

Report to Our **Communities**

Improving health. Strengthening communities. Changing lives.

Fiscal 2015



**Wellmont
Health System**

Dear community members,

It's no secret the last several years in health care have brought unprecedented changes and challenges. But amid those challenges, one thing holds true: Wellmont Health System's commitment to the people of our region.

Whether we're implementing the latest technology in heart care to give seniors a new lease on life, supporting new babies and their families in the neonatal intensive care unit or giving cancer patients the strength to fight on, the physicians and co-workers of Wellmont will always strive to exceed all conventional health care expectations and deliver the best care anywhere.

Our focus is unwavering, as proven by the thousands of people in our region living better, fuller, healthier lives. That's why we've invested thousands of dollars into partnerships that advance the region's health status, and why our co-workers regularly spend hours upon hours volunteering with community health organizations.

As we look to the future, we know health care and the medical industry will continue to change. However, we're excited for the new opportunities those challenges present, such as our agreement with Mountain States Health Alliance to exclusively explore the creation of a new, integrated and locally governed health system for our region.

Both of our health systems believe a combination of Wellmont and Mountain States will demonstrate our shared commitment to the people in our region – a commitment no one else can possibly be more passionate about than we are.

This will be an opportunity for our two organizations to come together and build something brand new that reflects what our community really needs – today and in the years ahead.

We're truly excited about what the future holds. Though there's plenty of work ahead, it's the Wellmont Experience – the caring solution our patients and communities turn to time and again – that will continue to guide the work we do every day.

Sincerely,

A handwritten signature in black ink that reads "Bart Hove". The signature is written in a cursive, flowing style.

Bart Hove
President & CEO
Wellmont Health System

Organizational Overview



775

Staffed beds



178,324

Emergency department visits



261

Employed physicians and mid-level providers



\$812,729,000

Annual revenue



5,711

Full-time equivalent employees



\$332,184,000

Annual direct income for employees



\$84,910,561

Community programs and uncompensated care



\$3,519,655

Funds committed through Wellmont Foundation



\$88,430,216

Total community benefit



Wellmont Health System

Epic electronic health record, which creates one comprehensive health record for each patient

MyWellmont patient portal

TrueBeam STx with Brainlab

Trilogy linear accelerator

Two daVinci Surgical Systems

Two hospitals with cardiac cath labs

More than 100 physician practices and five urgent care centers

Wellmont Hospice, the region's only hospice house

Wexford House, a major long-term care facility, and Madison House, an assisted living facility



Holston Valley Medical Center

Comprehensive tertiary services

Level I trauma center

Level III neonatal intensive care unit

State-of-the-art robotics



Bristol Regional Medical Center

Comprehensive tertiary services

Primary Stroke Center

Stereotactic radiosurgery center

State-of-the-art robotics



Community Hospital Division

Mountain View Regional Medical Center

Lonesome Pine Hospital

Hawkins County Memorial Hospital

Hancock County Hospital (critical access)



Wellmont CVA Heart Institute

Comprehensive heart and vascular services, non-invasive procedures and state-of-the-art diagnostic testing

Transcatheter aortic valve replacement, mitral valve repair and Topera 3D mapping

Internationally recognized research program

Level One Heart Attack Network



Wellmont Cancer Institute

Multiple, board-certified physician specialists

Board-certified genetic counselor

TrueBeam STx with Brainlab, Trilogy linear accelerator and CyberKnife

Centralized Institutional Review Board



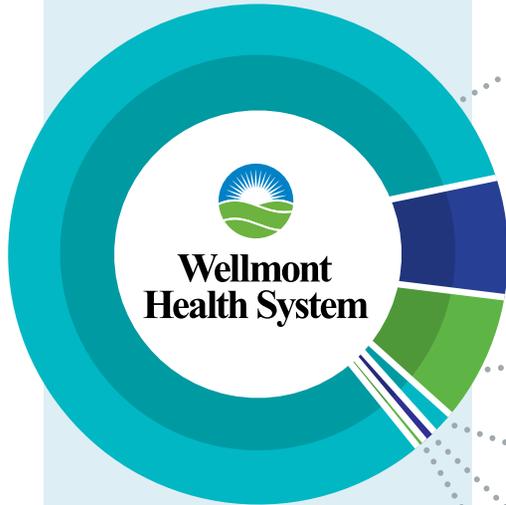
Wellmont Medical Associates

Level 3 certified NCQA Patient-Centered Medical Home

American Medical Group Association Acclaim Award Honoree

American Medical Group Foundation Measure Up/Pressure Down Most Improved award

Community Benefit



Uncompensated Care
\$72,940,011

Discounted and free care for those who fall within certain income guidelines



Training and Education for Health Care Professionals
\$5,748,416

Continuing medical education, clinical education and other training



Community Health Education and Outreach
\$5,761,249

Programs and events to help our neighbors meet health challenges head-on



Donations to Community Organizations
\$288,632

Partnerships and support for community and philanthropic organizations



Clinical Trials and Research
\$140,715

Important new studies and research efforts for advancements in medications and medical procedures



