2018 COMMUNITY IMPACT REPORT

HCA Mountain Division
President’s Message

In the words of our parent company, HCA Healthcare, 2018 was a landmark year. At the HCA Mountain Division, we join our colleagues across the nation in celebrating the company’s 50th anniversary. Given that impressive milestone, we renewed a commitment to our shared mission: the care and improvement of human life above all else.

At the HCA Mountain Division, our year of celebration was also a year of significant success and great patient outcomes. I will highlight several in the following paragraphs and you will find more details in this year’s community report.

As the most reputable, top-performing healthcare provider in the nation, HCA Healthcare uses its vast clinical knowledge, scale and stability to transform healthcare and help communities thrive. Every day, people in Utah, Idaho and Alaska benefit from our affiliation to our parent company, especially patients and their families who receive care at HCA Mountain Division hospitals and outpatient centers of care.

When a healthcare issue challenges patients, communities and the nation overall, HCA Healthcare applies its clinical leadership and innovative operating strategies to rigorously address the problem. Last year, we implemented several programs developed by our parent organization as solutions to serious problems for the patient populations we serve.

As an example, one program we piloted aimed to aggressively combat the national opioid crisis in three states where we serve people in need.

Based on a successful pilot, we executed the initiative at all HCA Mountain Division facilities during the first quarter of 2019. With the comprehensive program in place, we will significantly reduce physician orders for opioids for patients in our emergency departments and those recovering from surgery.

To further address the pain caused by addiction, we built the ACT Residential Center at Ogden Regional Medical. With its cost-effective, 30- to 90- day treatment option, the hospital better meets patient needs through multiple levels of care and therapy.

By leveraging another HCA Healthcare initiative, our hospitals effectively mitigate the effects of the nationwide shortage of certain pharmaceuticals and associated price increases. We achieve this objective with the help of our parent company’s consolidated pharmacy.

We are also making a difference for patients whose lives are threatened by severe sepsis and septic shock. At every HCA Mountain Division hospital, we utilize a predictive algorithm called SPOT that was developed by HCA Healthcare. It identifies sepsis approximately 18 hours earlier than the best clinicians can. This is a limb-and-life-saving intervention given that the risk of dying from sepsis increases by up to eight percent every hour it goes undiagnosed. Utilizing SPOT, we are saving significantly more lives among patients with sepsis.

As rewarding as it is to note the ways in which we improved human lives in 2018, it is equally exciting to consider the plan we will implement this year. In 2019, we will significantly expand our ability to take great care of children by adding more pediatric services at several of our hospitals. Key to that expansion are several new care options for children and their families in the communities served by Ogden Regional Medical/Center.

In April of this year, we brought expert emergency care to West Valley City, Utah, in the form of a freestanding ER. In July 2018, we opened the doors of another one in Pleasant View City.

Looking forward, we will continue to champion HCA Healthcare initiatives that improve patient safety, clinical outcomes, and experience. We will make good use of the data collected and analyzed by our parent company to improve performance and enhance the practice of medicine.

To support these efforts, we have joined our parent organization in enhancing the professional nursing practice. We are training more physicians through our residency and fellowship training programs.

Further, we are enhancing our collaboration with physicians, nurses, and other colleagues to achieve excellent clinical outcomes and provide the best patient experience possible.

In closing, I would like to invite you to enjoy the patient stories featured throughout the community report. I believe the heartfelt compassion and medical expertise that our healthcare providers bring to our facilities shines through as the patients tell their stories.

I am proud of each and every one of our colleagues and honored to serve as president of the HCA Mountain Division.

Gregory R. Angle, FACHE
President, HCA Mountain Division
HCA Healthcare and HCA Mountain Division

We are driven by our mission statement:

Above all else, we are committed to the care and improvement of human life.

We complement our mission statement with a declaration of purpose: We exist to give people a healthier tomorrow. Our purpose guides our growth no matter how we move healthcare forward, from offering new access points to pioneering innovative, evidence-based care. It also reflects our core beliefs:

- We believe in always doing what is right for the patient.
- We believe excellent people make excellence happen.
- We believe healthcare should always move forward.
- We believe in taking care of others while being there for each other.

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HCA Healthcare

The HCA Mountain Division is part of one of the nation’s most reputable, top-performing providers of healthcare services, HCA Healthcare. Its patient care network encompasses locations in 21 states nationwide and the United Kingdom.

2018 was a landmark year for HCA Healthcare. We collectively celebrated our golden anniversary and the countless lives that were positively impacted over those 50 years. Though much has changed in the field of healthcare since 1968, our founder’s vision remains the same: to provide the best patient care and service possible to partner with physicians, nurses and other colleagues to achieve excellent outcomes, and to use the best of business to improve performance.

HCA Healthcare exists to champion the best practices of healthcare and deliver exceptional care that is founded on inclusion, compassion and respect – for patients and for each other. That means ensuring culturally competent care, no matter a person’s race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or veteran status.

For these reasons and more, HCA has been recognized as one of the “World’s Most Ethical Companies” by the Ethisphere Institute for the past 10 years. This national designation recognizes organizations for exemplifying and advancing corporate citizenship, transparency and the standards of integrity.

Our parent company strategically invested in expanding its networks and clinical capabilities in 2018, making it even easier for patients to obtain high-quality, convenient patient care. At year-end, its network included 179 hospitals, 142 ambulatory and GI surgery centers, 84 freestanding emergency rooms, 130 urgent care centers, and 1,120 physician clinics.

Who We Are

“We are fundamentally in the people business. When we combine a great culture with strategy, execution and the right leadership, we can improve more lives in more ways.”

Sam Hazen
CEO, HCA Healthcare

HCA Mountain Division

As one of 15 divisions operated by HCA Healthcare, we work collaboratively to advance best medical practices to ensure exceptional patient experiences throughout the HCA Mountain Division. Working together at our hospitals and throughout our network, we are patient focused, physician led and team based.

To further our commitment to enhancing human life, we partner with local physicians to take great care of patients and serve healthcare needs in multiple communities, implement advanced technologies and leverage HCA’s extensive resources to improve the quality and safety of patient care.

Our healthcare network serves multiple communities in three states with a total of 7 hospitals: eight in Utah, two in Idaho and one in Alaska. It also includes multiple outpatient care centers such as 54 physician clinics, 10 freestanding surgery centers, one freestanding emergency department and three imaging centers.
Leveraging Our Connection with HCA

Given our affiliation with HCA Healthcare, we can make a positive impact in patient lives beyond any healthcare organization. When a national issue challenges the quality and safety of patient care, our parent company applies its scale, strength and clinical leadership to rigorously address the problem. Solutions are then implemented at its care sites across the country, including those in the HCA Mountain Division network. Here are some examples:

• We’re aggressively combating the opioid crisis by decreasing the number of opioid prescriptions written for patients while ensuring effective pain management with alternative medications.

• HCA’s predictive algorithm identifies sepsis approximately 18 hours earlier than the best clinicians. With its application, we have significantly decreased mortality rates related to severe sepsis and septic shock at our hospitals.

• Our clinical experts at HCA, who are among the most knowledgeable and experienced healthcare leaders in the country, guide our medical staff. Together, they continuously develop best practices in medicine, which we utilize to update our standards of care and save lives.

• We utilize HCAs vast database to advance clinical knowledge, improve patient care processes, and ensure quality and safety.

• As the cancer institute of HCA Healthcare, Sarah Cannon serves as a global leader in research and care for patients facing cancer. It has been a clinical trial leader in nearly 80 percent of approved cancer therapies over the past 10 years, and our patients benefit from this wealth of knowledge.

• To provide healthier tomorrows, we invest in advanced medical technologies and high-quality clinical supplies. In this way, we reduce costs for patients as much as possible.

• By fully utilizing HCAs consolidated pharmacy, our hospitals effectively mitigate the effects of the nationwide shortage of certain pharmaceuticals and associated price increases.

• Further, HCA serves as one of the initial governing members of Civica RX. As one of seven healthcare organizations in this capacity, our parent company provides leadership for the new company’s board of directors and much of the initial capitalization. This not-for-profit generic drug company addresses drug shortages at hospitals nationwide and the high prices of lifesaving medications.

Patient Care Highlights

We believe in always doing what is right for the patient.
One day in August, Marc Jewett stopped at a favorite shop in Jackson Hole, Wyoming for coffee and a scone. He sat at his usual table to do a little work, but his laptop wasn’t charged and the only available outlet was right next to him. Then he found a file that had gone missing for 10 days. Everything was coming together perfectly.

“Next up was a bike ride, and it was a glorious one!” recalled Marc. “I’m an avid cyclist, and this was my strongest ride all summer. I was cooking.”

With about a mile to go, Marc started feeling something like acid reflux. So, he coasted the last mile and walked to a sandwich shop, thinking food might settle his stomach.

“It was a Perfect Day

After he placed an order, the heartburn came back – with a vengeance. He decided not to eat and headed to his car. That burning sensation intensified and artificals didn’t work, so Marc started wondering if he might be having a heart attack. But the symptoms were different from the one he had years before. His chest pain increased in his chest. Marc sat down and gave the symptoms five minutes to subside. They didn’t, so he called 911.

Perfect timing

As luck would have it, the fire station and emergency medical services were only two doors away, and they responded immediately. An EKG showed that Marc’s heart was having some trouble, and an ambulance was delivered to him at Jackson Hospital, two blocks down the road.

By the time, chest pain had set in at about $5 on a scale of 10. The emergency room physicians treated and stabilized him, and he was on his way to Eastern Idaho Regional Medical Center in a helicopter.

“From the moment we landed in the helipad, I saw nothing but people who knew what they needed to do.” Marc recalled. “I know what good procedures and work looks like, and the response was wonderful.”

At EIRMC, an entire cardiology team came into play as Marc was rushed to the catheter lab. Receiving Cardiologist Dr. Susan Wachter and Invasive Cardiologist John Chambers were ready to take action if his arteries were blocked and stents were needed. Cardiology Surgeon Scott Needham was there too, just in case Marc needed bypass surgery.

All the specialists collaborated in the cath lab as they watched images of his heart to see if an angioplasty was needed, and it was. Dr. Chambers cleared one artery but others were seriously narrowed and partially blocked. Despite being a healthy, very active 63-year-old, Marc was now a candidate for a multiple bypass.

Perfect combination: expert care for Marc and his family too.

While he was in the ICU resting his heart before surgery, and being treated like royalty, Marc’s family arrived. The care team immediately updated his wife and daughter, explaining his cardiac algorithm and current status.

Real friendships developed as they all waited for his heart to calm down.

A few days later, Dr. Needham performed a multiple cardiac bypass on Marc. He remembers the days following the open-heart surgery were rough. However, he only needed one unit of blood and had few complications. After a short stay in the cardiac recovery unit, Marc was discharged from the hospital.

When I think back to the beginning of what turned out to be a journey back to good health, I still think 911 was right and it was a good call,” recalled Marc. “I am an avid cyclist, and this was my strongest ride all summer. I was cooking.”

Marc explained. “Even though I had a massive heart attack, it all came together perfectly.”

Perfect combination: expert care for Marc and his family too.

During the entire process, Marc says he felt like everyone cared about him – and his family too. As soon as possible, the care provider at EIRMC got in touch with his wife and daughter, who were out of town. They were especially great with his 10th grade daughter, helping her to worry less about her dad.

“It was no longer just me anymore,” Marc said. “Communication was important for my wife and my daughter. They are both very involved with EIRMC, and Marc explained. “Even though I had a massive heart attack, it all came together perfectly.”
Trauma Care

HCA Healthcare is the largest provider of trauma care and burn care in the nation. As such, our parent company maintains the world’s largest trauma registry among healthcare systems. This database encompasses patient data from emergency departments and trauma centers and features key injury and treatment-related information that we use to improve care for all trauma patients.

- The registry enables effective evaluation of outcomes and patient care on a large scale.
- It helps us identify and implement best practices for treatment of traumatic injuries.
- In 2018, the registry included data for more than 90,000 patients nationwide.

Level II Trauma Center at St. Mark’s Hospital

In October 2018, the American College of Surgeons Committee on Trauma and the Utah Department of Health verified St. Mark’s Hospital as a Level II Trauma Center. After extensive in-house preparation and a comprehensive review, the ACS recognized that the patient care processes and outcomes in critical trauma care at St. Mark’s met its stringent national standards.

Emergency Medicine

Throughout the HCA Mountain Division, specialists utilize best practices while taking care of patients in our emergency departments and trauma care centers. They are guided by data compiled from 8.6 million annual visits for a medical emergency across the HCA Healthcare system.

Emergency Medicine and Trauma Care

Trauma Care in Three States

Level II
- Eastern Idaho Regional Medical Center
- Ogden Regional Medical Center
- St. Mark’s Hospital

Level III
- Ogden Hospital

Level IV
- Brigham City Community Hospital
- Carbon Valley Hospital
- Mountain View Hospital
- Timpanogos Regional Hospital

Emergency Medicine

Fast Facts 2018

- We launched a pilot program aimed at significantly reducing the number of opioid prescriptions while still effectively managing pain levels for patients in our emergency departments.
- Our stroke care experts continue to decrease “door-to-needle” times. That means patients with ischemic stroke symptoms receive clot-busting medication within 60 minutes or less.
- Our healthcare network features four Primary Stroke Centers: - Alaska Regional Hospital - Ogden Regional Medical Center - St. Mark’s Hospital - Timpanogos Regional Hospital - Seven HCA Mountain Division hospitals are certified as Stroke Rescuing Facilities.
- Our emergency departments are nationally accredited as Chest Pain Centers.
Pain Management Options

Our parent company also developed a comprehensive program aimed at combating opioid addiction that is being implemented within HCA Healthcare facilities nationwide. The HCA Mountain Division piloted the new program at Timpanogos Regional Hospital and Mountain View Hospital in September and November 2018, respectively. As a key component of the program, we adapted our response to pain management for people being treated in our emergency departments for specific conditions. By utilizing therapeutic non-opioid alternatives and other methods, we help patients effectively manage pain. To advance this program, we also applied this approach to pain management with patients recovering at the hospital following surgery as well. When an opioid is the best option, we strictly control the quantity prescribed to protect patients from the risk of addiction.

