Rutherford Regional took significant steps in 2013 to continue its standing as the preferred leader in healthcare delivery in Rutherford County for many years to come. Together with a very strong team of leaders, trustees, physicians and community members, RRHS maintained its mission of compassionately improving the health and well-being of our community while simultaneously developing a vision for our own health and growth for future decades.

We are extremely pleased to share in the pages of this Annual Report our proposed partnership with Duke LifePoint, the addition of providers and services, the commitment to technology, and the recognitions received throughout 2013 by the organization and many of its individuals. While the healthcare landscape in the 21st century is often challenging and continuously changing, you can be proud that RRHS has shown a dedicated attitude of perseverance and leadership in all phases of its operations.

Once again, our organization’s commitment to excellence was rewarded with recognitions from Becker’s Hospital Review and The Joint Commission in 2013. A number of key services, leaders and providers were added as well. Among them were offerings in urology and genetic counseling that filled major needs in our community, and executive team members who were appointed to lead crucial areas of RRHS operations.

All of this was done with an eye toward the future, as our Memorandum of Understanding to partner with Duke LifePoint was outlined to preserve the highest quality healthcare for our friends and neighbors in Rutherford County and beyond. The community will benefit greatly from this partnership, as LifePoint is a nationally renowned corporation that specializes in assisting health systems our size to operate on an optimal level, and Duke Healthcare is a worldwide brand known for quality and cutting-edge delivery of services to patients and their families.

And while change is coming, rest assured that our focus remains on those we serve. New processes and partners will certainly impact the lives of our employees and customers, but RRHS remains grounded in its unwavering commitment to customer service and good medical outcomes. Our culture at RRHS stays true to its desire to create a great place for our employees to work, physicians to practice and patients to receive care.

Your continued support of our organization is appreciated more than you know. In the pages that follow you will learn of the people, the passion and the possibilities that make the future of Rutherford Regional Health System so bright. It is my privilege to serve this community and to share this Annual Report with you.

Cindy Buck
CEO
Rutherford Regional Health System
A Message from Our Chairman

As I reflect on 2013, the first thing that comes to my mind is how fortunate our community is to have the dedicated people that make up Rutherford Regional Health System. I am thankful to have had the opportunity to see the commitment of nurses, physicians, staff, and administration in providing excellent healthcare to each patient who needs our services.

This past year was definitely one with a lot of uncertainty as we continued to work through the affiliation process. I appreciate everyone’s patience and understanding as we worked to identify a partner organization that holds the same values to provide quality healthcare as each of you have done through the years. I think the decision to form the joint venture with Duke LifePoint gives us a partnership with two very strong organizations that share those values. In addition to the shared commitment to quality, Duke LifePoint will also make more resources available to meet the demands of healthcare in today’s environment, which will ensure our ability to serve our community for the future.

On behalf of the Rutherford Regional Health System Board of Trustees thanks to all of you for your hard work and dedication to meet the healthcare needs of our community.

Terry Hines
Chairman
Board of Trustees, 2013

A Message from Our Chief of Staff

The upcoming year should be very exciting for Rutherford Regional Health System as we move forward with our affiliation with Duke LifePoint. We expect that this will allow us to continue to offer our current services and also bring more medical services to the region.

The medical staff has worked with the Board of Trustees and the Administration to keep our patients' needs the primary focus as we go through this transition. The spirit of cooperation and collaboration has been excellent, and we look forward to new opportunities to serve our patients and their families.

Mike Roberts, MD
Chief of Staff
RRHS Signs Memorandum of Understanding With Duke LifePoint

The RRHS Board of Trustees has advanced efforts to strengthen RRHS and enhance its ability to provide outstanding care to patients in Rutherford County and surrounding areas by signing a memorandum of understanding to form a joint venture with Duke LifePoint (DLP) Healthcare.

Under the terms of the proposed joint venture, RRHS and Duke LifePoint would share ownership of the hospital system. Governance would be shared equally between RRHS and Duke LifePoint, giving the community a long-term voice in RRHS’ strategic direction.

“Our board is excited to take this next step in securing the right strategic partner for RRHS, our employees, medical staff, patients, and community,” said Terry Hines, Chairman of the RRHS Board of Trustees. “Duke LifePoint offers Rutherford Regional a unique partnership option that can provide us with clinical and operational resources to strengthen our hospital for the future, offer more opportunities to our employees, bring new physicians to our community, and enhance and grow our services.”

Duke LifePoint’s joint venture proposal met each of the goals set forth by the RRHS Board of Trustees, including commitments to:

- Maintain and expand access to healthcare services;
- Maintain and enhance the long-term viability of RRHS;
- Provide depth in management support and systems;
- Maintain a local role in governance of RRHS;
- Enhance support for clinical quality and compliance;
- Develop and support new clinical programs that meet service area needs;
- Recruit and retain physicians;
- Protect employees;
- Make needed investments in technology, facilities and people; and
- Maintain support of the local economy

Cindy Buck, Chief Executive Officer of RRHS, said, “The Duke LifePoint proposal features significant financial commitments to enhance quality care, patient safety and service lines that will allow Rutherford Regional the opportunity to better serve patients throughout our community. It is exciting to align with an organization that brings the demonstrated quality expertise of Duke and the extensive management expertise of LifePoint together to benefit our employees, physicians and patients. Our goal is to be an organization where our employees and physicians find purposeful, worthwhile work and our patients receive an excellent patient care experience every time. I believe with Duke LifePoint as our partner, we will achieve our goals.”

The retained assets of RRHS and the proceeds from the transaction would eliminate RRHS’s debt, and the remaining assets would be used to fund charitable and community needs.

“Duke LifePoint is dedicated to working with community hospitals to strengthen their operations, and improve their clinical and quality programs,” said William J. Fulkerson, Jr., MD, Executive Vice President of Duke University Health System. “Rutherford Regional is a great hospital dedicated to providing quality care to its community. We believe it is an ideal fit for our growing network of hospitals and look forward to exploring this proposed joint venture further.”

