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POSTAL CUSTOMER

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COMMUNITY HOSPITAL & CLINICS**

PATIENT & FAMILY ADVISORY COUNCIL

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Providing patient and family-centered care is our priority. We receive regular feedback via cards, letters, phone calls, person-to-person conversations and patient satisfaction surveys. That feedback is invaluable, but we want to be even more proactive.

Thus, in 2015, we initiated a patient and family advisory council. It is composed of former and current patients, their family members, nurses, a physician, our medical social worker, wellness and outreach coordinator, nurse manager, director of quality and patient safety and chief nursing/chief quality officer.

The council serves as an advisory resource to leadership and caregivers. It provides a means for communication and enhanced relationships between patients, families and caregivers, who have the opportunity to hear directly from the people they serve. Patients and families also participate and partner in development of new programs and processes. The council provides input into educational needs for caregivers and community. It provides a link between the hospital and the community, and it offers a forum for developing creative, cost-effective solutions to problems and opportunities.

Recently, the group explored how to balance patient privacy with sharing of information with family members or friends, according to a patient's wishes. Soon, a family member will participate in the "Go Shadow" program, where they will follow and observe a patient across the spectrum of care they receive and provide feedback.

When patients and families are more engaged in their health care, it enhances their experience with the organization and increases patient safety. We are excited to watch the evolution of this process as we work with the community.

2015 Employee of the Year: Congratulations David Ellis, Certified Registered Nurse Anesthetist (left). David has worked at Lake Chelan Community Hospital (LCCH) for more than 16 years and exhibits true LCCH values, performing his job with integrity and professionalism, showing respect and compassion for both his coworkers and patients.



**Meet Dr. Bradley
General Surgeon**
Raised in Chelan, Dr. Tabettha Bradley deals with diseases involving abdomen, skin, breast, soft tissue, hernias and trauma. She completed her general surgery residency at Virginia Mason Medical Center in Seattle and worked as a general surgeon in Niger, West Africa.

**Lake Chelan Clinic:
682-2511**



2015 Annual Report
Serving you for more than 65 years



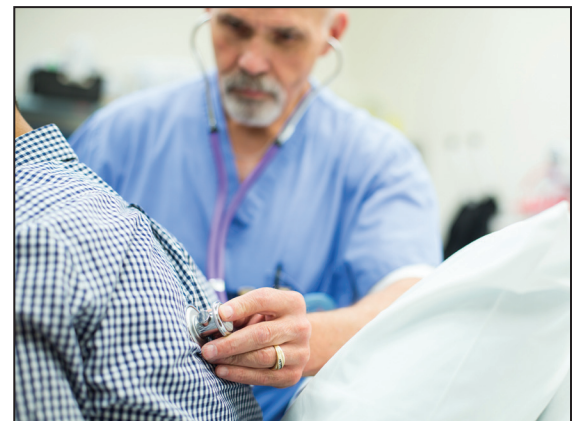
Jannel Mikkelsen
Occupational Therapist

House Calls: Annual Report 2015

OUR STORY CONTINUES: LEADING IN COMMUNITY HEALTHCARE

When six-year-old Jacob (above) put his socks on by himself last week, his mom Lenora counted one more gratitude. Only a year ago, when her son started occupational therapy at the hospital, he struggled to open doors, write his name, put on shoes. Now, thriving and confident, Jacob's success story is part of our continued history. He and his mom are partners in a long tradition of working toward community health.

In 2015, Lake Chelan Community Hospital & Clinics focused on improving and coordinating your medical care. We also worked to prioritize our values of **Relationships, Integrity, Compassion and Respect** as we serve.



Your community healthcare story! Each of our patients has a story. When you get sick or have an accident, life turns upside down. We recognize the anxiety you feel. We know how hard you work to stay healthy. The thrill of a new baby! Your personal stories inspire our caregivers each and every day. Read some of your stories in this Annual Report and in upcoming 2016 House Calls.

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PATHOLOGY

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Kristi Morris, PA-C

*Your 2015 stories...
more than statistics.*

LAKE CHELAN
COMMUNITY
HOSPITAL
CLINICS



More than **1,000** children learned from Max...

664 pounds lost in 2015
weight-loss challenge



158 free blood pressure and
glucose screenings

Almost **600** people trained in CPR and first aid.

