



Carson Tahoe Health
PO. Box 2168
Carson City, NV 89702-2168
(775) 445-8000

Carson Tahoe Locations

Regional Medical Center
1600 Medical Parkway
Carson City, NV 89703
(775) 445-8000

Cancer Center
1535 Medical Parkway
Carson City, NV 89703
(775) 445-7500

Carson Tahoe Cardiology (CTC)
1470 Medical Parkway, Suite 160
Carson City, NV 89703
(775) 445-7650

Other CTC locations:
Minden, South Lake Tahoe, Reno,
Mammoth Lakes, and Yerington

Specialty Medical Center
775 Fleischmann Way
Carson City, NV 89703
(775) 445-7450

Minden Medical Center & Emergent Care
925 Ironwood Drive
Minden, NV 89423
(775) 445-7800

Dayton Professional Building
901 Medical Center Drive
Dayton, NV 89403
(775) 445-7606

Behavioral Health Services, Outpatient
775 Fleischmann Way, 2nd Floor
Carson City, NV 89703
(775) 445-7756

Behavioral Health Services, Inpatient
1080 North Minnesota Street
Carson City, NV 89703
(775) 445-7350

Urgent Care – Carson City
1201 South Carson Street
Carson City, NV 89703
(775) 445-7330

Urgent Care – Dayton
901 Medical Center Drive
Dayton, NV 89403
(775) 445-7210

Carson Tahoe Physician Clinics
Carson City, Minden and Dayton
(775) 445-7170

Great Basin Imaging
2874 North Carson Street, Suite 300
Carson City, NV 89706
(775) 445-5500

Carson Tahoe Surgery Center
973 Mica Drive
North Douglas County, NV 89705
(775) 445-7970

Holbrook Junction Physical Therapy
1550 US Highway 395
Gardnerville, NV 89410
(775) 266-3035

Senior Pathways
775 Fleischmann Way
Carson City, NV 89703
(775) 445-7350

Continuing Care Hospital
775 Fleischmann Way, 2nd Floor
Carson City, NV 89703
(775) 445-7795

Clinic at Walmart – S. Carson
3770 US Highway 395
South Carson City, NV 89705
(775) 445-7220

Clinic at Walmart – N. Carson
3200 Market Street
North Carson City, NV 89706
(775) 445-7220

Clinic at Walmart – Gardnerville
1511 Grant Avenue
Gardnerville, NV 89410
(775) 445-7220

Women's Health Institute
1470 Medical Parkway, Suite 250
Carson City, NV 89703
(775) 445-5168

Sierra Surgery Hospital
1400 Medical Parkway
Carson City, NV 89703
(775) 883-1700

Carson Tahoe Pain Institute
973 Mica Drive, Suite 200
North Douglas County, NV 89705
(775) 445-7225

Cardiac Rehabilitation
1470 Medical Parkway, Suite 140
Carson City, NV 89703
(775) 445-7310

Carson Tahoe Therapy
755 North Roop Street, Suite 107
Carson City, NV 89703
(775) 885-6686

Other locations: Minden, Holbrook Junction

Partnerships
Radiation Oncology Associates, LLP



REPORT TO THE COMMUNITY
2012-2013

Unified
Healing



Her's to you health.

Unified.

Healing.

As individual words, each has great meaning to me.

To be “unified” is to operate and communicate in total harmony. As a comprehensive network serving a vast and expanding community, we’ve worked hard to evolve into a true network of care with facilities and services throughout the region – each working in harmony – to better serve our patients.

“Healing” is what we do. Through a highly trained, talented medical staff, we provide compassionate care as though we are treating our own family. And we have been diligent in our efforts to constantly upgrade our equipment and procedures to ensure we are utilizing the latest technologies and practices. We also understand the impact a positive and healing environment can have on patients. That’s why we have invested millions to create facilities that showcase the natural beauty surrounding us, as well as created new environments such as healing gardens, meditation spaces and quiet corners where visitors are made to feel comfortable and nurtured.

The true power of these words, however, is found when you bring them all together. “Unified healing environment” – this statement is really what sets us apart. At Carson Tahoe, we strive to bring all of the individual pieces – facilities, physicians, programs, services, partners – together for the sole purpose of making our community a healthier, happier place to live.

We continue to grow as a healthcare network with each new day and redefine our role in the community. Previously the role of hospitals was looked upon as caring for the sick. Today, we are shaping our role as the community leader that is here for your health and well-being.

