Local Paramedic
Thankful for Trauma
Services Close to Home
Welcome

Welcome to our spring/summer edition of Health Connections. Our Mission to provide excellent health care and promote wellness and healing is a daily pursuit. Our number one priority at Good Samaritan is to provide excellent patient care. We strive every day to make a positive impact on the lives of our patients and build trusting relationships. Good Samaritan is focused on growing, improving and creating a healing atmosphere where you can trust your emotional, spiritual and physical needs will be met in an environment centered around excellence.

In this edition, you will read about the success and benefits of our Level III trauma services. Because of the hard work and dedication of our employees, we are able to provide a higher level of care to our patients. We are fortunate to have outstanding emergency room physicians as well as excellent general surgeons who are taking the initiative to develop the trauma program. Improving and streamlining processes in the emergency department and collaborating with other departments throughout the hospital has allowed us to keep more patients and their families closer to home. We are more efficient in the care of our injured patients.

You will also read about some of our community health initiatives in this edition. We want to be more than a hospital and reach outside the four walls of our facility. Providing clinics, screenings and health programs in our ten county service area allows us to offer affordable access to health care to more individuals. As we work to promote better health throughout southwest Indiana and southeast Illinois, it is vital that we maintain a close relationship with other local organizations and work together to encourage wellness.

The world of health care is constantly changing. Our ability to adapt and grow allows Good Samaritan to remain on the forefront of world class care. We are extremely proud of what we have accomplished and equally excited about where we are heading. Our employees, physicians and volunteers know and understand the importance of quality patient care and help make Good Samaritan great. We want to continue to be your first, best place for health care.

With my most sincere appreciation,

Rob McLin
President and CEO
Interested in FREE screenings? Visit our calendar of events to see when we will be near you at gshvin.org/calendar-of-events.

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Good Samaritan Award Winner

Good Samaritan presents a Shining Star Award each month to an employee who, on a regular basis, goes beyond that which is expected in their job responsibilities. Out of the 12 winners each year, one is selected for a special recognition. Of the Shining Stars in 2015, Pam Morgan was honored with the Good Samaritan Award.

Pam Morgan
Patient Advocate

Pamela Morgan, Patient Advocate, goes beyond the call of duty every day. Patients are Pam’s first priority and no matter the issue, she will do whatever is best for them. She does what she can to see that our patients are happy and even works with them on her days off when necessary. Her kindness is contagious and her big heart is one of the first things you notice about her. Thank you Pam, for always putting our patients first and being an important part of Good Samaritan.
As a paramedic, Sarah Ausbrook has saved countless lives over the last 28 years. She knows the routine of arriving at the scene of an accident, stabilizing a patient and loading them into the ambulance to rush them to the emergency room like the back of her hand. But that well-known routine changed one late afternoon in February when the unthinkable happened – while in the midst of caring for an accident victim, Sarah became the victim that would need to be rushed to the hospital.

On February 15, 2016 Sarah was getting ready to head home from her job at Southwest Medical Services in Washington, Indiana, just when she heard a call on the scanner for assistance needed at a motor vehicle accident. The dispatch described a four-vehicle accident at the intersection of Highway 50 and 57 in Washington where a truck being pursued by state police tried to turn north on Highway 57 going 60 miles per hour.

When she arrived at the scene, Sarah started treating the driver who caused the accident. Everything was going smoothly until a state trooper walked up and asked if the patient needed to be taken to the hospital before he was taken to jail. “After assessing the patient, I thought it would be better to take him to the hospital for his injuries and to receive a tetanus shot just to make sure everything was OK,” remembered Sarah. “I felt like the patient and I had a pretty good rapport going on, but once we started to load him into the ambulance, it was clear that, after already serving some time, he was not going back to jail.”

During the attempt to move the patient into the ambulance, he kicked Sarah’s left hand with so much force that it spun her body completely around. “I was able to brace my fall with my other hand, but as I fell I could see that the bone had broken through the skin and I just knew it was bad. The only things holding my hand and arm together were some arteries and the ulna nerve.”

It was obvious that Sarah’s injury was a trauma and a decision had to be made on where to send her for treatment. “Working as a paramedic and attending meetings with Good Samaritan about their Level III Trauma Center, I knew their level of expertise and that I wanted to go there for my care.” She continued by saying, “I am so grateful that I had the knowledge of Good Samaritan treating trauma patients. People don’t realize what an hour drive can mean to someone who has a loved one in the hospital. My family was only 20 minutes away and were able to get here with no delay.”

