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ANNUAL REPORT HIGHLIGHTS

COMMITTED TO HIGHEST QUALITY AND SAFETY

VISION To Build a Healthier Community

MISSION To Provide Excellent Care, Close to Home

VALUES Integrity, Teamwork and Respect

T There is an old saying by Henry Ford who said, “Quality means doing it right when no one is looking.” For the past several years at Pocono Health System (PHS), our teams have been working hard behind the scenes to not only improve the quality and safety of the health care we provide to our community, but to make it second to none. That dedication to our primary goal of delivering unparalleled care and superior outcomes for our patients has paid off.

This past year, Healthgrades, a highly esteemed organization that objectively rates hospitals and physicians, ranked Pocono Medical Center (PMC) among the Top 10 Percent of Hospitals in the United States for its Excellent Performance in Patient Safety and Quality. PHS also received five-star ratings from Healthgrades in several clinical areas including treatment of heart attack, defibrillator and pacemaker procedures, treatment of stroke and pneumonia, small intestine and colorectal surgeries, and vaginal and cesarean section deliveries. In addition to those prestigious designations, PHS also has been recognized with numerous additional national awards for clinical excellence, including receiving an “A” Grade for Patient Safety by the Leapfrog Group for PHS’s continuing commitment to the highest standard of excellence in quality and safety for patients. This promise to the community to provide superior quality is one that PHS will keep in 2017 and in the years to come.

Looking to 2017 and beyond, PHS plans to continually transform to meet our community’s health care needs by providing unparalleled excellence in our services for our patients and will remain a pillar of strength in the Pocono region.

Sincerely,

W. Andrew Worthington

Chairman, Pocono Health System and Pocono Medical Center Board of Trustees

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COMMITTED TO IMPROVING THE HEALTH OF OUR COMMUNITY

PMC recently added to its disinfection process Tru-D Smart UVC, state-of-the-art robots that use ultraviolet technology to disinfect our operating suites and isolation rooms from top to bottom, reaching all areas of the space, after every use.

QUALITY AND SAFETY: PHS consistently earns top grades for highest quality and patient safety. Part of the fabric of our community for generations, PHS prides itself on knowing the needs of the people who live in our community and continually strives to improve our services and quality of care for our region's most precious resource: our patients. While years of strategic planning by PMC has brought countless new and much-needed services to our area, we as an organization have spent a comparable amount of time and resources improving our overall quality and patient safety initiatives.

GROWTH: As part of our vision to build a healthier community and give our patients access to exceptional care close to their own homes, PHS opened three new primary care practices in Blakeslee, Cresco and Tannersville.

NEW COMPREHENSIVE SERVICES: This year PHS welcomed Riverside Rehabilitation to its family, providing outpatient rehabilitation at six locations throughout Monroe County and increasing our patients' access to quality outpatient rehabilitation services. The West End Healthcare Center in Brodheads ville welcomed the addition of medical oncology services as well as a new office location for Mountain Valley Orthopedics. PHS also began offering pediatric care at the Mountain Healthcare Center in Tobyhanna. In addition, PHS now offers online check-in at the Mattioli Emergency Department and all four PMC Immediate Care Centers. If patients experience a non-life-threatening emergency, they can visit [PoconoRapid.care](#) to hold a spot in line and wait where they feel most comfortable.

NEW PHYSICIANS: This fiscal year, 59 new doctors and advanced practitioners joined the PMC Medical Staff and 13 doctors joined the PMC Physician Associates team. In response to increasing demands in our community for primary care doctors, PHS welcomed four family and internal medicine physicians. New physician specialists include a rheumatologist, noninvasive cardiologist, pulmonologist, occupational medicine specialist, breast surgeon, maternal fetal medicine specialist, neonatologist and an infectious disease specialist.

OUR BRIGHT FUTURE: PHS and Lehigh Valley Health Network (LVHN) have signed an agreement to merge, and as regulatory review processes continue, leaders from both organizations have begun to collaborate on integrating the two health systems. In addition, PHS plans to break ground on its new campus in Tannersville in spring 2018.