As part of Duke LifePoint, RRHS would have access to nationally recognized clinical, safety, quality and operations experts. It also would have the ability to collaborate and share ideas and best practices with staff at nearly 60 peer community hospitals in 20 states through the LifePoint system.

“Duke LifePoint currently operates four hospitals and a company that offers hospital-based catheterization labs and mobile catheterization services:

- Maria Parham Medical Center, Henderson, NC
- Person Memorial Hospital, Roxboro, NC
- Twin County Regional Healthcare, Galax, VA
- Marquette General Health System, Marquette, MI
- DLP Cardiac Partners, Charlotte, NC

Duke LifePoint also has signed a memorandum of understanding to form a joint venture with Wilson Medical Center in Wilson, NC.
RRHS Gains
Fourth Consecutive National Recognition

RRHS in June was named one of America’s 100 Great Community Hospitals by Becker’s Hospital Review of Chicago, IL, marking the fourth consecutive year that RRHS has received this national recognition. RRHS was one of only three in North Carolina named to the list.

The “100 Great Community Hospitals” list is based on hospitals’ quality of care and service to the community, according to an official statement by Becker’s Hospital Review. “The hospitals listed have fewer than 550 beds and minimal teaching programs, and are often located in rural areas as the only hospitals in their communities,” Becker’s said. “Whether independent or part of a larger health system, these hospitals have worked with limited resources to continually provide the quality of care and the experience patients expect.”

The Becker’s Hospital Review editorial team selected community hospitals based on rankings and awards from iVantage Health Analytics, Truven Health Analytics (formerly Thomson Reuters), Healthgrades and The Joint Commission. Nominations for the list were also considered.

CEO Recognized on National List

Cindy Buck, president and chief executive officer of Rutherford Regional Health System was named in 2013 as one of “130 Women Hospital and Health System Leaders To Know” by Becker’s Hospital Review of Chicago, IL. This annual list recognizes female leaders of hospitals and health systems across the country. Mrs. Buck was one of only four female healthcare leaders in North Carolina to be recognized.

Becker’s notes on its website, “The women featured in this list have demonstrated a proven ability to lead their respective organizations in midst of healthcare’s challenging environment. They have demonstrated considerable skill and promise despite times of uncertainty and unprecedented change in the industry. As a result, the Becker’s Hospital Review editorial team finds these CEOs, CFOs, COOs and other executives as women to watch now and in years to come.”

Ms. Buck was named CEO of RRHS in September 2012, having first served as CFO of the 143-bed hospital since 2011. Previously, she was CFO of Nevada (Mo.) Regional Medical Center for eight years. In 2008, Ms. Buck received the “CFO of the Year” award from Quorum Health Resources in Brentwood, Tenn., the hospital management company that operates Nevada Regional.
**New Chief Financial Officer**

Jeff Rush joined RRHS this past year as Chief Financial Officer (CFO) and Vice President of Finance.

Rush comes to RRHS most recently as interim CFO for Angel Medical Center in Franklin, NC. He has 34 years experience as a healthcare CFO, including over 20 years of proven financial, operational and senior executive leadership experience in for-profit and not-for-profit healthcare organizations in urban and rural communities across North and South Carolina.

His work experience includes appointments as Vice President of Financial Operations for Acuity Healthcare in Charlotte, NC; CFO for Union Hospital District in Union, SC; CFO for Mary Black Health System in Spartanburg, SC; and 26 years as a hospital CFO with Hospital Corporation of America (HCA) and several spin-off companies of HCA.

**System-Wide Quality Chief Appointed**

Marsha Baker, who had previously supervised all Home Health, Rehab Services and Wound Care operations at RRHS, added system quality to her duties in 2013. She joined the RRHS executive team as Vice President of System Quality and Community Care Services to direct quality initiatives for its entire organization, which includes the medical center and 14 off-site facilities.

Baker’s system quality responsibilities include the RRHS Quality and Risk Management departments, along with the Case Management department.

Following well-established quality improvement principles, the quality core measure focus represents high-volume, high-cost diagnoses that are associated with an increased rate of morbidity or mortality. With greater focus on quality, the health system can achieve improved care processes and shortened lengths of stay, along with increased patient satisfaction, which allows RRHS to accomplish its mission of compassionately improving the health and well-being of our patients.

**VP of Patient Care Services/CNO Named**

Pat Roberts was named permanent Vice President of Patient Care Services/CNO for Rutherford Regional Health System in 2013. Roberts first served as interim in that position for RRHS.

Roberts, who holds a bachelors and masters in nursing from the University of Michigan, previously served as the Senior Vice President of Patient Care Services/CNO at Hurley Medical Center in Flint, Mich.

**New ED Medical Director Appointed**

RRHS announced in December that Parker Hays, MD, was appointed as chair and medical director of its Emergency Department. Hays previously served as the Emergency Department’s assistant medical director. He succeeded Mark Bezzek, MD.

Hays is employed by The Schumacher Group, whom RRHS contracts with to fill medical staff needs in the Emergency Department. Hays initially came to RRHS in June 2012. He received his medical degree in 1991 from the University of Illinois College of Medicine, and completed his residency with the Carolinas Medical Center Residency Program in 1994. He received board certification in Emergency Medicine in 1995.

David Templeton, regional president of The Schumacher Group, said, “Almost on a daily basis the Medical Director has a great opportunity to lead in the face of change, as well as build a strong and effective team. We ultimately felt that Dr. Hays brought a necessary and unique set of skills and experience to the lead the team at Rutherford Regional.”
**New Urologist Comes Aboard To Start New RRHS Practice**

Dr. W. Glover Little began seeing patients in a new urology practice in January 2013. Owned and operated by RRHS, Rutherford Urology is located just inside Rutherford Regional Medical Center’s Outpatient Department.

