



# WELL into the FUTURE

*Our Second Century Begins...*

2013 | GRAND VIEW  
HOSPITAL  
ANNUAL  
REPORT



## **Mission**

Grand View Hospital shall endeavor to provide and coordinate the appropriate utilization of quality, cost-effective healthcare and related services for the Upper Bucks and Northeastern Montgomery County communities we serve. While maintaining our traditional commitment to personalized, compassionate care that respects the dignity of the individual, Grand View Hospital shall strive to make quality programs and services available to and accessible by our community. Consistent with our technological, financial, and human resources, the organization shall work to address the changing healthcare needs, wants, and preferences of those we serve.

## 2013 Key Figures

Grand View Hospital is a vital part of our region. We are one of the largest employers in Bucks County, attract skilled workers to our area, enhance local property values, and contribute significantly to the local economy, even as we provide critical healthcare services to tens of thousands of area residents.

Employees: 2000+

Medical Staff: 400+

Volunteers: 500+

## Grand View Hospital and Outpatient Center Locations

At Grand View Hospital, quality care is always close to home. We serve Upper Bucks and Northeastern Montgomery Counties at several convenient locations.

- Grand View Hospital
- Harleysville Outpatient Center
- Pennsburg Outpatient Center
- Sellersville Outpatient Center
- The Upper Bucks Health & Diagnostic Center (Quakertown)
- Highpoint Cancer Center (Chalfont)

## Important Phone Numbers

Appointments & Scheduling .....	215-453-4100
Patient Accounting .....	215-453-4613
Emergency Medicine Department .....	215-453-4674
Grand View Health Foundation .....	215-513-3935
Grand View Information Line/ Physician Referral .....	215-453-4300
Human Resources .....	215-453-4874
Operator   Switchboard .....	215-453-4000
Patient Relations Coordinator .....	215-453-4975
Volunteer Services .....	215-453-4619

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# DEAR FRIENDS, NEIGHBORS, AND COLLEAGUES,

For the past 100 years, the mission of Grand View Hospital has been to provide high-quality, cost-effective healthcare to our community. In order to fulfill the hospital's mission, the Board of Trustees is called upon to ensure the hospital is vested with the appropriate resources and leadership. Fortunately, throughout our first century, we have benefitted from a handful of outstanding leaders whose devotion has led Grand View Hospital to become the excellent healthcare provider it is today.

During the past year, we launched a comprehensive national search for a new leader after Stuart H. Fine announced his retirement, ending his successful, 25-year tenure as Chief Executive Officer of the hospital. Several well-qualified candidates were considered, but, ultimately, we decided the best person to lead the hospital into the future was here at Grand View all along.

We are pleased to introduce Jean M. Keeler, JD, who most recently held the position of Senior Vice President and General Counsel at Grand View Hospital. Jean, the first woman and first attorney to lead Grand View, was selected because she has the knowledge, fortitude, and vision to navigate the hospital through the challenging times ahead.

Jean has been a member of our community for many years and knows it well from a personal perspective. She resides in Perkasio, where she and her husband David have raised two children. Prior to joining Grand View as an employee, Jean served as hospital counsel from 1985 to 1996 through the law firm of Grim, Biehn & Thatcher of Perkasio. Earlier in her career, Jean served as law clerk to the Honorable Kenneth G. Biehn of the Bucks County Court of Common Pleas. She graduated magna cum laude from Villanova University School of Law and received her undergraduate degree in biology from DeSales University.

We are truly fortunate to have named a leader with such integrity, intelligence, excellent judgment, and compassion. Through years of hard work, Ms. Keeler has gained knowledge of the local healthcare market, has cultivated excellent relationships with physicians and community leaders, and has earned the respect of her peers and the employees she will lead.

Please join us in welcoming Jean to a new era of health and wellness for our community.

Sincerely,



Mary Anne Poatsy  
Chair, Board of Trustees  
Grand View Health Foundation



William S. Aichele  
Chair, Board of Trustees  
Grand View Hospital





# CONTINUITY & CHANGE - JEAN M. KEELER

## **President & Chief Executive Officer**

Jean M. Keeler, JD

## **Senior VP, Chief Operating Officer**

J. Mark Horne

## **Senior VP, Chief Financial Officer**

Michael Keen

## **VP, Chief Medical Officer**

Jane A. Ferry, MD

## **VP, Chief Information Officer**

Jane Doll Loveless

## **VP, Chief Nursing Officer**

Kathleen M. Burkey, RN, MSN

## **General Counsel**

Stephen P. Moyer, Esq.

This year marks the beginning of Grand View Hospital's second century. With that new beginning has come an extraordinary personal privilege to lead this great institution forward. I am profoundly humbled and truly grateful to our Board of Trustees for allowing me to help guide this hospital, which I love, as we work together to fully realize the bright future we all envision for Grand View.