Community Benefit Operations and Community-Building Activities
\$31,538

Efforts to address the underlying causes of regional health problems



Meeting the Challenges of the Future

2015 Capital Expenditures

Renovations/Infrastructure
\$3,880,132

Information Technology
\$16,033,412

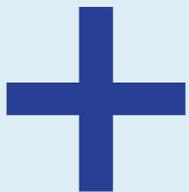
Clinical and Administrative Equipment
\$11,162,832

Major New Construction
\$11,819,028

Total \$42,895,404

\$84,910,561

Community programs and uncompensated care



\$3,519,655

Funds committed through Wellmont Foundation



\$88,430,216

Caring for Our Communities
74,936
Volunteer hours



Foundation Contributions



Education \$337,089

Continuing education, residency programs, scholarships, emergency preparedness grant initiatives, diabetes outreach and more



Heart \$257,502

EKG units for rescue squads (Level One Heart Attack Network), cardiac catheterization lab and cardiac rehabilitation equipment



Healing \$248,716

Chapel and intensive care waiting renovations, door openers, pet therapy, da Vinci robotic surgery, large-print Bibles and other healing projects



Cancer \$2,958,795

Cancer treatment equipment including TrueBeam, OBI and Trilogy advancements, hospice renovations, mammography screenings, genetic counseling, cancer screenings, colonoscopies, outreach and supplies



Children \$517,093

Deborah H. Quillen Birthing Center, NICU renovation and expansion, isolettes, warmers, Camp Caterpillar, Project Fit America and other health initiatives



Assistance \$346,228

Patient assistance (gas, electricity and other needs), patient medication assistance, Health Insurance Marketplace enrollment grant, injury prevention initiatives, wellness initiatives, quality improvement initiatives and rural hospital improvement grants

Total \$4,665,423

\$428,320



2014

\$477,749



2015

Employee Giving

Employee contributions on the rise



**Wellmont
Foundation**

A Member of Wellmont Health System

Finances

Statement of Operations

(Dollars in thousands)



\$812,729

Revenue



(\$806,035)

Expenses



\$12,255

Nonoperating gains



(\$2,720)

Discontinued operations



(\$866)

Income attributable to noncontrolling interests



\$15,363

Revenue and gains in excess of expenses and losses

Balance Sheet

(Dollars in thousands)

Total current assets \$206,014

Assets limited as to use, net of current portion \$424,864

Land, buildings and equipment, net \$484,569

Other assets \$91,503



\$1,206,950

Total Assets

Total current liabilities \$141,144

Long-term debt, less current portion \$480,187

Other long-term debt \$39,097

Total net assets attributable to Wellmont \$543,915

Noncontrolling interests \$2,607



\$1,206,950

Total Liabilities and Net Assets

Year in Review

Fiscal 2015



Roger Leonard, chairman of the Wellmont Health System board of directors, penned an [op-ed](#) outlining Wellmont's strategic options process, as the system explored possible alignment with another health system.



[Brad Price](#), a veteran health care leader who has held varied posts with Wellmont, was promoted to senior vice president of resource management.



Wellmont added three business leaders to its board of directors and elected new officers. These [highly esteemed members](#) of the community helped guide the system through its crucial strategic options process.



Wellmont Medical Associates expanded its collaboration with Cigna by participating in the health service company's [Collaborative Care](#) program to ensure a broad continuum of care for patients. The initiative devoted considerable attention to preventing chronic conditions from worsening and directing patients to appropriate programs for illness management and lifestyle modification.



Holston Valley and Bristol Regional earned the American Heart Association's [Get with the Guidelines Platinum Achievement Award](#) for heart failure treatment, and Bristol Regional earned the [Gold Plus Achievement award for stroke care](#).



[Bristol Regional](#), [Holston Valley](#) and [Hawkins County Memorial](#) were named Cigna Centers of Excellence.



Wellmont launched an [online initiative](#) to celebrate people in the region whose lives have been shaped in a meaningful way by Wellmont hospitals. Former patients shared their stories with short videos and narratives, which were posted to [wellmont.org](#) and [facebook.com/Wellmont](#) every week.



The Business Journal of Tri-Cities Tennessee/Virginia named several Wellmont co-workers as Health Care Heroes for 2014. Winners included Carol Carter from Wellmont Diabetes Treatment Centers; Phyllis Dossett from Hancock County Hospital; Marla Edwards, a fundraiser for Bristol Regional's cancer patient assistance fund; Dr. Herb Ladley with the Wellmont CVA Heart Institute; Mike and Debbie Quillen, for their fundraising efforts at Bristol Regional; Dr. George Testerman with Holston Valley; Dr. Tony Seaton with Holston Valley; and Dr. David Thompson with Wellmont Medical Associates.