Rutherford Urology provides medical and surgical treatments for urological problems, including minimally invasive treatments and drug therapies. The practice provides a variety of treatment services, including urodynamics testing, ultrasound, cystoscopy, medical and surgical treatments, vasectomy and vasectomy reversal and minimally invasive, in-office procedures.

Dr. Little is a native of Atlanta, Ga., and earned his BA from Wake Forest University. He is a 1979 graduate of Emory University School of Medicine and completed an internship and residency in surgery at Vanderbilt University Medical Center in Nashville, Tenn.

Dr. Little is board certified in urology. He is a fellow with the American College of Surgeons and is a member of the American Urological Association, Southeastern Section, and the American Association of Clinical Urologists. He was formerly the clinical assistant professor of surgery in urology at Emory University School of Medicine.

**Southards Joins Children’s Care**

Casey Southards, RN, FNP, joined the staff at Rutherford Children’s Care and began seeing patients in September.

Southards received her bachelor of science in nursing in 2006 from East Carolina University and her MSN/Family Nurse Practitioner from Winston-Salem State University in 2012. Previously she worked as a registered nurse at Cleveland Regional Medical Center, Mountain Regional Cancer Center, ProMed Minor Emergency Center and Haywood Regional Medical Center.

Southards is a certified cardiac monitor technician and has advanced cardiovascular life support and basic life support certifications. She is a member of the North Carolina Nurses Association, American Nurses Association and the American Academy of Nurse Practitioners.

**Stocks Joins Emergency Staff**

James “Adam” Stocks, FNP, joined RRHS in September as an emergency medical midlevel providers in the emergency department.

Stocks received his family nurse practitioner degree in 2011 and his nursing degree in 2004, both from the University of South Carolina in Columbia. He previously worked in emergency medical care and as a flight nurse in Spartanburg, S.C., and has achieved several advanced stroke and trauma certifications.

**Surgeon is Recertified**

Dr. Douglas Freels, orthopaedic surgeon with Rutherford Orthopaedics, in 2013 was recertified in orthopaedic surgery by the American Board of Orthopaedic Surgery.

Recertification or Maintenance of Certification are for Diplomates of the American Board of Orthopaedic Surgery (ABOS) who wish to renew their certification. Diplomates must begin the process of recertification at least 3 years prior to their 10 year expiration of their certificate.

The purpose of the recertification examination is to evaluate the orthopaedic surgeon’s continuing competence to maintain their board certification by the ABOS. This is done through providing proof of more than 120 hours of continuing medical education over three years preceding taking the recertification examination, credentialing of the candidate through written letters from medical physician peers and other board certified orthopaedic surgeons, a rigorous background verification process by the ABOS, and passing a written standardized test.
The Fullerton Genetics Center successfully began its remote genetic screenings via the Telehealth program for patients at Rutherford Regional Medical Center who were connected to specialists 60 miles away in Asheville for the counseling sessions.

“We have a great need for genetic counseling in our community as we often screen for hereditary cancers, such as breast and ovarian cancers. The Telehealth service is very convenient for patients, allowing them to experience face-to-face meetings with a genetic counselor without having to travel,” said Jamie Ingraham, RRHS Cancer Outreach Program Manager.

During the counseling portion of the session, Telehealth laptop computer stations enable Mission Hospital clinicians in Asheville to connect with the endpoint remote robot stationed at rural clinics or hospitals in western North Carolina. The “hub” site clinicians have direct control of the remote robot and, through the robot, navigate routine clinical processes at the remote location. Patients and their healthcare providers can talk privately to discuss personal and family history, perform a risk assessment and review tests and laboratory results together, without traveling for the appointment.

A genetic counseling session can be daunting in and of itself, and the addition of a robot can seem intimidating. However, Ingraham noted that the simplicity of the Telehealth technology and naturalness of compassionate counselors on the screen help to put patients at ease and forget the robot is a machine.

“Our patients have been extremely pleased with their sessions, and that is always our main focus,” said Ingraham, who also acts as a nurse navigator for RRHS. “At first sight of the robot, the patients were a little hesitant, but they were praising it by the time they walked out of the door.”

AllCare Clinical Associates partners with RRHS to provide anesthesia services

AllCare Clinical Associates, PA, in September announced a partnership with RRHS to provide anesthesia services at the hospital. The physicians and anesthetists previously employed by RRHS are now employed by AllCare Clinical Associates. AllCare now provides comprehensive anesthesiology services, including anesthesia clinician scheduling, employee services, benefits management, recruitment and retention services under contract with the hospital.

AllCare Clinical Associates is one of the largest private physician-owned anesthesia practices serving North Carolina and provides anesthesia and pain services for over 70,000 procedures annually. The practice employs nearly 200 Anesthesiologists, Anesthetists and business and management professionals. AllCare Clinical Associates, PA, was formerly Asheville Anesthesia Associates, PA, which changed its name on July 1, 2013, to reflect its increasing presence outside of Asheville, North Carolina and its growing array of services including anesthesia and pain clinic services. AllCare Clinical Associates provides pain management services, anesthesia and perioperative care for hospitals and ambulatory surgery centers of all sizes.

“Our practice is dedicated to providing quality anesthesia and pain management services to the patients and communities we serve,” said Dr. Rodney Pugh, President and Chair of AllCare Clinical Associates, at the time of the announcement. “We look forward to caring for Rutherford’s patients.”
Cataract Surgery
Now Performed at Rutherford Regional Medical Center

RRHS announced in 2013 that Dr. Stephen Bogan of Shelby Eye Centers had begun performing cataract surgery at its medical center. The cataract procedure is done in the operating room using the most advanced equipment and intraocular lens implants available. Bogan is board certified by the American Board of Ophthalmology and is a Fellow of the American College of Surgeons.

