Union Hospital’s ability to offer high quality healthcare to the residents of this community is anchored to six PILLARS. These Pillars provide the foundation for all that we do. They include...

QUALITY
GROWTH
PEOPLE
SERVICE
FINANCE
COMMUNITY

Reflecting on our accomplishments in quality, growth, people, service, finance and community, I have listed just the highlights in this 2015 Annual Report. We are proud of the many people working at Union Hospital who made this possible and help ensure we continue to provide Quality Care, Close to Home.

Bruce James
President and CEO
To better fulfill the Hospital’s mission of Quality Care, Close to Home, our physicians and staff are consistently working to improve clinical quality and patient outcomes. In recent years, these efforts have been rewarded with recognition from national healthcare performance organizations.

**Union Hospital is a ‘Great Community Hospital’ Again in 2015**

For the second year in a row, Union Hospital has been named to the list of the **100 Great Community Hospitals** by Becker’s Hospital Review, a monthly publication of business and legal news for hospital executives. The Becker’s editorial team selected hospitals based on rankings and awards received by the hospital for:

- Clinical performance
- Patient safety record
- Patient satisfaction
- Patient outcomes

**Union Hospital Stroke Care Earns National Recognition**

Union Hospital has received the American Heart Association/American Stroke Association’s Get With The Guidelines® Stroke Gold Plus Quality Achievement Award. The award recognizes the hospital’s commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized guidelines based on the latest scientific evidence.

This recognition is in addition to achieving certification as a **Primary Stroke Center** by DNV, the hospital’s accrediting organization. It means that Union Hospital addresses the full spectrum of stroke care from diagnosis, treatment, rehabilitation, and education, and in measuring and evaluating patient outcomes.

“With a stroke, time lost is brain lost, and recognition demonstrates our commitment to ensuring patients receive care based on nationally respected clinical guidelines,” said Nathan Johnson, MD, medical director of the Union Hospital Primary Stroke Center.

**Imaging Centers of Excellence**

Union Hospital has received **Center of Excellence** recognition for two imaging services from the American College of Radiology. Center of Excellence status for the Breast Imaging Center includes:

- Mammography
- Breast ultrasound
- Ultrasound-guided breast biopsy
- Stereotactic breast biopsy

The other service receiving recognition as a Center of Excellence was Computed Tomography (CT).

These designations resulted from a rigorous evaluation and review process by ACR physicians and medical physicists. The Center of Excellence designation indicates these imaging services at Union Hospital have achieved high practice standards in image quality, staff qualifications, technology, and quality control and assurance programs.
Building Emergency Care for the 21st Century

The 37,000-square-foot, two-story Union Hospital Lauren Emergency Center brought a dramatic change to the landscape of the hospital campus. Starting in spring and continuing on through the summer months, the new facility took shape as concrete, steel and brick went up quickly thanks to cooperative weather. On the inside, patient treatment rooms and nursing stations were completed in the fall and winter, and planning began for a March 2016 opening.

The opening of the Emergency Center for patient care marked the completion of Phase One of the project. Still to come in Phase Two is the demolition of the old ER Patient Entrance and Ambulance Canopy, to be replaced with a new Patient Entrance and Reception Lobby. Portions of the former Emergency Express area will also be remodeled to become part of the new Emergency Center.

Once the project is completed during the summer of 2016, Union Hospital will be poised to meet the Emergency Medical needs of community residents today and for decades to come.

Intensive Outpatient Mental Health Services

The new Union Hospital Behavioral Health Center treats patients with acute psychiatric disorders, providing a level of care and treatment services similar to an inpatient psychiatric hospital. The goal is to reduce the need for inpatient hospitalizations and to provide a step-down treatment center for people discharged from an inpatient psychiatric hospital.

The Behavioral Health Center provides two levels of care based on the needs of the patient. In the Partial Hospitalization Program, patients come four or five days a week for up to six hours each day.

The Intensive Outpatient Program sees patients three or four days a week for three to five hours. Patients may be referred to the program by their doctor, area mental health agencies, hospital discharge planners, or by a family member. Patients also may refer themselves by calling the Center and talking to the staff.

