

PRIDE



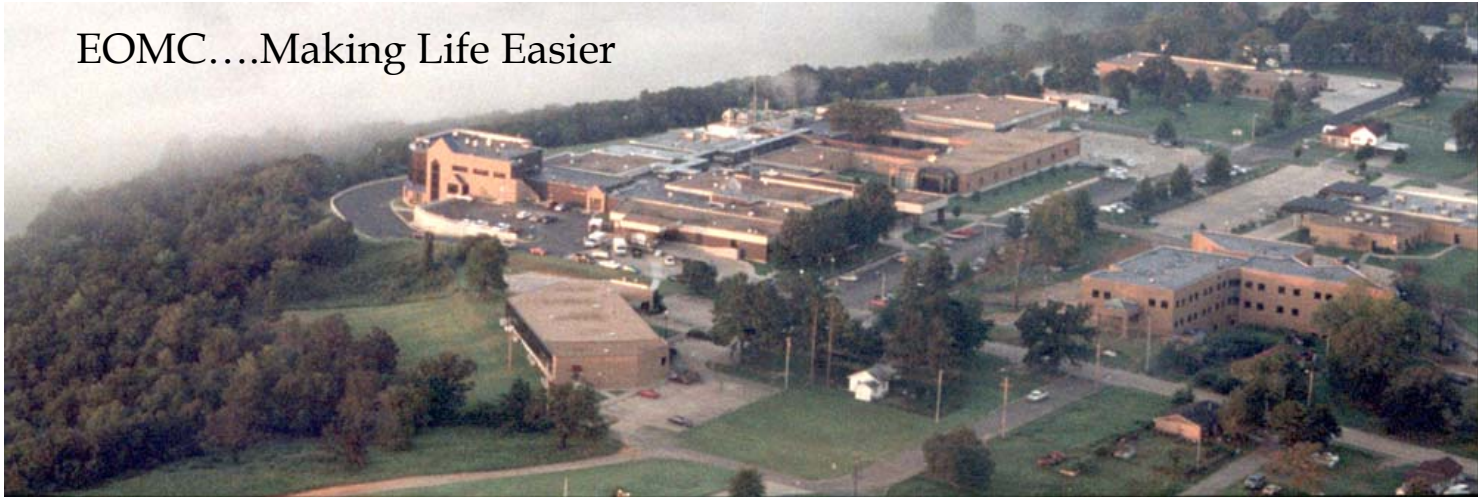
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PRIDE

*P*erformance *R*espect *I*ntegrity *D*edication *E*xcellence

EOMC....Making Life Easier



From the Desk of the CEO

I know this is long overdue, but welcome to the new and improved EOMC employee newsletter. We plan to produce this more frequently and I think you will agree that is easier to read and a better-looking document. It is also smaller than its predecessor, which will make for a quicker read.

When our last newsletter was due, I hoped to announce some major construction plans. However, because of the Stock market crash, Toxic debt, Automakers going bankrupt, and ultimately our economy tanking; access to capital, which is our ability to borrow money, went from very strong to impossible. Although the economy is showing signs of improvement, it is still virtually impossible for a hospital our size to borrow any sizable amount of money at an affordable interest rate, so we will continue to monitor the economy and proceed with internally funded projects for the near future.

“Glad we have our hospital close.”

Joe Paul
Hemphill

One of these internally funded projects is the remodeling of our old outpatient surgery wing for our new labor, delivery and obstetrics department. Final architect drawings were submitted to the State Health Department on August 19 and we expect their approval soon. We are in the process of selecting a construction manager for the project and should have this accomplished by the end of September with construction beginning in late November - December. The new unit will have seven private patient rooms and one semi private room, all with their own bathrooms. There will be three delivery rooms and an observation room that can double as a delivery room. Two nurse’s stations anchor the unit and our Nursery will set where our skills lab currently is. Since this will be a locked down unit, we will build a new corridor connecting from where our Case Management office is to the present entry into the courtyard. The new corridor will have a glass wall and in the center will have the new access to the court -yard. Estimated cost is \$400,000 and construction time is 5 months.

June 30 marked the end of another successful Fiscal year for our organization. We saw a slight increase in the number of patients who used our hospital and we earned approximately one million dollars, which is less than we earned last year, but is very good when you consider the recession. We purchased over \$1.3M worth of new equipment and plan to purchase even more in FY10. going away. Finally, we managed to increase our cash reserves from \$3M to over \$4M so overall you can be proud of our financial performance and everything we were able to accomplish.

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Integrity

Firm adherence to moral and ethical principles;
Soundness of moral character; honesty

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Did You Know?

Blue Cross Blue Shield has a program called Blue Care Connection at no extra cost to employees. This includes a Tobacco Cessation and Weight Management Programs.

Tobacco Cessation Toolkit includes the following:

- Program Guide
- Medication CD
- The Little Book of Quitting by Allen Carr
- Quit Smoking Without Gaining Weight Wallet Card
- Sugar-Free Gum
- Bounce-Back Ball

Weight Management Toolkit includes the following:

- Healthy Snacks & Active Breaks Bookmark
- Calorie fitness slide Guide
- FM Radio/Stopwatch
- Body Tape Measure
- Exercise Journal
- Fast Food Slide Guide

Through the programs, certified professionals provide personalized coaching through a series of periodic phone calls. These coaches work with members to set goals, discuss strategies and assess progress. This program is ideal for members who desire a personalized experience. Members can enroll by calling the customer service number on the back of their health plan ID card.

“The services in the ER were really good and the staff went above and beyond in all areas; Great Team.”
Mary Graves

“Last nite, I had need of use of emergency room of the hospital. Ususally when the wife or I needed to go it was a *bad experience either at Poteau or Ft. Smith;* last night was much better than I was prepared for.” “I was especially impressed by the RN.” *“Congratulations on finding some good personel!”*

Dedication

An act of dedicating to a divine being or to a sacred use

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Excellence

Superiority; Possessing Good Qualities in High Degree; Outstanding Features

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EOMC...Making Life Easier

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For Month Ending July 31, 2009

Total Admissions: 234
Newborn Admissions: 31
Clinic Visits: 2,298
Total Average Daily Census: 26.00
Total Surgeries: 120
Emergency Room Visits: 1,313
Net Operating Revenues: 1,883
Total Expenses: 1,820
Net Income: \$62,000



From the Desk of the CEO Contd.

Improving patient satisfaction as scored by CMS is one of our top priorities for the upcoming year and Melinda Davis is leading this project. We have seen significant improvements in most areas but still have a lot of room to do better. If you have not already done so, I encourage you to go to the CMS website and

compare our patient satisfaction scores with the other area hospitals. The information on the website is not timely, but interesting nevertheless. The government plans to increase the number of measures they monitor, and provide this information to the public via this website, so you can bet that comparing patient out-

comes and satisfaction is not going away.

Finally, thank you for your hard work and dedication to our organization. I have received numerous compliments and "thank yous" from patients and family members and they are not thanking me for anything I did. You are what makes this organization a success and I truly appreciate everything you do.

"Last night, I needed to use the emergency room at the hospital. Ususally when the wife or I needed to go it was a *bad experience either at Poteau or Ft. Smith;* last night was much better than I was prepared for." "I was especially impressed by the RN."
"Congratulations on finding some good personel!"