New Procedure
at Rutherford Surgical Associates

Doctors at Rutherford Surgical Associates in 2013 began performing a non-invasive procedure for hemorrhoids right in their office. Ultroid® is a painless, FDA-approved, non-surgical method of hemorrhoid treatment. Its costs are a fraction of surgery. There is no anesthesia needed. No hospital stays. The Ultroid® System uses a painless micro-current of electricity to cause a chemical reaction within the hemorrhoid tissue.

New ED Area Benefits Behavioral Health Patients

In April 2013 the hospital recognized the need to provide a safer, more secure place for patients with behavioral health needs to stay until placement could be obtained. The Directors of the Emergency Department, Behavioral Health Unit, Plant Ops, and the COO of the Hospital considered best practices, spoke with several local hospitals and learned the most effective solution was to have a semi-locked unit in the Emergency Department. This unit would provide a safer environment and ensure more quiet surroundings away from the high-paced flow of the main ER, allowing for de-stimulation. In addition the unit would be secured to prevent people that were having suicidal/homicidal thoughts from leaving.
Winker Named Mooring Award Winner

Guy Winker, MD, this year was presented the RRHS Stewart L. Mooring Award, which is given every two years and is named for Dr. Stewart L. Mooring, a radiologist at Rutherford Regional who served as medical director of the Radiology Department from 1962 to 1989.

For 19 years Dr. Mooring practiced alone, added new services and began the first mammography service in Western North Carolina in 1972. Because of his exceptional service, Dr. Mooring set the bar for physicians who receive this award.

Nominations for the Stewart L. Mooring award are made by each of the chiefs of service, the CEO of Rutherford Regional Health System and officers of the medical staff. The recipient is selected by the members of the medical executive committee.

Criteria for selection for the award is a physician who exemplifies through service and commitment the goals and mission of the medical staff of Rutherford Regional Health System in providing and advancing a higher standard of medical care for the patients of this community.

Winker has practiced at Spindale Family Practice for 23 years. He attended medical school at Wake Forest and completed his residency and fellowship at Bowman Gray School of Medicine. In addition to being a family practitioner, Dr. Winker is also an author and has been actively involved in Rutherford and Polk County Community Theater. He is also a former chief of staff of Rutherford Regional Health System.

Dr. Winker’s portrait hangs in the lobby of the Dr. Stewart L. Mooring Outpatient and Surgery Center at Rutherford Regional Medical Center. Past recipients of the award include Dr. Michael Roberts (2010), Dr. Michael Wheeler (2008), Dr. Matthew Rees (2006), Dr. Joe Don Hughes (2004), Dr. Robert Stallings (2002), Dr. Joel Winker (2000), Dr. John Skudlarick (1998) and Dr. Gary Schafer (1996).

Lynch is Employee of the Year

RRHS named Sherry Lynch, room service supervisor in Food and Nutrition Services, as its Employee of the Year for 2013.

Lynch was eligible for the award from among RRHS employees of the quarter, including: Elaine Metcalf of Carolina Home Care, Shannon Morrison of Materials Management, Beverly Conner of Outpatient Services, and Evelyn Melton of Communications.
Community Health Assessment Plan Approved

In 2013 a Community Needs Assessment was conducted by the Rutherford-Polk-McDowell Health Department to identify the public’s perceptions of issues that should be addressed locally to improve the quality of life in our region.

RRHS supports the Rutherford County Community Needs Assessment process through the lending of resources, leadership, vision and collaboration. As a partner with the Rutherford-Polk-McDowell District Health Department, RRHS has formulated a plan to address the priority areas selected for the Community Health Assessment.

The top 5 priorities are as follows:

1. Substance Abuse
2. Chronic Disease: Diabetes, High Blood Pressure, High Cholesterol, and Tobacco Use
3. Healthy Eating & Active Living
4. Behavioral Health & Mental Well Being
5. Teen Pregnancy

A plan specific to RRHS was compiled and approved by the RRHS Board of Trustees and placed on the RRHS website. Through a series of action plans and committees working throughout the year, RRHS has developed several objectives to meet and maintain successful goals in each of these areas.

RRHS Helps Lead President’s Mental Health Initiative

Leaders from RRHS and other Rutherford County and regional groups became organized in January 2013 after President Obama announced a plan to reduce gun violence and increase access to mental health services in the wake of the deadly shooting in December 2012 at an elementary school in Newtown, CT.

The President’s Mental Health Initiative to Curb Violence called for action to be taken at the community and grassroots level to identify and proactively address how young people especially are dealing with unique challenges and stressors that may trigger violence.

In addition to RRHS personnel, representatives from the Rutherford County Schools, local law enforcement, United Way, Community Engagement Team, and mental health providers all came together to begin meeting regularly and formulating messages and action plans. Forums, advertising campaigns and web resources all have been developed to assist youths, caregivers, teachers and other community members in dealing with issues that may lead to violence.

Topics such as how to identify and deal with bullying have been brought to the local public’s attention, and RRHS itself began lending billboard space to further the messages of these campaigns. The group is expected to continue meeting and planning in the year to come to further healthy dialogue and raise awareness of issues leading to violence.
Baby & Children’s Fair Draws Hundreds

Rutherford Regional’s Baby & Children’s Fair was held in Forest City in September and hundreds from Rutherford County and the surrounding areas attended. The event focused on education about services, programs and products for families planning a pregnancy, expectant parents, new parents, grandparents and families with children birth to age five.

RRHS, Forest City Owls Partner Again

RRHS was proud to again be the presenting sponsor of the 2013 Forest City Owl baseball season. In addition to being the official healthcare provider of the Owls, RRHS also held special nights during the season to raise awareness of RRHS programs and services that support and educate the community in keeping a healthy lifestyle.

Couch to Cart Path Run A Success

RRHS once again was a presenting sponsor of the Lake Lure Olympiad in 2013, and a new event brought hundreds out to participate. First-time and beginning runners were encouraged to participate in the “Couch to Cart Path” two-mile fun run at the Olympiad. As part of its commitment to promote wellness through outdoor activities, the event was sponsored by RRHS and sought to inspire beginning runners to train toward completing an achievable goal and adopting a healthy lifestyle.