Grand View's technology and quality metrics continue to put us in very elite company in terms of procedures and capabilities — but what truly sets us apart has always been the commitment of our talented medical staff, our skilled nurses, and our hard-working support and administrative personnel, as well as our countless volunteers and supporters. We are a genuinely dedicated team — entrusted by the people of the communities we serve with their health and, sometimes, their very lives. Working together, we are creating models of care that enhance outcomes, are more compassionate, and improve cost effectiveness. It is a joy to work with the remarkable professionals who come to Grand View each day and each night dedicated to our healing mission.

As we face the future together, two thoughts spring to mind: continuity and change. Nothing ever stays the same for long, and healthcare in America has always undergone rapid progress. New operating techniques, extraordinary lifesaving procedures, less invasive therapies, and unimaginable diagnostic precision are just a few of the revolutions we have witnessed. Still, I believe the best is yet to come. We will continue to invest in new capabilities that are of the most benefit to the people we serve. We will continue to embrace new ideas and integrate them safely. We will continue to be a magnet for caring and competent professionals — enhancing our ability to deliver exceptional care to the tens of thousands of patients we serve every year.

Grand View Hospital will also continue to rely on the values and principles that have allowed us to successfully meet the region's medical needs for over a century. Our steady growth has been rooted in a clear understanding of the trust placed in us by the people in the regions we serve. We will always be respectful of our volunteers, supporters, and donors who humble us every day with their generosity and energetic engagement.

The physicians who founded Grand View Hospital in 1913 had a “grand view” indeed of the mission at hand — to meet the healthcare needs of the surrounding community. It is an honor to follow in the footsteps of so many wonderful stewards who have nurtured that vision over the past century. I am proud to be able to help lead our hospital into the next one. As we confidently begin our second century, we remain true to the vision of our founders and our Board of Trustees — Grand View Hospital has always been, and remains, absolutely committed to keeping our neighbors healthy “well into the future.”

Sincerely,



Jean M. Keeler, JD  
President and CEO  
Grand View Hospital







## WELL INTO THE FUTURE - A GRAND CAMPAIGN

At every major turning point in Grand View's 100-year history, we have combined responsible management and sound business practices to guide and sustain us. Grand View's history of firsts inspires us to achieve new ones, and to ensure that future generations of our community have access to high-quality healthcare. This has been possible through the dedication of time and resources by people like Dennis Schlosser and Mark Cummins who both serve as Grand View Health Foundation trustees.

At a cursory meeting, you might not pick up on the similarities between Dennis and Mark. Dennis is a native. Born and raised in the area, he has spent his professional career building his family business, Schlosser Steel, and expanding it into new areas with Schlosser Properties. Mark is from outside the area


and relocated here in 1992 when he became Chief Investment Officer and Treasurer at Harleysville Insurance, leading them to "Best in Class" investment performance.

Dennis and Mark got to know each other serving on the Grand View Hospital Finance Committee. Their mutual respect for one another grew out of a shared belief in giving back to the community in which they live, and to the hospital their families count on.

"Three generations of my family have used Grand View Hospital and it was time to give back," notes Dennis. For Mark it is personal as well. "Before retiring from Harleysville Insurance this year, I saw firsthand how much our employees depended on Grand View's services, and that includes my twin boys' trips to the Emergency Department," remarks Mark.

Recently, Dennis and Mark agreed to partner as co-chairs of the next major fundraising campaign to





be undertaken at Grand View. “We are stewards of a 100-year-old legacy at Grand View. Not only has the hospital evolved, time and again, to meet the changing healthcare needs of the community, but it has thrived on the support given back by the community,” says Dennis. “More than in any other community in which I have lived, it feels like Grand View is owned by the people,” adds Mark.

The “Well into the Future” capital campaign will kick off later this year and will focus on enhanced surgical services, upgrades to our Telemetry Unit, new state-of-the-art technology in our Regional Cancer Center, and other improvements to keep Grand View ready for emergencies like Hurricane Sandy.

The work of Grand View Hospital’s dedicated employees, physicians, volunteers, and community advocates like Dennis and Mark has provided us with a firm foundation for the next 100 years.

# CONTINUITY OF CARE

Recent trends in medicine have created tremendous capabilities for specialists to perform remarkable, life-enhancing, and life-saving medicine. Simultaneously, the increased number of doctors a patient can see and the exceedingly complex medical records required by today's insurance companies, health plans, and state and federal regulations have resulted in a greater understanding of the need for improved care coordination. Primary care physicians and electronic medical records are two of the lynchpins for achieving healthcare that is focused on the total health and wellness of each patient throughout their lifetime.

**“We treat the whole patient instead of focusing on just the current health issue.”**

*- Megan Zakarewicz, DO  
Grand View Medical Practices  
- Family Medicine at Quakertown*

Primary care physicians play a central role in healthcare delivery and their responsibilities will only continue to increase in the future. Grand View Hospital has exceptional relationships with superb primary care physicians. Grand View Medical Practices (GVMP) are a group of primary care physicians employed by Grand View Hospital. TriValley Primary Care is another important regional practice that, while independent, also maintains a strong relationship with Grand View. These and other significant primary care practices are currently transitioning to a new model of care called the Patient-Centered Medical Home (PCMH), a team-based healthcare delivery model that provides comprehensive and continuous medical care to patients with the goal of helping each person stay as healthy as possible. Other primary care practices shifting to the PCMH model include Richard Byrnes, DO, Kim Kuhar, DO, and Bruce Richman, DO.