At the same time, we educate patients and their families about this innovative program. We explain why it is being implemented and assure them that alternative medications can provide equal or better pain control. As a result, the majority of the patients who depend on us for pain management in the ED or during surgery recovery remain satisfied with the care they receive.

Crush the Opioid Abuse Crisis

Labeled an epidemic by the CDC and a healthcare crisis by the president of the United States, opioid abuse causes more than 100 deaths per day. To combat this serious national issue, HCA Healthcare became a key participant in the National Academy of Medicine Action Collaborative on Countering the U.S. Opioid Epidemic in July 2018.

Opioid Reduction Program Highlights

- Our standardized physician order sets support effective, non-opioid alternatives as first-line therapy.
- All stakeholders are trained and educated about this program, including a review of evidence-based treatment alternatives that ensure satisfactory patient outcomes.
- We use a multimodal non-opioid approach to analgesia for specific conditions as a first-line therapy.
- Patients receive scheduled medications in addition to “as needed” doses for pain management.
- We offer alternative pain management strategies, including complementary approaches such as heating touch, virtual reality pain relief, distraction, heat/ice, and repositioning.
- By partnering with patients, we establish realistic pain management goals.
- We discuss addiction potential and side effects related to opiates with patients and their families.

Program Success at Timpanogos Regional Hospital

Results of the initial implementation of the program showed a 24 percent decrease in physician orders for opioids given to patients seen in the emergency department or hospitalized at Timpanogos Regional Hospital.
Transfer Center

Fast Facts 2018
- The majority of patients are transferred from one emergency department to another, which reduces the time it takes for the receiving hospital to accept the patient. This is accomplished with both our ground and air capabilities.
- Average daily call volume = 400.

Improving Care via Telemedicine
In 2018, the Transfer Center team coordinated an increasing number of telemedicine consultations for patients at HCA Mountain Division hospitals. That means we improved care in these areas:

Behavioral Healthcare
Fast Facts 2018
- Collaborations with behavioral health specialists via telemedicine: approximately 9,100 times

Patient Benefits
- Timelier interventions and transfer to appropriate mental healthcare facilities
- Prompt mental health availability reduce anxiety for patients and families

Patient Transfer Center
At the HCA Mountain Division Patient Transfer Center, experienced teams optimize the continuum of care for patients who need more acute or comprehensive treatment. As a resource for patients, families and affiliated physicians, our teams efficiently transfer patients to the most appropriate hospital for the level of care they need.

Stroke Care

Fast Facts 2018
- Tele-stroke program activated 781 times
- Number of patients treated via telestroke grew by nearly 42 percent
- Only three percent of patients with stroke symptoms were transferred to another hospital

Patient Benefits
- More lives saved and disabilities reduced; patients remained close to home
- Faster evaluation of stroke symptoms, and unnecessary transfers reduced
- Number of patient transfers decreased, which relieves stress and financial burden for families

Neonatal and Pediatric Echocardiogram

Fast Facts 2018
- We are more quickly diagnosing heart conditions in infants and children via telemedicine.

Patient Benefits
- Diagnostic echocardiograms via telemedicine are available at several Mountain Division hospitals
- Clinical staff and imaging technicians collaborate with pediatric cardiology specialists at an offsite location
- Significantly reduces transfers to another hospital and the need for parents to travel far from home
It all started with a simple question.

"Has anyone ever told you that you have a heart murmur?" a sleep technician asked Rick Page during a routine checkup on his continuous positive airway pressure (CPAP) machine. Rick, director of photography for an NBC television series, wasn't too concerned at the time. Still, he scheduled an appointment with his long-time family practitioner for confirmation, and soon after, he received a referral to a seasoned cardiologist at St. Mark's Hospital.

More than a murmur

During his appointment at St. Mark's, Rick discovered his murmur was caused by a mitral valve prolapse — an improper closure of the valve between the heart's upper and lower left chambers. For three years, he managed this condition with regular checkups and echocardiograms every six months. During one of those tests in the summer of 2017, Rick learned that left ventricle had doubled in size since his previous echocardiogram just six months before.

"I went into immediate denial," Rick recalled. "I'm 48 and healthy, I could do it! I have no symptoms, I've been hitting the gym and doing routine cardio. My strength is up, nutrition on point."

After more consultation and consideration, his cardiologist arranged an initial meeting with Shreekanth Karwande, M.D., thoracic surgeon at St. Mark's.

A scene from reality

In the weeks to follow, Rick spent much of his time down-playing the severity of the situation. "I felt as though this would be routine and I'd be back at work in no time," he explained. "I really thought this wasn't a big deal. In hindsight, I think this was how I was coping with the fear of the unknown."

Although he didn't sleep well the night before, Rick arrived at St. Mark's Hospital bright and early the day of his mitral valve repair procedure. Nurses and Dr. Karwande prepped him for surgery, and then it finally came time to enter the operating room.

"Immediately I was distracted by all the prep work done by the doctors and nurses," Rick remembered. "Working in the film business, I'm fascinated by the behind-the-scenes of it all and can't help but wonder about every detail — the people, the machines, this, that and the other. I've filmed hospital scenes before, but this was no Hollywood set."

Fortunately, since St. Mark's is the only hospital in Utah to achieve the highest rating for isolated mitral valve replacement and repair by the Society of Thoracic Surgeons, Rick could relax. "His procedure went well, and after a few days recovering in the intensive care unit, he graduated to the cardiac rehab floor."

"I was able to do the work with a newfound sense of purpose and a newly fixed heart," Rick said. "I'm a new guy. They saved my life... all of them."

From Behind the Camera to Atop the Operating Table

"Remember thinking, 'A heart issue? I'm only 42,'" Rick said. "I played hockey a few times each week. I hiked with my wife and dog. My weight was good."

“I’m a new guy. They saved my life... all of them”
Structural Heart Program
Offers minimally invasive, catheter-based treatment options for vascular disease.
• Mitral valve repair or replacement for leaky or stenotic heart valves
• Left atrial appendage closure for high-risk patients to prevent stroke in high-risk patients
• Percutaneous closure and repair for symptomatic structural heart defects (ASD, PFO and VSD)
• Transcatheter aortic valve replacement, an alternative to open-heart surgery for high-risk patients

Limb Preservation Program
Provides solutions for patients facing limb amputation due to peripheral vascular disease.
• Highly skilled interventional cardiologists collaborate with multidisciplinary specialists and primary care physicians to personalize and coordinate patient care.
• Catheter-based vascular interventions resolve plaque and blockages in the arteries and effectively restore blood flow, which preserves the patient’s limb.
• Patient education and community screenings are key factors of this successful program.

Heart Scan Program
A coronary calcium scoring measures cardiac risk and helps assess the future likelihood of having a heart attack. Many cardiologists believe that this is the most accurate test for measuring cardiac risk. This cardiac imaging only takes about 15 minutes to perform and provides ready-readable results within a couple of days. Several HCA Mountain Division hospitals offer this non-invasive scan for only $69:
• Mountain View Hospital
• Ogden Regional Medical Center
• St. Mark’s Hospital
• Timpanogos Regional Hospital

Cardiovascular Care
Throughout the HCA Mountain Division network of hospitals, we offer effective options to patients who are challenged by a variety of cardiovascular conditions. With experience and expertise, our heart specialists provide solutions through multiple treatment programs that include non-surgical and surgical approaches.

Three-Star Rating – Again!
The Society of Thoracic Surgeons awarded St. Mark’s Hospital a distinguished three-star rating in October 2018 – for the third time in a row. It is the only hospital in Utah to achieve this recognition. Its specialists meet the highest standards of care for aortic valve replacements combined with coronary artery bypass grafting (AVR + CABG) and mitral valve replacement and repair (MVR) surgeries.

Nationally Accredited Heart Care
The American College of Cardiology has confirmed that we consistently deliver evidence-based clinical care in a timely, effective manner to patients who have heart disease or are at risk for developing it.
• Nationally accredited as Chest Pain Centers – all 11 HCA Mountain Division hospitals.
• Additional accreditations for treating atrial fibrillation and heart failure – nine of our hospitals.
Care Assure Program

As leaders in transitional care, we implemented an HCA Healthcare program that improves health in the communities we serve. It ensures a continuum of care after patients are discharged from HCA Mountain Division hospitals. The program improves quality of life and save lives through integrated, coordinated and evidence-based care.

- This program focuses on increasing the number of patients attending follow-up doctor appointments, which effectively reduces hospital readmissions.
- Our personal, one-on-one approach starts when our nurse navigators meet with patients at their bedside before they are discharged.
- The navigators serve as patient coaches and educators who review physical discharge medication instructions with patients as well as connect them with community resources for ongoing care.
- Program assists patients whenever similar follow-up is not provided by their physician’s office.

2018

8,687 Total patients navigated to a post-discharge appointment

2018

8,157 Appointments tracked

95% Patients who kept follow-up appointments

18,899 Patients engaged in the program

2018

4,671 Appointments scheduled

12,828 Appointments navigated and tracked

“Quality-of-life” years gained by patients
Lorna Kochi is an avid Boston Red Sox fan. It's safe to say that she is equally enthusiastic about the care provided at Lakeview Hospital as well.

One hip replacement followed by wound care and an unrelated foot surgery seven months later, Lorna is now one of the hospital's biggest fans.

From the injured list to a winning game plan
Her experiences at Lakeview Hospital last year started in the spring. After two years of enduring severe pain in her groin, she underwent a variety of tests to determine the cause.

"It hurt constantly, especially when I bent over," explained Lorna. "I thought it had to do with a previous colon resection or maybe a hernia. My interventionalist doctor agreed that the pain might be caused by a pelvic issue and referred me to a GI specialist."

That specialist diagnosed Lorna with hip dysplasia. "He told me that my hip socket had worn down so much, my leg bone was constantly rubbing against the hip bone," Lorna recalled. As a result, she experienced extreme pain whenever she moved.

After a round of physical therapy failed to bring relief, Lorna was referred to Dr. Clint Wooten at Lakeview Hospital. During her first appointment with him in May, she discovered that they had something in common: Dr. Wooten is a Boston Red Sox fan too. She also learned about the robotic-assisted surgery system at Lakeview Hospital that the orthopedic surgeon uses to perform joint replacements.

"The technology’s ability to facilitate the best outcome possible appealed to me," she said. "That’s why I chose to have the surgery at Lakeview Hospital."

Treating patients like MVPs
When asked to describe the robotic-assisted hip-replacement surgery, Lorna immediately replied, "It was a wonderful journey!"

From the CT scan before the surgery to heading home with a new hip joint the day after surgery, Lorna says she was thoroughly impressed with the hospital's entire care team. They made every part of the surgical process as easy and convenient as possible. From pre-registration to discharge from the hospital the next day, everyone proactively responded to her needs, and she felt safe.

"I remember Dr. Larsen, the anesthesiologist, and Dr. Wooten coming in to talk with me in the pre-surgery prep room," recalled Lorna. "The next thing I knew, I was waking up in the recovery unit. A nurse stayed with me the entire time before I was moved to a room upstairs. It was just wonderful!"

She further noted about the continued care during recovery, "I never had to ask for help twice, and I didn’t feel like I was bothering anyone. All of the nurses and staff were attentive and helpful."

All-star team delivers personalized care
According to Lorna, her hip replacement connection is perfect. After the surgery, she was walker for only a few days and then a cane for a short time. She hosted company for dinner just a week later. Would Lorna recommend a robotic-assisted approach? "Totally!" she replied.

When she had a reaction to the stitches as she recovered at home, Dr. Wooten personally called a wound care specialist, who saw her the next morning. That led to two weeks of treatment at Lakeview's Wound Care Center, where she says the care team proved equally wonderful.

"When I had foot surgery in December 2018, it was the same kind of experience," she noted. At Lakeview Hospital, they helped you to get registered, escort you to where you need to go, and take great care of you when you get there.

All in all, superior care!"

Whenever anyone she knows talks about needing surgery, Lorna tells them about her experiences at Lakeview Hospital. In her opinion, its patient care teams rank right up there with the Boston Red Sox.

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Minimally Invasive Joint Replacements

Robotic-assisted surgery is an innovative solution for those suffering with painful degeneration of hip and knee joints. Guided by each patient's three-dimensional images, our specially trained orthopedic surgeons achieve pinpoint precision and more accurate alignments. The combination of surgical expertise and advanced technology helps patients return to a more active lifestyle – faster.

Patient Benefits

• Accurate placement specific to individual patient anatomy
• Smaller incision, minimal blood loss and lowered risk of blood clots
• Decreased post-operative pain
• Accelerated rehabilitation and quicker recoveries
• Patients achieve a higher level of physical function and independence

Robotic-assisted hip and knee replacements are available at these HCA Mountain Division hospitals:

• Cache Valley Hospital
• Lakeview Hospital
• Mountain View Hospital
• St. Mark's Hospital

Alternative Option: Knee Joint Resurfacing

When appropriate for the patient, many HCA Mountain Division hospitals offer a less-invasive alternative to a total knee replacement. During joint resurfacing, orthopedic surgeons utilize technology to remove the smallest amount of bone possible before resurfacing the joint with arthroplasty components.