Dr. Molly Weiss, Orthopedic Surgeon, was the trauma surgeon on call and rushed to the emergency room after she received a page about an open wrist fracture from the Emergency Physician, Dr. Lance Payton. “Fortunately, I was in a meeting, so I was already at the hospital,” stated Dr. Weiss. “Sarah had a very severe injury and we needed to get her to the operating room fast.”

Dr. Weiss’ compassion and skill as a surgeon became evident to Sarah and her family after Dr. Weiss worked so hard in surgery to keep a special tattoo on Sarah’s injured wrist intact. “The tattoo is a hummingbird in honor of my nephew who died during childbirth last June,” said Sarah solemnly. “Dr. Weiss had to cut a part of the tail, but was able to line everything back up again and preserve it, which was awesome.”

Without the level III trauma services available at Good Samaritan, Sarah and her family would have had to travel to Indianapolis or Louisville where most traumatic bone injuries are sent. “I am so happy I was able to stay here in my own community,” said Sarah. “I have received excellent care and it was a wonderful experience.”

The motto of Good Samaritan’s trauma team is to get the right patient to the right place at the right time. “As a Level III Trauma Center, working within the statewide trauma system, we are improving the care we can provide at Good Samaritan and are now able to keep more patients and families closer to home. The trauma center also streamlines the recognition and transfer process for those needing a higher level of care,” stated Mary Pargin, Good Samaritan’s Trauma Program Manager.

“By having the trauma services offered at Good Samaritan,
we are more efficient with the care of our injured patients,” added Dr. Weiss. “This minimizes the time from arrival to diagnosis to appropriate treatment. We are fortunate to have such an outstanding emergency room staff as well as excellent general surgeons who are taking the initiative to develop our program.”

After a few days of recovery at Good Samaritan, Sarah was released to go home, but would have to undergo physical therapy for the next five to six months. “I wanted to do physical therapy closer to home in Washington,” stated Sarah. “Dr. Weiss told me that we would establish a baseline for a couple of weeks in her office and then I could receive the therapy wherever I chose to go.” However, Sarah quickly began to see positive results during these baseline appointments, and she became attached to her physical therapist, Dee Dalton. Because of the progress she had made in such a short period of time, Sarah decided to continue her therapy with Good Samaritan at Dr. Weiss’ office, driving 20 minutes three times a week for physical therapy. “I could have attended physical therapy two minutes from my house, but I could tell that Dee had a lot of knowledge and my hand was continuing to get better,” she added.

“Sarah has been an inspiration to work with,” stated Dee, a Good Samaritan Physical Therapist. “She always performs her rehab with one thing in mind, and that is to restore her life back to normal. She is good about letting us know exactly what will be expected of her on her return to work in order for us to focus on her full recovery. Sarah’s positive attitude has been the main contributing factor that has allowed her to do so well.”

During her last appointment with Dr. Weiss, Sarah expressed concern with shoulder pain that may be a rotator cuff injury as a result of the accident. If treatment is needed for her rotator cuff, Sarah already knows where she will go for care. “If I have to have surgery again, Dr. Weiss will do it.”

Sarah is a little hesitant about going back to work, but knows there is nothing else she would rather do. “This was my first experience being permanently injured throughout my career and I think one injury is enough,” said Sarah with a smile. “My number one goal is to take care of my patients. This has been my career for 28 years and I cannot see myself doing anything else.”

So now, just like the back of her hand – adorned with a newly memorialized scar – Sarah can say she knows nearly every aspect of the patient experience at Good Samaritan. From working as a paramedic and rushing a patient to the hospital for lifesaving care in its Level III Trauma Center to being a trauma patient, a surgery patient, an inpatient and now an outpatient herself, Sarah knows that Good Samaritan is the place to go for excellent, compassionate care. “I cannot say enough about the care I received at Good Samaritan,” said Sarah. “You all are doing a wonderful job. Don’t ever stop.”

Good Samaritan’s Level III Trauma Center has been designated as an “in the process” trauma center since June 2014, which means it is working to become verified as a trauma center by the American College of Surgeons (ACS). The ACS was at Good Samaritan in May to perform its final verification survey. The hospital should learn if its outstanding efforts in trauma care have led to official verification this fall.

