauma Center
- Orthopaedics and Joint Specialty Center
 - Robotic-assisted joint replacements
- Cardiology/Cardiovascular
- Certified Stroke Receiving Center
- Cardiology
 - Cardiac catheterization lab
 - Cardiac rehabilitation
- Surgical care
 - Comprehensives and minimally invasive
 - Inpatient and outpatient
- Post-anesthesia care unit
- Critical care unit
- Intensive care unit
- Hospitalists 24/7
- Maternity care
 - C-section suite
 - Maternal Fetal Medicine
 - Neonatal Intensive Care Unit (NICU) Level II
- Wound care and hyperbaric oxygen therapy
- Behavioral health care
 - 24/7 crisis assessments
 - Adult inpatient psychiatric care
 - Intensive outpatient program
 - Geriatric behavioral health program
 - Electroconvulsive therapy (ECT)
- Women’s Wellness Center
 - Digital mammography
 - Ultrasound screening for dense breasts
 - Cryoablation treatment for breast cancer – Bone densitometry (DEXA)
- Diagnostic and interventional radiology
- Comprehensive lab services

Hospital Statistics 2019

125

Licensed beds

331

Total physicians

94

Advanced practice providers

186

Nurses

596

Employees

30,327

Patient encounters

15,919

Emergency department visits

3,839

Hospital admissions

396

Babies delivered

10,854

Surgeries: inpatient and outpatient

\$38,181,928

Payroll and benefits

\$6,670,746

Taxes paid

\$50,610,143

Charity & uncompensated care

Accolades and Accreditations

Named 100 Top Hospital® for seventh straight year in the Small Community Hospitals category
(IBM Watson Health™ 2019)

Earned eighth consecutive Hospital Safety ‘A’ grade
(Leapfrog Group)

One of three hospitals in Utah to earn the Patient Safety Excellence Award™
(Healthgrades 2019)

Achieved the Outstanding Patient Experience Award™
(Healthgrades 2019)

Only hospital in Utah named among America’s 100 Best Hospitals™ for joint replacement for 7 straight years
(Healthgrades 2014-2019)

Whole-hearted



At age 37, Zac Harris was a healthy father of four. He was careful with his diet. He skied regularly. He ran even more regularly – on road, off road – rain (or snow) or shine. By all measures, he was the healthiest he had been in decades – certainly not a prime candidate for a heart attack. But the math doesn’t always add up in life.

“I’ve always loved to run,” Zac said. “I had set a goal for a race I wanted to run and was running a lot more. I felt a lot better with the energy I had on the Keto diet and the weight I had lost. And life was good.”

One beautiful Utah spring day in April, he went on a 13-mile run from his home in North Salt Lake to downtown Salt Lake and back. He felt great. He took a selfie to send to his wife to let her know he was on his way home. About four miles from home, however, he passed out on the trail. When he came to, he sent out an SOS to some friends and eventually his wife, who charted his location and met him along the trail. Not thinking much of it, he chalked it up to dehydration and the couple returned home. Soon after walking through the door, however, he collapsed again. Zac was in full cardiac arrest.

“Once she realized I wasn’t waking up, my wife called 911 and then immediately started chest compressions,” Zac recalled, fighting back tears. “She is CPR certified, so she knew what to do and was quick to act, which is probably the biggest reason I’m still here.”

The EMTs arrived, got him stabilized, and took him to Lakeview Hospital in Bountiful, Utah, where he received a stent and was put in a medically-induced coma to lower his body temperature in order to preserve brain function. After being stabilized, some in his circle of influence thought he should be transferred to a bigger hospital.

“My wife felt strongly that I needed to stay at Lakeview and I honestly believe that, had I been transferred somewhere else, the result may have not been the same because of the treatment I was able to receive,” Harris said. “It couldn’t have turned out any better.”

He doesn’t remember a lot about his stay in the hospital – only bits and pieces. The results, however, speak for themselves. He’s healthy. His heart function is back up within normal range. And he’s running again. He has gone on a few trail runs – not quite as many as before, but mostly because his wife doesn’t want him to go by himself. Understandably – by wife’s orders – he’s got to stay where he has cell phone reception.

Things have slowly returned to normal for Zac, yet with a whole new outlook on life.