And with all of the changes that come with the Affordable Care Act, we must maximize our efficiencies – doing more with less. Now more than ever, working as a cohesive unit is essential to our long-term success.

The transition to electronic health records will be key to streamlining our network. This has been an arduous process – identifying the right system, customizing it to fit our needs, and piecing it together – but a rewarding one that will benefit patients, as well as allow us to meet the “Meaningful Use” criteria to qualify for government-assisted funds.



We also continue to invest in technology, such as the hybrid OR suite, new MRI at Sierra Surgery Hospital, and hospital-wide telemonitoring of our patient beds, an ongoing process we are excited to see to the finish line. In our ancillary service areas, we now have the capability to do better diagnoses for prostate cancer through enhanced MRI technology, perform CT lung screenings, offer 64-slice CT scan technology for our rural community, and perform intravascular imaging to detect vascular blockages.

In regard to our focus on patient care, we recently expanded our patient relations staff significantly to call patients following discharge, as well as enlisted the expertise of a new company to assist us with timely and accurate patient satisfaction feedback. Finally, we have engaged a consulting company to help us understand what our community perceives about the services we provide.

As we move forward, we will continue to improve at every level as we simultaneously respond to changes and requirements as they emerge, bringing “unified healing” to the community we love.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Epperson".

Ed Epperson
President & CEO

Carson Tahoe Health Board of Directors

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Expect greatness

That's what we want every patient to feel whenever they think about Carson Tahoe Health.

To that end, our team is continually expanding and enhancing our support and educational efforts, not only within our hospital walls, but also throughout the entire region.

All year round, we collaborate with area businesses and institutions to bring a healthier state of mind to the workplace. Beyond that, we reach out to the community at large through educational seminars and symposiums, special events, health fairs, community programs, sponsorships and more.

We're proud to call northern Nevada our home, and even more proud to be considered the wellness leaders in our community.



Delivering

Joy

The definition of better health

We define community benefits as:

- Improving access to healthcare
- Reducing geographic, financial or cultural barriers to health services
- Enhancing public health
- Advancing healthcare knowledge
- Helping to train future healthcare professionals
- Maintaining negative margin inpatient service lines to prevent gaps in service
- Supporting community organizations