“I am so happy I was able to stay here in my own community.”
- Sarah Ausbrook -
## Community Impact

### Impact on Health

<table>
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<tr>
<th>Service</th>
<th>Count</th>
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<tr>
<td>Emergency Patient Visits</td>
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<tr>
<td>Outpatient Visits</td>
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<td>Inpatient Admissions</td>
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<td>Rehabilitation Admissions</td>
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<td>Neurodiagnostic Exams</td>
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<td>Babies Delivered</td>
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<td>Respiratory Tests / Procedures</td>
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<td>Laboratory Tests / Procedures</td>
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<td>Physical Medicine Treatments</td>
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<td>Average Length of Stay</td>
<td>4.6 Days</td>
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<td>Radiology Tests / Procedures</td>
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### Impact on Economy

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<td>Number of Employees</td>
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<td>Scholarships Awarded</td>
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<td>Cost Per Day to Operate</td>
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<td>Goods / Services From Knox County</td>
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<td>Charity Care</td>
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### 2015 Community Benefits Report

#### Spring Screenings

Women have a habit of neglecting their own health. This is why Good Samaritan hosts the "Spring Screenings" event every year. In June of 2015, the ninth annual women's health event encouraged more than 260 women attending to make their own health a priority. Numerous free-of-charge health screenings were provided as well as information about health, nutrition, exercise and stress relief.

#### Men's Health Tune Up

Men often fail to pay attention to their health. This is why the annual "Men's Health Tune Up" is just for them. The 2015 event, attended by more than 600 men, offered a variety of free health screenings and information. Clinicians were also on hand to educate men about their health and steps to live a healthier lifestyle.

#### CPR Training

Proper training for performing CPR is essential. In 2015, Good Samaritan's Community Health certified 75 people in CPR at no charge to them. These individuals were police officers, firefighters and emergency medical personnel. They also received free Automatic External Defibrillator Training at Community Health.

#### Germ Busters

Hand washing is important for preventing the spread of countless illnesses, including the cold and flu viruses, especially in children. The Germbusters program teaches students the correct way to thoroughly wash their hands and the health benefits of doing so. Community Health Services at Good Samaritan brought the Germbusters program to 995 first grade students and preschool / daycare children in 2015.
Fit Kids

Good Samaritan is fighting obesity in children with its Fit Kids program. The program targets third, fifth, seventh and ninth graders. Registered nurses spend three, 30 to 45 minute sessions with students in Vincennes Community, Vincennes Catholic, South Knox and North Knox school corporations promoting healthy food habits and healthy activity. Throughout 2015, there were 1,571 children who participated in Fit Kids.

Primary Care Clinic

Good Samaritan's founding principle is that every person should have access to basic medical care, regardless of their ability to pay. The Primary Care Clinic offers high-quality patient care to individuals who do not have health insurance and those who have Medicaid. The fee is based upon a sliding scale and determined by income. In 2015, there were 3,987 patient visits to the Primary Care Clinic.

Screening Mammograms

One in eight women in the United States will develop invasive breast cancer during their lifetime. Early detection is key to finding and treating breast cancer. Screening mammograms find cancers before they start to cause symptoms and ultimately save more lives. In 2015, Good Samaritan’s Breast Care Center performed 5,419 screening mammograms.

Convenient Care Clinic

At the Convenient Care Clinic, patients have access to medical care and diagnostic testing when their health care provider is unavailable. The clinic is dedicated to treating minor injuries and illnesses that need priority attention, instead of visiting the Emergency Department. In 2015, 8,628 individuals came to the Convenient Care Clinic.

23,361 Free Community Health Screenings Performed in 2015

68% of the 5,619 free blood pressure screens were abnormal

41% of the 1,676 free total cholesterol screens were abnormal

31% of the 1,732 free blood glucose screens were abnormal

35% of the 249 free HGB/A1C (hemoglobin test for diabetes patients) screenings were abnormal

12% of the 1,576 free Glomerular Filtration Rate (kidney function) screenings were abnormal

43% of the 1,571 Fit Kids screened were either overweight or obese

19% of the 1,809 Fit Kids blood pressure screenings were abnormal

In 2015, 51 individuals participated in low dose CT lung screenings (LDCT) and evidence of lung cancer was found sooner in two of the participants.
**Gross Charge per Adjusted Discharge**
Gross Charge per Adjusted Discharge represents the total charges generated by the number of patient discharges that are adjusted to reflect both the impact of inpatient and outpatient volumes. Good Samaritan is one of the lowest cost providers in the state.

**Operating Expenses**
Operating expenses of Good Samaritan allocated by category expensed.

- **53% Salaries and Benefits**
- **27% Medical Supplies and Fees**
- **13% Other Expenses**
- **7% Depreciation and Amortization**

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<th>Good Samaritan</th>
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<th>Indiana Hospitals</th>
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