“Having died and then being able to survive, it gives you a different perspective on life,” he said. “I appreciate it more, especially the little things. There are a lot of times where we’ll be doing something simple as a family and I’ll get choked up and realize ‘I almost wasn’t here for this.’”



801-545-8000
11925 S State St
Draper, UT 84020
lonepeakhospital.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Surgical care
 - Comprehensive and minimally invasive
 - Inpatient and outpatient
- Orthopaedics/Joint replacement
- Spine Center
- Hospitalists, 24/7
- Maternity care
 - Labor, delivery and post-partum suites - Maternal Fetal Medicine
 - Level II Neonatal Intensive Care (NICU) - Maternity education classes
- Pediatric care including craniofacial surgeries
- Women's Wellness Center
 - Digital mammography
 - Breast cancer navigator
 - 3D digital mammography
- Sleep center: diagnostic and therapeutic
- Radiology: diagnostic and interventional
- Comprehensive lab services
- Respiratory care
- Intensive Care Unit (ICU)

Hospital Statistics 2019

32

Licensed beds

557

Total physicians

100

Advanced practice providers

134

Nurses

459

Employees

26,540

Patient encounters

13,279

Emergency department visits

2,083

Hospital admissions

857

Babies delivered

6,869

Surgeries: inpatient and outpatient

\$30,058,955

Payroll and benefits

\$5,010,160

Taxes paid

\$15,736,284

Charity & uncompensated care

Accolades and Accreditations

Named a 100 Top Hospital® in the small community hospital category
(IBM Watson Health™ 2019)

Earned "A" Hospital Safety Grade
(Leapfrog Group)

Five-star rated for Spinal Fusion Surgery for second consecutive year
(Healthgrades 2018-2019)

Accredited Chest Pain Center
(American College of Cardiology)

Verified Stroke Receiving Center
(Utah Department of Health)

Designated Blue Distinction Center+ for Maternity Care
(BlueCross BlueShield Association)

Fully Invested



Alicia Fisher has lived with significant abdominal pain for years. She's visited doctor after doctor with no answers as to the cause. Her doctor's visits would typically end with another referral and a prescription to help her manage the pain.

During one particularly painful bout with the pain, Alicia drove 30 miles from Provo to Lone Peak Hospital in Draper, Utah. From the moment she walked through the ER doors, she could tell something was different.

"Jerry was my nurse. He was incredibly kind," Alicia said. "I was really vulnerable because I was there alone. I was really uncomfortable and in a lot of pain, and he really made me feel that I mattered and that the outcome of my wellbeing mattered to him as well. And that meant a lot to me. I've had a lot of different nurses and he was just really invested in my wellbeing, I could feel it."

After some initial blood work, the staff prepared her for a CT scan. From the phlebotomist, to the rad tech, to the attending physician, she felt like they – across the board – made her feel like she was a person and not just a patient.

"Dr. Fox had a very calm demeanor and was very competent," Alicia said. "She gained my trust because she knew what she was talking about, and you could tell. She was both confident and gentle at the same time. I appreciated that she took the extra time to make sure I was ok and figure out what was going on."

It was that thoroughness that perhaps impressed Fisher the most. She felt like the entire staff was committed to giving her some answers. She didn't leave with all of the answers, but the Lone Peak staff was able to give her as thorough a diagnosis as she's ever gotten about the root of the pain she's experiencing – the official diagnosis was a swollen colon – and help her chart and facilitate next steps. The pain hasn't completely subsided but she's doing much better than she was the day she walked through the doors of Lone Peak Hospital.

As a full-time clinical social worker and a single mother of three, Alicia doesn't necessarily have the time to drive 30 minutes and pass several other hospitals en route to Lone Peak Hospital. Far from it. But she doesn't bat an eye at it because of the experience she had.

"Because my experience was so positive I would drive the extra miles just to go to Lone Peak because of how I was treated there," she said. "I felt really safe, there was no wait time, and I felt like I was treated with respect and dignity. I felt like I wasn't judged. I felt like they were really invested in figuring out what was going on – versus just giving me pain medication to deal with the symptoms – and that they wanted to figure out what was really going on and how to really help me feel better."