Wellmont launched a new website, [www.forwardwithvision.org](#), designed to provide information about the partnership exploration process. The site was one of a series of initiatives by the health system to provide information and receive ideas or questions about the search.



[Bart Hove](#), who provided impressive leadership as president of Bristol Regional for 12 years, was selected as Wellmont's interim president and CEO.



Wellmont brought additional high-caliber services to Russell County with the opening of [Wellmont Urgent Care in Lebanon](#), Virginia.



Wellmont concluded its annual Employee Giving Campaign, which raised record amounts for the system's internal charitable causes and local partnerships.



The Wellmont Cancer Institute prepared for the second annual Virginian 6.6K Extra Mile Run to benefit the J.D. and Lorraine Nicewonder Cancer Center at Bristol Regional.



Accuray issued a memorandum of achievement certificate recognizing Bristol Regional for successfully treating the [most lung patients in the world](#) using the CyberKnife Robotic Radiosurgery System.



Wellmont Medical Associates achieved national recognition as an honoree for the American Medical Group Association's 2014 [Acclaim Award](#). Wellmont Medical Associates was one of only three organizations in the country to receive the recognition.



Beneficial screenings and helpful education were among the highlights of the [19th annual Diabetes Expo](#) at Bristol Regional.



[Dr. George Testerman, T. Arthur Scott Jr. and Phyllis Dossett](#) were honored by the Tennessee Hospital Association for their significant contributions to health care in the state.



A partnership by Wellmont Foundation, Children's Miracle Network Hospitals and Wellmont LiveWell with [Project Fit](#) provided a \$15,000 grant to University School for fitness equipment and healthy school programming.



[Lonesome Pine](#) was recognized by the Virginia Hospital & Healthcare Association for its efforts in reducing early elective deliveries.



[Eric Deaton](#), a longtime health care executive who previously worked for Wellmont, rejoined the system as executive vice president and chief operating officer.



CareChex named [Bristol Regional](#) and [Holston Valley](#) among the nation and region's best.



Five Wellmont co-workers and caregivers were selected to the Business Journal of Tri-Cities Tennessee/Virginia's 40 Under Forty class. The recipients were Dr. Fadi Abu-Shahin, a medical oncologist with Wellmont Medical Associates Oncology & Hematology; Dr. Leon Bass, a pulmonologist and sleep specialist with Wellmont Medical Associates Pulmonology & Sleep; Jennifer Conerly, a nurse practitioner in trauma services at Bristol Regional; Dr. Matt Luff, a cardiologist with the Wellmont CVA Heart Institute; and Chris Spencer, Wellmont's vice president of revenue cycle.



Representatives from Wellmont's patient access department took part in a news conference held to promote participation in open enrollment for the [Health Insurance Marketplace](#) as part of the Affordable Care Act.



Wellmont Foundation announced its inaugural [Night of Holiday Miracles](#), an event to benefit Children's Miracle Network.



Wellmont agreed to participate in the [OnePartner](#) Health Information Exchange, a regional community initiative which enables the electronic exchange of health information across organizations to provide more timely, efficient and effective patient-centered care to the community.



Wellmont Medical Associates earned the Most Improved award from the American Medical Group Foundation and its [Measure Up/Pressure Down](#) blood pressure campaign. The physician group was recognized in the category of medical groups with fewer than 150 physicians for increasing the number of patients with controlled or normal blood pressure by an additional 20 percentage points.



[Bart Hove](#), Wellmont's interim president and CEO, was named to the Tennessee Hospital Association's board of directors.



[Fred Pelle](#), a highly respected 30-year health care veteran and president of Wellmont's community hospital division, was named vice president and chief operating officer of Holston Valley.



The Wellmont Cancer Institute unveiled an attractive new facility at [Island Road](#) in Bristol, Virginia, giving patients another access point for a variety of medical services.



[Bristol Regional](#) received the Mission: Lifeline Gold, Gold Plus and Gold Plus Achievement awards for following the American Heart Association's recommended guidelines for heart attack treatment.



[Bart Hove](#) was named Wellmont's permanent president and CEO, after serving in an interim capacity since fall.



Bristol Regional and Holston Valley were recognized as Top Performers on [Key Quality Measures](#). The applicable measures were heart attack, heart failure, pneumonia and surgical care.



Bristol Regional received an "A" and Holston Valley received a "B" in the fall Hospital Safety Score ratings from the [Leapfrog Group](#).



[Alice Pope](#), Wellmont's executive vice president and chief financial officer, was named by Becker's Hospital Review as one of 130 female hospital and health system leaders to know.