Providing open access to healthcare along with a more personal patient-provider relationship, the PCMH model coordinates care across all elements of the broader healthcare system. With centralized and responsible practitioners coordinating care and following a patient's progress at all times, PCMH promises to integrate services and build collaborative relationships with specialists and surgeons, while enabling physicians and staff to practice “high-tech” and “high-touch” healthcare that always keeps patients' wellbeing at the forefront.

“We are advocates for our patients, educating them on their health risks and illnesses, and enabling them to take a more active role in their healthcare. By educating and encouraging patients to take charge of their health, we are empowering them to live healthier lives,” says Megan Zakarewicz, DO, Grand View Medical Practices - Family Medicine at Quakertown. Elaine Blue, MD, at TriValley Primary Care – Upper Perkiomen agrees. “TriValley Primary Care believes the concept of the patient-centered medical home is key as we move forward in this new era of healthcare.”

**“The coordination between primary care physicians, the hospital, and other supporting organizations is paramount to good patient care.”**

*- Elaine Blue, MD  
TriValley Primary Care  
- Upper Perkiomen*



## CONTINUITY OF COMMUNICATIONS

An open flow of information between all providers is a crucial element in achieving highly coordinated healthcare. For that reason, we started building a modern information technology infrastructure more than a decade ago, seeking to create a unified electronic medical record (EMR) as a centralized repository for all patient information.

The EMR securely grants access to patient health information throughout Grand View facilities and even beyond the walls of the hospital. All Grand View Medical Practices physicians have access, as do affiliated practices using a specially developed interface. Now, when a patient is hospitalized, information readily flows between doctor, hospital, and post acute care professionals.

Making health information available to the patient is the next step. Grand View's convenient internet-based patient portal, set to launch this fall, will make parts of the EMR available to patients. The portal will empower patients to make appointments, get prescriptions refilled, view X-ray and lab results, and get discharge information. The portal's built-in, two-way communication with physician offices allows patients to be more involved in their own care.

Creating PCMH models of care delivery and ensuring that accurate and complete medical information is always available to the entire medical team opens the door to improving outcomes for patients, avoiding illness in the first place, and enhancing wellbeing at every stage of life.



# CONTINUUM OF CARE

Grand View's commitment to care for our patients starts even before they are born — with genetic counseling for expectant parents — and extends throughout each chapter of life to the inevitable last stage when we offer exceptional out-of-hospital support including services like comforting and dignified hospice care.

Punctuating every stage of care are remarkable technological advances that support our physicians and nurses in their practice of medicine. Each year, Grand View carefully evaluates requests for new medical technology and determines what investments will yield the greatest benefit for the entire community. However, technology is only part of the equation.

A key element in advancing care is having the medical expertise on staff. At Grand View, we are fortunate to have a large, knowledgeable medical staff with a wide range of specialties that continues to grow. We also build strategic collaborative relationships with other specialists, institutions, and medical practices to improve and coordinate care. Through the combination of investment in medical technology and outstanding physicians and staff, we continue to broaden our medical capabilities and provide superior outcomes for our patients.

## Maternal-Fetal Medicine

Grand View Hospital, in affiliation with Lehigh Valley Health Network, offers the services of obstetricians specially trained to manage high-risk pregnancies. Known as perinatologists or maternal-fetal medicine specialists, these obstetricians perform high-level ultrasound examinations to evaluate the fetus and provide counseling for high-risk and complicated pregnancies.

## CHOP Neonatal Care at Grand View Hospital

Through a partnership with The Children's Hospital of Philadelphia (CHOP), our Neonatal Intensive Care Unit (NICU) provides care for infants who need more care than those in our regular newborn nursery. Grand View Hospital's NICU is now approaching its second anniversary. Adding CHOP neonatologists enhances Grand View's ability to handle complications at birth and allows new parents to remain close to their newborns.



## CHOP Pediatric Care at Grand View Hospital

Pediatric Care at Grand View is a program that provides children with advanced levels of care. Pediatric hospitalists affiliated with CHOP are available at Grand View 24 hours a day, seven days a week for complicated births, C-sections, newborns who need special care, emergency consultations, and general care of pediatric patients.





## ADVANCED SURGERY

Grand View Hospital is constantly evaluating procedures to ensure patients have the most effective treatments available. This includes an important shift from inpatient to outpatient surgery, which usually allows a patient to return home the same day as their procedure. Today, outpatient surgical procedures outnumber inpatient surgery 2-to-1, and demand continues to grow for these procedures. “In most cases, our patients are able to have the same procedures right here at Grand View that are offered at larger, city-based health networks,” says Lewis Gill, MD, Grand View Surgical Associates, Chairman of the Department of Surgery.