The Center is located on the lower level of the medical office building at 300 Medical Park Dr. on the Union Hospital campus. For information call 330.308.3700 weekdays from 8 am to 4:30 pm, or visit www.UnionHospital.org/BehavioralHealth

Typical psychiatric diagnoses treated at UH Behavioral Health Center

- Depression
- General anxiety
- Social anxiety
- Bipolar disorder
- Post-traumatic stress
- Panic disorder
- Mood and behavioral disorders
- Diagnosed mental illness
New to management positions in 2015:

- **Mike Jackson**, Director, Facilities/ Maintenance/ BioMed
- **Kevin Milligan**, Director of Union Physician Services (UPS)
- **Jacqui Bianchi**, Manager, Applications - Information Systems
- **Denise Smith**, Manager of Peri-operative Services
- **Ashley Addessi**, Manager of Clinical Nutrition
- **Dena Levengood**, Manager of UPS

- **Carey Gardner**, Director of Community Relations, was honored as Union Hospital’s Health Care Worker of the Year.
- **Bruce James**, President and CEO, was appointed by OHA as a state representative to the AHA Region 5 policy board and selected to serve as Chairman of the OHA Small and Rural Committee during 2016.

Union Physician Services (UPS) is a network of 11 physician practice offices owned and operated by Union Hospital in locations around Tuscarawas County. UPS includes a total of 27 providers employed by the hospital, including physicians, nurse practitioners and a social worker, serving patients with primary care and specialty services.

During 2015, UPS added a sports medicine physician, an orthopedic surgeon, a general surgeon, a dermatologist and a family physician.

Information about all of the UPS practices and providers can be found at [www.UPSPhysicians.com](http://www.UPSPhysicians.com).

### The UPS Practices include the following:

#### East Ohio Orthopaedics
The office of East Ohio Orthopaedics is located at 515 Union Ave., Suite 167, in Dover, inside the Heritage Square Shopping Center. Two new providers – William C. Burgette, DO, an orthopaedic surgeon, and James Goff, DO, a sports medicine physician – joined the practice in 2015. They join orthopaedic surgeons Scott Holder, MD; Darrin Kuczynski, MD; James McQuillen, MD; and Thomas Teater, MD.

#### UPS Regional Surgical Specialists
The office of UPS Regional Surgical Specialists is located at 400 Medical Park Dr., Suite 203, in Dover, on the campus of Union Hospital. A new surgeon, Marcus F. Cox, MD, joined the practice in 2015. Dr. Cox joins general surgeons Robert M. Levitt, MD, and Joseph N. Zemis, MD.

#### UPS OB/GYN
The office of Union OB/GYN is located at 420 Reeves Ave., Suite C, in Dover. Sarah Barber, DO, is the physician who serves patients in the practice.

#### UPS Dermatology
The newest medical specialty offered by UPS is Dermatology. The office of UPS Dermatology is located at 420 S. James St., Suite D, in Dover. Lindsey Moore, MD, a Carroll County native, opened the practice in 2015.

#### UPS Family Healthcare
The office of UPS Family Healthcare – formerly known as Union Family Healthcare, Inc. – opened in 2015 as a UPS office in the same location at 400 Medical Park Dr., Suite 201, Dover, on the campus of Union Hospital. The office includes Kristi Leindecker, MD, along with certified nurse practitioners Sandi Agnes, CNP, and Samantha Quillen, CNP.

#### Cross Street Family Practice
The office of Cross Street Family Practice is located at 1716 Cross St., Dover. The office includes John Burnham, MD, and Deepthi Singam, MD, providing patient care.

#### Reeves Family Medicine
The office of Reeves Family Medicine is located at 420 Reeves Ave., Suite B, in Dover. Spencer Pinion, MD, serves patients at this UPS office.

#### Newcomerstown Union Physician Services
The office of Newcomerstown Union Physician Services is located at 60881 County Rd. 9, Newcomerstown. During 2015, new physician Denise Miller, DO, and social worker Teri Carpenter joined the practice. The two other physicians serving patients are Jeffrey Burner, MD, and Christopher Coulson, DO.

#### UPS Neurology Center
The office of UPS Neurology Center is located at 400 Medical Park Dr., Suite LL1, in Dover, on the campus of Union Hospital. Alok Bhagat, MD, serves patients at the practice.
Going Green(er)

An enthusiastic group of Union Hospital employees expanded the recycling program at Union Hospital. Blue recycling containers were placed at key locations around the hospital. Employees, patients and visitors are asked to place their plastic and glass beverage containers, metal cans, paper and cardboard in the container for recycling.