801-465-7000
1000 E 100 N
Payson, UT 84651
mvhpayson.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Trauma care
- Cardiology/Cardiovascular
- Certified Stroke Receiving Center
- Orthopaedics and Joint Specialty Center
 - Robotic-assisted joint replacements
- Spine and neurosurgical services
- Comprehensive surgical care
 - Minimally invasive, robotic surgeries
 - Inpatient and outpatient surgical options
- Hospitalists 24/7
- Intensive care unit
- Maternity care
 - Maternal fetal medicine
- Women’s Wellness Center
 - 3D digital mammography
 - Ultrasound for dense breasts
 - Bone densitometry (DEXA)
- Pediatric care
- Behavioral health care
- Respiratory therapy
- Diagnostic and interventional radiology
- Comprehensive lab services

Hospital Statistics 2019

124

Licensed beds

313

Total physicians

76

Advanced practice providers

142

Nurses

351

Employees

14,067

Patient encounters

13,072

Emergency department visits

3,460

Hospital admissions

456

Babies delivered

3,691

Surgeries: inpatient and outpatient

\$24,424,875

Payroll and benefits

\$4,267,001

Taxes paid

\$16,528,610

Charity & uncompensated care

Accolades and Accreditations

Named Top 100 Hospital® in the country in the Medium Community Hospitals category (IBM Watson Health)

Achieved the Patient Safety Award™ for the third year in a row, ranking among the top give percent in the nation (Healthgrades 2017-2019)

Earned ‘A’ Safety Grade for ninth consecutive reporting period (Leapfrog Group 2019)

Five-star rated for Spinal Fusion Surgery (Healthgrades 2019)

Five-star rated for Total Knee Replacement (Healthgrades 2019)

Five-star rated for Treatment of Sepsis (Healthgrades 2019)

Accredited for chest pain care (American College of Cardiology)

Designated Blue Distinction Center+ for Maternity Care (BlueCross BlueShield Association)

They Care About Me



Ben Gowans, 45, had seen this Avengers movie before, but midway through the film it stopped making sense. The movie felt foreign, odd, and discombobulated. At the same time, Ben began experiencing peculiar sensations in his hands; as if his hands were someone else’s. Just then, his 21-year-old-son looked over, eyes widening. “Dad, are you ok?” he asked. Ben tried to say he wasn’t sure, but only jumbled words tumbled out. Wisely, Ben’s son jumped to call 911. Ben was having a stroke.

When treating strokes, time means brain power. Every second counts. So, Ben was rushed by ambulance to Mountain View Hospital.

“The first thing they did was take a CT scan – they were incredibly quick about it,” Ben said. “Then they brought in a robot doctor. It was like a screen on a stick ...on the screen was a neurologist who specialized in strokes, and he began asking me questions. My mind was clear, but I couldn’t make out the words. My answers sounded gibberish. It felt incredibly frustrating.”

Different types of strokes require different forms of treatment. Ben’s CT results and physician assessment showed he suffered an ischemic stroke, meaning a blood clot had stopped blood flow to his brain. The ER physician and neurologist recommended a clot-busting prescription drug, or tissue plasminogen activator (tPA).

“With all medication there are risks. So, I asked the doctors, ‘If this was your spouse, would you have them take the drug?’ Both said yes,” Julie Gowans, Ben’s wife, recalled. “I’m normally a worrier, but from the moment it happened, I was filled with an overwhelming peace. I never once questioned whether he would be ok.”

Ben’s stroke occurred on his brain’s left side, leaving his body’s right side weak, numb and feeling estranged – and Ben sensed life would never be the same. Around 3:15 a.m., Ben’s emotions and frustrations bubbled over. He turned to Julie, tears in his eyes, and said he wished he would have died; he didn’t want to feel like a vegetable.

“I tried countless times to adjust my pillow. I kept grabbing with my right hand but couldn’t feel or grip anything. It was infuriating. If this was what life was going to be like after a stroke, I didn’t want it,” Ben said.

After an open conversation about their traumatic day, Julie, with her peace still intact, asked Ben what could help him feel better. Ben thought about it, and an idea came to mind: a walk.

“When the nurse came in, one of the things I loved most, is she didn’t question him. She clarified and asked again, ‘You want to walk?’ Then she got another nurse, wrapped a belt around him, and they helped him walk the horseshoe-shaped hallways around the nurses’ station. Both nurses praised him and told him they’d never seen a patient able to walk this soon after a stroke,” Julie said. “I watched his mental state change. It made all the difference. He felt like living again.”

The quick, quality healthcare at Mountain View Hospital made life after a stroke possible for Ben, and the compassionate, personalized care made living life after a stroke feel possible.