Grand View surgeons can perform innovative, state-of-the-art procedures like employing an anterior approach during hip surgery or the revolutionary ligament-sparing knee surgery that accelerates recovery and reduces pain. “The buzzword around the surgical suite is ‘innovation’ — we are always looking for new and better ways to treat patients in order to improve outcomes,” says Gary Finkelstein, MD, Grand View Surgical Associates.

### Less Invasive Gynecological Surgery

Advanced tools are paving the way for enhancements to gynecological procedures at Grand View. One such tool, called a morcellator, allows surgeons to extract tissue during a hysterectomy through a smaller incision than previously required, reducing pain and shortening recovery time. Minimally invasive hysterectomies allow some women to return home the same day as their surgery. “Instead of taking six weeks to recover from a hysterectomy, most women are back to their normal routine in one to two weeks,” says Nicholas Lindberg, MD, Stoneridge OB/GYN. Endometrial ablation, an outpatient procedure to control abnormal bleeding, is another option for women seeking to avoid major surgery.

**“Our goal is to give the patient the best care and experience possible.”**

*- Gary Finkelstein, MD  
Grand View Surgical Associates*





## ANNUAL SURGERIES PERFORMED



5,200  
Outpatient



2,300  
Inpatient

**“We offer a wide range of advanced surgical services, which is very unique for a community hospital.”**

- Lewis Gill, MD  
Grand View Surgical Associates

### A New Approach to Hip Replacement

Orthopaedic surgeons at Grand View Hospital's Joint Replacement Center are now performing a hip replacement technique that can make rehabilitation significantly easier. Known as the “anterior approach,” the technique uses a specially designed table to give surgeons access to the hip joint from the patient's front, minimizing muscle and tendon disruption.

“This new approach is designed to help people return to their normal lifestyle sooner and with fewer restrictions following surgery,” according to Paul Weidner, MD, Upper Bucks Orthopaedics, Medical Director of Grand View's Joint Replacement Center.

### Visionary Vision Surgery

Micro Invasive Glaucoma Surgery (MIGS) takes place at the same time as cataract surgery. The procedure includes implanting a 1-mm shunt, the smallest one yet devised for the human body, to relieve pressure in the eye for sufferers of mild to moderate glaucoma. “Paying for eye drop prescriptions and properly administering them on a daily basis can be difficult for many patients, particularly as they get older,” says Michael Posner, MD, Bucks-Mont Eye Associates. “This new procedure relieves patients of that burden while protecting their eyesight. Bringing this advanced procedure to a community hospital demonstrates our commitment to the highest level of eye care delivery.”



## THE HEART OF CLINICAL CARE

Grand View has a long tradition of effectively collaborating with multidisciplinary teams of healthcare professionals to treat cardiovascular disease and handle cardiac emergencies. Areas of concentration include medical and interventional cardiology; stroke prevention, treatment, and management; as well as surgical and nonsurgical vascular interventions.

Cardiologists, surgeons, radiologists, and neurologists are all supported by a host of specialists. Emergency medicine-certified physicians are available in our emergency department 24 hours a day, while intensivist physicians — certified in critical care — manage patients in the Intensive Care Unit.

### Convenient Catheterization Capability

Highly experienced cardiologists and vascular surgeons provide intervention for coronary heart disease and vascular disease in The David M. Flowers, MD, Cardiac Catheterization Laboratory, which offers such procedures as cardiac catheterization, angioplasty, and stenting.

Commonly used to examine the heart, cardiac catheterization obtains important information about heart function, such as the identification of a blockage that might cause a heart attack. Also, specially trained physicians use the high-tech laboratory to diagnose and treat peripheral vascular disease, a condition that can cause pain and ulceration that can ultimately lead to infection and limb loss.

## State of the Heart

Grand View Hospital continuously upgrades its facilities to provide patients with advanced medical technology in safe, modern, and comfortable accommodations. The latest example is the significant expansion of our telemetry services, where the vital signs of patients at risk for developing serious complications are constantly monitored.

Our new 16-bed addition to the Telemetry Unit, scheduled to open in March 2014, will combine improved patient comfort with state-of-the-art monitoring technology. A total of 51 private rooms will allow family members to “room in,” with additional space for bedside nursing care and therapy-related activities.

Central to the upgrade will be a cutting-edge patient monitoring system. Integrated with Grand View’s electronic medical record system, the new cardiac monitoring system can tap into patient data from any computer on the hospital network via secure, password-protected PCs, or in physicians’ offices and homes — potentially anywhere in the world. This technology will provide a unified patient record so physicians can precisely focus on essential information, helping them more fully understand a critical event or the patient’s overall health.

“Imagine the benefits to the patient when a cardiologist called at 3 am can log into the system and access the patient’s current information in real time,” says Chief Operating Officer Mark Horne. “The physician can address the problem immediately rather than racing to the hospital to review patient data.”



## A Circle of Cardiac Care

Highly experienced healthcare professionals help Grand View patients achieve optimal levels of cardiovascular health with high-quality diagnosis and treatment services. We proudly work with physicians from Buxmont Cardiology Associates and Alderfer & Travis Cardiology to provide exceptional cardiac care to the community.

