



Every journey has a story.

2016 Report to the Community



In 2015, Grand View Health introduced a new mission, vision and values statement that exemplifies how we are dedicated to serving our community. Our Board of Trustees, management and the patient experience team worked hard for months to capture in words the essence of Grand View Health’s important role in the region. Since then, we have shared this philosophy throughout our health system and incorporated it into our new employee orientation program. We are proud that “leading our community to a healthier future” is our credo, one that is tightly woven into everything we do, each and every day. ■



Each year, we have the privilege of caring for thousands of patients at Grand View Health. Every patient has a story and in these pages we share their journeys back to wellness. You'll meet people like John from Harleysville who survived a life-threatening aortic aneurysm. Joy, a 35-year-old mother of three from Perkasio whose breast cancer diagnosis stopped her in her tracks. Kelly of Pipersville who was suddenly hospitalized and placed in a medically-induced coma for weeks from severe septic shock. Janessa of Harleysville who fulfilled her dream to lose 120 pounds through bariatric surgery. These are just a few of the remarkable men and women in our community whose stories will inspire you, and the doctors who walked their journeys with them.

It's because of the people we serve that we strive to improve and expand our healthcare services making them safe, accessible and convenient. We have been working hard to achieve these goals and are proud to have earned an "A" in patient safety from The Leapfrog Group, an independent national organization that sets the highest standards for patient safety in the U.S. We also updated and expanded Workplace Health & Wellness, an occupational medicine program that focuses on the prevention, diagnosis and treatment of work-related injuries. And we continue investing in electronic medical record technology while remaining focused on the six community health priorities as addressed in our latest Community Health Needs Assessment.

Looking forward, we will be celebrating the opening of Grand View Urgent Care in Kulpsville this year. In addition, we are growing our outpatient centers, and primary and specialty practice sites to provide even more options for our patients to have same-day procedures and elective surgeries such as joint replacement.

No matter where you are on your journey, Grand View Health is here when you need us – from the everyday to the unexpected.

Sincerely,



Jean M. Keeler, JD
President and Chief Executive Officer



Mary Anne Poatsy
Chair, Board of Trustees



Michael Chmielewski, MD
President of the Medical Staff





John's Story

Vascular Surgery

Without any warning, piercing abdominal and back pain forced 69-year-old John Defeo to fall to the floor and dial 9-1-1 from his home. He was brought to the Grand View Health Department of Emergency Medicine, where Dr. Christopher Ricci performed a clinical evaluation and ordered an immediate CAT scan. The diagnosis was life-threatening: a ruptured abdominal aortic aneurysm that grew to be four-inches wide.

Within minutes of his scan, John was transported to the operating room, where Vascular Surgeon, Eric V. Olivero, MD, was awaiting his arrival. Every minute was critical because John was about to undergo one of the most fatal surgical emergencies. Knowing that roughly one in ten people survive a ruptured abdominal aneurysm, Dr. Olivero successfully performed life-saving surgery to stop the bleeding and repair it using minimally

invasive techniques. John continues on the road to recovery as he reflects and appreciates the life he is so lucky to live.

"I don't remember too much after I collapsed from the pain," said John. "But, I will never forget the way I was treated by all of the people at Grand View. They saved my life." ■



Eric V. Olivero, MD
Vascular Surgeon
Grand View Surgical Associates



Christopher Ricci, MD
Emergency Medicine
Grand View Emergency Professionals



Kelly's Story

Critical Care

When Kelly Jerrom went to her family doctor for what she thought were flu symptoms, she never imagined that several days later she would be in a medically induced coma and on life support. But the 38-year-old mother of four-year-old twin girls spent four weeks in the intensive care unit at Grand View Health for a bacterial infection that rapidly turned into severe septic shock, a life-threatening condition. When a CAT scan revealed brain swelling, she was flown to a Philadelphia hospital where she stayed for two more weeks.

After a week of physical therapy, she finally returned home following a seven-week long emotional roller coaster ride. "As soon as we thought she was recovering, her vitals plummeted and we were back against the edge of the cliff," said Peter, Kelly's husband. "Through it all, though, the staff at Grand

View went above and beyond. Doctors and nurses who weren't even handling Kelly's case offered to help. So many little things became a collective big thing."

Kelly's care was orchestrated by a caring multidisciplinary team that met daily. "Kelly wasn't just room 10 to us," said Evan Lenkowsky, DO, Grand View critical care medicine specialist. "The entire team did a fantastic job. We may be a small hospital, but we have processes in place to provide the highest level care, even for the sickest of the sick."