“Initially, I would have said, take me to Mountain View Hospital simply because it’s close,” Ben said. “But now, I say, ‘Take me to Mountain View Hospital’ because they care about me. They listen. They give personal care.”



801-479-2111
5475 S. 500 E.
Ogden, UT 84405
ogdenregional.com

Focus On Patient Care

- Certified Level II Trauma Center
- Emergency care provided by board-certified specialists 24/7
- MountainStar AirLife Ambulance 24/7
- Cardiology
 - Convergent and hybrid ablation for Afib
 - Electrophysiology
 - Cardiac catheterization lab
 - Cardiac rehabilitation
- Family Birthplace
 - Maternal Fetal Medicine
 - Neonatal Intensive Care Unit (NICU) Level III
- Pediatric care
 - Pediatric clinic with multiple specialties
 - Child Life Specialist
- Women’s Wellness Center
 - Digital mammography
 - Bone densitometry (DEXA)
- Orthopaedics/Total Joint Pain Center
- Spine Institute
- Surgical care
 - Minimally invasive robotic-assisted surgeries
 - Inpatient and outpatient surgical options
- Hospitalists 24/7
- Cancer Treatment Center
 - Commission on Cancer (COC) Accreditation (American College of Surgeons)
- Interventional radiology
- Behavioral Health Care 24/7
- Alcohol and Chemical Addiction Treatment
 - Medical detoxification
 - Inpatient rehabilitation
 - ACT Residential Center
 - Inpatient and outpatient recovery programs
- Sleep Center: diagnostic and therapeutic
- Wound care and hyperbaric oxygen therapy

Hospital Statistics 2019

232

Licensed beds

457

Total physicians

112

Advanced practice providers

352

Nurses

1,133

Employees

60,155

Patient encounters

31,065

Emergency department visits

7,757

Hospital admissions

1,809

Babies delivered

21,266

Surgeries: inpatient and outpatient

\$75,270,031

Payroll and benefits

\$14,718,398

Taxes paid

\$66,538,343

Charity & uncompensated care

Accolades and Accreditations

Five-star rated for Heart Attack Treatment (Healthgrades 2019)

Five-star rated for stroke care for second consecutive year (Healthgrades 2018-2019)

Accredited for Atrial Fibrillation, Chest Pain, and Heart Failure care (American College of Cardiology)

Achieved the Get With The Guidelines®- Stroke Gold Plus Award (American Stroke Association)

Primary Stroke Center certified by American Stroke Center (American Stroke Association)

Designated Blue Distinction Center+ for Cardiac Care (BlueCross BlueShield Association)

Designated Blue Distinction Center+ for Spine Surgery (BlueCross BlueShield Association)

Designated Blue Distinction Center for Knee and Hip Replacement (BlueCross BlueShield Association)

Accredited by the American College of Radiology

Alleviated Addiction



Isaac Galope was an active member of the US Armed Forces from Hollister, Calif., traveling to Japan, Korea and other locations around the world. He was stationed at Hill Air Force Base in Clearfield, Utah, and since he liked the area so much he decided to stay.

In his off hours away from his job with the Air Force, Isaac enjoyed his free time playing sports and hanging out with friends – often drinking alcohol. Unfortunately, his drinking gradually increased and the ‘partying’ started to negatively impact his life.

“It’s fun until it’s not,” Isaac said. “At a certain point, it ends up not being a good time.”

His problem with alcohol went from bad to worse, quickly.

“I was drinking every day, it was pretty much all I did,” Isaac said. “I had just gone through a divorce and decided to do the whole ‘bachelor thing’ – just drink and party. But it was a lot more than that. I was masking what I was really feeling. And it just gradually got worse until I started to realize that I wasn’t doing what I really wanted to do. It was just work and then go home and drink. I wasn’t happy with where I was in life. I knew I needed to get some help. It was the lowest point of my life.”

Addiction to alcohol soon robbed him of almost everything he had, including close friends and the activities he loved. He sought help though the Air Force, and they recommended that he see a counselor.

“I told them that my problem was worse than that, and I would most likely need a rehab center,” Isaac said.

They recommended Ogden Regional Medical Center, and he was admitted to its Alcohol and Chemical Treatment Center (ACT) for recovery.