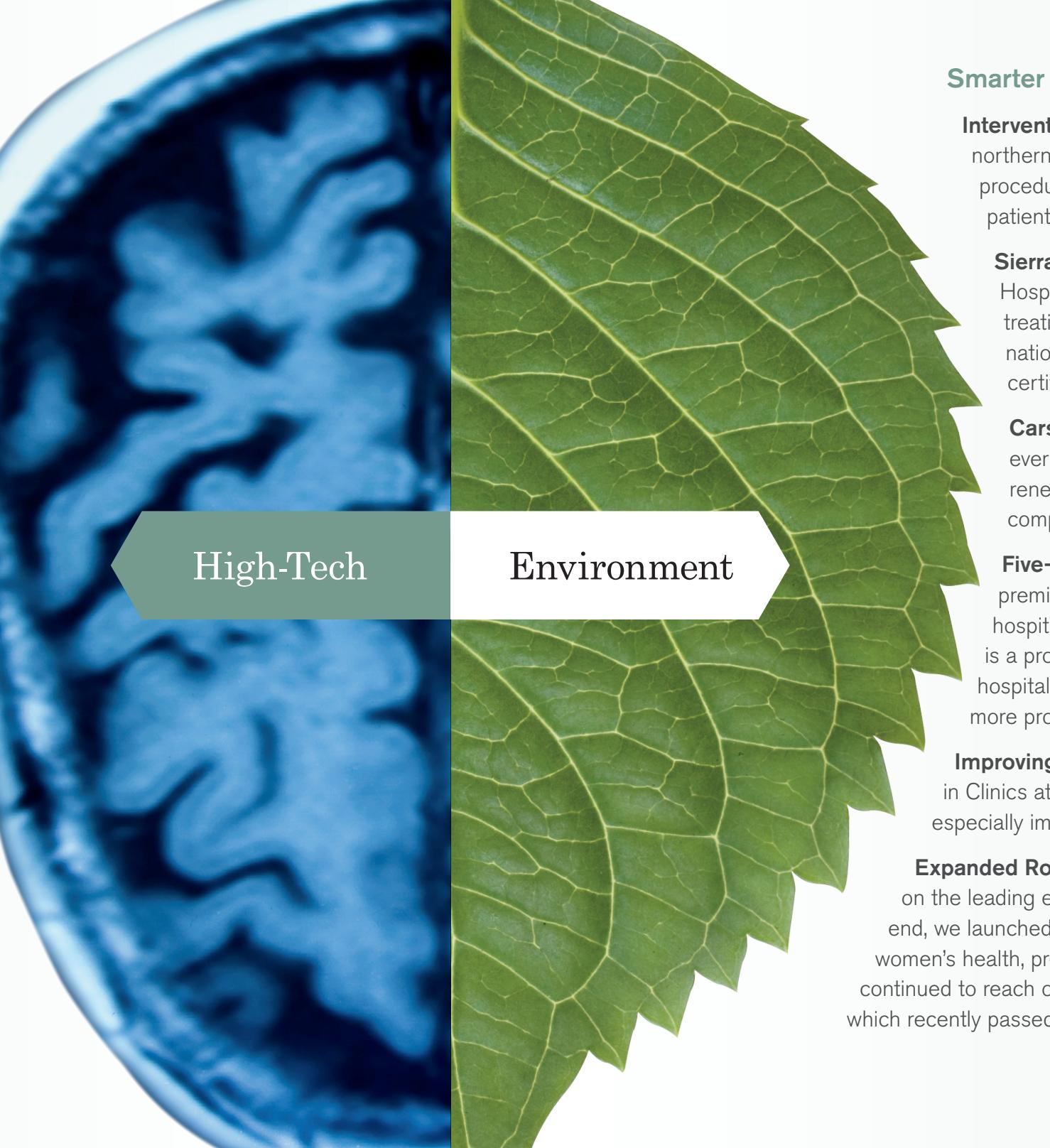
Contributions to Community Health 2012

- Uncompensated Care \$31,485,139
- Community Health Improvement Services \$2,594,783
- Total Contributions \$34,079,922
- The ability to provide assistance to those who cannot pay for medical care is a direct result of Carson Tahoe's sound business decisions and careful financial planning

One network rooted in community.

We're always thinking about ways to improve our community, whether it's through our wellness programs or our many educational resources. With a goal of helping raise awareness of the importance of preventative healthcare in our everyday lives, Carson Tahoe is reaching out every day to keep our community healthy.

- ADA certified Diabetes Education program
- Dedicating resources to nursing education in the community
- Partnerships with nursing schools/colleges
- Scholarships, nursing and technician preceptorships
- Expanded Community HealthCheck Lab program
- Nutritional Services
- Cancer Resource Center
- CPR training
- Cancer 101
- MOM's clinic
- Women's Health Institute
- Merriner Cottages
- CEU's & CME's for medical staff
- Symposia and physician lectures
- "Here's to Your Health" magazine
- Support groups – Cancer, Stroke, Cardiac, Diabetes
- Herestoyourhealth.net wellness-based web site
- Breast cancer awareness & education
- Community health screenings
- Consistent information and education exchanged through social media forums
- Prostate cancer screenings



High-Tech

Environment

Smarter services. Better care.

Interventional Cardiology Services – We excel at being the only hospital network in northern Nevada to routinely perform transradial cardiac catheterization. This innovative procedure means improved patient comfort and decreased access-site complications for patients.

Sierra Surgery Hospital – Rated #1 in patient satisfaction in Nevada, Sierra Surgery Hospital is leading the way in advanced surgical procedures. And when it comes to treating patients, Sierra Surgery has earned a reputation of caring, having received CNOR national recognition for its commitment, with over 50% of the nursing staff being CNOR certified.

Carson Tahoe Cancer Center – In 2013, our Cancer Center was awarded the first-ever Gold Level in Nevada by the Commission on Cancer. We also received COC renewed certification with seven commendations, all of which translate to unparalleled comprehensive cancer care...from diagnosis to treatment to recovery.

Five-Star Women & Children's Center – We've worked hard to become the region's premier maternity center, and are proud to be recognized as Nevada's first and only hospital to earn Baby-Friendly designation. The Baby-Friendly Hospital Initiative (BFHI) is a program developed by UNICEF and the World Health Organization to ensure that all hospital obstetrics centers become sources of breastfeeding support, and we couldn't be more proud to receive this honor.

Improving Access to Care – Through new touch points in the community such as our walk-in Clinics at Walmart, we're providing faster, easier access to general care for patients. This is especially important to our community members who are uninsured or under-insured.

Expanded Role Online – We are always expanding and improving our web presence to stay on the leading edge of technology as it relates to communicating with our community. To that end, we launched Toast at www.toastcarson tahoe.com, an online resource dedicated to toasting women's health, presented by Women's Health Institute. We've also joined the fun on Pinterest, as well continued to reach out through our website and other social media platforms like Twitter and Facebook, which recently passed the 5,000 followers mark!