Holston Valley was a co-winner of the National Research Corporation's 2014/2015 [Consumer Choice Award](#) for the Johnson City-Kingsport-Bristol market.



[Rebecca Beck](#), who steadily rose through the ranks during her 13-year tenure with Wellmont, was promoted to president of Hawkins County Memorial and Hancock County Hospital.



To further combat one of the more prevalent medical issues in the region, the Wellmont Cancer Institute and Wellmont Medical Associates jointly launched a [lung nodule program](#). This extensive initiative places additional emphasis on finding nodules as quickly as possible so Wellmont pulmonologists can immediately begin the evaluation process for lung cancer.



[Dale Clark](#), a 30-year health care leader with vast experience in Virginia, was named president of Mountain View Regional and Lonesome Pine.



The Wellmont Cancer Institute and the Tennessee Cancer Coalition joined forces to present the first-ever Tri-Cities [Hereditary Colon Cancer Winter Seminar](#), where cancer experts discussed several aspects of colon cancer prevention, such as healthy diets, preventive screenings and genetic testing.



A new technology allowed for [percutaneous mitral valve repair](#), as performed by physicians with the Wellmont CVA Heart Institute. It allowed formerly ineligible patients to receive life-saving surgery.



[The Wellmont Experience](#) exceeds all conventional health care expectations – not just for patients, but for their families and our co-workers. A video series was started to capture this culture of caring where every action and interaction hinges on creating a positive moment that impacts someone’s life for the better.



[Lisa Smithgall](#) was named vice president of patient care services at Holston Valley.



Area medical professionals interested in learning about the latest developments in brain and spinal care expanded their knowledge at Wellmont’s inaugural [Neuroscience Conference](#).



Wellmont and Mountain States agreed to [exclusively explore](#) the creation of a new, integrated and locally governed health system designed to address the serious health issues affecting the region and to be among the best in the nation in terms of quality, affordability and patient satisfaction.



[David Brash](#), a 27-year health care veteran and member of Wellmont’s team for more than seven years, was named president and CEO of Wellmont Medical Associates.



Bristol Regional and the Wellmont CVA Heart Institute hosted the first-ever [Need for Speed Heart and Stroke Expo](#) and Seconds Count 5K, which raised awareness for quick intervention during emergency cardiac events and also gave participants a chance to get active.



[Marsh Regional Blood Center](#) held its second annual golf tournament to support its scholarship program for high school students.



Wellmont Hospice hosted its annual [Camp Caterpillar](#), which helps children and their family members cope with feelings of grief and loss.



Wellmont Foundation held the first-ever [Wine Women & Shoes](#) event to benefit breast cancer screening access for local women. The inaugural event raised more than \$75,000.



The Wellmont Cancer Institute became the first in the region to offer [TrueBeam STx with Brainlab](#). Representatives of the cancer institute, Bristol Regional and Wellmont joined longtime supporters of cancer care at the hospital and others from the community for an introduction of the technology and to celebrate the achievements of John Fincher, M.D.



As Wellmont and Mountain States proceed with plans for integrating the two organizations, they selected [members of a committee](#) that will help direct this multi-tiered process.



Hancock County Hospital hosted a special event to celebrate its [10th anniversary](#).



[NASCAR XFINITY Series driver Ryan Reed](#) made headlines when he affixed the Diabetes Alert sticker, developed by Wellmont, to his racecar. Reed also delivered a talk about diabetes at Bristol Regional before the race.



Wellmont and Mountain States leaders appointed a joint board [task force](#) as work continues to explore the creation of a new, integrated and locally governed health system.



Strong community support enabled Wellmont Foundation to meet its [\\$2.5 million goal](#) to enhance services available in the neonatal intensive care unit at Holston Valley and move it to a bigger space in the hospital. The hospital also unveiled a \$2 million fundraising campaign to create a Center for Women and Infants that will consolidate services such as the birthing unit, post-partum care, the NICU, pediatrics and gynecology on one floor of the hospital.



Wellmont Medical Associates [expanded its delivery of high-quality, innovative care](#) for diabetes patients with the opening of a dedicated center in Abingdon.



Hancock County Hospital achieved special recognition from the National Rural Health Association, which designated the hospital as a [best practice designation](#) for patient satisfaction. Hancock County was one of 20 critical access hospitals in the country, and the only one in Tennessee and Virginia, to earn this elite position.



The first class in the [Wellmont Orthopedic Residency Program](#) graduated, culminating nearly a decade of hard work and collaboration by Wellmont, Holston Valley and area physician groups.



Mountain States and Wellmont officials created four community [work groups](#) designed to provide public input as the two organizations continue to explore the creation of a new, integrated and locally governed entity.

“No matter what the future holds,
one thing remains: Wellmont Health
System’s commitment to our
communities and patients.”

Bart Hove, president and CEO, Wellmont Health System