“I had some concerns about going, just because there is a stigma with rehab and getting help, especially being in the military and with my job. I had some nervousness walking through the doors,” Isaac said. “But they definitely are a seasoned staff. They know what you’re going through, and they know when people walk through the doors that they are nervous. They are good at accommodating you and knowing what you will need to relax to open up and talk about what is going on.”

Today, Isaac’s back in the game — he’s working, playing semiprofessional football, and living a sober life because he was taken to Ogden Regional.

“They built up my confidence by showing me that I don’t need alcohol or drugs to make myself feel better,” Isaac said. “I know that there are people out there who do care and you can always go to someone for help. I learned to cope with my problems instead of shutting down and pushing them to the back or covering up with alcohol. Without treatment, I probably would have been in some sort of accident or maybe even dead. The path I was going down was pretty reckless.”

The path Isaac is focused on today is the path forward, thanks in large part to his friends at ORMC.

“When I see them they are happy to see that I’m doing well, and I’m happy to see them so they can see the progress I’ve made,” Isaac said. “I feel great! I wake up every day and go to the gym every morning, then to work. I feel so much better than I ever did before.”

With more than 45 years of experience, Ogden Regional Medical Center’s ACT program is the longest-running recovery program in Northern Utah and offers a variety of treatment options and aftercare to help patients recover from addiction.



801-268-7111
1200 E 3900 S
Salt Lake City, UT 84124
stmarkshospital.com

Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Level II Trauma Center
- Cardiology/Cardiovascular/Cardiopulmonary
 - Hybrid ablation for atrial fibrillation - Electrophysiology
 - Structural Heart Program
 - Limb Preservation Program
 - Cardiac catheterization lab
 - Cardiac rehabilitation
- Neurology and stroke care
- Maternity care/OB hospitalists 24/7
- Neonatal Intensive Care Unit (NICU) Level III
- Comprehensive care for women
 - Personalized Breast Risk Assessment
- Orthopaedics/Joint replacement
- Comprehensive Spine Center
 - Robotic-assisted spinal fusions
- Interventional Pain Clinic
- Comprehensive surgical care
 - Minimally invasive, robotic-assisted surgeries - Inpatient and outpatient surgical options
 - Vascular surgery.
- Critical care/Intensive care/Transitional care
- Hospitalists 24/7
- Primary Plus (PSC+) Stroke Center - DNV GL
- Cancer care and genetic counseling
 - Commission on Cancer (COC) accreditation (American College of Surgeons)
- Behavioral health
 - Perinatal outpatient program - Inpatient psychiatric care
 - Intensive outpatient program
- Comprehensive senior center
- Utah Institute for Robotic Surgery
- Weight Treatment Center

Hospital Statistics 2019

308

Licensed beds

827

Total physicians

120

Advanced practice providers

583

Nurses

1,899

Employees

98,266

Patient encounters

57,314

Emergency department visits

14,276

Hospital admissions

2,070

Babies delivered

33,450

Surgeries: inpatient and outpatient

\$141,271,847

Payroll and benefits

\$27,724,233

Taxes paid

\$113,670,841

Charity & uncompensated care

Accolades and Accreditations

Named 100 Top Hospital® in nation in Teaching Hospital category (*IBM Watson Health™ 2019*)

Named Everest Winner -- recognizes top rate of improvement during a five-year period (*IBM Watson Health™ 2019*)

Named America 100 Best Hospital for Coronary Intervention™ for fourth consecutive year (*Healthgrades 2016-2019*)

Achieved 'A' Safety Grade for fourth consecutive reporting period (*Leapfrog Group 2019*)

Earned the Joint Replacement Excellence Award™ for second consecutive year (*Healthgrades 2018-2019*)

Earned Gold Seal of Approval® for Advanced Certification in Inpatient Diabetes Care (*The Joint Commission*)

Accredited for Atrial Fibrillation, Chest Pain, and Heart Failure care (*America College of Cardiology*)

Accredited Senior Clinic (*Commission on Cancer*)

Full of Hart



Bernie and Marita Hart of Salt Lake City, Utah, have always lived a very active lifestyle, even now in their 70s. They hike. They bike. They scuba dive. They ski. So it came as a surprise when they found out Marita had to have open heart surgery. They were even more surprised when, four weeks later, Bernie, too, needed heart surgery.