Patient Benefits

• Minimally-invasive surgical technique
• Sterile, staple-free, watertight wound closure
• Decreased post-operative pain
• Quicker recovery and return to an active lifestyle

The innovative knee joint resurfacing procedure is available at:

• Alaska Regional Hospital
• Brigham City Community Hospital
• Cache Valley Hospital
• Lakeview Hospital
• Lone Peak Hospital
• Mountain View Hospital
• Ogden Regional Medical Center
• St. Mark's Hospital
• Timpanogos Regional Hospital

Orthopedic Care and Joint Replacements

Several HCA Mountain Division hospitals are recognized as top providers of orthopedic care in Utah, Idaho and Alaska. Through our affiliation with some of the best knee and hip surgeons in the country, we offer an increasing number of advanced treatment options to patients.
The first steps toward relief

Browsing online, Michele came across a physician bio for Kade Huntsman, M.D., orthopedic surgeon at the Utah Institute for Robotic Surgery with St. Mark’s Hospital. The bio detailed the surgeon’s specialized expertise and his focus on conservative and surgical spine treatments. Something about it felt right.

“When I read it... it’s hard to explain, but I just knew he was the doctor I needed to see,” Michele said. “I’m glad I did. He’s so smart and explained things clearly. He kept talking about what he’d do and the robotic arm, and I was sold.”

Quick hospital stay.

Long-lasting results.

During a magnetic resonance imaging (MRI) scan, Dr. Huntsman identified three herniated discs and a pinched nerve. He recommended a lumbar fusion and decompression procedure using the institute’s innovative robot-assisted surgical system.

The state-of-the-art surgical system contains high-resolution 3D cameras for superior vision and a robotic arm that moves microsurgical instruments with perfect precision. The surgeon remains the chief mastermind during surgery. The robotic-assisted system simply provides enhanced visibility and empowers scaled and minute movements.

The minimally invasive, robotic-assisted technology benefits patients in many ways, including:

- Smaller incisions
- Less scarring
- Minimized pain
- Decreased complications
- Shorter hospital stays
- Quicker recoveries

For Michele’s surgery, Dr. Huntsman removed the rods and screws from her initial surgery and used the robotic arm to perfectly place six new screws after decompressing her damaged spine. The surgical system provided Michele’s MRI and imaging results, which Dr. Huntsman used to customize the placement of the new screws, based on her unique anatomy.

“I was prepared to stay three days at the hospital, but I felt so good that I went home after just one day.”

Why suffer? Pain-free days are possible.

Three months post-surgery, Michele was walking around her neighborhood again. She quickly got up to 1.5 miles as she worked her way back to her previous five-mile routine, and she resumed her career at Salt Lake Community College.

She says she feels stronger, more confident, and is pain free. She even has words of wisdom for those dealing with daily, devastating back pain: “Don’t wait. There’s no point in being in pain for years when we have doctors and technology that can make it better. I can testify that these surgeries can fix you.”

Michele Grow usually looked forward to her five-mile walk, but in a short span of weeks, her body began revolting after walking less than half a block.

“The pain in my back and leg and the cramping in my foot felt so severe – and nothing would make it go away,” Michele explained. “Pain medicine couldn’t even touch it.”

Pain would shoot down her back and radiate through her leg, settling in her right foot. Michele described the pain as consistent, unbearable… and familiar. More than a decade before, she suffered a similar experience – though on the left side of her body. That had resulted in back surgery.

Michele dealt with the progressive pain for more than six months, until she couldn’t take it any longer.
At our Comprehensive Spine Centers, our specialists help patients recover quickly, or get them on the right path to more advanced care and additional treatment options. That means people do not have to figure out what kind of orthopedic doctor or spine specialist to see first.

Our spine specialists develop personalized care plans for patients. To optimize the plans, our care providers often collaborate with affiliated physicians who provide physical therapy, pain management, weight management, chiropractic services and neurosurgery.

Experts at our Spine Centers frequently see patients the same day they call for an appointment or within 1-2 business days – guaranteed. That means there is no need for people suffering with back or neck pain to wait weeks to see a spine specialist.

Idaho
- Eastern Idaho Regional Medical Center
- West Valley Medical Center

Utah
- Lone Peak Hospital
- St. Mark’s Hospital
- Timpanogos Regional Hospital

At HCA Mountain Division hospitals, we offer comprehensive orthopedic and spine care. That includes a wide range of surgical and non-surgical treatments. Additionally, our Comprehensive Spine Centers serve as the first stop for pain relief, with convenient locations in Idaho and Utah.

Advanced Care for Back Pain

Robotic-assisted Spinal Fusions
Anyone enduring degenerative disc disease, traumatic spinal injuries, or spinal instability can greatly benefit from an innovative robotic-assisted surgical system available at Alaska Regional Hospital and St. Mark’s Hospital. In fact, St. Mark’s was the first community hospital in the world to offer this advanced treatment to patients.

This system enables a minimally invasive approach to spine pain relief for patients needing spine surgery. It combines the benefits of navigation and robotic guidance into one technology, making it one of the most innovative surgical options available today.

The robotic-assisted system precisely locates anatomical structures so spine specialists can place spinal and orthopedic bone screws with the highest degree of accuracy. Specially trained surgeons at both HCA Mountain Division hospitals use this innovative technology to optimize lumbar, thoracic or cervical spine fusions.

Patient Benefits
- Real-time, 3-D images individual to each patient guide surgeons during the procedure
- Accurate, precise placement of orthopedic screws
- Decreased radiation exposure
- Fewer complications/eye following surgery
- Diminished wear on adjacent vertebrae over time
Advanced Robotic Surgical Systems

As affiliated surgeons combine their knowledge and skills with robotic-assisted surgical systems, we continuously evolve minimally invasive surgery. This approach to a growing number of procedures enhances medical treatments, reduces complications, and enables fuller recoveries.

Throughout the HCA Mountain Division network, specialists utilize robotic surgical systems to treat medical conditions in many areas of care:
- Cardiovascular
- Colorectal
- Gastrointestinal
- General surgeries
- Gynecology
- Oncology
- Orthopedic
- Spine
- Thoracic
- Urology

Patient Benefits
- Decreased pain
- Less blood loss
- Reduced risk of complications and infection
- Minimal scarring

Multiple Options for Surgical Care

Many of the most respected independent surgeons and anesthesiologists in Alaska, Idaho, and Utah choose HCA Mountain Division hospitals and freestanding surgery centers for their patients. We collaborate with these specialists to provide a multitude of surgical options, from minimally invasive, same-day procedures to complex and life-saving surgeries.

We also implement advanced technologies at our facilities that facilitate a wide range of surgical approaches while enhancing accuracy and improving patient outcomes.

Fast Facts 2018
Total number performed at HCA Mountain Division Surgery Centers:
- Inpatient surgeries 21,686
- Outpatient surgeries 92,210

Bariatric Surgery

Bariatric surgery can improve the quality of life for people living with severe obesity. It is well known that morbid obesity has been linked to several serious and life-threatening diseases. For these reasons and more, experts at St. Mark’s Hospital offer four bariatric surgery procedures, all approved by the American Society of Metabolic and Bariatric Surgery.

Patient Benefits
- Frequent reversal Type 2 diabetes
- Eliminates obstructive sleep apnea
- Cuts risk of heart disease in half
- Improves life expectancy

Ambulatory Surgery Centers

With advancements in medicine, surgeons perform an increasing number of surgical procedures in an outpatient setting. Our healthcare system is evolving to enable an increasing number of minimally invasive surgeries at our state-of-the-art freestanding ambulatory surgery centers. They are conveniently located in multiple communities in Alaska and Utah.

In fact, HCA Mountain Division operates the largest number of freestanding surgery centers in Utah. We offer multispecialty options including spinal fusions, total joint replacements, and pediatric surgical care—all in comfortable outpatient settings.

Fast Facts 2018
- Total number of freestanding surgery center 10
- Total number of operating rooms 26
- Total number of procedure rooms 96
- Affiliated physicians 700+
- Total number of procedures annually 42,000+
It’s like traveling to a different world! It totally took my mind off reality. It’s a great new tool for pain management.” That’s how Brad Young describes an innovative technology that helps patients reduce anxiety before a medical procedure – and effectively control pain afterwards.

Dr. Michael Glover, spine surgeon, performed a laminectomy for lumbar decompression on Brad at West Valley Medical Center in Caldwell, Idaho. Although it’s a somewhat invasive surgery, the 35-year-old was concerned about using opioids during recovery.

"I know a lot about the risks of using opioids because my stepdad is a retired emergency medicine specialist,” explained Brad. “That’s one of the reasons why I agreed to give this technology a try – before and after my surgery.”

As he was prepared for the surgery, a volunteer at the hospital introduced Brad to AccendoWave. This new technology takes a diversionary approach to reducing stress and pain levels. It has proven to effectively decrease or eliminate the need for medications following a surgical procedure.

"The volunteer was a very bright person and very informed about the technology,” Brad said. “The details she provided gave me confidence that it would help to control my anxiety as I waited for the surgery and keep my mind off the pain afterwards.”

The technology features a tablet computer loaded with games, music and videos. As patients interact with the entertainment, a headband reads their brainwaves to identify content that is the most engaging. Then the tablet presents more of that type of content, which distracts and relaxes the patient.

"The technology ‘learned’ what type of content kept me engaged by measuring my brainwaves with a headband,” explained Brad. “It kept me entertained, which prevented me from worrying before the surgery and made me much less conscious of the pain afterwards.”

"It helped me to use less medication after the surgery, which was important because I didn’t want to become addicted to them,” Brad noted. “I really liked having an alternative to medication.”

Engaging with the technology was interesting and helpful for Brad. It improved his hospital experience, as did every care provider he encountered during his stay.

"It was very positive overall – seamless from check-in to discharge,” said Brad. “Everyone was on top of it. The surgeon was fantastic, and the nurses were great! Now he tells people in the community that they can expect concierge-level service at West Valley Medical Center. Further, he highly recommends the diversionary technology as a way to enhance the surgery recovery experience.

Brad took advantage of the technology before his surgery and for about 5-6 hours during his overnight stay. It was so effective that he continued to use the diversionary technique at home with his cell phone and other options for entertainment.

"I really liked having an alternative to medication.”

Enhanced Recovery After Surgery
Enhanced Surgical Recovery Program

We are working toward enhancing patient recovery following a growing number of surgical procedures at HCA Mountain Division hospitals. Through this research-based program, patients partner with their clinical care team and take a more active role in the recovery process. This approach has proven to enhance the patient experience, enable effective pain management, and improve surgical outcomes.

How is this program different?

- We inform and educate patients so they feel well prepared for the surgery and recovery.
- Patients drink a carbohydrate-rich beverage before surgery, which helps them to recover faster.
- Local nerve blocks often replace the use of general anesthesia, which speeds recovery.
- Our multimodal pain relief plan provides options that keep patients comfortable while avoiding opioids after surgery, whenever possible.
- We encourage patients to eat, drink and walk around as soon as they can.

Patient Benefits

- Decreased stress response before and after surgery
- Fewer surgical complications
- Reduction of bleeding and pain
- Effective pain management without opioids
- Faster recovery and decreased hospital stay

Controlling Pain with Technology

Patients recovering from surgery benefit from an innovative technology at West Valley Medical Center in Caldwell, Idaho. Called AccendoWave, this non-pharmaceutical solution has proven to reduce discomfort in 80 percent of patients in clinical settings across the country.

This learning technology presents a wide variety of content to patients, including videos, games and music on a tablet computer. By objectively measuring brainwaves through an EEG headband, the software identifies content that is most relaxing to each patient while reducing anxiety and pain. It then delivers more of that type of content to the patient.

This technological option was a pilot project implemented by HCA Mountain Division at West Valley Medical Center. It helps patients effectively control pain — and even nausea — while they recover from surgery at the hospital’s intensive care, medical-surgical and orthopedic-spine units as they recover from surgery. In some cases, care providers use it to ease anxiety in patients before they undergo a procedure. The technology is also being utilized in the hospital’s emergency department and Family Maternity Center.

Here are some recent survey results from 216 patients at West Valley Medical Center:

- Have you enjoyed using AccendoWave? Yes responses: 90 percent
- Did AccendoWave help you feel more comfortable? Yes responses: 82 percent
- Did it understand the level of your discomfort? Yes responses: 71 percent
When Stephanie Hawkins found out she was pregnant again, she felt elated! But anxiety simultaneously rushed in when she remembered how extremely sick she was during her first pregnancy. The feeling of nausea and the constant vomiting were made worse by her obstetrician at the time, who acted as if she was faking the sickness. During her initial appointment with Dr. Nathan Bertoldo, Stephanie explained her concerns, and he immediately made her feel better. He listened and empathized. Right away, she could tell this pregnancy would be a different – and much improved – experience. “He showed concern about how I was feeling and immediately created a treatment plan that he was positive would help me,” Stephanie recalled. “I felt validated, I truly cared about me.”

Birth plan made a difference too

Dr. Bertoldo also cared about Stephanie’s plans for the birth of her second baby. She knew what she wanted during the childbirth experience, and he supported her plans. Given that she was delivering her baby at Cache Valley Hospital, she created a birth plan on its website. An important part of her personalized birth plan was an epidural during labor. Stephanie’s contractions began right on time - the baby’s due date was October 31. By the time she arrived at the Cache Valley Hospital Women’s Center, her cervix was dilated to a seven.

Stephanie immediately asked the labor and delivery nurses for an epidural, and they acted fast. She was soon settled into a spacious birthing suite, made much more comfortable thanks to an epidural. Stephanie was impressed by how much they cared about her childbirth preferences – and the pain she was experiencing. “I’m always impressed with nurses; they do so much during childbirth,” said Stephanie. “The nurses at Cache Valley Hospital were friendly, personable and supportive. I felt like I’d known them for a while!”

Caring support during a scary time

Stephanie’s second daughter, Rylee Hawkins, made her debut on Halloween. The team of nurses who helped welcome the newborn into the world stayed close to mom and baby as that precious time turned scary. The delivery nurses and pediatrician had some concerns about Rylee’s health. They ordered some diagnostic tests, including one that indicated a potential issue with the infant’s heart. “The pediatrician came to tell me that Rylee did not pass the heart test,” Stephanie recalled. “They also gently told me that my baby may have Down syndrome.”