Fostering a future of stability

We always strive to bring good health to our patients. That same approach is applied to our financial process, as well. After all, a healthy bottom line ensures that we're able to continue to provide exceptional care day in and day out.

While financial challenges – such as an increase in uninsured patients, rising medical costs and new technology expenditures – are a constant, Carson Tahoe remains dedicated to taking a proactive view to managing these costs in order to stay financially solvent and on budget.

The ever-changing healthcare environment is one in which Carson Tahoe can and will thrive. In order to meet this challenge, it is imperative to understand that Carson Tahoe will provide an excellent patient experience while meeting quality standards at the highest level. These will be accomplished while maintaining fiscal prudence and responsibility at every level.

Healthcare Reform necessitates that every step forward is made with sure footing. To that end, we have put considerable effort in addressing the Hospital Consumer Assessment of Health Plans Survey (HCAHPS). This survey of patient satisfaction is tied directly into Medicare/Medicaid reimbursements, and we see the process of educating our patients to express their satisfaction as a vital component to our long-term success. Receiving a positive HCAHPS survey ranking is truly a "win-win" situation – Carson Tahoe garners the full reimbursement benefits allotted them while patients receive the excellent care they deserve.



Advancing Technology, Investing in Tomorrow

In 2012, we invested \$6,599,757 in capital equipment, along with an additional \$2,093,390 in Electronic Health Record and IT upgrades.

While we are always focused on the task at hand of caring for patients around the clock, we also keep an eye toward the future. One of the most important aspects of planning for tomorrow includes the acquisition of new technologies to stay on the cutting edge. In 2012, we added the following services and equipment to our network of care:

- MRI prostate technology to enhance diagnostics
- Equipment to perform intravascular imaging
- 64-slice CT scanner to Carson Tahoe Minden Medical Center
- CT lung screening for early detection of lung cancer

Along with other healthcare providers around the nation, Carson Tahoe is meeting national standards to provide Electronic Health Records (EHR). The Medicare and Medicaid EHR Incentive programs provide incentive payments to eligible professionals and hospitals as they adopt, implement, upgrade and demonstrate meaningful use of certified EHR technology. Meaningful use is the set of standards defined by the Centers for Medicare & Medicaid Services (CMS) that governs the use of electronic health records and allows eligible providers and hospitals to earn incentive payments by meeting specific criteria.

There are three stages of meaningful use, and Carson Tahoe Health is entering Stage 2 ahead of schedule. Stage 2 focuses on more rigorous health information exchange, increased requirements for e-prescribing and incorporating lab results, electronic transmission of patient care summaries across multiple settings, and more patient-controlled data.

With the Affordable Care Act on the horizon, we are doing everything possible to prepare for the impact it will have on our healthcare network and the community as a whole. As always, our goal is to provide our community with the best possible information and resources to make informed and educated decisions as it relates to their ongoing health.

Foundation Year in Review

In support of the Carson Tahoe Health system, the Foundation raises funds to continually improve our patient's experience and deliver advanced healthcare to our friends, neighbors and loved ones. Now more than ever, fundraising has become critically important. Trends in healthcare are putting extreme pressure on the operations of not-for-profit hospital systems, such as the expense of staying current with advances in technology and shrinking reimbursement for services. The Foundation's supplemental support of our system helps bridge the gap.

When a need arises that cannot be met by the system's budget alone, the Foundation reaches out — on behalf of the community — to secure donations that will allow us to purchase the lifesaving equipment and establish the vital patient programs that support everyone's well-being. Throughout each year, the Foundation receives funds from the generosity of grateful patients, targeted outreach campaigns, corporate and private grants, local donors and fundraising events in the community.

Thanks to the \$1,197,890 in generous donations received in 2012, we were able to complete a reconstruction project for the Emergency Department, provide increased support for patient needs that extend beyond the hospital walls, and purchase lifesaving equipment. Donor support makes a significant difference in the lives of people in our community and it enables us to continually provide the highest level of care. When you or a family member needs medical treatment, you can rest assured that we have you covered.