Now on her way to a full recovery Kelly says, "I say a silent thank you to Grand View every day for saving my life." ■



Evan B. Lenkowsky, DO
Critical Care Medicine
The Intensivist Group at Grand View Health



Joy's Story

Breast Cancer

At the time, Joy Brauer, a 35-year-old mother of three, didn't think the achy feeling in her left breast would lead her to meet with Breast Surgical Oncologist, Monique A. Gary, DO. After all, she was hopeful the pain had something to do with her menstrual cycle. To be safe, she followed her OB-GYN's recommendation and had a mammogram and ultrasound.

Nothing was found in her left breast; however, a small cluster of calcifications was seen in her right breast, which in Joy's case indicated early stage breast cancer. Given her young age, Joy decided to undergo a bilateral nipple-sparing mastectomy and immediate reconstruction with Dr. Gary. Three small yet significant reasons all under the age of seven helped her arrive at this decision — her children Samuel, Julia and Benjamin.

Four months after surgery, Joy walked down the aisle in her sister's wedding and marched forward in life with confidence in her health and a bright future with her family.

"My kids were on my mind throughout this entire journey," recalled Joy. "I would like to encourage other women to listen to their bodies and get their mammograms. Most of all, live life fully and hug your kids a little longer each day, because you never know what tomorrow will bring." ■



Monique A. Gary, DO
Breast Surgical Oncologist
Grand View Surgical Associates



Jack's Story

Orthopaedics

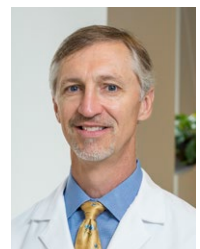
When Denise Kane heard the crash, she immediately ran to find her 24-year-old son Jack lying on his bedroom floor in shattered glass. The uncontrollable movements of an epileptic seizure had thrust him into a wall of framed photos. Jack was rushed to Grand View Health's Department of Emergency Medicine, where he was treated for lacerations. James Hurley, MD, of Upper Bucks Orthopaedics and Sports Medicine, was also able to manipulate his dislocated shoulder back into place without surgery.

With two months of physical rehab ahead of him, Jack wouldn't be able to swim or care for his horses, his two main passions. Jack has ridden therapeutic horses since he was 5 years old, responding so well that his family moved to a 10-acre Montgomery County farm, along with three horses, several cats and two dogs. Since then he has earned numerous horse

show ribbons for riding therapeutic horses and is an able-bodied rider showing horses at the Garden State Paint Horse Club.

Following a full recovery, Jack was able to help stack 174 bales of hay and went on to win gold and bronze medals in Pennsylvania's 2016 Special Olympics swimming competitions.

"Because of Jack's epileptic condition, we jokingly refer to our family as Grand View frequent flyers," quipped Denise. "We've been to the ED countless times and always have wonderful care. Dr. Hurley, too, was so calm and competent, which is exactly what we needed in a time of crisis." ■



James M. Hurley, MD
Orthopaedic Surgeon
Upper Bucks Orthopaedics
and Sports Medicine



Janessa's Story

Bariatric Surgery

Enough was enough for Janessa McCracken. The 35-year-old insurance agent weighed 300 pounds and had tried everything to lose weight on her own through diet and exercise. Nothing worked. Her motivation dwindled with each passing day. Yet she longed to have a more active lifestyle and the chance to have a baby with her husband, Jim, with whom she has three stepsons.

Janessa's primary care physician suggested bariatric surgery as a way to lose excess weight and improve her overall health. From the moment she met Grand View Health Bariatric Surgeon, Michael K. Fishman, MD, at the hospital's free informational seminar, Janessa knew he was going to change her life.

She qualified for surgery and underwent a sleeve gastrectomy on Nov. 18, 2015. Eight months after her procedure, Janessa was exercising regularly, adjusting her diet, and

enjoying a new outlook on life, all while losing 120 pounds. She decided to pay it forward by helping others who struggle with obesity-related issues by writing a blog chronicling her personal journey.

"People come into your life for a reason," Janessa said. "Because of Dr. Fishman and the bariatric team, I have new confidence, more energy and endless possibilities. They helped me press the restart button. I feel this need to help others do the same." ■



Michael K. Fishman, MD
Bariatric Surgeon
Grand View Health Bariatric & Metabolic Institute



Brittney Spears, PA-C
Grand View Health Bariatric & Metabolic Institute



Diane's Story

Lung Cancer

In the last year, 56-year-old finance professional Diane Kovacs has had a lot to be thankful for. After enjoying Thanksgiving dinner with family in 2015, Diane didn't feel well and knew something was wrong. Soon after, she had her husband drive her to a nearby hospital, where a CAT scan revealed a tumor in her left lung. At that moment, Diane was referred to her lifeline and her biggest patient advocate, Nina Maouelainin, DO, interventional pulmonologist at Grand View Health.