The pediatric nurse stayed with Stephanie and her husband for a while to explain the condition. She provided information the new parents desperately wanted and patiently answered their questions. “She explained things multiple times,” noted Stephanie. “She helped me understand the heart test and the results, as well as features in Rylee’s face that could indicate Down syndrome.”

Dr. Bertoldo also helped Stephanie cope with the unexpected and troubling concerns about her baby. He compassionately expressed hope for Rylee’s future: “he was very optimistic,” she recalled. “Dr. Bertoldo made it clear that even if Rylee had Down syndrome, things weren’t as scary as they seemed.”

Telemedicine quickly delivers reassuring news

Stephanie and Rylee remained in the hospital for three days, while multiple tests and up-and-down results took place. The neonate stayed at the hospital with her parents while a technician reviewed an echocardiogram to confirm whether she had a heart condition. A heart specialist in Denver evaluated the images via telemedicine, and it revealed great news. Rylee’s heart was fine! “My husband and I started crying and so did the nurses!” Stephanie said. “We were grateful for the technology at the hospital that quickly let us know Rylee did not have a heart condition.”

Today, Stephanie praises the nurses who were supportive, optimistic and willing to do anything for her. “I connected with the nurses,” recalled Stephanie. “They went over backwards and were not overbearing, and that made a scary time much easier. It felt like I was their only patient, and the three of us were the No. 1 priority!”
We welcomed nearly 10,000 precious arrivals in 2018

When it’s time to deliver a baby, women can depend on us for exceptional medical care. One reason is that hospitalists who specialize in obstetrics are on hand 24/7 at the majority of our hospitals. Our maternity care providers include experienced obstetricians, maternal-fetal experts, midwives and labor and delivery nurses as well as in-house anesthesiologists and lactation specialists.

Enhancing Maternity Care at St. Mark’s Hospital

Maternity care providers at St. Mark’s Hospital kicked off an initiative in 2018 aiming to improve the quality of care and communication with their patients. Here are some of the commitments they made:

• Review every woman’s personalized birth plan and honor her preferences
• Effectively communicate the birth plan to every member of the woman’s care team
• Involve women in their care while treating them with courtesy and respect
• Encourage skin-to-skin care in Labor and Delivery and OB/Nursery
• Ensure “quiet time” daily, and conduct nurse leader rounding on patients
• Improve continuity of care by purposefully listening to patients and focusing on communication
• Provide perinatal Mood Disorder Assessment and support groups
• Conduct bedside reports during shift changes, transfers to another unit and right before any procedure.
• Participate in the Utah State Health Department’s “Stepping Up for Utah Babies” program
• Reseater patient rooms in labor and delivery and OB/ nursery units

When Newborns Need TLC

Newborns sometimes need gentle, critical care to help them survive and grow stronger. We make the possibility of tomorrow happen for these babies in the newborn intensive care units at eight of our hospitals. When babies who need extra care are born at one of only three HCA Mountain Division hospitals without a NICU, our Patient Transfer Center quickly coordinates transportation to the NICU closest to the family’s home.

Level III NICU

Eastern Idaho Regional Medical Center
Ogden Regional Medical Center
St. Mark’s Hospital
Timpanogos Regional Hospital

Level II NICU

Alaska Regional Hospital
Lakeview Hospital
Lone Peak Hospital
West Valley Medical Center

Maternity Care Specialists

At every HCA Mountain Division hospital, maternity care teams treat every child’s birth as a precious moment in every new mother’s life. They go above and beyond to ensure a positive, memorable experience for the moms while they support their partners and families too.
From a certified letter to a cancer diagnosis

Belinda and her husband, Kent, carriage with the mundane day-to-day chores, feeding their menagerie of horses, mules and dogs on their 20-acre ranch in Tetonia.

The couple has been married for 18 years and were just enjoying a typical eastern Idaho summer at their place.

Until the day she had to sign for a certified letter. That caught her attention.

The letter informed her that her last mammogram had shown an anomaly that required a second, more in-depth, diagnostic mammogram.

“I contacted my doctor, sent him a picture and a text, and he said get in there now,” Belinda said.

Because it had been over six months since the original mammogram, she had to have another one followed by a diagnostic mammogram.

Oncology nurse navigator guides the way

When Belinda came in for the second set of mammograms, Emily Allred, the oncology nurse navigator at EIRMC, met with her that day. Following the diagnostic mammogram, where they could see a dark spot, Belinda and Emily set about making an appointment for a biopsy.

The radiologist called afterwards to tell Belinda that the biopsy tested positive for cancer. With Emily’s help, she made an appointment with Dr. Michael Lemon, a general surgeon at EIRMC. He soon informed Belinda and her husband that she had stage 2, triple negative breast cancer – one of the fastest growing breast cancers.

Next up in the cancer navigation journey was a visit to Dr. Nathan Adams. The medical oncologist at the Idaho Cancer Center at EIRMC then determined the stage of the cancer and length of treatment.

On December 8, I went into the hospital and did an MRI and a CAT scan; they put in the radiation and did a gamma ray,” Belinda said. “Emily helped me to schedule all of those tests; every one of them was negative, which meant that the cancer had not metastasized.”

The surgeon removed four lymph nodes, which were also negative, with Belinda began the first of two separate rounds of chemotherapy. New studies indicate that post-surgery chemotherapy is beneficial for treating triple negative breast cancer. The first treatment was once a week for 12 weeks, and the second was every other week for 8 weeks. Emily provided education and support throughout this process.

“I knew it was going to be okay; I had a good team,” said Belinda. “I had Dr. Lemon as my surgeon, Dr. Adams as my oncologist, and Dr. Horrocks as my general practitioner. They had my best interests and were looking after me.”

After Belinda completed chemotherapy, she had to rest and build up her strength for a bilateral double mastectomy. It was performed on June 5, 2018, at EIRMC.

Today, she’s back at work part-time and using physical therapy to improve her range of motion that was slightly impaired due to the surgery. Because of the aggressive nature of triple negative breast cancer, they want to keep it in check, so Belinda is now diligent about seeing her doctor regularly.

“We are confident that I will beat this cancer,” said Belinda. “Thanks to the doctors, their staff, the exceptional care at EIRMC – and especially Emily. She’s the best!”

“I knew it was going to be okay; I had a good team.”

For Every Stage of a Woman’s Life
High-quality, personalized care for women

We offer convenient and comprehensive healthcare services to women at every stage of life:

- Preventive Wellness Care
- Maternity Care
- Maternal-Fetal Care
- Weight Management Options
- Breast Care
- Gynecologic Care
- Heart Care
- Neurological care
- Orthopedic Care
- Cancer Care
- Senior Care
- Surgical Care, including robotic-assisted procedures

From Cancer Diagnosis to Survival

Cancer is a life-changing diagnosis. It is associated with many complex medical and emotional support needs, which is why patient navigation enhances clinical outcomes and experiences.

HCA Mountain Division hospitals offer patient navigation services to guide patients, their families and at-home caregivers through the difficult time following a cancer diagnosis. Our oncology nurse navigators provide personalized support that meets every patient’s unique needs. They coordinate care and offer education, advocacy and encouragement. Physicians can refer patients to a navigator at any point after diagnosis through treatment.

Our oncology nurse navigators are registered nurses who are specialists in cancer care. Their support extends far beyond a hospital encounter; from diagnosis through to the end of active treatment. Our navigators ensure compliance with each patient’s physician-directed treatment plan while removing barriers to cancer care.

Experienced, knowledgeable specialists partner with women in Utah, Idaho and Alaska to maintain optimal health and proactively address their healthcare needs. Women can count on our specialists and HCA Mountain Division facilities throughout their lifetimes.

For Every Stage of a Woman’s Life

Experienced, knowledgeable specialists partner with women in Utah, Idaho and Alaska to maintain optimal health and proactively address their healthcare needs. Women can count on our specialists and HCA Mountain Division facilities throughout their lifetimes.


Here are some of the ways our navigators help patients:

- Develop trust with physicians and patients through multidisciplinary care coordination
- Translate clinical terms and procedures
- Make informed decisions about their cancer care
- More effectively fight cancer
- Successfully access resources related to their care and well-being
- Participate in the development of their treatment plan

Our local program is part of HCA Healthcare’s national network of oncology nurse navigators, branded as Sarah Cannon Navigation. Through this national collaboration, we share best practices and continually elevate the level of service and support that we provide to our patients.

We have also implemented an innovative technology throughout the HCA Mountain Division that allows us to better identify cancer through machine learning and artificial intelligence. It elevates our ability to detect cancer earlier and draw from data related to findings from cancer patients across the country.


Women of all ages who are diagnosed with cancer find exceptional clinical care and specialized support at Monarch Women’s Cancer Center. Its expert medical team provides comprehensive and compassionate care to women affected with reproductive cancers and/or complex gynecologic conditions, and support for their families too. Minimal invasive procedures and robotic-assisted surgeries are among the many treatment options this experienced team offers.

When it comes to fighting gynecologic cancers, younger women often face a complete hysterectomy and the fact that they will no longer be able to have children of their own. The gynecologic cancer specialists at Monarch offer alternative treatment options that preserve a woman’s ability to bear children. Based in Salt Lake City, the center serves women in Utah and Idaho in affiliation with St. Mark’s Hospital and Eastern Idaho Regional Medical Center, as well as surrounding states.

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“No matter what happened, I would have had peace because of what happened in the first few hours,” Alexandra Buijtendijk said. This mother of two had received the phone call that every parent dreads. Her young daughter had been seriously injured and flown with strangers to a hospital in who knows where….

Although the family lives in Connecticut, Alexandra was spending time in New York City with her mother while her husband took her father and their two pre-teen daughters on a tour of the country. While driving through Moab, Utah, a severe accident happened, and their car flipped over. Her 9-year-old daughter, Wilhelmine, suffered a depressed skull fracture behind her ear and a traumatic brain injury. Wrapped in a Warm Blanket

“The helicopter medical crew gave Wilhelmine a little stuffed elephant — what a brilliant idea!” her mother said. “Holding on to it gave her a feeling of safety; this goes well beyond medical care. The human touch and compassionate gift of a stuffed animal made a big difference to my daughter.”

Phone calls: from alarming to reassuring

Shortly after Wilhelmine arrived at the hospital, Alexandra received three phone calls from medical staff: Dr. Dustin Monroe, the hospital’s pediatric critical care specialist, and several nurses provided information and encouragement. “Those personal calls were so warm and reassuring, everyone talked with reassured me that my daughter was safe, and everything was being done for her,” recalled Alexandra. She recalls words like, “she’s in good hands in a good place” and “we will care for your daughter as if she were our own.” Those initial phone calls gave her a sense of calm and eased her mind during a scary, stressful time.

“I loved that there was food for me,” noted Alexandra. “And there were all kinds of little books and games for Wilhelmine. The nurses really tried to make the stay an entertaining as possible. The whole team really understands children and what they need medically and emotionally.”

For this mother, in addition to excellent medical care, the simple things made a huge difference. Whether she needed an explanation or more information, someone to walk with, or some nourishment, there was always someone to help her. Alexandra felt like she could get whatever she needed.

“Overall kindness and sympathy during our time in the PICU,” Alexandra reported. “Everyone was really nice, no matter who they were. We were wrapped in warm blanket from the very start.”

The team of pediatric specialists provided expert trauma care and carefully monitored Wilhelmine during her four-day stay in the PICU. Under Dr. Monroe, they took a conservative approach to her care plan, which eventually meant that they did not have to perform surgery, which her mother appreciated.

Back in Connecticut, the family followed the doctor’s recommendations to keep stimulation low, at home and in school. Although Wilhelmine continues to see a neurosurgeon for follow-up, Alexandra reports that she is “fully herself again.”

“I loved that there was food for me, and I didn’t have to leave the PICU,” noted Alexandra. “And there were all kinds of little books and games for Wilhelmine. The nurses really tried to make the stay an entertaining as possible. The whole team really understands children and what they need medically and emotionally.”

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Comprehensive Care for Kids
Throughout HCA Mountain Division, we draw on that expertise to provide exceptional pediatric care for children up to the age of 18. Our comprehensive program ranges from outpatient services to inpatient, acute-care services across our network. Plans to expand our pediatric care in the upcoming year are already underway.

Emergency Care
HCA Mountain Division emergency departments are "kid friendly." That means our pediatric-trained physicians and nurses have the right equipment and supplies on hand to quickly diagnose and treat children. Equally important, they understand how to handle a child at ease — and their parents too!

Pediatric Intensive Care (PICU)
We provide intensive care services for children at PICUs in Idaho Falls and Utah. Our specialists have years of pediatric training in critical care and are highly qualified to take care of children whenever they need close monitoring after surgery or treatment for life-threatening diseases or injuries. Our specialists work closely with each child’s pediatrician to provide personalized care in a family-centered environment:
- Pediatric critical care physicians available 24/7
- Individual attention from highly trained pediatric nurses and respiratory therapists
- Advanced technology for continuous monitoring; including life support
- Support team of physical, occupational and speech therapists, dietitian, child life specialist and social worker
- Pediatric sedation to help children feel as comfortable as possible during procedures or imaging

EIRMC in Idaho Falls has the longest history of providing pediatric care in the HCA Mountain Division network. Its specialists have been helping children who need a little extra TLC for nearly a decade. Its PICU is the only one in southeast Idaho and one of only two in the state. The more recently established PICU at Timpanogos Regional Hospital is the second one in Utah and the first in Utah County.

Pediatric Care
As the largest provider of pediatric services in the country, HCA Healthcare plays a leading role in shaping children’s healthcare both nationally and locally.