Visit lakechelanhospital.com or email cpr@lcch.net to enroll.

Funded through the LCCH Foundation, the Max Kids' wellness program taught kids and families about nutrition and activity in 2015. Activities included a 5K Family Fun Run, the Choice is Clear campaign and partnerships with schools.

\$1,719,505
Uncompensated Care

An overall measure of hospital care provided to patients unable to pay for service. Trends for charity care often reflect the economic environment.



57

High School students at LCCH
partner educational programs

1,342 EMS Ambulance Runs



5,561 Walk-in Clinic Visits



5,037 ER Visits



14,296 Family Physician Visits

2,229
Respiratory
Therapy
Procedures

82 Births



5,580
Inpatient
Patient Days
(total days of
inpatient care
provided)

6,259 Physical Therapy &
Occupational Therapy
Visits



612 Surgeries



41,270 Laboratory Procedures



2,509 Specialty Visits
(includes orthopedics, gynecology
& general surgery)

1,667
Outpatient
Mental Health
Visits

6,333 Radiology





WOMEN'S HEALTH: AN ER NURSE RUNNING STRONG

Emergency room (ER) nursing requires quick thinking, compassion and stamina. It also means 12-hour shifts of fast-paced work. You see it all: asthma attacks, broken bones, strokes, heart failure, car accidents. And you have to be ready to move. All the time. For your patients. To save lives.

So it's a big deal when you have excessive menstrual bleeding, a problem one in five women experience, especially as they age. For hospital ER nurse Delena Eisenhard, 39, (above) the problem was more than an inconvenience. She needed to work. Her periods stretched to eight days. Heavy days got heavier, requiring hourly interruptions. "I had to bring a change of clothes to work, just in case," she said. "It was awful and affected more than my nursing. It impacted my social life, home life, intimacy and sleep. I like to be really active, but the heavy bleeding made it hard to exercise or be outside."

Menorrhagia is the medical term for menstrual periods with abnormally heavy or prolonged bleeding. With menorrhagia, every period you have causes enough blood loss and cramping that you can't maintain your usual activities. If you have menstrual bleeding so heavy that you dread your period, talk with a doctor. There are many effective treatments.

Delena chose to have gynecologist Dr. Ty Witt perform an endometrial ablation, a simple procedure that gently removes the lining of the uterus and lightens or stops your periods, without the side effects of hormones or risks of a hysterectomy.

"It was super easy, and I was doing yardwork later that afternoon," said Delena, who is now training for a 10K run. "I've had no menstrual bleeding, and I have more energy. I absolutely recommend the procedure to other women. It's one of the best things I've ever done!"

Dr. Ty Witt, Gynecology, Lake Chelan Community Hospital & Clinics, 682-2511





PODIATRY: STEP UP TO GOOD HEALTH

We take our feet for granted. We walk, run, climb, kick back and relax, all with our feet. When you have a problem, it slows you down and interrupts life. With help from podiatrist Dr. Kevin Morris, Kathy Steveson (above center) of Manson kept her momentum.

An avid walker, Kathy and a group of friends began walking almost 30 years ago. The group walks three miles early each morning, mixing up the routes and starting from one another's homes. "It's really about companionship," said Kathy. "You always know there is someone waiting to walk with you. We're lifelong companions now."

When Kathy developed a bunion last year, she knew it needed repair. Dr. Morris, who has clinical and surgical hours at Lake Chelan Community Hospital, surgically removed two pie-shaped wedges of bone and realigned Kathy's joint, using small screws to hold the

bones in place. Two months after surgery, Kathy is finishing rehabilitative physical therapy with hospital therapist Mike Ruane.

"The whole process has been wonderful," said Kathy. "Dr. Morris is compassionate and took time to explain everything to me, and the kicker was I could have the surgery done in Chelan. I loved the hometown feeling of comfort and care."

Pictured above, L-R: Sue Lesmeister, Sandy Miller, Kathy Steveson and Elmira Forner.

Dr. Kevin Morris, Foot & Ankle Center of Wenatchee, 662-2970

A bunion is a bony bump that forms on the joint at the base of your big toe. It forms when your big toe pushes against your next toe, forcing the joint of your big toe to get bigger and stick out. The skin over the bunion might be red and sore.