Dr. Maouelainin was Diane's trusted guide on this unexpected journey. Using the latest diagnostic technology for detection and identification of lung cancer, Dr. Maouelainin performed an Electromagnetic Navigation Bronchoscopy, navigating through Diane's airways to locate the tumor. She then used an Endobronchial Ultrasound to get accurate

samples of the lung tissue and lymph nodes. The tests confirmed that the 30-year smoker had stage 3A lung cancer.

Through physician collaboration, Diane's treatment plan was mapped out for chemotherapy, radiation and surgery. Dr. Maouelainin ultimately referred Diane to a skilled thoracic surgeon in the region who removed her left lung and saved her life. Two months later, Diane was cleared to go back to work to crunch numbers and count her blessings.

"I don't know what I would have done if Dr. Nina's name had not come up," Diane reflected. "She gives you hope, compassion and assurance that your diagnosis is a journey and that no matter what, you wouldn't be alone. I owe my life to her." ■



Nina Maouelainin, DO
Interventional Pulmonologist
The Lung Center at Grand View Health



Robert's Story

Orthopaedics

A gregarious 75-year-old on the go, Robert Clymer is affectionately called “Pop-Pop” by the students he greets each morning at Faith Christian Academy. With six children and 24 grandchildren, the former principal of the school, longtime history teacher, student greeter, coach, volunteer and woodworker rarely sits. So when he began having difficulty walking, climbing steps and scaling his hillside property, he knew it was time to consider a bilateral knee replacement.

“Bad knees didn’t slow me down – I just did everything with pain,” recalled Robert. “I could have held out another year or two longer, but enough is enough. I wanted to get back to living my life without all the aches, pains and stiffness.”

He scheduled the double knee replacement at The Joint Center at Grand View Health in June with the goal of starting the new school

year without pain. “After the surgery, I was on my feet within hours, out of the hospital in a day, and walking without a cane in just four weeks,” said Robert. “I can’t say enough about the whole team. From the nurses and therapists to Dr. Weidner, everyone was fantastic.” He attributes his quick recovery to the great care he received and being diligent about doing all of the recommended pre- and post-surgery exercises.

Just two months after his surgery, Robert started the 2016-17 school year standing at the school entrance to greet and high-five students welcoming them warmly for a new year full of possibilities. ■



Paul L. Weidner, MD
Orthopaedic Surgeon
The Joint Center at Grand View Health
Upper Bucks Orthopaedics
and Sports Medicine

Top Health Challenges Facing the Grand View Health Service Area

Some of the top health challenges facing our community today are obesity, diabetes and cardiovascular disease, according to a three-year Community Health Needs Assessment* conducted by the Public Health Management Corporation (PHMC). The report identifies and prioritizes community health needs, which help Grand View develop strategies that benefit the public, and satisfy the requirements of the Affordable Care Act.

These findings have provided Grand View Health with insights about the impact that lack of exercise, poor diet and smoking have had on local and national communities. While 86 percent of people in the Grand View Health service area—comprised of Bucks and Montgomery counties—are in excellent or good health, 14 percent are in fair or poor health.

Over the next three years, Grand View will offer a variety of educational programs to address the challenges identified in this report. The good news is that we are all in this together and it's never too late to start living a healthy lifestyle.

Learn more about Grand View's Community Health Needs Assessment at gvh.org/community-needs-assessment. ■

OBESITY

Obesity is the second most frequent cause of death in our service area, resulting in **82 deaths per 10,000 people annually**.

DIABETES

About **14,100 adults**, or 8%, have been **diagnosed with diabetes** in our service area.

CARDIOVASCULAR DISEASE

Coronary heart disease is responsible for **82 deaths annually per 100,000 population** in our service area.

LUNG DISEASE

Lung cancer is responsible for **36 deaths per 100,000 population annually**, and is the leading cause of death due to cancer in our service area.

CANCER: PREVENTION, SCREENINGS AND SERVICES

In our service area **35% of women** age 18 and older did not have a clinical breast exam in the past year; 14% of women 50-74 did not have a mammogram in the past two years; and 35% of men and women age 50 and older did not have a colorectal exam.

BEHAVIORAL HEALTH

Approximately **24,900 adults**, or 14%, have been diagnosed with a mental health condition in our service area.

*Researchers interviewed 828 adults, including 230 adults age 65 and over and 182 households.

From Everyday Health Needs to The Unexpected, We Are Here ...