With 85+ NICUs and 20+ PICUs, our parent company leveraged its scale and scope to establish a coordinated network nationwide through which best practices are replicated. That network connects physician leadership with local pediatric specialists to ensure exceptional outcomes for children at HCA’s community hospitals in 21 states.

A Network Approach in Utah
In Utah, our pediatric care program is branded as MountainStar Children’s Services. Within our network, we optimize the continuum of care for children and their families. From emergency medical care to acute care in a hospital, we take great care of kids while working with their pediatric care and families to coordinate their care.

When children need a higher level of care, our Patient Transfer Center arranges medical transportation to the most appropriate site of care based on each child’s medical needs.

Pediatric Surgery
Whenever surgery is needed, children and their families can depend on our experienced pediatric specialists. They specialize in minimally invasive surgical interventions for children, in a same-day surgery setting or in a state-of-the-art operating room at one of the HCA Mountain Division hospitals. Our compassionate pediatric care providers also understand and what they feel emotionally during a hospital stay.

Throughout HCA Mountain Division, we offer comprehensive pediatric care:
- Pediatric-trained surgeons, anesthesiologists and operating room technicians
- Nurses and support staff who are specially trained to take care of children
- Pediatric-trained anesthesiologists
- Craniofacial surgical programs at Lone Peak Hospital and Timpanogos Regional Hospital
- Closely monitored recovery in our pediatric surgery recovery rooms or intensive care units

Pediatric Units
Pediatric specialists at most HCA Mountain Division hospitals provide immediate medical care and expert consultation around the clock. Pediatric hospitalists, specialists in taking care of children’s unique medical needs during a stay at our pediatric units or an emergency department visit. We have inpatient pediatric units at Alaska Regional Hospital, EIRMC, Ogden Regional Medical Center, Timpanogos Regional Hospital and Mountain View Hospital.

Pediatric Care

Attorneys and journalists can contact Jessica Orona at 844-480-PRIDE, ext. 210.
I can’t even see enough to know if it’s a sunny or rainy day,” Michael Neal explained. Due to a degenerative eye disease called retinitis pigmentosa, he slowly lost his vision over many years to the point where he is totally blind. “I felt isolated and lonely and I wanted to have fun and be accepted,” Michael recalled. “So, I began drinking about 26 years ago.”

During that course of time, Michael attended Weber State College and earned a master’s degree in vocational rehabilitation counseling at Utah State University. He also worked briefly in the field of rehabilitation helping people with disabilities identify employment opportunities.

Michael’s drinking habit slowly escalated into a problem that reached the point of self-abuse. “I decided that if I couldn’t get out and party, I’d make it a party for one,” said Michael. “As my alcohol addiction worsened, I became depressed and suicidal.”

By his mid-forties, Michael knew he needed treatment for addiction. He thoroughly explored other programs in the area and decided on the reputable – and accommodating – addiction specialists in the ACT program.

“Trust Me; A Sober Life is Actually Better”

I had forgotten that life can be good.

Behavioral Health / Addiction Treatment

“I can’t jump in a car and go meet friends,” said Michael. “But I’ve found new ways to meet people and enjoy life.”

Michael has been sober for more than two years now. He volunteers at Ogden Regional Medical Center, a job he truly likes. He’s picked up his hiking and life is fully – skydiving!

“People with an addiction probably believe that a sober life is not fun or that it might be boring,” noted Michael. “But trust me, a sober life is actually better. Life can be good.”
Emergency Intervention

To better meet the need for immediate behavioral healthcare, we implemented an effective solution at our emergency departments—real-time telemedicine. Our medical teams use technology to interact with onsite specialists 24/7. Through this collaboration, we can more quickly evaluate patients who may be struggling with a mental health issue.

Ongoing Behavioral Healthcare

Many HCA Mountain Division hospitals offer much-needed behavioral healthcare at a time when there are not enough services to meet increasing community needs. Our comprehensive services include:

- Inpatient and outpatient programs for adults struggling with mental health issues.
- Comprehensive Addiction Treatment.
- ACT Residential Center at Ogden Regional Medical Center
- Inpatient treatment customized to help children and adolescents.
- Inpatient and outpatient programs to help people address alcohol and drug addictions.

Adolescent Acute Care Programs at EIRMC

In Alaska Falls, this program offers an effective solution to patients who need help with alcohol and other drugs, including prescription medications.

- Physician-directed detoxification with experienced nursing care
- High quality of care during withdrawal
- Confidentially during an average 3- to 5-day length of stay
- Patients stay on track with clearly defined discharge planning

ACT Residential Center at Ogden Regional Medical Center

With the grand opening of its state-of-the-art ACT Residential Center in 2018, Ogden Regional Medical Center significantly expanded its long-established alcohol and chemical treatment program. The newly built facility offers a cost-effective, 30- to 90-day treatment option to people seeking help with addiction recovery. Now that it is provides support in a residential setting, Ogden Regional is the first hospital in Utah and the region to meet patient needs through multiple alcohol and chemical treatment options— all on the hospital campus.

Inpatient ACT Treatment at Ogden Regional Medical Center

While the Residential Center was under construction, Ogden Regional Hospital renovated its inpatient ACT treatment unit, offering medical detoxification and rehabilitation for 28 days in an environment updated to better meet patient needs while increasing comfort and safety. While the Residential Center was under construction, Ogden Regional Hospital renovated its inpatient ACT treatment unit, offering medical detoxification and rehabilitation for 28 days in an environment updated to better meet patient needs while increasing comfort and safety.

Ogden Regional Medical Center

- Residential treatment (30-90 days)
- Partial hospitalization / day treatment program (patients spend evenings at home)
- Inpatient detoxification

Lone Peak Hospital

- Intensive outpatient programs / 3.5 hours daily – four days a week
- Partial hospitalization / daytime program (patients spend evenings at home)
- Residential treatment (30-90 days)
- Inpatient rehabilitation (28 days)
- Medical detoxification

Mt. Timpanogos Hospital

- A multitude of treatment modalities and a structured exercise program
- Confidentiality during an average 3-to-5 day length of stay
- Patients stay on track with clearly defined discharge planning

Medical Detoxification at Alaska Regional Hospital, Lakeview Hospital, and Lone Peak Hospital

During the summer of 2018, addiction specialists at our northernmost hospital began offering medical detoxification to the construction works in progress. This clinical option offers an effective solution to patients who need help with alcohol and other drugs, including prescription medications.

- Physician-directed detoxification with experienced nursing care
- High quality of care during withdrawal
- Confidentially during an average 3- to 5-day length of stay
- Patients stay on track with clearly defined discharge planning
Improving the Patient Experience

During 2018, we focused on thinking less about patient satisfaction and more about understanding what our patients experience while they are in our care. To do this, our leaders connected with patients throughout the HCA Mountain Division and asked them what was working well and what we could do to improve their time with us.

This initiative significantly advanced the HCA Healthcare mission, “Above all else we are committed to the care and improvement of human life.” These new relationships built trust while helping us refine our processes and establish new approaches to providing patient-centered care. We are partnering with patients to improve the hospital experience in the communities we serve in Utah, Idaho and Alaska.

We utilize an online resource provided by HCA Healthcare to measure patient experience. It gathers feedback given by individual patients on various review sites online and rates it with a Patient Feedback Score.

- Every month in 2018, the HCA Mountain Division consistently ranked first or second among 15 HCA Healthcare divisions for the highest Patient Feedback Score.

## 2018 by the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>Hospitals</td>
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</tr>
<tr>
<td>Licensed beds</td>
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</tr>
<tr>
<td>Active physicians</td>
<td>3,300</td>
</tr>
<tr>
<td>Employed physicians</td>
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<tr>
<td>Employees</td>
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<tr>
<td>Volunteers</td>
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</table>
We believe healthcare should always move forward.

Sepsis: Saving More Lives

To combat sepsis, HCA Healthcare completed an enterprise-wide rollout of SPOT (Sepsis Prediction and Optimization of Therapy) last year. Its predictive algorithm and workflow are based upon data from millions of hospitalizations at HCA healthcare facilities nationwide. SPOT provides real-time decision support to physicians and nurses 24/7. This initiative helps clinical staff better monitor hospitalized patients, detects sepsis hours earlier and with greater accuracy, and saves more lives.

Beyond early detection through SPOT, we continue to focus on faster care delivery through essential elements of care: a bundle of timely antibiotics combined with appropriate fluids and lab monitoring.

At HCA Mountain Division hospitals, our specialists maintained the ground we gained in 2017 and attained exceptionally low mortality rates overall for patients with sepsis. Primarily through our emergency departments, they achieved 69 percent compliance with applying a combined intervention approach for patients with sepsis symptoms. This represents a 10 percent improvement over last year.

Achieving Excellence in Quality

Sepsis Coordination Program Success 2018

<table>
<thead>
<tr>
<th>Year</th>
<th>Severe Sepsis Mortality Rate</th>
<th>Septic Shock Mortality Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8%</td>
<td>23%</td>
</tr>
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</table>

Significantly Improving Stroke Care

At HCA Mountain Division hospitals, our stroke experts substantially improved door-to-needle times. That means patients with ischemic stroke symptoms received clot-busting medication within 60 minutes or less. In fourth quarter 2018, we ranked second within HCA healthcare for meeting that goal, greatly improving upon last year’s success.

Stroke Program Success 2018

Compliance with door-to-needle time in under 60 minutes at HCA Mountain Division hospitals.

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Targeted Infection Prevention

Throughout the HCA Mountain Division, our patient care teams consistently applied evidence-based standards to reduce and prevent surgical site infections over the course of last year. The outcome of their efforts included fewer patients developing infections as a result of hospitalization.

In particular, we focused on drastically decreasing rates of an intestinal infection called clostridium difficile (C. diff) at our surgery centers. According to the Centers for Disease Control and Prevention, 1 in 11 people over the age of 65 die within a month of being diagnosed with C. diff.

Overall, HCA Mountain Division achieved significantly fewer hospital-acquired infections compared to market competitors. As a result, we ranked in the top 25 percent of 179 HCA Healthcare hospitals. In particular, we ranked first among 15 HCA healthcare divisions by achieving the lowest C. diff rates in 2018. Appropriately testing the right patients (those at risk for C. diff) and isolating those who test positive made a dramatic difference in preventing this serious infection from spreading at our hospitals.

More Success

• The length of stay for patients treated for COPD, heart failure, and pneumonia is the best in HCA healthcare.

• In 2018, we led the company in timely surgical management of traumatic hip fractures.
High-Quality, Value-Based Care

At HCA Mountain Division, we understand that taking great care of patients involves much more than delivering clinical care. That’s why we work hard to ensure positive experiences for patients and their families—even during difficult times. We also help patients to make informed choices about their healthcare as well as fully understand their financial responsibilities and how best to manage them.

Here are some examples of financial resources we offer:

- We have been focused on pricing transparency for many years. That commitment includes providing pricing estimates to our hospital websites for people without insurance into 2021. Our knowledgeable financial counselors help people obtain out-of-pocket estimates for hospital services ahead of time, for patients who are insured, underinsured or uninsured.

- We negotiate annual contracts with the majority of insurance companies for which we are an out-of-network provider. We often obtain single-case agreements that hold patients harmless for emergency department bills that are impacted by out-of-network charges. Our healthcare system offers robust uninsured or underinsured programs.

- Patients are offered the option to make monthly payments without interest charges as well as assistance with Medicare or Medicaid applications. Our generous Charity Care Program helps qualifying patients who may have difficulty paying their hospital bills. This financial assistance is irrespective of their insurance coverage and includes a range of options: From cashing balances on a sliding scale to a full write-off of hospital bills.

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Excellence in Quality and Safety

Alaska Regional Hospital
- Designated Center of Excellence in Robotic Surgery (Surgical Review Corporation)
- Five-star rated for heart attack treatment – three consecutive years (Healthgrades 2017-2019)

 Brigham City Community Hospital
- 100 Top Hospitals™ (Watson Health 2019)
- Five-star rated for reop treatment (Healthgrades 2019)

 Cache Valley Hospital
- Five-star rated for spinal fusions – two years in a row (Healthgrades 2018-2019)
- Five-star rated for total knee replacement (Healthgrades 2019)

 Eastern Idaho Regional Medical Center
- Five-star rated for carotid procedures (Healthgrades 2019)
- Five-star rated for hip fracture treatment – five years total (Healthgrades 2013-2018)

 Lakeview Hospital
- Five-star rated for total knee replacement – seven times in a row and nine years total (Watson Health 2012-2019)
- Five-star rated for aortic valve intervention (Healthgrades 2018-2019)
- 100 Top Hospitals® (Healthgrades 2018-2019)
- Earning an “A” Hospital Safety Grade (Leapfrog Group Spring 2019)

 St. Mark’s Hospital
- Earned an “A” Hospital Safety Grade (Leapfrog Group Spring 2019)

 Lone Peak Hospital
- Earned an “A” Hospital Safety Grade (Leapfrog Group Spring 2019)
- Five-star rated for hip fracture surgery – twice (Healthgrades 2018-2019)

 Mountain View Hospital
- Patient Safety Excellence Award™ – three consecutive years (Healthgrades 2017-2019)
- Earned an “A” Hospital Safety Grade – eight times in a row (Leapfrog Group Spring 2019)
- America’s Best Hospitals for Emergency Care (Women’s Choice Award 2018)

 Ogden Regional Medical Center
- America’s Best Hospitals for Emergency Care (Women’s Choice Award 2016)
- Five-star rated for heart attack treatment – three consecutive years (Healthgrades 2017-2019)

 Timpanogos Regional Hospital
- Earning an “A” Hospital Safety Grade – second time in a row (Leapfrog Group Spring 2019)
- 100 Great Community Hospitals – two consecutive years (Becker’s Hospital Review 2017-2018)
- America’s Best Hospitals for Emergency Care (Women’s Choice Award 2018)

 West Valley Medical Center
- Earning an “A” Hospital Safety Grade – 10 times in a row (Leapfrog Group 2013-2019)
- Patient Safety Excellence Award™ – three consecutive years (Healthgrades 2017-2019)
- 100 Top Hospitals® – only one in Idaho recognized for five years in a row (Watson Health 2014-2019)
- America’s Best Hospitals for Emergency Care (Women’s Choice Award 2018)
- 100 Great Community Hospitals – three consecutive years (Becker’s Hospital Review 2016-2019)

 Value-Based Care

• We negotiate annual contracts with the majority of insurance providers in the three states we serve.