WELLNESS: TAKING THE HEALTHY CHALLENGE

Jerry Whetstine (above) heard about the hospital's 2015 Healthy Lake Chelan weight-loss challenge on KOZI radio. He had recently started running and lost 10 pounds. The idea of a contest gave him additional motivation. He and his wife Kathy (right) joined, and between the two, they lost 46 pounds in 100 days.

"This was a really big deal to us," said Jerry. "The challenge gave us a goal to achieve and made our lives much better." He ran. She walked - rain or shine - and cared for her horses. As pounds slipped away, the couple felt healthier. Last July, Jerry ran the ChelanMan Half Marathon without stopping.

"We learned that you have to establish goals you can realistically achieve, conquer them and then set new ones," said Jerry. Small, consistent goals make all the difference. Kathy used a Fitbit step counter to ensure she reached 10,000 steps each day. The couple limited sugar and increased fruits and vegetables. "I know if we can do this," said Jerry, "anybody can. And I mean anybody!"



SPRING INTO SUMMER 100-DAY CHALLENGE 2016 begins March 23. You could win \$1,000 by losing 20 pounds. Additional raffle prizes for 10-19 pounds lost. Participants must log 150 minutes of physical activity a week. Register at LakeChelanHospital.com or call Agustin at 682-8525. Sponsored by LCCH Foundation.

THANKS FOR YOUR 2015 SUPPORT!

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Sara Accetturo
Sari Agan
Sally Anderson
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Brittany Arnold
John Arnold
Leanna Ashley
James Ashmore
Emmitt Aston
Miranda Avery
Yessenia Avila
Raynor Baker
Debbie Banks
DeLynn Barnett
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Karen Batchelor
Dan Becker
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Agustin Benegas-Garcia
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Karen Collins
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Kelly Conley
Rinita Cook
Les & Carol Cooper
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Joy Cox
Daniel Crandall
Harold Crowell
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David Dicks
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Scott Dietrich
Cendie Dietrich
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Katie Downs
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Marcia Gores
Gloria Graham
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Guild Y
Mariellen Gunn
Bran Hankins
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Dale Hoisington
Karla Holme
Edward Holst
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Joshua Schkrohowsky, M.D.
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Christiane Sherman
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David Zuluaga

2015 FOUNDATION SPOTLIGHT

\$104,563
contributed to
Foundation

262 Supporters

**FOUNDATION
ACHIEVEMENTS:
\$177,468
towards...**
\$45,000 EMS
vehicle

\$5,000 Emergency
Room Monitor

\$2,247
Occupational
Therapy Gym

\$5,000 Tele-
neurology
Peripherals

\$1,721 Magazines
and Children's
Corner, Waiting
Room, LC Clinic

**Community
Wellness**
\$6,800 Diabetes
Smackdown,
a community
wellness program

\$10,000 Manson
Schools – Weight
Room Renovation

\$1,500 Chelan
Middle School
balance balls

\$9,200 Club Max,
child wellness
program, school
year 2015-16

\$13,000 Home
Health/Hospice

**Healthcare
Education
Scholarships**
\$78,000 in
scholarships to
future caregivers
in Lake Chelan
Valley and
continuing
education
scholarships to
local caregivers

**SUPPORT
FROM
HOSPITAL
GUILDS,
COMMUNITY
GROUPS AND
DONORS**

Soroptimist Club/
Chelan Chase -
\$18,000 LCCH
Mammograms

Guild B - \$19,160
Defibrillator;
\$5,000 Stryker
Bed

Guild Y - \$1,055
Oxygen Blender;
\$4500 - Tele-
neurology
Peripherals

General Guild -
\$1000 Stryker
Bed

Generous Donor
Designations -
\$2,700 Club Max

Generous Donor
Designations
- \$5,542 EMS
Vehicle

THE LCCH FOUNDATION is dedicated to providing and improving healthcare facilities and services, and community wellness, in our hospital district. The Foundation actively manages donor contributions, bequests, memorials, donor advised funds, endowments and an annual giving campaign. Because of generous donors like you, we are able to continue our work to provide and improve healthcare, and community wellness, for the Lake Chelan Valley. THANK YOU for your 2015 contributions!