Proceeds from Pink Out Night with the Owls benefitted the Cancer Resource Center

Dr. Ted E. Bear at the Baby and Children’s Fair

RRHS staff and family turned out in large numbers for the Couch to Cart Path run
Another Banner Year for the RRHS Auxiliary

Rutherford Regional’s Auxiliary presented a contribution of more than $78,000 to Rutherford Regional Health System during its 2013 annual meeting.

Accepting the contribution on behalf of RRHS was CEO Cindy Buck, who thanked Auxiliary members for their monetary support and their service as volunteers. Rutherford Regional Auxiliary’s members gave 23,308 hours for fiscal year 2012-13.

“To say this has been an extraordinary year for our Auxiliary is an understatement,” said Suzanne Holtzclaw, director of volunteer services at Rutherford Regional. “Our volunteers give the priceless contribution of time, talents, comfort and compassion and I thank each and every one of you.”

The Auxiliary’s revenue comes through fundraising projects and through the Auxiliary Gift Shop. The Auxiliary’s contribution was used by Rutherford Regional to provide flooring and paint for its cafeteria. Treasurer Jimmy Dancy noted that in 48 years of service the Auxiliary has contributed $3,070,088.65 in financial contributions and an accumulated total of 869,375 hours of service during that time. He pointed out the Auxiliary this year also attained the 5-Star Award ranking with the North Carolina Hospital Volunteers for the 15th consecutive year.

Holtzclaw installed new officers for the 2014 fiscal year as well: President Cheryl Maszkiewicz, Vice President Bobbie Bridges, Secretary Ginger Dancy, and Treasurer Jimmy Dancy who will serve the Auxiliary Board through September 2015.

Individual Auxiliary members also were recognized for their service and presented awards during the annual meeting.

Receiving the Extra Mile Award was Immediate Past Auxiliary President, Carolyn Keever. The award, which started in 1990, is presented annually to volunteers who give exceptional service and who go the extra mile to make a difference. Keever has been volunteering since 2005 and has contributed over 2,100 hours of service, volunteering in both the RRHS Outpatient area and at the medical center’s Front Desk. Keever has served as Auxiliary Secretary, Vice President and finally as President for the past two years.

Past recipients of the Extra Mile Award in attendance were Helen Rogers, Naomi Yelton, Darlene Gowan, Bonnie Cherry, Lib and Joe Godfrey, Bobbie Bridges and Cathy Watson.

Pins were given to the two newest Lifetime Members of the Auxiliary. To become a Lifetime Member, a volunteer must have attained 2,000 hours of service. Joan Smith and Jimmy Dancy each received a Lifetime Member pin.

2013 Donations to Rutherford Regional Health System

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Final monetary donation for 2012-13</td>
<td>$75,000.00</td>
</tr>
<tr>
<td>St. Luke’s Chapel grounds</td>
<td>225.60</td>
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<tr>
<td>Cancer Resource Center (fund for cancer patients)</td>
<td>500.00</td>
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<tr>
<td>Tree of Life</td>
<td>500.00</td>
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<tr>
<td>Toy Chest</td>
<td>72.74</td>
</tr>
<tr>
<td>Lifeline memorials (6)</td>
<td>240.00</td>
</tr>
<tr>
<td>Christmas wreaths &amp; decorations for RRMC</td>
<td>132.00</td>
</tr>
<tr>
<td>Benches (2) in memory of Grace Hunter</td>
<td>1,387.75</td>
</tr>
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Total 2012–2013 Donations to RRHS System $78,058.09
### Summary of Revenue and Expenses

**Fiscal Year Ending September 30, 2013**

#### Schedule of Revenue

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
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<tbody>
<tr>
<td>Inpatient Services</td>
<td>$95,228,647</td>
<td>$87,096,296</td>
<td>9.3%</td>
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<tr>
<td>Outpatient Services</td>
<td>$162,215,776</td>
<td>$163,609,313</td>
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<td>Other Related Non-Patient Services</td>
<td>$3,578,651</td>
<td>$2,692,732</td>
<td>32.9%</td>
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<td>Grants and Contributions</td>
<td>$135,645</td>
<td>$109,812</td>
<td>23.5%</td>
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<tr>
<td>Investment Returns</td>
<td>$2,294,071</td>
<td>$3,646,938</td>
<td>-37.1%</td>
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<tr>
<td><strong>Total Gross Revenue</strong></td>
<td><strong>$263,452,790</strong></td>
<td><strong>$257,155,091</strong></td>
<td><strong>2.4%</strong></td>
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#### Revenue Deductions

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<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write-offs for Patients Unable or Unwilling to Pay</td>
<td>($20,855,294)</td>
<td>($25,382,245)</td>
<td>-17.8%</td>
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<tr>
<td>Adjustments for Medicare, Medicaid, Managed Care and Other Payors</td>
<td>($154,126,584)</td>
<td>($144,546,707)</td>
<td>6.6%</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>$88,470,912</strong></td>
<td><strong>$87,226,139</strong></td>
<td><strong>1.4%</strong></td>
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#### Schedule of Expenses

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
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</thead>
<tbody>
<tr>
<td>Salaries, Wages and Employee Benefits</td>
<td>$50,885,430</td>
<td>$48,470,621</td>
<td>5.0%</td>
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<tr>
<td>Supplies, Services &amp; Repairs</td>
<td>$29,492,488</td>
<td>$29,793,092</td>
<td>-1.0%</td>
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<td>Professional Fees</td>
<td>$2,834,139</td>
<td>$3,030,407</td>
<td>-6.5%</td>
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<tr>
<td>Depreciation &amp; Amortization</td>
<td>$6,515,671</td>
<td>$5,867,619</td>
<td>11.0%</td>
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<tr>
<td>Interest &amp; Debt Retirement</td>
<td>$615,980</td>
<td>$316,904</td>
<td>94.4%</td>
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<td>Funds for expansion and improvement of patient services and facilities</td>
<td>$0</td>
<td>($252,504)</td>
<td>-100.0%</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>$90,343,708</strong></td>
<td><strong>$87,226,139</strong></td>
<td><strong>3.6%</strong></td>
</tr>
</tbody>
</table>