OUR QUALITY ACHIEVEMENTS AND CENTERS OF EXCELLENCE

PHS is proud of its many Centers of Excellence and distinctions in the past year that demonstrate our commitment to quality and safety for our patients. Some of these include:

- ▶ PMC received the 2016 Patient Safety Excellence Award from Healthgrades, a highly esteemed organization that objectively rates hospitals and physicians. Healthgrades also ranked PMC in the Top 10 Percent of Hospitals in the Nation for its Excellence in Patient Quality and Safety. In addition, PHS was awarded the 2016 Excellence Award from Healthgrades in both Labor and Delivery and Obstetrics and Gynecology.
- ▶ PMC received an “A” in Patient Safety from the Leapfrog Group. This designation is awarded to U.S. hospitals in the top echelon of patient safety.
- ▶ PMC was awarded Four out of Five Stars in the Centers for Medicare and Medicaid Services (CMS) Hospital Compare Ratings, distinguishing PMC in the top 20 percent of the 5,000 hospitals surveyed across the U.S.
- ▶ Hospital Compare scored PMC Four out of Five Stars for its Overall Hospital Quality Star Rating, placing PMC above the national average of Three out of Five Stars.
- ▶ PMC received The Joint Commission’s Gold Seal of Approval for Hospital Accreditation and the Gold Seal of Approval for Hip and Knee Certification by demonstrating continuous compliance with its performance standards.
- ▶ The American Heart Association/American Stroke Association awarded PMC with the Get with the Guidelines–Stroke Quality Silver Achievement Award for our outstanding treatment and care of stroke patients and named PMC to its Stroke Honor Roll.
- ▶ PMC was accredited as a Chest Pain Center of Excellence by the Society of Cardiovascular Patient Care. This program recognizes centers offering the best practices and highest standards of care.
- ▶ PMC received Advanced Certification for Primary Stroke Centers and Accreditation as a Primary Stroke Care Center of Excellence by The Joint Commission for following best practices for stroke care.
- ▶ PHS’s Obstetrics and Gynecology Department was recertified in 2016 as a Center of Excellence in Minimally Invasive Gynecology by the American Association of Gynecologic Laparoscopists.
- ▶ PHS Visiting Nurse and Hospice Care this year received a Four-Star rating from CMS – the highest in the region – placing PHS Visiting Nurse and Hospice both state and national averages.
- ▶ PMC was awarded a Three-Year Term of Accreditation in Nuclear Medicine by the American College of Radiology (ACR).
- ▶ PHS’s Bartonsville Healthcare Center also received a Three-Year Term of Accreditation in Breast Magnetic Resonance Imaging (MRI) and Ultrasound by the ACR.
- ▶ PMC’s Dale and Frances Hughes Cancer Center is named a Certified Quality Breast Center of Excellence by the National Quality Measures for Breast Centers (NQMBC) and is a Member of the Commission on Cancer.
- ▶ PHS’s Bartonsville Healthcare Center is designated a Breast Imaging Center of Excellence by the American College of Radiology.
- ▶ PHS is Accredited in Vascular Testing by the Intersocietal Accreditation Commission.
- ▶ PMC is recognized as a Patient-Centered Medical Home by the National Committee for Quality Assurance.
- ▶ Hospitals & Health Networks named PHS one of Health Care’s Most Wired in 2016 for consistently adopting health information technology to improve patient care.



What makes the Mattioli Emergency Center unique? It is the only Trauma Center in Monroe County offering critical surgical care around-the-clock –

- Advanced trauma surgery
- Orthopedic surgery
- Cardiothoracic surgery (headed by Nche Zama, MD)
- Reconstructive surgery

As well as the most effective stroke treatment available when seconds and minutes matter.



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On National Doctors' Day, PHS named gastroenterologist Charles Cohan, DO, as the 2016 Physician of the Year; anesthesiologist Musa Tangoren, MD, as the recipient of the G.L. Gupta Community Service Award and radiation oncologist Sean Quinlan-Davidson, MD, as the 2016 Rising Star Recipient.

OUR PEOPLE

PHS is proud of its dedicated staff of more than 2,000 employees, 234 active medical staff members and more than 400 volunteers.

Our goal is to create an environment that brings out the best in each of us and those we serve.

