

reach

AIMING HIGHER FOR A HEALTHIER COMMUNITY



WITH RENEWED STRENGTH, WE'RE REACHING HIGHER

The McDowell Hospital mission is to serve the health care needs of our community, giving comprehensive, cost-effective, quality care without regard to race, color, creed or ability to pay.

The staff at The McDowell Hospital have grown accustomed to transition, as the hospital has been implementing important changes in recent years. Under the capable interim leadership of Lloyd Wallace and Nan Tomsy, projects have remained on target and patient care continues at quality levels.

With the hospital on more solid financial footing, we now have the ability to reach higher. In this report, we look back at our accomplishments and forward to the many plans we are implementing to enhance our services.

As you will see, we're looking at every aspect of our organization and bringing in innovations to improve the health and well-being of the people of McDowell County. With the support of our community, we'll continue to use our renewed strength to serve you even better.



John D. Karas
John D. Karas, Chair
Board of Trustees



DOING BUSINESS THE PATIENT-FRIENDLY WAY

To continue improving The McDowell Hospital's financial condition, we took a comprehensive look at all of our internal processes. We asked not only how we could operate more efficiently; we also asked how we could better serve our patients and the community.

For example, an overhaul of our billing procedures included new steps to make the entire process more patient-friendly—everything from providing financial counselors who help patients during registration, to creating a hospital bill that's easier to understand.



WHERE WE'RE INVESTING: NEW MRI
BRINGS BETTER PATIENT CARE

With a healthier bottom line, McDowell has the resources to invest in advanced medical technology, such as our new fixed-base MRI facility.

“The MRI is the primary diagnostic tool in so many areas — such as in the evaluation of the brain, spine, spinal cord and joints,” explained Radiologist Dr. John Ende. “It is the standard of care that every hospital needs to provide today.”

“[The MRI] is the standard of care that every hospital needs to provide today. This is improving access for people in the community dramatically.”

—John Ende, MD, Radiologist

McDowell had been sharing a mobile MRI unit with other hospitals. According to Dr. Ende, our new fixed-base MRI will produce higher quality scans than those of the old mobile unit. On-site 24/7 access also enhances our ability to provide MRIs for emergency patients and allows non-emergency patients to get an appointment for a scan sooner. “This is improving access for people in the community dramatically,” he said.





I M P R O V I N G E V E R Y A S P E C T O F C A R E

There is a new spirit of innovation at McDowell. For every program and service, we're asking how we can enhance and expand what we offer the community. We're also tapping into the resources of Mission Health and Hospitals to make the most of our affiliation.

For example, in conjunction with Mission, we have created a new Diabetes Center to serve McDowell County residents who are grappling with this increasingly common health problem. Since the center opened in January 2006, more than 200 area residents have enrolled in our 10-hour educational program. Led by a multidisciplinary team that includes a registered dietician, certified diabetes educator, registered nurse, pharmacist and fitness specialist, the program helps people with diabetes better manage their condition.

Additionally, three members of the Diabetes Center staff have received a diabetes education fellowship from the Brody School of Medicine at East Carolina University. With this intensive fellowship training in diabetes prevention and control, our staff members will be a valuable resource to patients coping with this disease.



NEW AND IMPROVED IN 2006

The future of The McDowell Hospital looks even brighter with the following additions and advances:

- A project is underway to add four new treatment rooms to our Emergency Department.
- We have increased the hours of operation for our advanced Wound Care Clinic from one day a week to two days, in conjunction with Mission and under the leadership of Dr. David Humphrey, a certified wound specialist.
- Dr. Vicente Denuna was recruited out of retirement to lead our new McDowell Surgical Clinic. Late in the year, Dr. Joseph Chung joined him, making general surgery more accessible to the community.



CREATING A WARM WELCOME IN LABOR & DELIVERY

We renovated and refreshed our Maternal-Child Center to create a warmer, more welcoming environment for mothers and their newborns. Fresh paint in soft pastel colors, window treatments, and sconce lighting combine to create a look that is home-like and cheerful. Local artist

Gina Degrecie created a charming mural in the nursery, and other local artists donated handcrafted quilts that adorn the center's walls.

The updating of the Maternal-Child Center was supported by a \$150,000 grant from the Janirve Foundation. The grant money also financed the addition of new birthing tubs that allow women in labor to become fully immersed in soothing warm water.



REACHING OUT IN NEW WAYS

During the last year, we reached out beyond the walls of the hospital for new ways to improve the health of our community. To help kids stay healthier, we worked with the local school system to place our nurses in three elementary schools. School nursing in the county is a collaborative program, with the Health Department also providing nurses to serve in area schools. This past year, school nurses countywide provided more than 20,000 student contacts and almost 6,000 parent contacts.

As a member of the Caregivers Task Force, we helped create classes at the Senior Center for local residents who find themselves caring for a loved one. The hospital has also joined with other community agencies in an effort to have McDowell County become part of the state's Healthy Carolinians Initiative. We participated with our partner agencies in a community summit in 2006 to identify our county's most pressing health problems and build strategies to address them.



BATTLING HEART DISEASE
IN THE COMMUNITY

As the community hospital serving this county, we see our job as not only treating disease, but also helping to prevent it. With Mission Hospitals and the Corpening Memorial YMCA, we sponsored two major cardiovascular screening events. Since heart disease is a leading cause of death, we wanted to make it easier for people to spot potential trouble early on.

Hundreds of area residents attended the events, taking advantage of blood pressure, cholesterol and glucose testing, as well as other heart disease screenings. The tests raised a red flag for more than 50 people who were referred to a physician for follow-up.

IMPROVING THE FUTURE
OF CAREGIVING

When Chief Operating Officer Imogene Poole retired in December 2005 after 47 years of service, the hospital surprised her with a special farewell honor: we created a \$5,000 scholarship in her name to support nursing education for students in McDowell County.

“It was the biggest honor they could have given me,” said Imogene. “It’s an opportunity for nurses to continue their education who otherwise might not be able to. By creating more opportunity, it will lead to better nurses and better patient care.”

“It was the biggest honor they could have given me....By creating more opportunity [for nurses to continue their education], it will lead to better nurses and better patient care.”

– Imogene Poole,
Chief Operating Officer (retired)



THE MCDOWELL HOSPITAL
BOARD OF DIRECTORS 2006



John D. Karas
Chair



William Hill Evans
Vice Chair



George S. Butler
Secretary/Treasurer



Thomas T. Atkinson, MD



Sherron G. Crawford, PhD



R. Marshall Dark, III



John Ende, MD



George Green, MD



Norman C. Guthrie



Keith Holtsclaw



Billy Martin



Melanie Orange, MD



Edwin E. Rankin



Richard Salsman, MD



Glenn A. Slick



Lonnie Younger



430 Rankin Drive
Marion, North Carolina 28752
(828) 659-5000
www.mcdhospital.org