Finally, for patients recovering from a heart attack or another heart condition, our Cardiac Rehabilitation Program helps strengthen hearts while teaching healthy habits to enhance quality of life. The program, located at the Grand View Hospital Outpatient Center at Sellersville, combines a pleasant environment, well-equipped fitness facility, and a staff trained in cardiac care.

From preventive care to early intervention to emergency medicine and post-operative rehabilitation, we work together to provide cardiac patients with the opportunity to continue enjoying life to the fullest.



# CONFRONTING CANCER COMPREHENSIVELY

Numerous treatments have advanced in spectacular ways in recent years. As a result, survival rates for many cancers have increased. Grand View Hospital, a leader in cancer care for decades, offers a comprehensive approach to cancer treatment using advanced technology in medical oncology, radiation oncology, surgery, and screening techniques to help our patients win their battles against cancer.

Our Regional Cancer Program, a proud partner with Fox Chase Cancer Center, has received the highest accreditation from the Commission on Cancer of the American College of Surgeons. Our Outpatient Center at Sellersville has been honored as a Breast Imaging Center of Excellence. Never content to remain passive in the face of a complex medical challenge, we continue to arm our frontline oncologists with the most sophisticated tools available so our patients can receive world-class cancer treatments close to their homes and their supportive families.

## A Revolution in Radiation

Patients diagnosed with cancer want to eliminate their disease entirely. Radiation therapy can be used alone or in conjunction with surgery, chemotherapy, or both to eliminate the tumor. We continue to invest in the technologies that allow us to attack cancer appropriately, precisely, and aggressively. We are currently upgrading to a new, advanced linear accelerator that will enable physicians to deliver the latest in cancer-fighting radiation therapy.

The versatile accelerator uses sophisticated software to map the exact location and shape of tumors, enabling high levels of radiation to be aimed at cancer cells while sparing nearby healthy tissue. Higher doses of radiation are administered in a shorter amount of time. As a result, fewer radiation therapy sessions will be needed, sessions will be shorter, and patients won't have to lie still for as long.



**“The delivery of radiation is so precise that we can radiate a cell without harming the cell just a millimeter away.”**

*- Martin Hightower, MD  
Medical Director,  
Grand View Hospital Radiation Oncology*

Among the capabilities of the accelerator is stereotactic radiation therapy (SRT), a nonsurgical procedure that dispenses doses of radiation that destroy hard-to-reach tumors. SRT provides a noninvasive alternative for patients who are unable to undergo traditional surgery. It is particularly appropriate for tumors and abnormalities that are located close to vital organs or subject to movement within the body.

### **Targeting Cancer Cells**

“Tumors can move and shift position frequently,” explains Dorothy Barwis, Manager of Radiation Oncology. “The imaging capabilities of our new equipment allows us to localize the tumor with precision prior to and during each patient’s treatment.” Before beginning radiation therapy, patients receive a CT, MRI, or PET/CT scan, or a combination of the three, to locate the tumor or abnormality within the body and define its exact size and shape. These images guide the treatment planning.

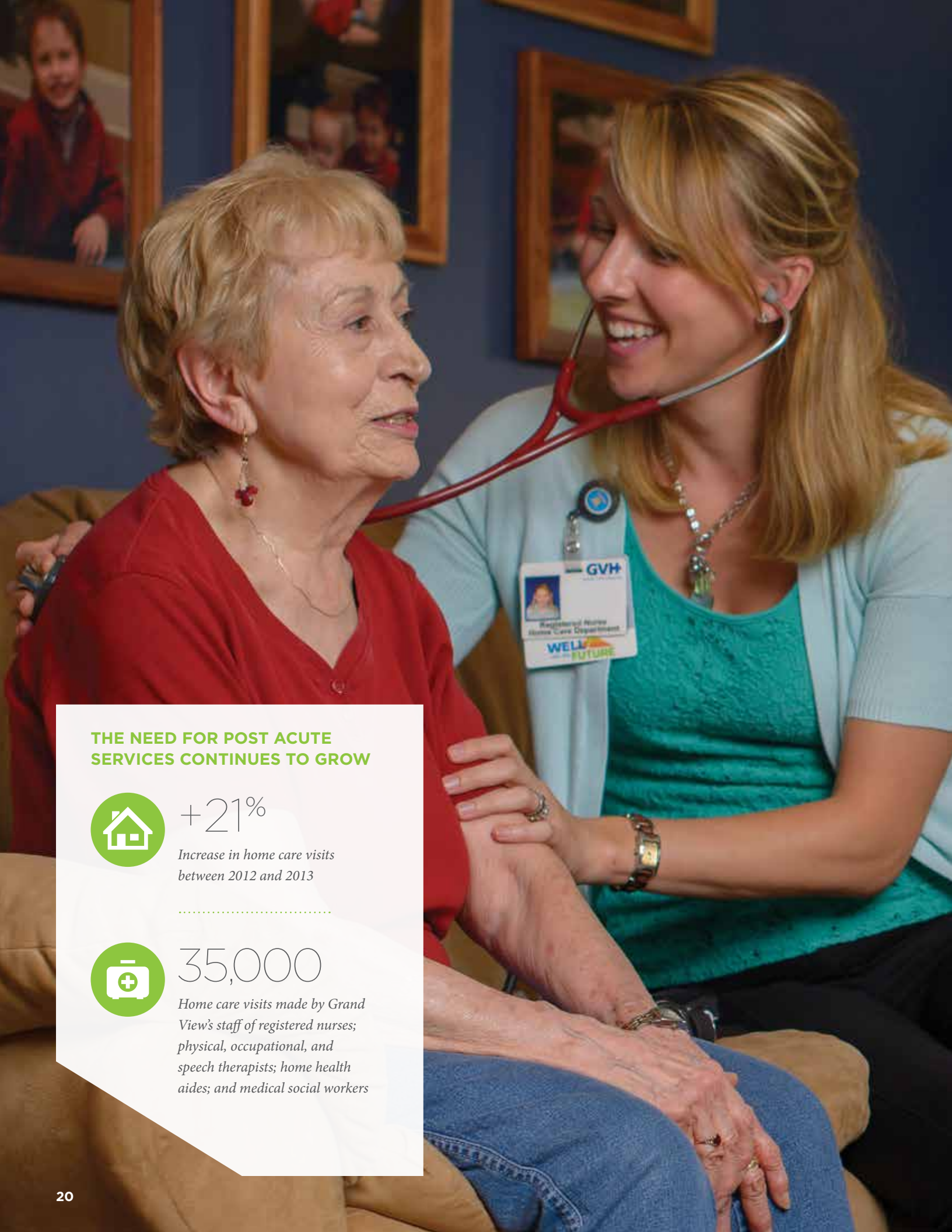
During therapy, the patient lies comfortably on a movable treatment couch designed to allow the custom-shaped beam to converge on the target area and irradiate the tumor from different angles. Sophisticated computer algorithms in the linear accelerator enable the radiation beam to come from an infinite number of positions to concentrate the dose on the tumor and involved nodes while sparing normal tissue.