#### Net Profit/(Loss)

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>($1,872,796)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Key Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Admitted – Hospital</td>
<td>6,042</td>
<td>5,563</td>
<td>8.6%</td>
</tr>
<tr>
<td>Patient Days – Hospital</td>
<td>21,345</td>
<td>19,871</td>
<td>7.4%</td>
</tr>
<tr>
<td>Patient Days – Observation</td>
<td>1,779</td>
<td>1,568</td>
<td>13.5%</td>
</tr>
<tr>
<td>Average Daily Census – Total</td>
<td>63.4</td>
<td>58.7</td>
<td>7.9%</td>
</tr>
<tr>
<td>Total Licensed Beds</td>
<td>143</td>
<td>143</td>
<td>0.0%</td>
</tr>
<tr>
<td>Average Length of Stay – Hospital</td>
<td>3.8</td>
<td>3.6</td>
<td>6.4%</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>37,325</td>
<td>37,822</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>47,889</td>
<td>48,933</td>
<td>-2.1%</td>
</tr>
<tr>
<td>Home Care Visits</td>
<td>31,945</td>
<td>34,066</td>
<td>-6.2%</td>
</tr>
<tr>
<td>Hours of Companion Care</td>
<td>2,905</td>
<td>3,669</td>
<td>-20.8%</td>
</tr>
<tr>
<td>Physician Clinic Visits</td>
<td>73,079</td>
<td>68,985</td>
<td>5.9%</td>
</tr>
<tr>
<td>Surgical Cases</td>
<td>3,117</td>
<td>3,080</td>
<td>1.2%</td>
</tr>
<tr>
<td>Cardiac Catheterizations</td>
<td>70</td>
<td>40</td>
<td>75.0%</td>
</tr>
<tr>
<td>MRI Procedures</td>
<td>2,737</td>
<td>2,909</td>
<td>-5.9%</td>
</tr>
<tr>
<td>CT Scan Procedures</td>
<td>10,497</td>
<td>11,642</td>
<td>-9.8%</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>23,308</td>
<td>23,730</td>
<td>-1.8%</td>
</tr>
<tr>
<td>Number of Paid Full Time Equivalent Personnel</td>
<td>717.1</td>
<td>707</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

### Community Benefit

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2013</th>
<th>Fiscal Year 2012</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (at cost)</td>
<td>$1,767,870</td>
<td>$1,688,297</td>
<td></td>
</tr>
<tr>
<td>Medicaid Losses (at cost)</td>
<td>$8,205,401</td>
<td>$11,705,807</td>
<td></td>
</tr>
<tr>
<td>Community Services</td>
<td>$1,032,839</td>
<td>$1,003,450</td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$11,006,110</strong></td>
<td><strong>$14,397,554</strong></td>
<td></td>
</tr>
</tbody>
</table>
Gifts that Touched Lives in 2013

Our Mission
Rutherford Regional Health Foundation secures current and future gifts of support for Rutherford Regional Health System, insuring that all members of our community continue to have access to a broad range of compassionate, high quality health services.

Our Vision
The Rutherford Regional Health Foundation seeks to give all segments of our community the opportunity to invest in the future of our health system, to assure good stewardship of available resources for the people of our community and to be recognized as a significant contributor to economic growth and development of Rutherford Regional Health System.

Founder’s Circle Members
The Founder’s Circle was created to recognize the Foundation’s most generous benefactors. Founder’s Circle is extended to those who have given $10,000 or more as a one-time gift or a pledge.

Mr. and Mrs. Matt Bright
Raymond James Financial Services
In Loving Memory of
Molly Rutter Cook
   By Ted and Maggie Bell
In Memory of Dr. Robert Hope Crawford
   By Robert H. Crawford, Jr. and Spencer Crawford Chaplain
Fairfield Mountains Chapel
Dr. Joe and Lib Godfrey
Chuck and Diane Hamrick
In Memory of Austin T. Hyde Jr.
   By His Family
In Honor of Dr. Robert Harding
   By Elaine Harding and Their Sons
Andrew, John and Bill Harding
In Memory of Dr. Frank H. Logan
   By Bettyle Logan
Helyn and Zeb Lowery
Mr. and Mrs. Paul McIntosh
Ms. Barbara Nelson
Dr. Hobart and Helen Rogers
Ricky and Cherie Toney
Mrs. Merrill Wood

Heritage Circle Members
Heritage Circle is Rutherford Hospital Foundation’s program to recognize and express appreciation to individuals who have provided for RRHF through estate gifts in their will or estate plan. Those who notify the Foundation of their legacy wishes are recognized now for their future gifts.

Mr. Grover Bradley
Grace Hunter Trust
The Estate of Patricia Grayson
Mrs. Joan E. King
The Estate of John Gordon Scott

Corporate Honor Roll
Companies and organizations are invited to become members of our Corporate Honor Roll. Gifts and multi-year pledge levels are recognized throughout the year and as sponsors for our special events.