...When You Need Us Most



GRAND VIEW HOSPITAL

Grand View Health is a 202-bed hospital that has provided a full range of services to residents of all ages in Bucks and Montgomery counties since 1913.



EMERGENCY MEDICINE

The Grand View Department of Emergency Medicine operates 24 hours a day, seven days a week.



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Grand View Health offers occupational medicine, a branch of medicine that specializes in the prevention and treatment of diseases and injuries in the workplace.

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Grand View Health

Community Investment and Grand View Health

This year we gratefully thank the following donors who so generously support Grand View Health's mission to provide premier healthcare services to the community. In this, our 104th year, we want to highlight some of the loyal and generous people and organizations who have contributed to our Annual Fund and Well into the Future capital campaign or given us the gift of their leadership. We hope these stories give you a small glimpse into the people who help make our nonprofit health system a continually vibrant and dependable medical care provider in our region.

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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THE CHARLES J. MANDERFIELD SOCIETY Recognizing Donors for a Lifetime of Giving

Charles J. Manderfield was a quiet man whose simple lifestyle gave little hint of his true means or his generosity to Grand View Health. 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 Health and the Grand View Health Foundation or payments on pledges received through June 30, 2016, and totaling \$25,000 or more are honored and recognized here.

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Joe and Lucille Detwiler

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Loyalty is an admirable quality, and one that we value in almost every part of our lives. For twenty-five consecutive years the Detwilers have generously supported the Grand View Health Foundation Annual Giving Campaign. "Grand View is our hospital!" Joe says.

Lucille remembers being a patient at 5 years old when her tonsils were removed. But she was especially impressed with the care her mother received from Grand View physicians and nurses in 1954 following a heart attack. The loyal support of community donors like Joe and Lucille is helping to keep Grand View a special place where quality care and compassionate care happen together every day. ■

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Many people know Schlosser Steel as one of the region's most respected steel fabricators servicing the construction industry since 1943. Their support, however, goes well beyond their business interests. Schlosser family members have been longtime leaders in our community. Dennis Schlosser, whose father founded the company, joined the Grand View Hospital board of trustees in 1985 and continues to serve as an emeritus trustee. Mark has served as a trustee since 2002. Philip is president of Schlosser Steel, which has been key to the family's ability to support organizations like Grand View. ■

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Grand View Health Emergency Medical Services Employee Gifts Make a Difference

When Everitt Binns and Brad Eliff of Grand View Health Emergency Medical Services saw the new Phillips HeartStart MRX EKG Monitors in action, they knew the devices would dramatically improve the quality of pre-hospital patient care they were able to offer on Grand View's Medic 151 Advance Life Support ambulances. What they did not foresee was an outpouring of support totaling nearly \$30,000 from the Employee Annual Giving Campaign that helped to purchase four new monitors for the ambulances.

"This is truly state-of-the-art technology," says Ev. "We now can monitor a patient's heart and vital signs and provide interpretation of EKG data, which can be sent wirelessly to the Grand View Health Department of Emergency Medicine before we even arrive. This technology saves lives!" ■

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As a nonprofit organization, the donations we receive from our community, employees and friends make it easier to plan for the future of Grand View Health. Please consider supporting one or both of these campaigns:

- **Annual Fund** — Sustains our patient-service mission each year.
- **Well into the Future capital campaign** — Helps us update our technology and facilities to meet the community's evolving health needs.

How to make an Annual Fund gift:

Online: Visit gvh.org

By Mail: Complete the envelope included in this report.

How to make a Well into the Future capital campaign gift:

Contact: David L. Alderfer, director of development, Grand View Health Foundation