### **Breast Ultrasound Technology**

Grand View is also the first healthcare organization in the region to offer an innovative approach to cancer screening for dense breast tissue. Our Automated Breast Volume Scanner (ABVS) is an ultrasound device that provides 3D views of dense breast tissue quickly and comfortably. ABVS can supplement annual screening mammograms for women with dense breast tissue.

The ABVS works with less compression to the patient’s breast than with a traditional mammogram. In just a few minutes, the ABVS technology provides a clear view of the entire breast — a perspective currently unavailable using conventional ultrasound technologies. Patients who have been told they have dense breast tissue during a regular mammogram may be candidates for this supplemental 3D ultrasound screening.

Accurately visualizing cancer tumors and identifying cancer cells early are essential elements in successful cancer treatments for patients of every age. Grand View has made a significant commitment to remain at the forefront of oncology. Our investments in cancer-fighting technology are just one measurement of our ongoing ability to successfully increase the number of cases that achieve remission.



**THE NEED FOR POST ACUTE SERVICES CONTINUES TO GROW**



+21%

*Increase in home care visits  
between 2012 and 2013*



35,000

*Home care visits made by Grand  
View's staff of registered nurses;  
physical, occupational, and  
speech therapists; home health  
aides; and medical social workers*



## CONTINUING CARE IN THE COMMUNITY

Grand View's continuum of care recognizes the tremendous importance that the home environment can play in patient health. Grand View provides a suite of integrated home health services, extending care beyond the hospital and our outpatient centers. Grand View's Post Acute Care Services offers home assistance, hospice, palliative care, and home medical equipment to bring compassionate, quality support into environments that promote healing.

As our nation ages and facilities begin to treat more short-stay patients, in-home care becomes a necessary step in the transition to wellness. Services like post acute care that bridge the continuum are a critical component of tomorrow's healthcare system. Hospital representatives work with physicians and other care providers in our community to provide patients with the comfort and care they need in the most appropriate way.

### Healthcare on the Home Front

More and more patients who are convalescing after surgery, illness, or a serious accident are doing so in their own homes or assisted-living facilities. They are looking for trusted hospitals to provide the high-quality, multifaceted post acute care they require to become well. Grand View's post acute care services provide patients with in-home medical, rehabilitative, and therapeutic support.

**"It is our job to provide the support they need."**

- Donna Manning, RPh, MBA

Director,

Grand View Hospital Post Acute Care Services

"At the time of admission, we begin assembling a full network of care providers to address the patient's needs," says Donna Manning, Director, Grand View Hospital Post Acute Care Services. Case managers

work with physicians and specialists to determine the best course of care, both inside the hospital walls and once the patient returns home. Prescheduled home care visits are made within two days of a patient's discharge.

"Teamwork and communication are essential in getting our patients back to good health," says Manning. "We partner across all hospital departments to create individualized patient care plans that will benefit each patient, whatever their condition or circumstance."

