



Redmond
Regional Medical Center

Dear Neighbor –

As Northwest Georgia's heart and community hospitals – Redmond Regional Medical Center and Polk Medical Center's mission is for the care and improvement of human life, and it's a commitment we take very seriously. That's why we are excited to tell you about some things we accomplished at Polk Medical Center and Redmond Regional Medical Center in 2009 and so far in 2010.

In this piece, you'll find some facts and figures about ways we benefit Northwest Georgia economically through salaries, taxes and contributions. You'll learn about some major initiatives we undertook in the past year to enhance the lives of our neighbors. Perhaps most importantly, you may notice a familiar face when you read about the life-changing experiences of a couple of local residents who chose our health services for some of the most important moments of their lives. By the time you're finished, we hope you'll agree that we are completely invested in our communities and an excellent choice to meet your needs close to home.

So peek inside. Call us to ask questions. Arrange to take a tour of the facility. We want you to know us before you need us. And when you do, rest assured that our greatest accomplishment is delivering the highest quality of care and service to our friends and neighbors.

Sincerely,



John Quinlivan, Chief Executive Officer

Our Mission

Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost effective healthcare in the communities we serve. In pursuit of our mission, we believe the following value statements are essential and timeless.

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.



Polk
Medical Center

 Redmond
Regional Medical Center
The Center of Attention

 Polk Medical Center
You've Got Our Attention

Hi-Tech in the Hometown

Carla Mueller, wife, mother and Plant Operations Manager for a large manufacturing facility in Rome is not anyone you would expect to see in a hospital gown. Full speed ahead every day, Carla commutes to Rome from Acworth to keep the day to day operations of her facility in check and running smoothly. From shipping and receiving to overseeing 300+ employees, it is never a dull day. She then cares for her family in the evenings and prepares to do it all again the next day. Carla is not one to sit still- or let her health go unchecked.

So, as a believer in health awareness, Carla scheduled the Redmond AngioScreen team to come out to a health fair at her facility this spring. The AngioScreen is a heart and stroke screening that can catch warning signs and prevent serious issues from developing down the road.

To get the ball rolling and set an example for her associates, Carla signed up to be the first to have an AngioScreen. "I stay up to date on everything. I go to the doctor every year, have all of my check ups and have always been healthy," says Carla. "I knew I would be pretty low risk."

However, during the screening the ultrasound of the carotid arteries in the neck showed something abnormal. "They told me I had thyroid nodules- it was not part of the test but they saw something and let me know it was something I needed to have checked on." With the guidance of the AngioScreen team, Carla made follow-up appointments and after additional testing found she had Stage 3 Papillary Thyroid Cancer.

"When I heard I had cancer, I knew I had to face this and get through it," said Carla. "I have a four year old that I want to see grow up. I never thought I might not get to do that."

Being somewhat of a newcomer to town, having moved to Georgia from Chicago two years ago, Carla had little previous experience with healthcare in the area. Because of her positive experience with the Angioscreen team, she had her thyroid surgery scheduled at Redmond and met her challenge head on.

"It was high-tech medicine with a hometown feel," recalled Carla. "I was really glad I was here to go through this and not in Chicago. The Redmond team was personable and comforting. It felt like home. The nursing staff was so kind and everything was communicated to us throughout the process."

After the removal of her thyroid and a brief hospital stay, Carla was back to work in three days. She has since completed radiation treatments and her scar is less visible each day. Though her energy level is a little lower than she is used to, she has a positive attitude and is grateful for her new perspective.

To others she offers the advice, "Never just assume you are healthy. Things can change as quickly as a year's time. I never expected this but am so grateful that the AngioScreen team gave me the opportunity to find my cancer and get better."

With her new outlook on life, Carla has taken her first vacation in two years and is enjoying each day a little more. All thanks to staying aware and making her health, as well as her employees', a priority.

To find out more about AngioScreens, call 706-290-8012.



Door-To-Balloon

Ever heard of door to balloon times? Unless you work in healthcare, chances are you haven't. But it's very simple. Door to balloon time, abbreviated in healthcare as D2B, is the time it takes to open a blockage that is causing a heart attack. It's measured from the time a patient comes into an emergency room having a heart attack to the time the cardiac catheterization lab team has inserted a stent into the veins to open the blockage.

Nationally, the recommended D2B time is 90 minutes. This 3rd quarter at Redmond, the average was 49.5 minutes, almost twice as fast as the national benchmark.

Makes us feel better already.

Peace of Mind for \$49

A little peace of mind is hard to come by- and when you do, it is priceless. Especially when it is available for just \$49. At Redmond, with October being Breast Cancer Awareness month, we have rolled out our special rate digital mammography program, digital mammograms for \$49, down from the regular rate of \$149. The program lasts from October until the end of year as a way to encourage all women to care for themselves, preserve their health and come have this important screening.

"We recommend a baseline mammogram at the age of 35, so you know where you stand at an early age. And then at the age of 40, women should begin to have annual mammograms," says Curt Layton, Director of Radiology at Redmond.

"Our Women's Center is a Breast Center of Excellence," says Cheryl Smetts, RT, Radiology Quality and Clinical Coordinator. "This means that we have the knowledge, the equipment and the quality staff to provide the best care for the women of our community. It's such a blessing to be able to provide this level of care at an affordable rate- and that's what is important to us."