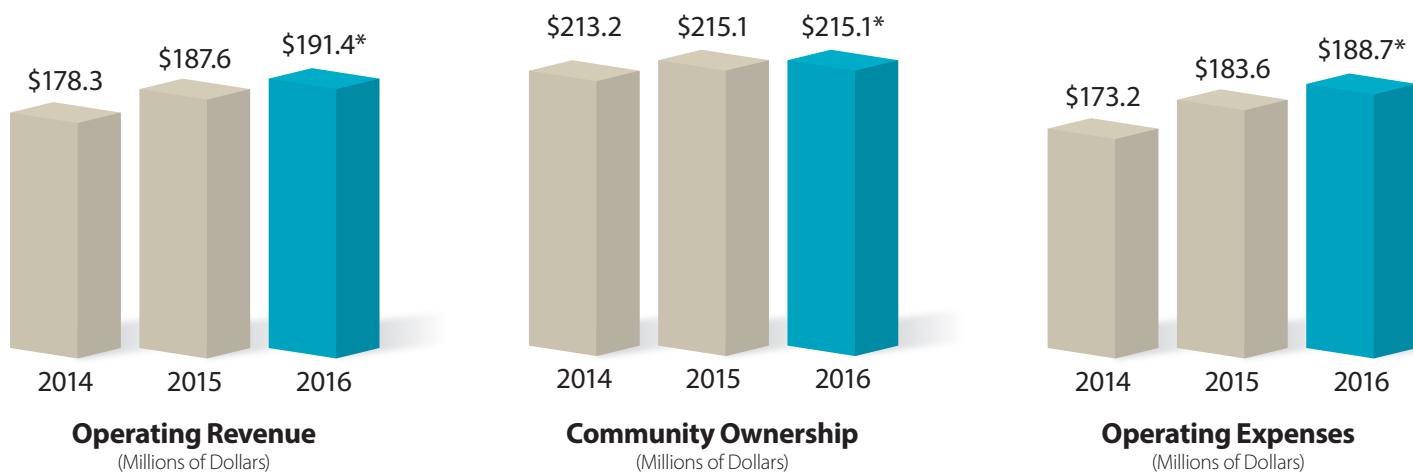
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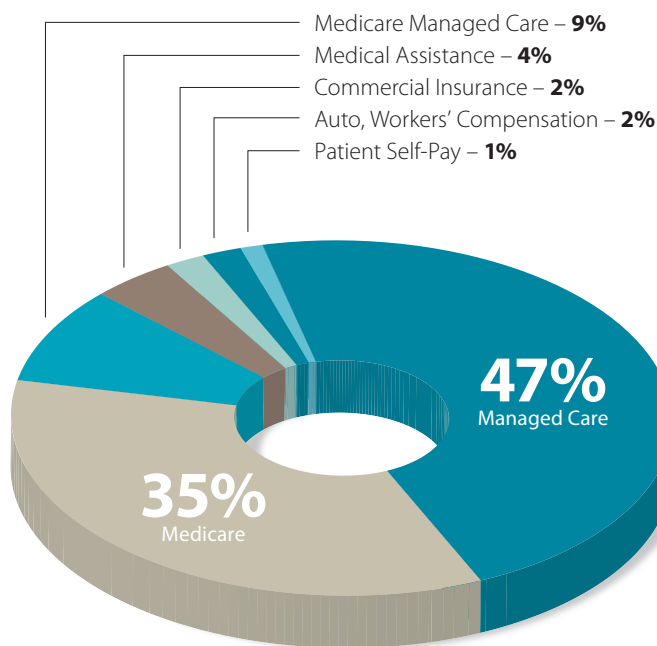
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Don't forget that you can designate Grand View as a beneficiary in your estate planning. Contact David Alderfer about making a planned gift that will support us now and in the future.

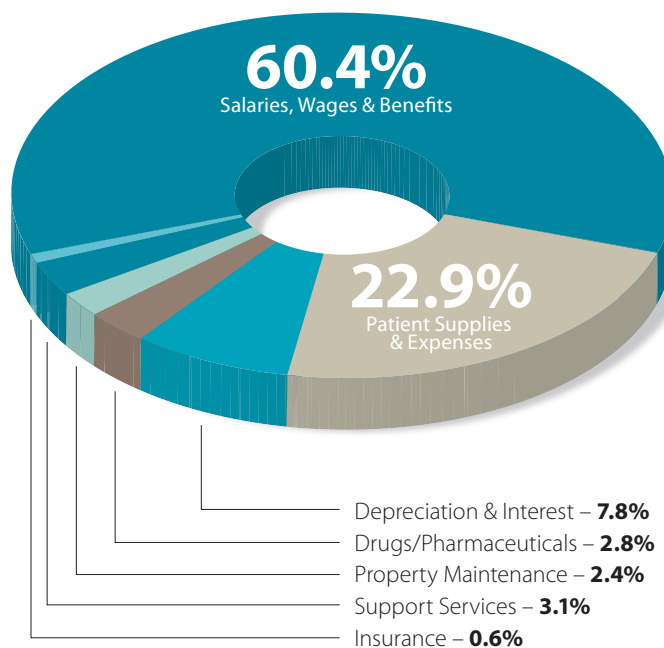
Financials - 2016 Fiscal year



Where Revenue Came From*



How Revenue was Used *



Our Financial Assistance Policy

Grand View Health grants consideration to each individual patient regarding his or her ability to pay for emergency and other medically necessary healthcare. Therefore, Grand View Health provides financial assistance to all patients who qualify under its Financial Assistance Policy.

For questions related to financial assistance or payment-related matters, call the Patient Accounting Office at 215-453-4613 or visit gvh.org/financial-assistance.

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