• Additionally, we regularly negotiate agreements with most of the insurance companies for which we are an out-of-network provider. We often obtain single-case agreements that hold patients harmless for emergency department bills that are impacted by out-of-network charges.

• Our healthcare system offers robust uninsured or underinsured programs.

• Patients are offered the option to make monthly payments without interest charges as well as assistance with Medicare or Medicaid applications. Our generous Charity Care Program helps qualifying patients who may have difficulty paying their hospital bills. This financial assistance is irrespective of their insurance coverage and includes a range of options: From cashing balances on a sliding scale to a full write-off of hospital bills.

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Giving Back to the Community

More than $1 Billion in 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
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<td>Capital investments</td>
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<tr>
<td>Sales/Use taxes</td>
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<td>Property/school district taxes</td>
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<td>Other taxes</td>
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<tr>
<td>Payroll &amp; benefits*</td>
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<td>Total state taxes*</td>
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<tr>
<td>State income taxes</td>
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<tr>
<td>Charity care &amp; uncompensated care</td>
<td>$378,277,930</td>
</tr>
<tr>
<td>Total economic impact</td>
<td>$1,148,356,624</td>
</tr>
</tbody>
</table>

Supporting the Communities We Serve

Transparency and Financial Assistance

As a division of HCA Healthcare, we have focused on pricing transparency for many years. In fact, we have provided pricing estimates online since 2007.

Additionally, our financial representatives help people make informed choices about their healthcare. They provide estimated out-of-pocket costs for patients based on individual health plans.

We also leverage our parent company’s generous and robust financial assistance program on behalf of our patients. This resource can help protect against unexpected and catastrophic medical bills.

The program features multiple payment options, and we do not charge interest when patients set up a monthly payment plan.

Through the HCA Healthcare program, we offer the following assistance for uninsured patients:

- Help with determining eligibility for federal or state programs like Medicaid.
- Qualifying for our uninsured discount, which is similar to our contracts with individual health insurance plans.
- Charity care for qualifying patients, which was expanded in 2017 to provide relief for families who do not qualify for a full write-off of their hospital bills.

While we support the communities we serve through a significant tax liability, we face the same level of operating costs as not-for-profit healthcare systems. Despite the reality, we provide a generous and comparable level of charity care for those in need.

*Includes facilities that support the HCA Mountain Division.
2018 Investment Highlights

With support from HCA Healthcare, we invest capital in hospitals and outpatient centers throughout the HCA Mountain Division. Funding expands patient services, improves care with technology, and upgrades our facilities.

Highlights of capital investments last year include:

- **Alaska Regional Hospital**
  - $1.7 million to upgrade a robotic-assisted surgical system
- **Brigham City Community Hospital**
  - $1 million in capital renovations
- **Cache Valley Hospital**
  - $1.6 million to update technology in the cardiac catheter lab
- **Mountain View Hospital**
  - $420 thousand for the East Falls Clinic
- **Ogden Regional Medical Center**
  - $1.1 million emergency department renovation
- **Rexburg Regional Hospital**
  - $4.4 million on capital renovations
- **St. Mark’s Hospital**
  - $3 million to build and equip a new cardiac catheter lab
- **Timpanogos Regional Hospital**
  - $3 million to purchase two da Vinci® robotic surgery systems
  - $5 million to purchase land for a new medical office building
- **West Valley Medical Center**
  - $8 million to expand and renovate the surgical department
  - $3 million to upgrade technology in the cardiac catheter lab

Empowering Others to Save Lives

As one of its 2018 community relations initiatives, HCA Healthcare partnered with the Utah Department of Health and the Utah Health Improvement Plan Executive Committee on these challenges:

- Reducing prescription drug misuse, abuse, and overdose
- Improving mental health and reducing suicide
- Reducing obesity and obesity-related conditions
- Improving access to care
- Reducing prescription drug misuse, abuse, and overdose

Where the need is greatest, the care is most needed. In all communities, HCA Healthcare, our hospitals, and our affiliated physicians are dedicated to serving the healthcare needs of our patients, families, and communities. Let’s work together to help save lives.

Employing the latest technology

As a leader in healthcare, HCA Healthcare is committed to providing the best possible care. With the latest technology, we can improve patient outcomes and provide better care.

Community Relations and Trauma Program at an ER in HCA Mountain Division (HCA Mountain Division) established a highly successful Stop the Bleed program last year. In Trauma Program experts and volunteers:

- Taught 62 classes onsite at two large school districts in its market
- Educated nearly 2,000 school district employees, including teachers, administrators and others
  - Assembled kits – with multiple sets of gauze, gloves and an easy-to-understand visual guide on how to stop bleeding – for every classroom, cafeteria, library and school office
  - Provided several combat application tourniquets for schools in each district to enable advanced bleeding control if needed

Ensuring Community Wellness

As representatives of the HCA Mountain Division, we commit to taking great care of people, whatever their healthcare need and whenever they need us. We are also involved in providing leadership in the communities we serve. That includes working with local government agencies and other organizations to improve population health and address healthcare issues.

As an example, HCA Mountain Division leaders collaborated with the Utah Department of Health and the Utah Health Improvement Plan Executive Committee on these challenges:

- Reducing prescription drug misuse, abuse, and overdose
- Improving mental health and reducing suicide
- Reducing obesity and obesity-related conditions
- Improving access to care
- Reducing prescription drug misuse, abuse, and overdose

The results have been astounding!

- In 2016 and 2017, more than 2,000 district employees participated in the blood screening.
- 2018 showed similar success with 6,200 district employees repeating the health assessment.
- Annual results show that BMI numbers have decreased, cholesterol levels significantly declined and employees increasingly report seeing and feeling a difference in their overall health.

Lone Peak Hospital

Honors Community Goal

Several years ago, our colleagues at Lone Peak Hospital supported the local city’s goal of keeping a “small town feel” and to continue to grow. So, they reached out to some of their neighbors, local elementary school teachers and their young students. The outcome? Several lovely murals adorn the hospital hallway and enhance the welcoming, caring environment. As they grow up, the children can visit the hospital and remember how they contributed to its overall theme of compassionate healthcare, healing and love.

Through this ongoing community project, elementary school students create a unique, new mural every year with inexpensive supplies donated by Lone Peak hospital. Last year marked the fourth work of art. This year, high school art students will collaborate with the elementary school students to expand the community project, involve more children and different materials to create a mural for the hallway.

St. Mark’s Hospital Partners with School District to Improve Health

The Community Relations team at St. Mark’s is excited to partner with Granite School District in 2016 to improve employee health. The team hosted a health fair and educational classes and programs throughout the year. They provided personal health assessments and comprehensive annual blood screenings for about 10,000 employees. Its educators also helped the district’s wellness strategies to identify and better manage employee health risks through aggregate summary reports.
We believe excellent people make excellence happen.

Recruiting the Best and Brightest
HCA Healthcare recognizes that operational and clinical successes, achieved throughout its history, would not have been possible without its talented and diverse colleagues. Today, more than 370,000* employees, including 89,000* nurses and 38,000* active physicians, drive its commitment to delivering excellent patient experiences and effective, evidence-based care nationwide.

Excellent People Make Excellence Happen
We share HCA Healthcare’s goals to recruit the best and brightest people in healthcare in order to achieve excellence in patient-centered care. Therefore, we enhanced several HCA Healthcare initiatives last year, through which we recruit exceptional colleagues into our network.

Peer Interviews
Hospital leaders, high-performing nurses, technicians, physician assistants and other support staff and others participate in peer interviews at HCA Mountain Division facilities. Through this collaborative effort, we better identify the candidate who is the best fit for the position, aligned with our mission to deliver patient-centered care. Applying this evidence-based, best-practice approach to interviewing has proven beneficial for our teams.

StaRN Program
As a division of HCA Healthcare, we offer a paid nurse residency program that provides a solid foundation for new graduates as they start their nursing careers. Through the HCA Healthcare StaRN program, we provide a 12-26 week nursing experience through an intensive internship program for graduates. Upon completion, nurses transfer to a division hospital for unit orientation and further clinical training via one-on-one preceptorship.

Celebrating More Graduates
- Nurse students who graduated in 2018: 236
- Nurse students who graduated in 2019: 181

Recognizing Nurses and Physician Assistants
With recognition for the critical role nurses have in optimizing clinical care and ensuring positive patient experiences, HCA Healthcare and HCA Mountain Division provide industry-leading support for nursing. Our long-term commitment resulting in a positive impact on clinical outcomes, patient experience, efficiency of care, and nurse engagement at hospitals nationwide and in the United Kingdom.

StaRN Program
We demonstrate our commitment to these ways and more:
- Facilitating the transition from student nurse to professional nursing.
- Supporting ongoing professional development through a new approach to clinical education.
- Providing one-on-one formalized support for nurses as they work to achieve their career goals.
- Enabling shared governance and clear career pathways for nurses.
- Developing and implementing innovative methods to deliver patient care.
- Testing and sharing ideas that improve efficiency for our nurses.

Enhanced Collegiate Benefits
Recognizing the intrinsic value of our nurses, colleagues, and physician assistants, HCA Healthcare offers a comprehensive benefits and rewards package. In 2019, we partnered with 500* health plans to cover three years for programs that support HCA Mountain Division colleagues and their families, including:
- Long-term care coverage
- Critical illness coverage
- Expanded certification offerings
- Tuition reimbursement for most full-time and part-time colleagues
- Tuition discounts at six online universities
- Student loan debt assistance

Medical Residency Programs
HCA Healthcare is one of the largest providers of residency education and continues to grow in this area. It continued investing in GME programs that allow medical school graduates to complete training required for licensure and specialty board certification at its facilities.

Last year, our parent company launched 39 new nationally accredited programs, bringing the total to 389, with more than 3,000 residents and 200 fellows enrolled in 2018. Combined with previously established programs, HCA Healthcare will continue to provide residency programs at the highest level, often at an HCA Mountain Division hospital.

Investing in Physician Relations
At HCA Mountain Division, we greatly value employed and affiliated physicians who provide patient care at our hospitals and outpatient facilities. We join HCA Healthcare in recognizing that we are here because of our physicians. Therefore, we create environments at HCA Mountain Division facilities where physicians can effectively practice medicine and achieve their professional objectives.

Throughout our division, we collaborate with physicians to continuously deliver high-quality patient care. We provide excellent nursing staff and clinical support as well as advanced technologies and equipment that enhance physicians’ clinical capabilities. We also encourage their influence in developing more efficient care processes that, in return, give them more time with their patients.

Our Residency Programs
We sponsor the following GME programs:
- Internal Medicine Residency at Eastern Idaho Regional Medical Center (3 residents)
- Colon and Rectal Surgery Residency at St. Mark’s Hospital (1 resident)
- Family Medicine Residency at Idaho Falls Hospital (2 residents)

Internal Medicine Residency Program
Hospital: Eastern Idaho Regional Medical Center (EIRMC)
During the summer of 2018, EIRMC welcomed an inaugural class of 10 physicians into the Internal Medicine Residency Program. The residents were chosen from 900 applicants for the three-year program. 10 more will participate every year. At full capacity, 30 extra physicians will graduate annually, providing excellent nursing staff and clinical support as well as advanced technologies and equipment that enhance physicians’ clinical capabilities. We also encourage their influence in developing more efficient care processes that, in return, give them more time with their patients.

Nationally, 36 percent of physicians remain in the community where they completed their residency. That means the Internal Medicine Residency Program will enhance physician recruitment and improve patient satisfaction at our Idaho Falls Hospital.
Helping People Live Better

A growing group of physicians, clinic, and outpatient facilities surround HCA Mountain Division hospitals in Idaho and Utah. MountainStar Medical Group includes comprehensive primary care and specialty care physicians who are dedicated to providing the best medical care available in a personalized setting.

Within our group, patients can find comprehensive healthcare options for each member of the family—from toddlers to grandparents and everyone in between. Our healthcare options for each member of the family — from specialists to primary care providers for adults and children — are dedicated to providing the best medical care available in a personalized setting.