Cheri Glockner

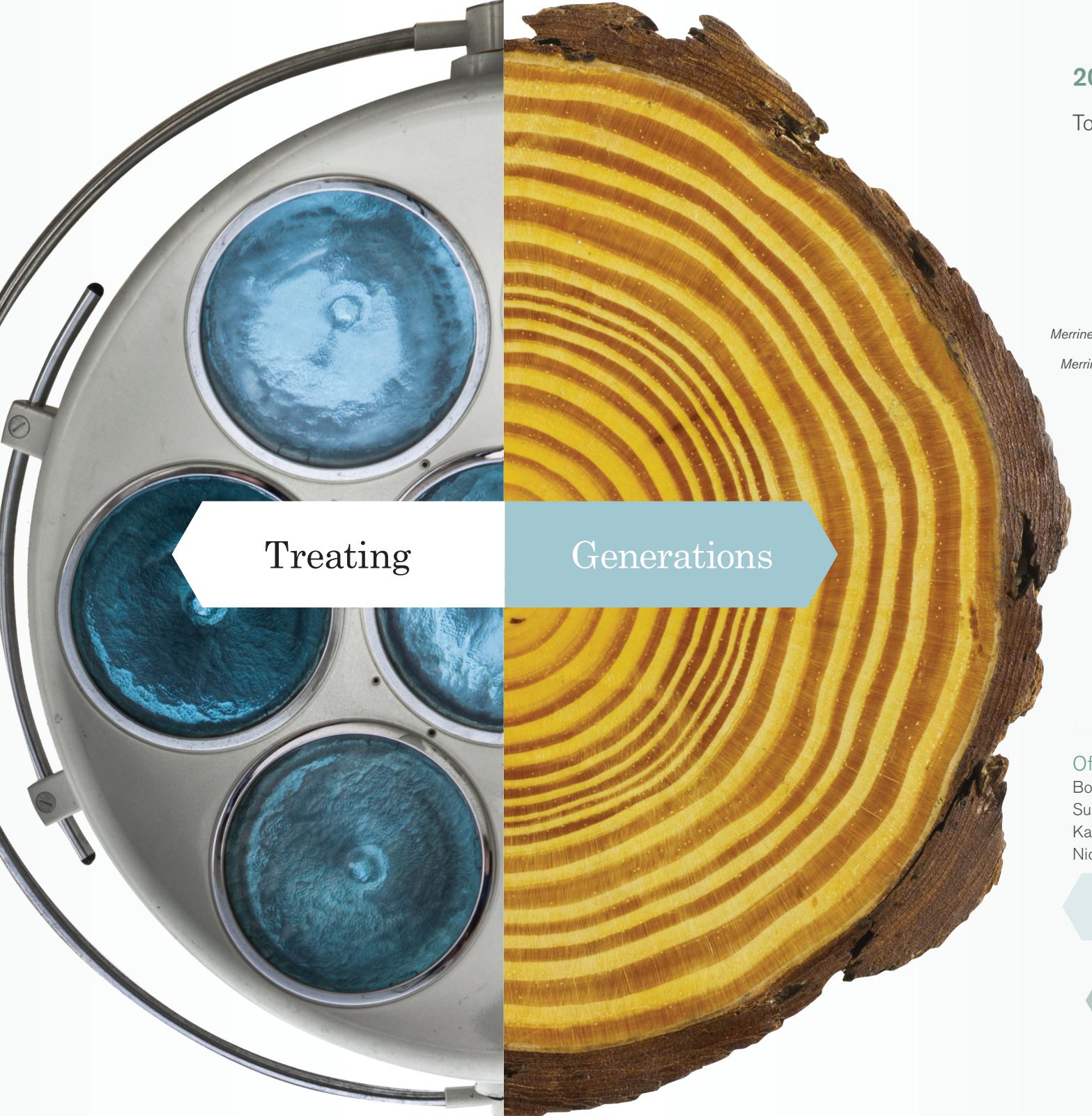


Executive Director

Kitty McKay

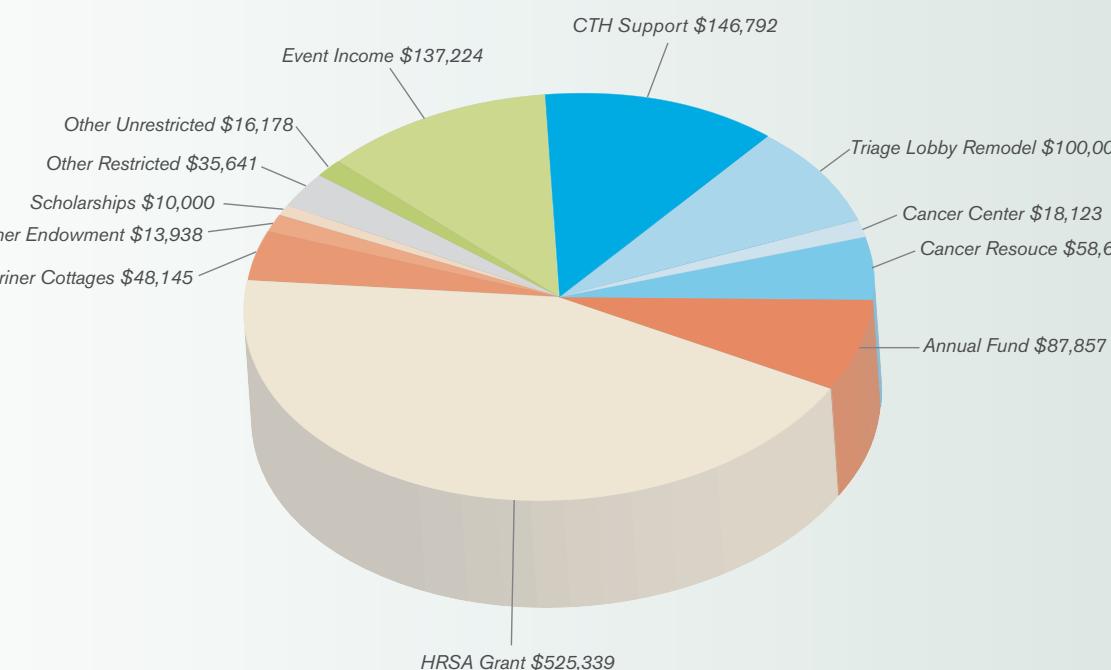


Development Officer



2012 CTH Foundation Revenue by Account

Total = \$1,197,890 in Gifts, Grants & Event Income



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Gifts, Memorials & Grants

Every effort has been made to include the names of all donors, if you see an omission, please accept our apologies and give us a call at (775) 445-5161.

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Nevada Appeal

Cory & Jessica Prunty

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Melissa Ward

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Melissa Ward

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Nevada Appeal

Cory & Jessica Prunty

Taking the cancer fight head on.

Carson Tahoe Cancer Services

Cancer is more than a physical disease. It impacts the deepest emotions of patients, families and friends. Therefore, it is our goal to lessen the fear of the unknown by offering hope and support through services that guide patients to accept the diagnosis, live with the disease and manage their circumstances to the fullest potential while undergoing treatment.

It's a dynamic and complex continuum and there is no "one size fits all" for this process. Each patient will have different needs and treatment plans but we are here to help navigate them through the best and the worst of it. We have a state-of-the-art Cancer Center with panoramic views of Carson City and an interdisciplinary team approach whereby Board Certified physicians, mid-level practitioners, nurses, pharmacists, genetic counselors (by referral), nutrition, rehabilitation, psychosocial services and palliative care work closely together to optimize a patient's care and outcomes.