Initially, Marita thought her shortness of breath was due to age. When it went from moderate to severe she was told she needed open heart surgery to repair her mitral valve. A month after a successful surgery – as she was still recovering – Bernie discovered he would have to have an emergency two way bypass on his heart. What's more, their daughter underwent surgery for cancer at the same exact time, on the same exact day as her dad, on the east coast.

“To have my wife, my daughter, and myself go through surgery all at the same time essentially was unexpected. The whole situation was surreal,” Bernie said.

Knowing the success rate of similar surgeries at St. Mark's Hospital – and seeing that first-hand in Marita's case as caretaker – was comforting, however, and helped prepare him for what he was about to go through. Bernie's case, however, ended up being a little more complicated than Marita's and, ultimately, resulted in a longer hospital stay – 10 days in the ICU compared to Marita's five.

By his own admission, Bernie is not the easiest patient to care for. He asks a lot of questions and doesn't always follow doctor's orders, but he was comfortable throughout the process and said doctors really went out of their way to not only explain what was happening, but made him part of the dialogue on how to best proceed with his care.

“The doctors treated me with respect, which is a big deal to a patient, and involved me in the discussions as to what was happening,” Bernie said. “They didn't make me feel like they were the experts and that I was supposed to lie there quietly and let them do their thing. They were able to engage me, and that increased my level of comfort I had in what they were doing and lowered any anxiety. It made the whole experience better. They made me part of the solution.”

Marita's experience was no different. To help determine whether she needed a pacemaker, her doctor (Dr. Hacking) had her run the floor and ran side-by-side with her, encouraging her all the way.

“It was all I could do to keep up with him,” Marita recalls with a smile. “It was a nice exchange between doctor and patient.”

It turned out she didn't need a pacemaker, so apparently she was able to keep up more than enough. It's that same brand of personalized, engaging care, she says, that makes all the difference and that keeps them coming back to St. Mark's Hospital.

The Harts judge their success in life by how active they are able to be. So far, so good post-surgery for both of them. The Harts are hiking and biking again. And they're back to instructing their tai chi class for Salt Lake's homeless. The ultimate test for the long-time skiers and ski instructors, they say, will be the upcoming ski season.

“Because of the great care we received at St. Mark's, we have an even better lifestyle now,” Marita said.



Focus On Patient Care

- Emergency care provided by board-certified specialists 24/7
- Cardiology/Cardiovascular
 - Cardiac catheterization lab, 24/7
 - Electrophysiology lab
 - Rehabilitation unit: outpatient
- Stroke care
 - Dedicated endovascular neurology lab
 - Rehabilitation unit
- Neurology 24/7
 - Neurodiagnostics
 - Neuroradiology lab
- Orthopaedics & Spine Center
- Joint replacements
- Comprehensive surgical care
 - Minimally invasive and robotic surgery
 - Inpatient and outpatient
- Intensive care and coronary care
- Hospitalists 24/7
- Integrated medicine program
- Maternity care
 - Level II Neonatal Intensive Care (NICU)
- Dedicated women’s care
 - 3D digital mammography
 - Stereotactic biopsy
 - Ultrasound studies
- Pediatrics
 - Pediatric intensive care unit (PICU) and inpatient unit
 - Outpatient pediatric clinic
- Cancer care
- Radiology: diagnostic and interventional
- Comprehensive lab services

Hospital Statistics 2019

122

Licensed beds

545

Total physicians

155

Advanced practice providers

326

Nurses

673

Employees

26,874

Patient encounters

18,428

Emergency department visits

4,168

Hospital admissions

1,565

Babies delivered

4,853

Surgeries: inpatient and outpatient

\$39,498,411

Payroll and benefits

\$8,006,968

Taxes paid

\$19,341,709

Charity & uncompensated care

Accolades and Accreditations

Received Pathway to Excellence Re-designation
(American Nurses Credentialing Center – ANCC)

Achieved ‘A’ Hospital Safety Grade for third consecutive reporting period
(Leapfrog Group 2019)

Earned the Get With The Guidelines® - Stroke Gold Plus Award recognition
(American Stroke Association)