For a patient recovering from surgery, the home care team may provide skilled nursing assistance, medical management, or physical therapy. Home care can be an effective primary defense against declining health as well as hospital readmissions that can stem from chronic conditions. Grand View Home Health professionals teach patients to recognize early changes in how they feel and how to take appropriate action, which results in fewer hospitalizations.

When special medical equipment — such as a portable oxygen system, wheelchair, walker, or hospital bed — is required, the Grand View Medical Company delivers it, and teaches patients and their families how to use it properly. Seriously ill patients receiving curative treatment may be eligible for Grand View's Palliative Care Program, which provides symptom management.

For those who are terminally ill, Grand View Hospice professionals help make end-of-life transitions as comfortable as possible. "Hospitals are the appropriate place for acutely ill individuals," says Manning, "but as home health providers, we are privileged to observe the healing powers of the home. We are often amazed how seriously ill patients thrive in the care of their loved ones in the familiar surroundings they enjoy."

# RECOGNIZING CONTINUED EXCELLENCE

Numerous agencies and independent organizations now evaluate the delivery of medicine in ways that are designed to help consumers make educated choices about their healthcare. None of these rating systems can tell the complete story of a hospital's quality or guarantee the experience any individual patient will have, but they provide a snapshot of how we compare nationally and at the state level. We are proud to have been recognized with these most recent awards.

## Overall Hospital Performance

### Distinguished Hospital Award for Clinical Excellence™ from Healthgrades,\* 2013

According to Healthgrades' quality report, *Distinguished Hospitals for Clinical Excellence*, Grand View performs in the top five percent nationally for overall clinical excellence. While many hospitals have specific areas of expertise, these 262 hospitals out of nearly 4,500 nationwide were found to deliver comprehensive, high-quality care across a broad spectrum of conditions and procedures.

## Heart & Cardiovascular

### Get With the Guidelines® Stroke Gold Plus Performance Achievement Award from the American Heart Association/American Stroke Association, 2010-2013

In 2013, Grand View received the award for the third time. It recognizes commitment and success in implementing excellent care for stroke patients using evidence-based guidelines.

Healthgrades gave Grand View a **5-Star Quality Rating in the Treatment of Heart Attack and the Treatment of Heart Failure** in 2013.

## Orthopaedics

### 5-Star Quality Orthopaedic Care, Healthgrades

According to Healthgrades, a wide variation in quality exists among American hospitals. Patients were 61 percent less likely to experience a major in-hospital complication when being treated at a hospital receiving five stars when compared with hospitals receiving one star across a range of common procedures, including total knee replacement. Grand View received the following rankings:

- **5-Star Recipient for Joint Replacement, 2013**
- **5-Star Recipient for Total Knee Replacement, 2013**
- **5-Star Recipient for Total Hip Replacement, 2012, 2013**

*\*Healthgrades is an independent source of physician information and hospital ratings.*

## Surgery

### Healthgrades General Surgery Excellence Award, 2013

This award recognizes hospitals for superior outcomes in care and treatment of the digestive tract, including gastrointestinal (GI) bleeding, bowel obstruction, and surgery. Grand View was:

- **Ranked among the top 10 percent in America for general surgery and fourth in Pennsylvania**

## Gastrointestinal

### Healthgrades Gastrointestinal Care Excellence Award, 2013

This award recognizes hospitals for superior outcomes in the areas of bowel obstruction, gallbladder removal, and GI surgery and procedures. Grand View received the following recognitions:

- **5-Star Recipient for GI Procedures and Surgeries Three Years in a Row by Healthgrades, 2011-2013**
- **5-Star Recipient for Treatment of Bowel Obstruction by Healthgrades, 2013**
- **Ranking in the top 10 percent of America's hospitals for overall GI services and fourth in Pennsylvania by Healthgrades, 2013**

## Critical Care

### 5-Star Recipient for Treatment of Sepsis by Healthgrades Five Years in a Row, 2009-2013

## Cancer

### Three-year Approval of Regional Cancer Program with commendation by the Commission on Cancer, 2013

Grand View's commended Regional Cancer Program includes prevention, diagnosis, and treatment.

Grand View's Outpatient Center at Sellersville received **Breast Imaging Center of Excellence™ Accreditation by American College of Radiology (ACR) and Breast Imaging Center of Excellence by Commission on Quality and Safety and Commission on Breast Excellence**

## Other Specialty Services

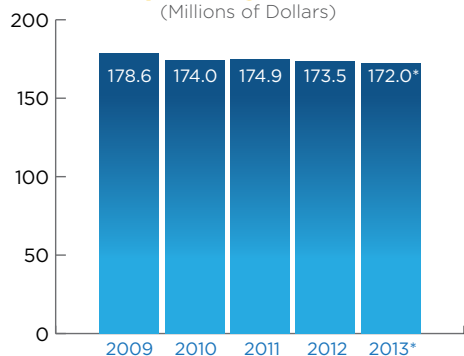
### "Most Wired" Hospitals, 2011-2013

Grand View secured a spot among America's "Most Wired" hospitals three years in a row for state-of-the-art health information technology shown to improve patient care, safety, privacy, and communication.