- Behavioral Health
- Cancer Care
- Cardiology
- Cardiac/thoracic/Surgical General Surgery
- Infectious Disease
- Internal Medicine
- Neurological Surgery
- Obstetrician/Gynecologist
- Orthopedic
- Pain Medicine
- Primary Care
- Psychiatry
- Spine Care
- Urology

2018 Success Stories

When compared to employed physician services across HCA Healthcare, MountainStar Medical Group ranked at the top in 2018. It achieved the following recognitions:

- HCA Healthcare Division of the Year
- Top Quality Award (second year in a row)
- Best online appointment scheduling
- Best physician practice efficiency

Increasing Convenience

Aimed at making healthcare more accessible and convenient for patients, MountainStar Medical Group established new options for its patients in 2018, including:

- Same-day appointments with a primary care physician
- Extended hours on weekdays and Saturdays
- Walk-in clinic at our primary care physician practices
- Convenient online appointment scheduling

By the Numbers

- Number of patients we cared for: 474,000
- Online appointments: 30,384
- Patient experience score: 90%
- Employee turnover: 18%
- Employee engagement score: 193
- Physician practices who joined the group in 2018: 21
- Physician clinics: 122
- Primary care providers for adults and children: 11
- Specialists: 122

* Highest number in HCA Healthcare
** One of the highest in our company
*** One of the best in HCA Healthcare

Specialties:

- Behavioral Health
- Cancer Care
- Cardiology
- Cardiac/thoracic/Surgical General Surgery
- Infectious Disease
- Internal Medicine
- Neurological Surgery
- Obstetrician/Gynecologist
- Orthopedic
- Pain Medicine
- Primary Care
- Psychiatry
- Spine Care
- Urology

Mountains Division Physician Services Group Clinics

- Alaska
  - Alaska Regional Senior Health Clinic in Anchorage
  - Alaska Regional MyHealth Clinic in Anchorage
- Idaho
  - East Falls Primary Care in Idaho Falls
  - East Falls Specialty Clinic: Cardiac/thoracic Surgery in Idaho Falls
  - East Falls Specialty Clinic: General Surgery in Idaho Falls
  - East Falls Specialty Clinic: Infectious Disease in Idaho Falls
  - East Falls Specialty Clinic: Orthopedics in Idaho Falls
  - East Falls Specialty Clinic: Plastic Surgery in Idaho Falls
  - MountainStar Women’s Cancer Center in Idaho Falls
  - West Valley Cardiology in Caldwell
  - West Valley Cardiology in Meridian
  - West Valley Medical Group in Caldwell
  - West Valley Medical Group in Meridian
  - West Valley Medical Group in Middleton
  - West Valley Medical Group in Nampa
  - West Valley Medical Group in Parsons
  - West Valley Medical Group in Wilder
  - West Valley Medical Group Psychiatry in Caldwell
  - West Valley Medical Specialty Center in Caldwell

- Utah
  - Alta Internal Medicine in Draper
  - Comprehensive Spine Center at Lone Peak Hospital in Draper
  - Heart Center at Lone Peak in Draper
  - MountainStar General Surgery in Draper
  - Lone Peak Primary Care in Draper
  - Lone Peak OB/GYN in Draper

Northern Utah

- Cache Valley Medical Group
- Presidential Family Medicine
- Brigham Center for Women's Health in Brigham City
- Carson Surgical Clinic in Brigham City
- Morgan Health Center
- MountainStar Cardiac/thoracic Surgery in Ogden
- MountainStar Ogden Pediatrics
- Employee turnover: 10%
- West Valley Medical Group in Parowan
- Western Utah Cardiac/thoracic Surgery in Parowan
- Western Utah Cardiac/thoracic Surgery in Ogden
- Ogden Specialty Clinic
- Lagoon Family Medicine
- Farmington Clinic

Salt Lake City

- Comprehensive Spine Center at Lakeview Hospital in Bountiful
- Lakeview OB/GYN in Bountiful
- Lakeview OBGYN General Surgery in Bountiful
- Heart Center at St. Mark’s Hospital in Salt Lake City
- Jordan Family Health in West Jordan
- Comprehensive Spine Center at St. Mark’s Hospital in Salt Lake City
- M. Scibelli Primary Care in Salt Lake City
- MountainStar Women’s Cancer Center in Salt Lake City
- MountainStar Cardiac/thoracic Surgery in Salt Lake City

Utah County

- Lone Peak OB/GYN in Lehi
- Timpanogos Women’s Center in Lehi
- MountainStar Cardiac/thoracic Surgery in Orem
- MountainStar Heart and Vascular Center in Orem

Alaska

- Alaska Regional Senior Health Clinic in Anchorage
- Alaska Regional MyHealth Clinic in Anchorage

Idaho

- East Falls Primary Care in Idaho Falls
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MountainDivisionPhysicianServicesGroupClinics
Patient Story

Living the mission

It’s a tale as old as time. There comes a day when a patient’s story is told by loved ones. This is one of those times. Here is a story from a family who will forever appreciate the compassionate care team at the Alaska Regional Hospital Intensive Care Unit.

“Thank you for the care and commitment to the Alaska Regional Hospital mission. Recently our family witnessed firsthand how your employees treat patients and their family like they are their most cherished loved ones. Alaska Regional’s mission isn’t just words, it is clearly actions that emanate and radiate from the top of the organization to the bottom.

The care and compassion shown recently to my niece and a dear member of our extended family during his illness was genuine, heartfelt and greatly appreciated. Not only did our loved one receive quality care, but our family was treated with grace, dignity, love and compassion.

Sadly, our loved one’s passing has shown us all once again, how fleeting life can be. Knowing his final days and hours were comfortable and that various arms at the hospital embraced not only him, but my niece, provides great comfort. In closing, while we have experienced the loss of a wonderful man, his passing was made more bearable by the collective team at Alaska Regional. And for that we say ‘Thank you.’”

Focus on Patient Care

• Emergency care provided by board certified specialists 24/7
  • Cardiology / Cardiovascular
    - Cardiac catheterization lab, 24/7
    - Electrophysiology lab
  • Electrolysis lab
  • Rehabilitation unit: outpatient
  • Stroke care
  • Dedicated endovascular neurology lab
  • Rehabilitation unit
  • Neurology 24/7
    - Neurodiagnostics
    - Neuroradiology lab
  • Orthopedics & Spine Center
  • Joint replacements
  • Comprehensive surgical care
  • Minimally invasive and robotic surgery applied
  • Breast and inpatient
  • Intensive care and coronary care
  • Hospitals 24/7
  • Integrated medical program
  • Maturity care

Accolades and Accreditations

• Five-star rated for heart attack treatment: emergency care in a row (Healthgrades 2017-2019)
• Five-star rated for bowel obstruction treatment (Healthgrades 2019)
• Five-star rated for vascular surgery (Healthgrades 2019)
• Heart Reflex (End Point Head and Neck Surgery) National Institute of Surgery (Surgical Care Accreditation)
• Accredited by the Joint Commission (The Joint Commission)
• Certified in advanced cardiac life support, pediatric advanced life support, emergency medicine and critical care (American Heart Association and the American College of Physicians)
• National Committee for Quality Assurance (NCQA)
• Ambulatory Patient Care Association (APCA)
• Commission on Cancer (American College of Surgeons)

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250
Licensed beds
315
Active physicians
147
Advanced practice providers
458
Nurses
34,782
Emergency department visits
943
Employees
6,586
Hospital admissions
37,194
Patient encounters
489
Babies delivered
10,942
Surgeries: inpatient and outpatient

$99,559,937
Payroll and benefits
$16,171,883
Taxes paid
$36,913,419
Charity & uncompensated care

Hospital Statistics 2018

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$16,171,883
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$36,913,419
Charity & uncompensated care
Coordinated care saves a life

As a community hospital in a small city, Brigham City Community Hospital is more than capable of delivering major, life-saving care. And that made all the difference for Jeannette McFarland.

Jeannette and her husband, Darin, were having what they thought would be a good night’s sleep. What happened instead was her hubby urgently trying to wake her up. She was gasping for breath and then, stopped breathing. He quickly called 911 and started CPR.

“My husband knew I had a high risk for something happening to my heart or brain,” explained Jeannette. “My dad died from a heart attack, and my mom passed away from a brain aneurysm.”

When the police arrived at her home, Jeannette was unresponsive, still not breathing and had no pulse. An officer used a defibrillator on her twice. She started breathing but then stopped again.

Emergency medical technicians came on the scene and got her heart going two more times. At this point, she kept breathing on her own. As the first responders worked hard to bring her back to life, Jeannette was technically dead for about 10-15 minutes total, but not all at once.

“Less than an hour and a half later, the MountainStar Patient Transfer Center had coordinated transportation to Ogden Regional Medical Center for further treatment. That’s when cardiovascular specialist, Dr. Peter Forstall, and his team took over.”

Less than an hour and a half later, the MountainStar Patient Transfer Center had coordinated transportation to Ogden Regional Medical Center for further treatment. That’s when cardiovascular specialist, Dr. Peter Forstall, and his team took over.

“I was quickly admitted to the ICU and put into an induced coma so that my organs could cool down,” Jeannette recalled.

The medications used to induce the coma kept her sedated. So the next thing she remembers is being helped into her car to go home. But her husband Darin vividly recalls the experience at both hospitals.

“The care was so good at both hospitals,” he tells Jeannette. “At Brigham City Community; they got right to you. Then they quickly diagnosed you and got you to the additional care you needed.”

“Focus On Patient Care

• Emergency care provided by board certified specialists 24/7
• Level IV Trauma Center
• Heart attack and stroke intervention
• Cardiology / Cardiac rehabilitation
• Orthopedics / Joint replacement
• Surgical care

- Comprehensive and minimally invasive
- Inpatient and outpatient
• Intermediate care
• Respiratory therapy
• Hospitalist care, 24/7
• Maternity care

- Labor, delivery and recovery in one birthing suite
- Women’s Wellness Center

- Digital mammography
- Bone densitometry (DEXA)

• Sleep Center: diagnostic
• Radiology: diagnostic and interventional
• Comprehensive lab services

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mountainstar.com

9070
48
369
290
874
1147
1545
7070
950
1062
296
2,886
$13,362,046
$2,831,757
$7,429,036
$26,099
8,336
231
269
27
237
287
1,062
40
57
71
70
In Italian, “Jemma” means “something precious, a gem or jewel.” Thus, it makes sense that Lindsey Young and her husband named their firstborn child, Jemma. Born late in 2018, she is precious beyond compare.

Lindsey’s recollection of her pregnancy starts the first day she visited Dr. Nathan Bertoldo as an expectant mother. Although she had been a patient of his for a while, something seemed a little different.

“Starting on day one, the front desk staff was super helpful,” Lindsey recalled. “Everyone was very attentive to my concerns, while being light and friendly.”

Months passed as the young soon-to-be parents waited for the “big day.” That day finally arrived and they headed to Cache Valley Hospital. The couple were soon settled in one of the comfortable “mom and baby suites” at the Women’s Center. That’s where Lindsey would deliver her baby and then rest and recover with her baby by the bedside.

“Everything was spic and span; very homey and accommodating,” she said. “I really enjoyed staying there.”

As luck would have it, Lindsey and her husband were the only couple to deliver a baby that day. That meant she received a lot of one-on-one attention. While every interaction was great as Lindsey’s labor progressed, one incredible nurse stands out in her memory.

“She was very positive during pushing,” Lindsey recalled. “She encouraged me and told me that I could do it. My experience was really really good.”

After Jemma was born, the personalized care continued. The nurses checked on Lindsey and the baby quite often, sometimes stopping by just to ask, “Are you doing ok?”

“Everyone on the labor and delivery team was super nice and very welcoming!” said Lindsey. ”Today, Lindsey recommends Cache Valley Hospital Women’s Center whenever and wherever she can. She has nothing but praise for Dr. Bertoldo too.

“Dr. Bertoldo is awesome,” said Lindsey. “I’m crazy about Cache Valley Hospital, and everyone knows it!”

“In my mind, Cache Valley Hospital is a place where patients feel like family.”

Focus On Patient Care

- Emergency care provided by board certified specialists 24/7
- Level IV Trauma Center
- Orthopedics
  - Robotic-assisted joint replacements
- Spine care
- Surgical care
  - Minimally invasive, robotic assisted surgeries
  - Inpatient and outpatient
- Maternity care
  - Spacious and comfortable birthing suites
- Six home-like birthing suites
- C-section suite
- Anesthesiologist 24/7
- Lactation support
- Advanced Wound Care and Hyperbaric Center
- Occupational therapy: inpatient, outpatient
- Physical therapy: inpatient, outpatient
- Respiratory therapy
- Speech therapy: inpatient
- Radiology: diagnostic
- Women’s wellness care
- 3D mammography
- Comprehensive lab services
- Infusion therapy
- PICC/Midline placements
- Cardiology care
- Occupational Health
Rachel Fuhriman's breast cancer story began in November 2017. At the same time, her breast prompted her to visit her gynecologist, where they decided to schedule a mammogram. After the screening, Rachel received a letter recommending a more detailed mammogram, which she scheduled right away.

“I got right in,” she said. “Then, the radiologist said that I wouldn’t get to leave without making an appointment for a biopsy.”

Rachel felt calm while she waited for the biopsy results, expecting they would be negative. “I wasn’t too concerned, so I was really surprised when I got the call; it was breast cancer,” Rachel said.

There’s never a good time for a breast cancer diagnosis. But this experience had an unexpected silver lining. “She was awesome,” Rachel said. “She was awesome.”

Today, Rachel says that her cancer experience had a silver lining as well. “I had so many people reach out to me,” she recalled. “They brought gift baskets and meals, or just called and texted. It meant the world to me.”

Excerpt from an article by Bill Schaefer, Post Register - Patient Story

Not-so-perfect timing

Rachel consulted two surgeons and a radiation oncologist, who all recommended a double-mastectomy. Shiff talked to them all about her options, and the doctors all agreed that a double-mastectomy was warranted, which led her to schedule the procedure immediately.

“From diagnosis through her recovery period, this was a difficult time for me and my family,” Rachel said. “I was so thankful to have the support of my family and friends.”

“Emily became one of my good friends during the next couple of months,” Rachel said. “She met me at the doctor’s appointments and called to check on me.”

“We are so happy that she was able to support us through this difficult time,” Rachel said. “It meant the world to us.”

A mastectomy was another option. Both could require radiation and chemotherapy treatments, depending on how far the cancer had advanced.

“Emily [EIRMC’s cancer care nurse navigator] became one of my good friends during the next couple of months...She met me at the doctor’s appointments and called to check on me.”

Acolades and Accreditations

- Five-star rated for hip fracture treatment five years total (Healthgrades 2015-2018)
- Five-star rated for care of cardiac patients (Healthgrades 2016)
- Earned accreditations for treating atrial fibrillation and chest pain (American College of Cardiology)
- Achieved the Get With The Guidelines® - Stroke Gold Plus Award (American Stroke Association)
- Awarded Mission: Lifeline Gold Plus-Rescuing Quality Award (American Heart Association)
- Accredited Level I Trauma Center (American College of Surgeons) 2016-2021
- Level I Trauma Center; Idaho Time Sensitive Emergency System
Patient Story

Hadley, boy, and baby makes three

As Hadley Alvey said three weeks after delivering her beautiful daughter, Sloane, at Lakeview Hospital:

"Pregnancy and babies are no joke. It is by far the hardest, most delightful thing I could've imagined."