Platinum Sponsors
21st Century Oncology
AGI In-Store
Rutherford Internal Medicine Associates
Women’s Golf Association of Rumbling Bald Resort

Gold Sponsors
Allcare Clinical Associates, P.A.
BB&T Charitable Foundation
CBI Shaw North Carolina
Forest City Honda
Mission Health
Odom and Associates
Pepsi Bottling Company
Rumbling Bald Resort
Signage Industries
Smith’s Drugs of Forest City
Tips to Toes
Sodexo
United Way of Rutherford County

Silver Sponsors
The Daily Courier
Defiant Whisky
Duke Energy
Forest City Owls
Kiwanis Club of Rutherfordton
Holland Furniture Company
McMahans’s Funeral Home
Merit
Merrill Lynch - The Bridgeman, Osborne and Cockman Group
Sisk Family Ford
Stroudwater Associates
TeamHealth Hospital Medicine
Transamerica Retirement Services
Walmart
Wee Runs

Bronze Sponsors
BKD CPAs and Advisors
Blanton, Miller and Moore, DDS
Darrell Davis and Associates
First Citizen’s Bank
Germack Audio Visual Services
Henderson Care Center, Inc.
Lake Lure Lions Club
Metrolina Association of Diabetes Educators
Murray Media
Rutherford Weekly
Rutherford County Ford Club
Simplex Grinnell
Thompson Contractors, Inc.
Timken
1906 Club Members

The 1906 Club is a group of individuals and families who have pledged to make an annual gift to the Rutherford Hospital Foundation to support vital healthcare programs for our county. Memberships include gifts of $100 to $1000 each year.

Platinum Members
Dr. and Mrs. Chip Bond
Lucy Daniel
  In Honor of Dr. George Finch
Dr. and Mrs. William DeBrule
Fairfield Mountains Chapel
Michael and Corless Goode
Larry and Libby Harrill
Dr. and Mrs. Jack Hoopes
Peggy Jaski
  In Honor of Dr. Tom Jaski
Britt and Christine Lowry
Paul and Paula McIntosh
Mr. Bill Parke
Mike and Gail Parton
Vera and Charles McVicker
Ricky and Cherie Toney
Joan and Malcolm Watson

Gold Members
Phyllis and Dan Briscoe
Bill and Becky Chapman
David and Vicki Covington
Adrian and Barbara Delk
  In Memory of Jerry Webb
Dr. Michael DeLorenzo
  In Memory of Jacqueline Doris Delorenzo
Dr. John and Stephanie Higgins
Dr. and Mrs. Michael Jackson
Joan King
  In Memory of Al King
Dr. and Mrs. Michael Roberts
Charles E. (Chuck) Sane
  In Memory of Edith Sane
Dr. Carol Selsor
  In Memory of Sue Selsor
Catherine G. Tanner
  In Memory of Dr. Kenneth S. Tanner, Jr.
Mr. & Mrs. James T. Tanner
  In Memory of Dr. K. S. Tanner
Jo Ward
  In Memory of Donald Ward
Mr. Theron P. Watson
Mr. Dick Wilkins
Dr. and Mrs. Joel Winker

Silver Members
Tom and Doris Clark
Dr. and Mrs. Norvin A. Clontz
  In Honor of Joan King
Mrs. Dolly Cordell
Erwin and Sandy Fox
Pat and Tommy Hardin
Mr. and Mrs. Chuck Hill
Bob and Carolyn Keever

Jeff King
  In Memory of Al King
Shirley B. Koone
  In Memory of Jack Koone
Jack Lutz
  In Honor of Joannie Jolley
Carl and Cassandra Parton
Luke and Suzy Person
James and Sandy Sanders
Mr. and Mrs. Wesley Styer
Jimmy and Ellyn Tanner
Mike and Lynne Tanner
John and Arnette Tolhurst
Jo Ward
  In Memory of Donald Ward
Joe and Ginny Wells
Bob and Elaine Wolf

Bronze Members
Jack and Marvie Alexander
Palmer & Frances Bailey
  In Memory of Una Bailey & Emogene Harwick
Ed and Myrlie Barrier
  In Honor of Jake and Grant Watson
Bryan Basden
  In Memory of Mabel Basden
Rob and Nancy Bole
Ed and Jeanette Bosgra
Rita Burch
  In Honor of Joan King
Dorothy D. Carnegie
  In Memory of Johnie and Lyna Carnegie
Bonnie Cherry
  In Honor of Ginger Dancy
Carl and Susan Classen
Jack and Kathy Conner
  In Honor of Mandy Brown
Dolly Cordell
  In Honor of Elizabeth Hunt Stallings
George and Reba Cornwell
Gaylord and Dagmara Cowan
John and Lauren Crotts
  In Honor of Dolly Cordell
Ginger and Jimmy Dancy
Mrs Doris Deck
  In Memory of Kenneth Deck
Dr. Jerald DeLagarza
Bill and Ann Deviney
Betty J. Dickey
  In Memory of Warner Stewart
Kimberly and James Edwards
Jon and Kay Fenton
  In Memory of Stu Richardson
Ken and Lucy Flack
  In Honor of Dr. Scott Lawrence
Mr. and Mrs. Bill Giles
Michael and Corless Goode
Joyce M. Gray
  In Honor of Sue Bostic
Mr. Edward Gross
James L. Hall
Don and Betty Harris
  In Memory of Our Parents
Don and Becky Heath
Dan and Lynn Hegeman
Julia Hensley
Connie and Jerry Hicks
  In Honor of Dr. Jim VanJura
Vernon and Christine Hoyle
Roger and Missy Hughes
Mrs. Katy Hunt
Faye H. Huskey
Mr. Jack Huss
  In Memory of Jordan Elizabeth Huss
Fran Isbell
  In Memory of Robert Isbell
Maxie and Joannie Jolley
  In Honor of Starlyn Jolley Cook
Bob and Pat Jones
  In Memory of Lillie H. Jones
Bob and Pam Keith
Mrs. Peggy Keyes
Betty Lane
  In Honor of Joan King
Don and Sally Lesher
Susan M. Lloyd
Jack Lutz
  In Honor of Joannie Jolley
Rion and Paullette MacDonald
Griggs and Deborah McKinnon
Shirley McNeil
Richard Nelson
Michele and Bobby Mercer
Ken and Pat Morgan
Pam Robinson Newton
  In Memory of Ed Robinson
Sandra Parton
  In Memory of Rudolph Parton
Ray Pegram
Mr. Alan Pentaleri
Keith Price
  In Honor of Joan King
Dr. Robert Ralph
Pat Rhyne
Diane and Ken Sanford
Joe and Mabel Satrape
Mike and Mary Saunders
  In Honor of Phyllis Saunders Bostic
Gordon and Judy Scott
Bobbie J. St. Clair
  In Honor of Joan King
Harold Stallcup
Becky Elder and Bill Swirles
Bud and Michele Tanner
Annie Tate
  In Honor of Jill Miracle
  In Honor of Kim Rudasill
  In Memory of J. B. Williams
Bobbie J. Tedford
Mr. and Mrs. Malone Thomason
Audie and Janice Thompson
Rev. and Mrs. Billy Vaughn
  In Honor of Drs. Doug Sheets and Philip Whitworth
Tommy Walker
Jack A. Wofford
  In Memory of Dorothy Wofford