As PHS continuously strives to improve the patient experience, this year our organization implemented No Pass Zone training for all staff that emphasizes the importance of a timely response to patient call lights. In addition, the Think of Yourself as a Patient program was established in 2016 to improve overall employee communication with patients and their families.

In order to motivate our team and ensure we work together to offer safe, compassionate care, PHS developed the PRIDE program, which stands for Privacy, Respect, Involvement, Dignity and Engagement. Each month, PMC employees who exemplify these principles are given a Service Excellence Award. By calling upon the values represented in the PRIDE acronym, all PHS team members aim to serve our patients with kindness and compassion.

PHS also holds several additional recognition programs throughout the year, including our annual Physician of the Year Awards Ceremony held each spring on National Doctors' Day; our annual Employee Service Award Ceremony; and the DAISY Award program that recognizes extraordinary nurses in the PHS family.

The PHS Board of Directors, led by Chairman W. Andrew Worthington, continues to identify new opportunities to ensure our health system's continued success well into the future and to offer the best health care for the Pocono region and its nearly 170,000 residents.

PHS COMMUNITY BENEFIT: ACCESS TO EXCELLENT CARE FOR ALL

In keeping with our Mission to provide excellent care, close to home, PHS continues to initiate a variety of community benefit programs and partner with community organizations that are helping to improve the health and well-being of the people in the Pocono community.

IMPROVING COMMUNITY HEALTH: In the past year for our community, PHS invested \$27,230,871 in direct patient care, community health education, professional and patient education and community partnerships. This includes a total of 494 hours of community service by PHS employees; 193 families and 147 babies served by our Nurse Family Partnership and 62,043 service hours by our 492 dedicated volunteers. Additionally, PHS sponsored more than 103 community events in the Pocono community in 2016.

UNWAVERING SUPPORT: PHS is committed to providing quality accessible, affordable health care and programs that contribute to the improved health and well-being of everyone in the Pocono region. PHS's various endeavors ensure that we develop programs targeting identified needs:

- ▶ PHS's Healthy Living Program is designed to support people in their efforts to adopt a healthier lifestyle. In this innovative program, participants benefit from education, screenings and healthy lifestyle programs.
- ▶ Led by Musa Tangoren, MD, an anesthesiologist at PMC, our Biggest Winner Healthy Weight Lifestyle Program gives people the support they need to accomplish their goals through motivational speakers, weekly weigh-ins and access to registered dietitian and other medical professionals at PHS. Since the program's inception in April 2014, participants have lost a combined total of more than 6,000 pounds.
- ▶ PHS's Community Safety Program's Hang Up and Drive initiative was implemented at the four public school districts in Monroe County. This program is designed to encourage young people to practice safe and healthy driving habits.

“Everyone has a price, as they say. So, let the price on your tag say ‘priceless,’ ‘invaluable,’ ‘irreplaceable.’”

—Omoakhuana Anthonia

ACCESS TO CARE

PHS recognizes that many people in Monroe County and surrounding areas are underinsured or uninsured, and we remain committed to helping to remove financial barriers so that every member of our community has access to excellent health care. To do this while providing outstanding care for our patients, PHS is always exploring more efficient ways of delivering care. This includes working closely with the physicians on our medical staff in the areas of wellness and prevention, as well as early detection. For instance, throughout the year our Dale and Frances Hughes Cancer Center offers many cancer screenings with our physicians and advanced practitioners. These screenings are free and open to the community.



The Valerie M. Hodge Dental Clinic provides primary dental care, basic restorations, preventive care and oral hygiene education for children from uninsured or underinsured families.

Last year, more than 2,500 children benefitted from the care supported by the Valerie M. Hodge Memorial Endowment Fund.



This year, PHS donated \$76,056 to Nurse Family Partnership, a program where specially educated nurses visit expectant mothers in their homes until the time their children are 2 years old. The goals of the program are to foster healthy lifestyle habits and good parenting skills while offering career counseling to these eligible income families in Monroe County.

POCONO HEALTH SYSTEM CARE MEASURED IN NUMBERS

Babies Delivered	976
Emergency Department Visits	78,026
Immediate Care Visits	42,527
Inpatient Surgeries	2,524
Outpatient Surgeries	4,003
Pocono Ambulatory Surgery Center (PASC)	7,695
Total PASC and PMC Surgeries	14,222
Hospital Admissions	12,056
Medical Staff	311
Telemedicine Staff	47
Advanced Practitioners	102

PHS is proud to have the most robust and comprehensive team of providers in the region through our PMC Physician Associates Network.