In the spring of 2018, Hadley and her "Boy," aka husband, were anxiously awaiting the time in their lives – they were finally going to be parents! After a previous miscarriage and lots of heartbreak, the young couple found out that Hadley was pregnant again.

With some caution, they looked for an OB/GYN who could help them find peace and confidence that things could work out. That's when they met certified midwife Laura Zaugg.

"She answered our tireless questions; she did extra ultrasounds, and scheduled extra appointments if I felt concerns," recalled Hadley. "She treated us like family, and we feel like she is forever part of ours!"

Fast forward a few months and things started to get exciting on November 12th. Contractions that started in the afternoon hung around and Hadley soon knew it was time! So at 4:17 p.m., Boy, Hadley and baby girl in her belly loaded up their gear and drove to Lakeview Hospital.

After checking in, they soon found themselves in one of the spacious, comfortable birthing rooms. Hadley's labor progressed in a roller-coaster fashion, from progression to a screeching halt and finally, to the hard labor part – pushing.

"In my most vulnerable of moments when I wasn't sure I had much strength left, the caregivers urged and encouraged me..." said Hadley. "They totally made me feel like I was truly capable of anything! It's probably the strongest I've ever felt in my life."

Given concern about the baby's heart rate, the midwife called obstetrician Dr. Ryan Porter. Hadley continued to give it everything she had until he arrived. A few more contractions, and at 1:20 a.m. on November 13th, little Sloane changed her life forever.

A few weeks later, a thank you card came in the mail. Each caregiver who had spent time with her new little family wrote a personalized note of congratulations and thanks for choosing Lakeview Hospital.

"That card means so much to me," noted Hadley. "It will be a family keepsake for a very long time!"

Focus On Patient Care

- Emergency care provided by board certified specialists 24/7
- Level III Trauma Center
- Orthopedics / Joint replacements
- Robotic-assisted joint replacements
- Cardiology
- Cardiac catheterization lab
- Cardiac rehabilitation
- Surgical care
- Erskin Surgery Center
- C-section suite
- Maternal Fetal Medicine
- Neonatal Intensive Care Unit (NICU) Level II
- Behavioral health care
- 24/7 crisis assessments
- Adult inpatient psychiatric care
- Inpatient and outpatient
- Geriatric behavioral health program
- Women's Wellness Center
- Digital mammography
- Ultrasound screening for dense breasts
- Cryoablation treatment for breast cancer
- Bone densitometry (DEXA)
- Diagnostic and interventional radiology
- Comprehensive lab services

Hospital Statistics 2018

- 125 licensed beds
- 137 active physicians
- 63 advanced practice providers
- 189 nurses
- 16,496 employees
- 926 hospital admissions
- 599 employees
- 388 hospital admissions
- 10,986 babies delivered
- $37,464,675 payroll and benefits
- $6,606,346 taxes paid
- $41,058,884 charity & uncompensated care
A day at the beach

“After my very successful surgery, my stay at Lone Peak Hospital was “a day at the beach,” now says Lynn Koberna. That’s saying something for a man who was diagnosed with prostate cancer last year. After a test showed his prostate-specific antigen (PSA) level was too high, he underwent a biopsy. Lynn was then referred to urologist, Dr. Peter Fisher, who recommended surgery.

Lone Peak Hospital was among the options under his health plan. It quickly became the obvious choice for the surgery, due to convenient scheduling on a day soon after the biopsy.

That day, Lynn checked into the hospital and was prepped for surgery, he remembers seeing all of the technology as he was wheeled into the operating room. “It looked like a spaceship in there, just like Star Trek,” he said. “Definitely a ‘wow factor’ for me!”

On the day Lynn was discharged, he put five stars by each of his caregiver’s names on the white board in his room. Then, he thanked everyone before he left. “Allroom members got five stars on my board,” said Lynn. “Except Shanti, who wore 10 stars — and God whom 11 of them. Way to go team!”

Today, Lynne recommends Lone Peak Hospital. He says the medical staff has a high level of professionalism — and provides great customer care.

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“They are all intentionally caring; everyone was very close about their work, very confident and in no rush,” Lynn recalled. “Everyone made me feel like, ‘We’re going to take good care of you.’”

What Lynn remembers most about Lone Peak Hospital is the medical staff. It was very apparent to him that the extraordinary team of professionals was not only competent but also very coordinated.

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What Lynn remembers most about Lone Peak Hospital is the medical staff. It was very apparent to him that the extraordinary team of professionals was not only competent but also very coordinated.
That surgery was a miracle... No pain, I was up and walking the same day, and my new knee felt like me!
Imagine waking up suddenly gasping for air—nearly 300 nights nightly.

After six years of not getting a full night’s sleep, Chris was anxious, depressed and exhausted enough to literally cry in her doctor’s office. The years-old struggle with severe restless sleep apnea Chris now says she couldn’t have gone on much longer.

“I kept waking up with the tube wrapped around my head. It was an impossible situation and I couldn’t stand it,” Chris explained. “I kept waking up with the tube wrapped around my head. It was an impossible situation and I couldn’t stand it.”

Sleep studies showed that Chris actually stopped breathing every night more often than she breathed. “That’s why my family and friends tell me.”

As for Ogden Regional Medical Center, Chris would “constantly say nice things about the hospital and the medical staff, everyone down to the housekeepers.”

Today, Chris says the surgery was the best thing she ever did for herself!

“‘This was such a game-changer for me,’ she said. ‘I’m a totally different person. I see life in a different light. I’m more focused and I’m not as grouchy anymore!’

“This was such a game-changer for me,” she said. “I’m a totally different person! I see life in a different light. I’m more focused and I’m not as grouchy anymore! That’s what my family and friends told me.”

For Ogden Regional Medical Center, Chris would never again have a night ‘It’s home away from home for me, and the nurses are my champions.’

Chris didn’t waste any time scheduling the procedure. Dr. Anderson explained the medical device just under her chin at Ogden Regional Medical Center. She went home the very next day.

“The surgery went really well, no complications whatsoever,” noted Chris. “There wasn’t perfect, I can’t say enough nice things about the hospital and the medical staff, everyone down to the housekeepers.”

“Today, Chris says the surgery was the best thing she ever did for herself!”

“After learning about this medical device, I literally laid over every phone to sign up for one,” Chris recalled.

Another sleep study and several months later, she saw Dr. Douglas Anderson. He is one of only a few surgeons in Utah trained to implant the sleep apnea-preventing device.

“The surgery went really well, no complications whatsoever. Everything went perfect; I can’t say enough nice things about the hospital and the medical staff, everyone down to the housekeepers... It’s home away from home for me, and the nurses are my champions.”

**Focus On Patient Care**

- Certified Level II Trauma Center
- Emergency care provided by board certified specialists 24/7
- Mountain Star AvCare Ambulance 24/7
- Cardiology
  - Congestive and hybrid ablation for AFib
  - Electrophysiology
- Cardiac catheterization lab
- Cardiac rehabilitation
- Family Birthplace
  - Maternal and Newborn Medicine
- Dedicated C-section Center
- Neonatal Intensive Care Unit (NICU), Level III
- Pediatric care
  - Pediatric clinic with multiple specialties
- Women’s Wellness Center
- Digital mammography
- Atrial Fibrillation, Chest Pain and Heart Failure
- Accredited (American College of Cardiology)
- Achieved the Get With The Guidelines®: Stroke Gold Plus Award (American Stroke Association)
- Primary (St. George Regional Hospital) certified by American Stroke Association, The Joint Commission and Utah Department of Health.
- Designated Blue Distinction Center for Cardiac Care (BlueCross BlueShield Association)
- Designated Blue Distinction Center for Spine Surgery (BlueCross BlueShield Association)
- Designated Blue Distinction Center for Knee & Hip Replacement (BlueCross BlueShield Association)
- Accredited by the American College of Radiology

**Patient Story**

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“‘This was such a game-changer for me,’ she said. ‘I’m a totally different person. I see life in a different light. I’m more focused and I’m not as grouchy anymore! That’s what my family and friends told me.”

For Ogden Regional Medical Center, Chris would never again have a night ‘It’s home away from home for me, and the nurses are my champions.’

Chris didn’t waste any time scheduling the procedure. Dr. Anderson explained the medical device just under her chin at Ogden Regional Medical Center. She went home the very next day.

“The surgery went really well, no complications whatsoever,” noted Chris. “There wasn’t perfect, I can’t say enough nice things about the hospital and the medical staff, everyone down to the housekeepers.”

“Today, Chris says the surgery was the best thing she ever did for herself!”

“After learning about this medical device, I literally laid over every phone to sign up for one,” Chris recalled.

Another sleep study and several months later, she saw Dr. Douglas Anderson. He is one of only a few surgeons in Utah trained to implant the sleep apnea-preventing device.
Monty Andus, 66, isn’t the type who slows down much. He hails from Salt Lake City, where he played basketball for more than 40 years, and he’s an avid golfer. Unexpectedly, a debilitating and excruciating pain started interfering with Monty’s passion for being physically active.

“When I turned just right, the pain would almost knock me to the ground,” Monty recalled. “It just kept getting worse as time went on.”

Monty sought out Dr. Kade Huntsman, orthopedic surgeon at St. Mark’s Hospital and Salt Lake Orthopedic Clinic.

Exploring every option

Dr. Huntsman soon diagnosed the cause of Monty’s pain. His vertebrae discs were collapsing in his lower spine, severely narrowing it and putting pressure on his sciatic nerve.

“Exploring every option was personal to my body – that’s so impressive!” Monty said. “It was personal to my body – that’s so impressive!”

After surgery in the morning, Monty walked with a physical therapist that afternoon. During his four-day stay at St. Mark’s, he worked with occupational and physical therapists. At home, he progressed from exercise while lying down, to walking short distances and then 10-minute intervals. Nine short months later, Monty was back in action.

“My MRI, X-ray and CT scan images were loaded into the robot, so it used my specific anatomy when directing the angle of the screws,” Monty said. “It was personal to my body – that’s so impressive!”

“I’m playing pickleball (which is popular with old guys like me), and I do the elliptical, ride the bike and lift weights,” Monty said. “I work out about two hours a day, three days a week.”

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“She was there to care for my baby. She didn’t need to care about me, but she did...”

“... because they are part of my family. That’s how many mothers describe NICU teams who took care of their baby during such uncertain times. Alyson Hansen truly understands.

Alyson describes her pregnancy as “rough.” As a Type 1 diabetic, her risk for complications was high. About 30 weeks, her baby was gauging quite large. At 32 weeks, Alyon went into an early labor. Her baby would likely need help from specialists who take care of premature newborns in NICU. This was the hospital where she labored and did have one, so the Mountain Star Patient Transfer team quickly arranged for an ambulance to take Alyson to Timpanogos Regional Hospital.

When her daughter Alta was born via C-section on October 21, 2018, the NICU specialists started a journey to help her grow stronger. Seventy-six days, 1,824 hours, 6,566,400 seconds later, Alta, her parents, and the NICU team were just like family.

Although Alta weighed 5 pounds, she was still a preemie and needed specialized care. She “stumped” everyone. At 32 weeks, Alyon went into an early labor. She was Type 1 diabetic, her risk for complications was high. Although Alta weighed 5 pounds, she was still a preemie and needed specialized care. She “stumped” everyone.
Kenny Tower started surfing and racing sailboats at the age of 12. After moving to Idaho, he started skiing, kayaking, cross-fit, and especially mountain biking. Kenny was always active and did a lot of training and competing on the job.

After no more of knee joints, Kenny started feeling extreme pain when walking. That led to 4-5 different knee surgeries over the course of 20 years. He made the Dr. George Nicola for being able to continue doing the outdoor activities he loves.

“When you have a good doctor, you trust them like the mechanic who fixes your brakes properly,” explained Kenny.

At the age of 68 years old, he was facing surgery again in April 2019. Kenny’s knee joint was back to being bone-on-bone. This time, Dr. Nicola performed a different procedure on Kenny at West Valley Medical Center. Called knee-resurfacing, it’s a muscle- sparing surgery that involves minimal bone reduction. This approach significantly reduces recovery time after the procedure. And it was the only option left for Kenny.

“I was up and moving almost immediately after surgery,” said Kenny. “Even though it made Dr. Nicola and the staff a bit nervous!”

Post-surgery, Kenny was anxious to see how quickly he could get back on his bike. He knew what to do and expect from previous knee surgeries but this one was different and quite a bit better than he expected. And he credits the team at West Valley Medical Center for being bone-on-bone.

“I received incredibly good care at this hospital,” Kenny said. “Everyone was extremely friendly and very supportive, and that helped a lot.”

With plenty of experience in recovering from knee surgery, Kenny shares these tips:

- Be or get into good shape before the surgery – as much as possible
- Take the informative classes at West Valley Medical Center before the procedure
- Know that it’s going to hurt for a few weeks, but you’re going to get through it
- Pay attention to what you’re doing to prevent falls in the first few weeks of recovery
- Consider getting a stationary bike to help increase your strength and range of motion as part of your recovery
- As an alternative, consider joining an inexpensive gym that doesn’t require a contract

“My knee isn’t going to slow me down, and it was the perfect option for me. Even work is much better and a full day on my feet is no longer an issue.”

“I highly recommend resurfacing surgery for anyone who needs a solution for the type of knee pain I had,” Kenny said. “I’m still an athletic guy who doesn’t like to slow down, and it was the perfect option for me. Even work is much better and a full day on my feet is no longer an issue.”

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