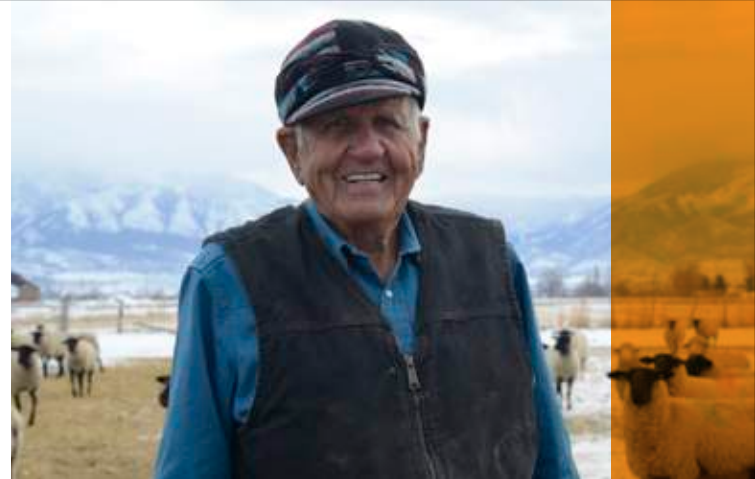
Accredited for Atrial Fibrillation, Chest Pain, and Heart Failure care
(American College of Cardiology)

Certified as a Primary Stroke Center
(American Heart & Stroke Association and The Joint Commission)

Certified as a Stroke Receiving Facility
(Utah Department of Health)

Designated as a Level IV Trauma Center
(Utah Department of Health)

Punctual, Personal Care



When Lee Jarvis turned 16, he participated in a Future Farmers of America (FFA) project involving three ewes. It was the beginning of a lifelong pursuit and passion. Today, he’s 87 and caring for a herd of 2,000 sheep. He also cares for his wife of 67 years, Joan, their six children, 20 grandchildren and 70 great-grandchildren. He has many and much to live for.

Yet, Lee felt like his run on earth might be up when he learned he had prostate cancer.

“My first answer to finding out I had prostate cancer was, I don’t think I’ll do anything about it. I’ve had a good life, and I knew a lot of people who didn’t have success with prostate treatments. So, I decided to do nothing,” Lee said.

Then Dr. John Keith Hayes, radiation oncologist at Timpanogos Regional Hospital, taught Lee about developments in and treatments for prostate cancer care in a manner that would resonate.

Dr. Hayes had recently treated a patient from Idaho who also worked with sheep, had prostate cancer, and underwent the treatment regimen recommended for Lee. So, Dr. Hayes arranged a phone conversation allowing Lee to talk with the patient, ask questions, and hear about the man’s experience with cancer care at Timpanogos Regional Hospital Care.

“This sheep man had the same thing I did and the same treatment, and he was really happy with it. He thought Dr. Hayes walked on water. That call made a difference for me,” Lee said. “And you know, I don’t think many doctors would go to that length. That’s real personal care. Dr. Hayes helped me talk with someone who knew about me and what I was going through.”

After Dr. Hayes’ creative way of teaching Lee about the cancer care available at Timpanogos Regional Hospital, Lee began his treatment. During that experience, he was won over by the hospital staff and physicians.

“There are two reasons I’d say, ‘Take me to Timpanogos Regional Hospital again’ – their punctuality and personal care. Because it’s a little smaller hospital, they give more personal care and yet still have all the annuities I needed. I also appreciate a place that is punctual. I hate waiting around for things, and they kept their schedule on time.”

Lee spent an entire day – from morning to evening – undergoing two rounds of brachytherapy at Timpanogos Regional Hospital. Brachytherapy is a form of internal radiation therapy, conducted by placing radiation therapy “seeds” inside the prostate to emit radiation at a short distance.

“The nurses checked on me all the time,” Lee said. “They were attentive and often asked if I needed anything. The only thing I needed was that radiation to come out. Thankfully, it did its job.”

Today, Lee is cancer free and has been for several years now. He maintains a close association with Dr. Hayes, returning for blood work and routine follow-up appointments. Lee says his family (and sheep) are delighted that he received such excellent care and results.

“They’re all tickled that I’m ok. I guess they still like to see me around,” Lee said.