POCONO HEALTH SYSTEM IMPACT BY THE NUMBERS

Total Community Benefit	\$27,230,871
Direct Patient Care <i>(for which we receive no payment)</i>	\$25,694,869
Community Education and Prevention	\$57,082
Community Partnerships & Support <i>(up 20 percent from the previous year)</i>	\$390,128
Professional and Patient Education & Publications	\$1,088,791
PHS/PMC Economic Impact on the Local Economy	\$429,620,599

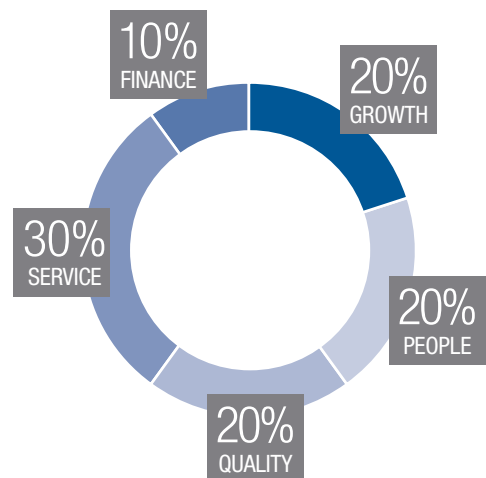
Pocono Health System is dedicated to making a difference in our community.



POCONO HEALTH SYSTEM FINANCIAL SNAPSHOT

	2016	2015
Total Revenue	\$303,729,744	\$294,855,120
Total Other Income	\$6,568,376	\$441,881
Excess Revenue Over Expenses to Be Reinvested	\$2,923,287	\$9,983,789
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Total Operating Expenses	\$308,954,382	\$285,313,212
Salaries and Wages	\$131,070,380	\$154,229,995
Supplies	\$118,934,634	\$109,349,911
Depreciation	\$15,756,787	\$16,429,754
Interest	\$5,247,902	\$5,303,552
Investment Return	\$2,368,232	\$441,881
Minority Interest in Subsidiaries	\$0	\$486,694

FISCAL YEAR 2016 ORGANIZATION-WIDE GOALS



POCONO HEALTH FOUNDATION

The Pocono Health Foundation (PHF) assists in positioning Pocono Health System as the leader in health care in Monroe County. With funding from local businesses, fundraising groups and caring individuals, PHS is able to continue serving the Pocono region with excellent care, close to home.

Through the philanthropic work at the Foundation, families in our community can access care traditionally available only in larger cities.

In the past several years and continuing to the present day, PHF has made significant contributions to the ESSA Heart and Vascular Institute, Mattioli Emergency Center, Neonatal Intensive Care Unit, Trauma Center, Dale and Frances Hughes Cancer Center, Bartonsville Healthcare Center, Pocono Ambulatory Surgery Center and West End Healthcare Center. Also, PHF annually awards grants that support health and human service programs as well as students pursuing a career in health care. In 2016, PHF awarded more than \$147,000 in grants and scholarships to community organizations at its 24th Annual Grants Reception. Much of PHS's success is the direct result of the generosity of many individuals who have invested in the future quality of life of our community.

POCONO HEALTH FOUNDATION (PHF) BOARD OF DIRECTORS

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The Pocono Health Foundation, along with its Board of Directors and Auxiliary of the Pocono Medical Center, host some of the Pocono community's most highly anticipated events, such as the Annual Golf Tournament held each spring, trips to the Culinary Institute in the Hudson Valley and Broadway, Fashion for a Cause, Annual Television Auction on Blue Ridge Communications TV-13, Annual President's Dinner to thank major donors who so generously give to the Pocono Health Foundation and the Annual Auxiliary Gala held each fall.

2016 was a highly successful year for PHS, highlighted by many achievements, recognitions and growth to ensure continued access to excellent health care for Pocono residents. These accomplishments highlight how PMC is leading the way in the region with outstanding care. As we look to the future, our health system is positioned at the forefront of health care and will remain a vital presence in our community.