With the chances of developing breast cancer at approximately 1 in 8 women, it is a health issue that calls for attention and awareness. This year, for just \$49, get your peace of mind. Take the time to care for yourself.

Call us at (706) 368-8480 to schedule your appointment today.

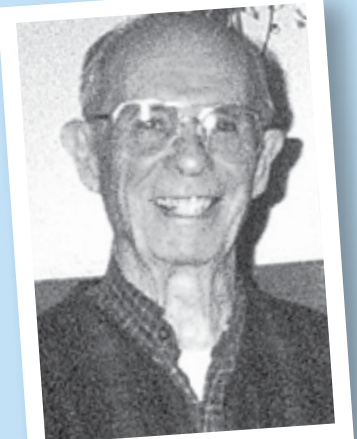
Early detection is the best protection!



A New Year, a New Heart

"I could not have gone anywhere else in the US for better treatment," said Mr. Joe Gittings, a heart attack survivor and watch guru of Ford, Gittings & Kane Jewelers.

It started when Mr. Gittings came into Redmond's Emergency Department with discomfort and arm pain around midnight of the first day of 2010. Having undergone quadruple bypass surgery 20+ years ago, he knew something was not right and needed care. He was immediately seen and treated for his discomfort but testing showed no signs of needing additional treatment. However, due to his condition and previous history of cardiac disease, Dr. Alan Moy, Emergency Medicine Physician at Redmond, ordered Mr. Gittings to stay overnight. He protested saying he felt better and might as well go home. However, Dr. Moy insisted and Mr. Gittings was told to ready himself to be taken to a room.



Before Mr. Gittings made it upstairs, he went into cardiac arrest. "Within a matter of minutes I had about a dozen nurses on me and was whisked down the hall," Mr. Gittings recalled.

"Dr. Merritt* came in and ordered, 'Prep him now.' And right then I was taken to the cath lab and had two stents put in." Mr. Gittings continued, "If I had left and gone home, I wouldn't be here today."

Three days later Mr. Gittings was able to return home and today, is doing just fine. Though he avoids the heat and the more rigorous activities of his younger days such as square dancing and gardening, life is busy. He can be found working out at the Vitality Center three days a week, and working at his jewelry store on Broad Street repairing watches.

"My daughter runs the shop now along with another lady but they let me work from time to time," Mr. Gittings joked.

He is also the caring husband of Joan, the father of five, and grandfather of nine. Needless to say, Mr. Gittings has a lot to live for and is making the most of each day with his newly repaired heart.

**Dr. Christopher Merrit, M.D. is a Harbin Clinic Cardiologist that practices at Redmond.*

For more information on any of our services, please call MedLine at (706) 368-8480 or visit RedmondRegional.com & PolkMedicalCenter.com.





Polk Medical 2009 Community Benefit Report

Financial Benefits:

Annual Payroll (109 Employees)	\$4,908,067
2008 Taxes Paid	\$466,268
Community Sponsorships & Donations	\$1,602
Uncompensated Care	\$6,904,004
Charity	\$1,259,104
Uninsured Discounts	\$3,322,827
Total Community Investment	\$16,861,872⁺

Redmond 2009 Community Benefit Report

Financial Benefits:

Annual Payroll (1,131 Employees)	\$53,947,063	Uncompensated Care	\$30,695,265
2008 Taxes Paid	\$12,086,991	Charity	\$14,420,604
Community Sponsorships & Donations	\$95,404	Uninsured Discounts	\$13,061,888

Total Community Investment \$124,307,215⁺

Providing Quality Care

ED Visits	34,611
Inpatient Visits	11,217
Outpatient Visits	35,107
Redmond EMS Ambulance Trips	7,387
Redmond EMS Non-Emergency Trips	3,036

Caring For Our Community

Employee United Way Donations	\$100,000 ⁺
Events with EMS Coverage and First Aid	450
Health Fairs and Screenings	43
Patient Families Accommodated in the Heart House	185

Expanded Services

- 2 New State of the Art Cardiac Catheterization Labs
- EMS 911 Provider for Polk County
- Cardiac Rehabilitation*
- Expanded Emergency Department
- New MRI Capabilities
- New State-of-the-Art Electro-Physiology Lab
- Redmond Wound and Hyperbarics Center*

*2010 Accomplishment

Redmond Awards '09-10

- American College of Radiology Breast Center of Excellence
- American Heart Associate Bronze Achievement Award for Heart Failure Care
- Chairman's Category of the Georgia Hospital Association's Quality Honor Roll
- Georgia Coverdell Champion Hospitals of the Year for Stroke Care
- Georgia Hospital Association Circle of Excellence Award
- Georgia's EMS Provider of the Year
- Joint Commission Recertification in Heart Attack Care
- Patient Friendly Billing Recognition
- Three-Year Approval with Commendation to Redmond's Cancer Program from the American College of Radiology
- Top 100 Best in Value Hospital, as recognized by Data Advantage

Providing Quality Care

ED Visits	20,929
Inpatient Admissions	466
Outpatient Visits	466

Expanded Services

Hospitalist Program

Awards '09-10

- Nationally recognized as a Top Rural Hospital by the Leapfrog Group
- Presidential Category of Georgia Hospital Association's Quality Honor Roll

*Dollar amounts are approximate.

For more information on any of our services, please call MedLine at (706) 368-8480 or visit RedmondRegional.com & PolkMedicalCenter.com.



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Redmond
Regional Medical Center
The Center of Attention

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