208-459-4641
1717 Arlington Ave.
Caldwell, ID 83605
westvalleyisbetter.com

Focus On Patient Care

- Bariatric surgery
- Behavioral health (inpatient and outpatient)
- Cancer care
- Cardiovascular care
- Diabetes resource center
- Emergency services (care by board-certified specialists 24/7)
- Employer wellness
- General surgery (inpatient, outpatient, minimally invasive)
- Imaging and radiology
- Infusion services
- Intensive and critical care
- Laboratory services
- Maternity and newborn services
 - Family post-partum suites with king-size beds
 - Level II neonatal intensive care unit (NICU)
- Ophthalmology
- Orthopaedics and joints
- Physical therapy
- Spine care
- Spiritual care
- Urology
- Vascular surgery
- Women’s Wellness Center
 - Dedicated Imaging Center
 - 2D and 3D Mammography
 - Bone densitometry (DEXA)
- Wound care

Hospital Statistics 2019

150
Licensed beds
219
Total physicians
73
Advanced practice providers
212
Nurses
603
Employees
50,900
Patient encounters
27,419
Emergency department visits
3,695
Hospital admissions
412
Babies delivered
7,764
Surgeries: inpatient and outpatient
\$49,633,379
Payroll and benefits
\$7,277,692
Taxes paid
\$38,886,401
Charity & uncompensated care

Accolades and Accreditations

Earned an ‘A’ Hospital Safety Grade for the eleventh consecutive reporting period; the only Idaho hospital to achieve this recognition 14 times since 2012 (Leapfrog Group 2019)

Achieved third consecutive Patient Excellence Safety Award, placing it among the top 10% of all short-term acute care hospitals (Healthgrades 2016-2019)

The only hospital in Idaho recognized among the nation’s 100 Top Hospital® – six years in a row (IBM Watson Health™)

Received sixth consecutive five-star designation for total knee replacement procedures (Healthgrades 2019)

Medical Surgical Department earned Unit of Distinction Award (putting them in the top five percent for performance across HCA Healthcare), Surgical Services received Honorable Mention (top 10 percent)

Designated Blue Distinction Center for spine surgery (BlueCross BlueShield Association)

Only hospital in Treasure Valley accredited for atrial fibrillation, chest pain and heart failure (Society of Cardiovascular Patient Care)

Named among Best Places to Work in Healthcare for a sixth time (#13 in the nation) – only hospital in Idaho to make the 2019 list (Modern Healthcare)

Back Up and Running



If you took one look at A.K. Whittaker you would never know the battle she fought to get where she is today. She’s a woman of strength, inside and out, and she credits the team at West Valley Medical Center for her miraculous recovery following a life threatening emergency.

A.K. is a proud mom with a passion for helping others and a focus on staying fit. While she was running a marathon a blockage in her stomach stopped her in her tracks. Days later the pain landed her in the Emergency Room at West Valley Medical Center. Soon she was in surgery and then in the Intensive Care Unit to recover.

Without A.K. knowing it, scar tissue and adhesions had slowly been building up in her stomach for nearly two decades following a cancerous tumor that was removed from her ovaries when she was 19-years-old. An extensive procedure was required to fix the damaged area.

“Through the miraculous work of the surgeon, all they had to remove was a foot of my small intestines and about six inches of my large. They were able to put me back together!” A.K. said.

A.K. is thankful to the entire team at West Valley for their care in such a fragile moment of her life.

“The nurses were all so amazing, they were kind and attentive,” she said. “Even the certified nurse assistants who helped to sponge bathe me and the housekeeping staff that came by to keep my room spruced up were all so kind and thoughtful.”

Recovery wasn’t easy, but the West Valley team helped guide her through the process.

“I began to realize the doctors and physical therapists were right. I needed to get moving even if it was only down the stairs to my apartment and back. So, every day I had friends come over to walk with me at least twice a day,” A.K. said. “In the beginning, I was only able to make it down my stairs, a few paces down the sidewalk, and back upstairs. Then, it was the cul-de-sac. And then the stop sign at the end of the street. And then half a mile. Each day I tried to make the same distance or farther. There was magic in that movement. Even if it was slight.”

Staying focused on the magic moments of her recovery is what kept A.K. moving forward. Thanks to that focus and the team at West Valley, a year later, she’s back at the gym, running marathons and enjoying her active lifestyle. Most importantly, she’s able to care for her son and be the mom she wants to be to him.

“The team at West Valley saved my life, provided comfort, and helped me get back to the lifestyle I enjoy,” A.K. said.

A.K. inspires so many around her to keep moving forward and focus on the magic moments. If something involves physical activity, you’ll no doubt find her participating with a huge smile on her face because she said “take me to West Valley.”

Take Me To West Valley

Hear from more patients or find a doctor at westvalleyisbetter.com.