The hospital had been recycling cardboard boxes, toner cartridges, light bulbs, kitchen grease and shredded documents for years. UH operates a separate collection and disposal process for biohazard waste and sharps to prevent infection or injury from such materials.

The recycling goal is to achieve a 20 percent reduction in the amount of waste generated by the hospital, sending less material into the landfills and saving the hospital money with fewer trash pickups by the hauler.

Auxiliary Fulfills $300,000 Pledge

During its annual luncheon, the Auxiliary presented the hospital with a $200,000 gift to complete its total pledge of $300,000 in support of the Emergency Center project. "Our gift of $200,000 this year allows the Auxiliary to pay off its $300,000 pledge for the new Emergency Center one year earlier than scheduled," said Auxiliary President Kasey Rippel.

In appreciation of the donation, the Auxiliary will be recognized as the sponsor of the patient reception area inside the Emergency Center.

Building ‘Centers of Excellence’ in Radiology

Better imaging improves the chances of detecting breast cancer at an early stage, or spotting a blood clot before it proves fatal. In 2015 the Union Hospital Radiology and Imaging Department achieved “Center of Excellence” status for both the Breast Imaging Center and the Computerized Tomography (CT) service from the American College of Radiology.

A key to breast imaging excellence was the addition of 3-D Digital Breast Mammography. All screening mammography at UH utilizes this state-of-the-art technology. 3-D Mammography imaging helps the physician find cancers that may not have been found using traditional mammography.
QUALITY
SERVICE
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Union Hospital collaborated with 13 other local healthcare and social service agencies to complete a Community Health Needs Assessment to identify the priority health needs of the region.

Union Hospital completed three Career Camp events attended by nearly 60 area high school students who learned about careers in healthcare. Ashton Hall of Dover was awarded the UH TECH $1,000 scholarship to continue his education for a medical degree.

The 8th Annual Union Hospital Run for Home attracted more than 800 runners and walkers of all ages. Whether it was competing in the half-marathon, running as part of a three-person relay team, walking the 5-miler, or taking part in the 1-mile race or kids’ run, there was plenty of action for all.

Upwards of 200 volunteers were utilized at the Tuscora Park race headquarters, out on the course, and at the finish line. Union Hospital was joined by many other community sponsors to cover the cost of staging the event. Registration fees were donated to Habitat for Humanity of Tuscarawas County. Over the first eight years of the UH Run for Home, the event has generated $162,000 to help partner with eligible local families to build new houses.

Union Hospital Run for Home Half Marathon

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Paint Tusc Pink for Breast Cancer Awareness

Local companies, schools and offices joined with Union Hospital to “Paint Tusc Pink” during Breast Cancer Awareness Month in October. Dozens of displays of pink ribbons, signs and even “Scare Away Breast Cancer” scarecrows dotted the business districts of the area. Pictures of Paint Tusc Pink displays were shared on social media and participants told their stories on WJER Radio of how they, a family member or close friend had been affected by breast cancer.

Union Hospital is working to educate women about the importance of early detection of breast cancer when it is the most curable. The Susan G. Komen Foundation reports the number of women in Tuscarawas County diagnosed with breast cancer is up 6.1 percent over the past four years. On the positive side, there’s been a 3.8 percent decline in breast cancer deaths over the past four years, indicating breast cancer is being diagnosed earlier and more often because more women are having mammograms.

UH TECH Career Camps Promote Healthcare Careers

UH TECH is Teens Exploring Careers in Healthcare. Three Saturday morning Career Camps were attended by dozens of area high school students, who enjoyed a wide range of experiences in the diagnostic, treatment and nursing areas of the hospital. Students heard from physicians, and learned more about education requirements and career opportunities.

UH TECH Career Camps included visits to diagnostic and treatment departments of the hospital—Radiology, Cardiology, Vascular Lab, Surgery and Nursing. Much more than just touring the hospital, TECH students get hands-on experience in using the instruments and technology in mock patient care.