Helping Hands
Employee Giving Club

Tamunosa Abbey
Michala Allred
Fran Anderson
  In Memory of Nancy Dixon
Paul Arsenault
Christy Ayers
John Ballinger
Belinda Barnes
  In Memory of Mick Simmons
Leigh Bailey
Cindy Bass
Rebecca Beam
Melissa Beheler
Sharon Bell
Ruth Biggerstaff
Danielle N. Boone
  In Honor of her Grandmother
Brenda Bowman
Corbie Bradley
  In Memory of Liz Duncan
Carmen Bradley
Melody Bridges
Stephany Bridges
Brandy Brooks
Cindy Buck
Brandon Bumgarner
Rachelle Burns
Regina Byrd
  In Honor of Gail Dugger
Robin Callas
Karen Campbell
Jennifer Causby
Amanda K. Cooper
Sharon Crandlemire
Tiffany Curulewski
Keppie D’ Alessio
Ron Dalton
  In Honor of Mary Ann Pigford
Dalton
Ashley Davis
Melissa Davis
Shane Davis
Angela Delaforce
Janie Dobbins
Shelby Doggett
John Domansky
Stephanie Downey
Jennifer Davis Dunn
Zachary Eaker
Rhonda Elliott
  In Honor of Dollie Conner
Sharon Elliott
Amy M. Epley
Brenda Evans
Susan Farwell
Dr. George Finch

Gifts That Touched Lives in 2013
2013 Touching Lives Campaign  $300,000

Cancer Services  $100,000
Cancer Resource Fund  15,000
Mammograms for Uninsured Women  25,000
Cancer Patient Navigator  60,000

Children’s Camps  12,000
Camp WheeZknot for 50 children  9,000
Camp GOLD Rush for 30 children  3,000

Lifeline Service  10,000
Subscriptions for 75 seniors

Employee Assistance (From Employee Giving)  10,000

Other Health Services For Local Patients  168,000
Women Together

Women Together, an annual event presented by Rutherford Regional Health Foundation, has always focused on bringing women together to live, love and laugh. This year, the event included a headlining performance to achieve this mission, several other events as well.

“Each year, Rutherford Regional Health Foundation strives to offer a unique event for the enjoyment of our women – to benefit women!” said Jill Miracle, executive director of Rutherford Regional Health Foundation. “Women Together has become one of our key fundraisers of the year. The proceeds from the event will provide mammograms for medically uninsured women and sustain Rutherford Regional’s Cancer Navigator Program. The event provided a healthy start on our goal to raise $100,000 for these two projects in 2013.”

Taking the stage at this year’s event was humorist Jeanne Robertson. Robertson, a former Miss North Carolina, presented her humor based on life experiences.

“We were so pleased to present a nationally-known humorist like Jeanne Robertson,” Miracle said. “She was the perfect fit for our annual theme of ‘Living, Loving and Laughing.’ Our guests left the show with smiles on their faces and the knowledge that they helped provide care for women during a pivotal point in their lives.”

Lilly Oncology on Canvas, an art exhibition honoring the journeys people face when confronted by a cancer diagnosis, was on display as well. Lilly Oncology on Canvas was presented by Lilly Oncology in partnership with the National Coalition for Cancer Survivorship.

Works by Statesville Stained Glass were on display at Isothermal’s Performing Arts Center. Owned by Rutherford County native Al Rhynne and his wife, Lisha, Statesville Stained Glass specializes in glass designs that narrate Bible history. The couple have done many projects for area churches, including 10 stained glass pictorial windows at Immaculate Conception Catholic Church in Forest City.

Rutherford Regional’s medical staff members were recognized with a dinner and keynote address by Dr. Richard P. McQuellon, the director of Psychosocial Oncology and Cancer Patient Support Programs at Wake Forest University School of Medicine/Comprehensive Cancer Center. The dinner and speaker was provided by Lilly Oncology and the National Coalition for Cancer Survivorship.

“His presentation focused on emotional facets of cancer treatment as patients transition from being patients to survivors,” Miracle said.

The Pink Ladies Cancer Support Group also was honored with a luncheon as part of the events, thanks to a generous sponsorship by Smith’s Drugs of Forest City.

Rutherford Regional Health Foundation also held a raffle ticket sale for a chance at three different prize packages – a package from the Forest City Owls, including two season tickets; a garden cart filled with tools and décor from Lowe’s; and a weekend getaway on Seabrook Island from Larry and Libby Harrill.
Camp GOLD Rush was fully funded by Foundation contributions from the Lake Lure Lions Club, the Metrolina Association of Diabetes Educators and many private donations.

Tyler Campbell chose Camp WheezKnot to benefit from his Eagle Scout project. Camp WheezKnot was funded by this and other donations to the Foundation.

The Women’s Golf Association at Rumbling Bald Resort raised $5000 for Cancer Patient Navigation.

Sixty-five foursomes competed in the Foundation’s 26th Annual Golf Classic.

Board Chairman Paul McIntosh presents Darrell Davis with his half of the raffle winnings. The Tournament raised over $12,000 for health programs funded through our Foundation.

Mayor Bob Keith welcomes over 60 guests at a 1906 Club membership social in Lake Lure.