Carson Tahoe Cancer Center is accredited by the American College of Surgeons Commission on Cancer. This is a governing body for Cancer Centers nationwide and establishes Standards for Accreditation to ensure quality, multidisciplinary and comprehensive cancer care. Accreditation is a progressive and modern way of evaluating cancer center professionals to improve and evaluate overall performance and ensure quality care. For our Cancer Center to open itself to such rigorous scrutiny by the Commission on Cancer we are saying we want to meet the challenge of providing the highest quality cancer care available for our patients close to home. Accredited Cancer Centers are dedicated to improving the quality of care and outcomes of their patients through evidence-based standards, patient and family education and professional education of the staff.



Comforting

Serenity

The majority of our Ambulatory Infusion Center nurses are certified oncology nurses (OCN), as are several in-patient oncology nurses. A cancer center that has achieved Gold Level recognition, as we have, has demonstrated a firm commitment to offer its patients every advantage in their battle against cancer from diagnosis through palliative care or survivorship.

In fact, two of our staff members – Ann Proffitt, Patient Navigation Supervisor, and Lorraine Tooker, Certified Tumor Registrar – were recently recognized by the Commission on Cancer for their outstanding work.

High quality, comprehensive cancer care is available right here at Carson Tahoe Cancer Center. At the point of a patient's cancer diagnosis, he or she is encouraged to come visit our Cancer Resource Center to learn what's available. A cancer diagnosis can be devastating but with the right resources, coping can be much easier and we have an extraordinary staff of patient navigators and volunteers that will work with a patient's physician to assist and support their care throughout the continuum.