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# UH Service Statistics

### Patient Admissions

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatients</td>
<td>4,944</td>
<td>5,196</td>
</tr>
<tr>
<td>Patient Days of Care</td>
<td>18,802</td>
<td>19,617</td>
</tr>
<tr>
<td>Observation Patients</td>
<td>3,214</td>
<td>2,964</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>261,397</td>
<td>250,787</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>44,374</td>
<td>43,986</td>
</tr>
<tr>
<td>Births</td>
<td>684</td>
<td>693</td>
</tr>
<tr>
<td>Full-Time Equivalent Employees</td>
<td>862</td>
<td>840</td>
</tr>
</tbody>
</table>

### Laboratory Test Orders

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>670,611</td>
<td>661,378</td>
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</table>

### Diagnostic Imaging

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Interventional Radiology</td>
<td>841</td>
<td>873</td>
</tr>
<tr>
<td>Radiology/Fluoroscopy</td>
<td>41,983</td>
<td>40,753</td>
</tr>
<tr>
<td>CT Scans</td>
<td>13,988</td>
<td>13,403</td>
</tr>
<tr>
<td>Mammograms</td>
<td>7,223</td>
<td>7,312</td>
</tr>
<tr>
<td>MRI Scans</td>
<td>5,121</td>
<td>4,479</td>
</tr>
<tr>
<td>Nuclear Scans</td>
<td>2,624</td>
<td>2,519</td>
</tr>
<tr>
<td>Ultrasound Scans</td>
<td>10,579</td>
<td>10,288</td>
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### Respiratory Care/Cardiology

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td>Respiratory Care Procedures</td>
<td>79,704</td>
<td>81,697</td>
</tr>
<tr>
<td>Cardiology Procedures</td>
<td>19,743</td>
<td>19,252</td>
</tr>
<tr>
<td>Neurological Procedures</td>
<td>204</td>
<td>187</td>
</tr>
<tr>
<td>Vascular Lab Procedures</td>
<td>5,644</td>
<td>5,402</td>
</tr>
<tr>
<td>Cardiopulmonary Rehabilitation Procedures</td>
<td>5,598</td>
<td>5,064</td>
</tr>
<tr>
<td>Sleep Studies</td>
<td>912</td>
<td>882</td>
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### Physical Therapy Treatments

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<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
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<tbody>
<tr>
<td></td>
<td>85,410</td>
<td>77,039</td>
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### Surgery

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Surgeries</td>
<td>826</td>
<td>768</td>
</tr>
<tr>
<td>Outpatient Surgeries</td>
<td>2,829</td>
<td>2,893</td>
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</table>

### Home Health Visits

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13,570</td>
<td>11,190</td>
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</table>

### Volunteer Services

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Volunteers</td>
<td>107</td>
<td>101</td>
</tr>
<tr>
<td>Student Volunteers</td>
<td>17</td>
<td>24</td>
</tr>
<tr>
<td>Total Volunteer Hours</td>
<td>20,713</td>
<td>19,955</td>
</tr>
</tbody>
</table>

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# Financial and Service Summary

## Revenues


## Charges not paid:

- By those unwilling to pay (Bad Debts): $5,642,253 (2015), $5,660,411 (2014)

## Total charges not paid:


## Net charges for patient care services:


## Revenue from other operating sources:


## Total Operating Revenues:


## Expenses

- Supplies, purchased services and other: $44,675,436 (2015), $42,592,382 (2014)

## Total Operating Expenses:


## Operating Income (Loss)

- $2,887,616 (2015), $5,600,166 (2014)
Your Generosity Helps Us Provide Quality Health Care for the Community

Union Hospital was established over a century ago as a not-for-profit, independent, community hospital. Its mission was simple: Provide quality healthcare for the residents of Tuscarawas County. Today, as it did a century ago, Union Hospital fulfills that mission, providing excellent care to all patients, regardless of their ability to pay. The value of that care, provided free or at a substantial discount, results in Union Hospital being this area’s largest charitable organization.

Generous donors contributed the funds to build the first Union Hospital. Every generation since then has sustained this spirit of generosity, helping Union Hospital continue to grow, expand services, and build the wonderful hospital facilities we have today.

Continued support from the community is more important than ever as Union Hospital moves into the 21st Century. Every year, hundreds of people and organizations choose to make gifts and bequests of all types and amounts. They have found their own goals and interests are fulfilled by supporting Union Hospital and contributing to our charitable mission.

For more information, please contact:

Monte Ball
Director, Fund Development
330.602.0789
Development@UHDevelopment.com

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