# FINANCIALS

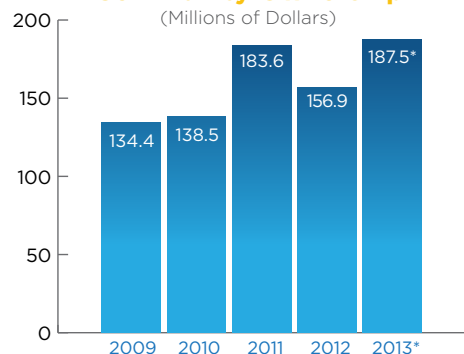
## Operating Revenue

(Millions of Dollars)



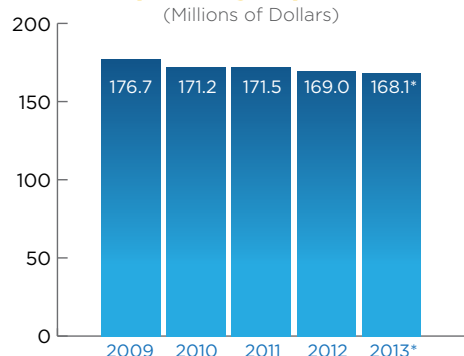
## Community Ownership

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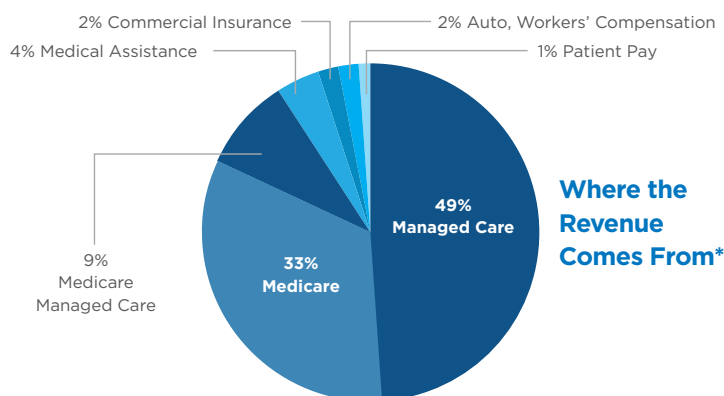
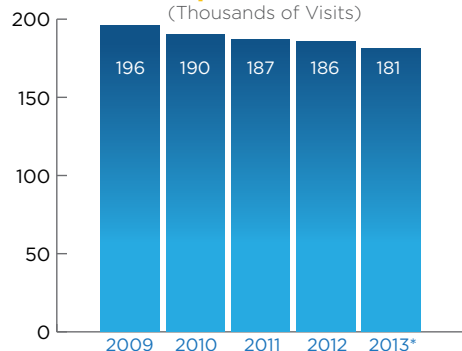
## Operating Expenses

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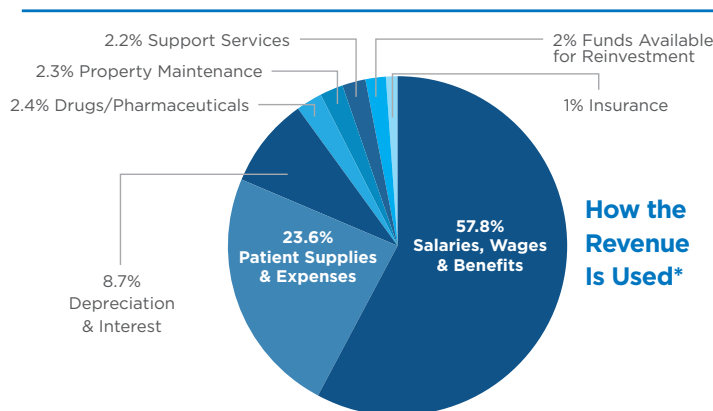


## Inpatient Admissions & Outpatients Visits

(Thousands of Visits)



**Where the Revenue Comes From\***



**How the Revenue Is Used\***

**Charity Care Policy:** Grand View Hospital is committed to treating patients of our community who lack financial resources with the same dignity and consideration that is extended to all of our patients. We provide charity care to those who are unable to pay.

We are happy to answer any questions related to charity care or payment-related matters. Call the Patient Accounting Office at 215-453-4613.

\*Preliminary unaudited numbers



# DONOR RECOGNITION

## THE VISIONARY SOCIETY

### Recognizing Planned Gifts

*Recognizing individuals who have planned a bequest, created a gift annuity, established a charitable trust, or in some way provided for a gift that will live on in perpetuity.*

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*Gifts were received from the estates of these farsighted individuals between July 1, 2012, and June 30, 2013.*

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Charles H. and Luella F. Vogel

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*Charles J. Manderfield was a quiet man whose simple lifestyle gave little hint of his true means or his generosity to Grand View Hospital. This society, named in his honor, recognizes those donors whose lifetime of giving reflects Mr. Manderfield's commitment to charity. Outright gifts to Grand View Hospital and the Grand View Health Foundation or payments on pledges received through June 30, 2013, and totaling \$25,000 or more are honored and recognized here.*

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*The following lists recognize individuals  
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