Cancer Resource Center

Newly diagnosed cancer patients are encouraged to visit this award-winning center designed to educate and empower cancer patient and their families. Several support groups are offered, as well as a variety of programs to help patients understand and cope with the many challenges they will face. Massage therapy, yoga sessions and healthy healing classes are popular with patients, and all offered free. Additionally



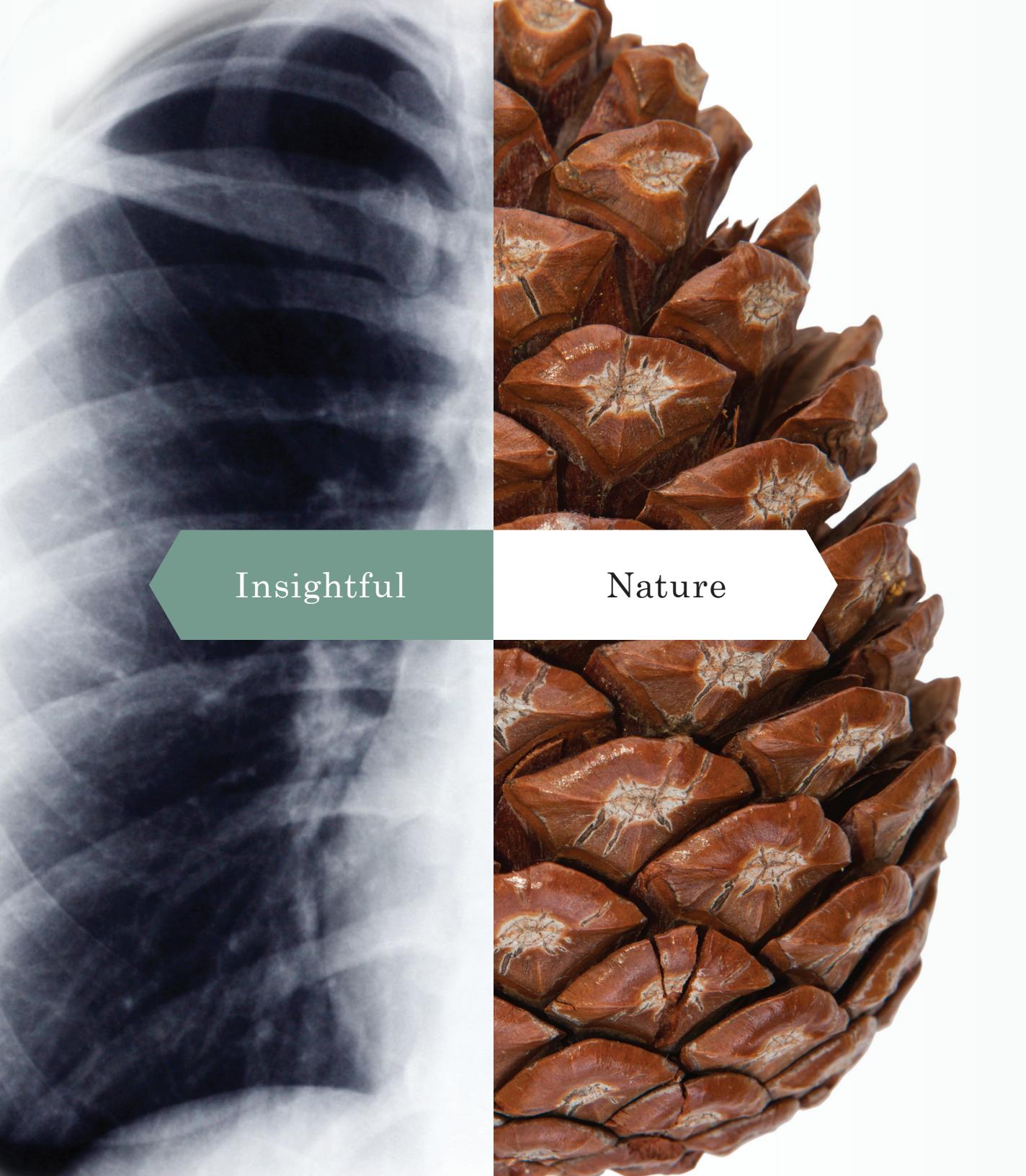
patients are provided access to wigs, hats, post-surgery camisoles and prosthetic bras. Many of the cancer resource center staff and volunteers are cancer survivors who can say to patients, "I know how you feel, and I'm here for you." This is a powerful statement to those facing a cancer diagnosis.

Cancer Services and Features

- Ambulatory Infusion Center
- CTPC Medical Oncology
- Radiation Oncology
- Cancer Resource Center
- Tumor Registry
- Clinical Trials
- Patient Navigation
- Palliative Care
- Nutrition Counseling
- Rehabilitation assessment for physical therapy, occupational therapy and speech therapy needs
- Psychosocial assessments and referrals, if needed
- Genetic Counseling – by referral
- Community Outreach & Education
- IRB
- On-site pharmacy, decreasing patient wait times
- Merriner "Home away from home" Cottages
- Cancer Conferences/Tumor Board
- Cancer Committee

If you could enhance health, lengthen life, reduce the burden of illness and disability as a legacy of your journey...would you participate?

If you've been diagnosed with cancer, ask your doctor about clinical trials.



2012 Carson Tahoe Cancer Center Statistics

Resource Center Visits 1,614
Radiation Oncology Visits 384
Ambulatory Infusion Center Visits 5,091
Merriner Cottage Days 1,369

Cancer Committee Members

Administration – Cathy Dinauer and Annette Patellos
Ambulatory Infusion – Gini Fletcher
Behavioral Health Services – Judy Bryant and Dale Cappuro
Cancer Registry – Lorraine Tooker and Jude Greytak
Cancer Resource Center – Ann Proffitt
Cancer Services – Annie Millard
Diagnostic Radiology – Gregg McAninch, MD and Antoinette Corse, MD
Inpatient Oncology – Debbie Klipp
Laboratory – Terry Phillips
Medical Oncology – John Kelly, MD and Carla Farnworth, NP
Marketing Development – Diane Rush
Nutrition – Karen Fisicaro
Outpatient Services – Paul Laird
Outreach/Clinical Trials – Michelle Thomas
Palliative Care – Reed Dopf, MD
Pathology – Elizabeth Jack, MD
Pharmacy – Kevin Flynn and Shelley Raebel
Quality Management – Stephanie Hoyle
Radiation Oncology – Roger Miercort, MD
Rehabilitation – Steve Yasmer
Sierra Surgery Hospital – Karyn Grow
Surgery – James Pincock, MD



2012 Statistics & Official CTH membership

2012 Annual Report

Licensed patient Bed Capacity 234 (all entities)

Patient Admissions: CTRMC 8,889; Sierra Surgery 742; LTACH 319; Behavioral Health Services 1,275

Days of Care provided 52,741 (all entities)

Outpatient Visits: Carson Tahoe Regional Healthcare 173,088; Carson Tahoe Physician Clinics 50,964; Carson Tahoe Cardiology 33,674; Urgent Cares 17,729; Walmart Clinics 4,972

Service Area Highlights

Emergency Care

- Full service emergency department – open 24 hours a day, 7 days a week
- Advanced triage process where patients are provided the appropriate level of care upon arrival
- Six dedicated Fast Track bays for minor emergencies
- Care provided by board certified emergency physicians
- 32,246 patients treated for emergencies in 2012 at the Regional Medical Center
- 8,819 visits through Minden Medical Center Emergent Care in 2012
- Hybrid OR Suite
- ED Triage Lobby Expansion

Did you know we are also now home to the only 24-hour Starbucks in the area?



Cardiology – Heart Institute

- The only hospital in northern Nevada to offer the “CardioOne” open heart surgery program
- Diagnostic cardiology
- Interventional cardiology

Women and Children's

- 8 private Labor, Delivery, Recovery and Postpartum Suites
- Only Baby-Friendly designated hospital in Nevada
- 906 babies born in 2012
- Childbirth education classes

Surgeries

- Strengthened partnership between Carson Tahoe Health and Sierra Surgery
- Carson Tahoe Health 5,928
- Sierra Surgery Hospital 4,914

Official CTH Membership

Soraya Aguirre	Ed Epperson, CEO	James W. Manning	Robert Swell
Gary Ailes, DVM	Hong Gao, M.D.	Janice McCauley	Leroy F. Snyder
Rex T. Baggett, M.D.	James R. Gibson	Jonathan R. Miller	Richard Staub
Jeffrey Basa, M.D.	Marianna Gillilan	Caleb R. Mills	David Strull, M.D.
Jim Costa	Don W. Hataway	Richard T. Moore	Kathy Triplett
William Creekbaum	Freeman K. Johnson	Maud Naroll	Jeffrey D. Upton, M.D.
Jeffrey Creelman	Randall J. Kirner EdD	Pete Livermore	Andrea Wed, D.O.
Sharon DeLuce	Elizabeth Duffrin	Clifton C. Maclin, Jr.	Gilbert A. Yanuck