

Dr. Dan C. Trigg Memorial Hospital Report to the Community 2011

We're committed to improving your health

Everyone at Dr. Dan C. Trigg Memorial Hospital, including our employees, doctors, volunteers and board members, works hard every day to provide our community with compassionate and advanced healthcare. We are working to improve the health of the communities we serve in Quay County.

We serve our community every day. Here's how many people we served in 2010.

- 25 licensed acute care beds
- 393 patients admitted to the hospital
- 18,994 outpatient days
- 5,960 patients treated in the Emergency Department
- 5,183 patient visits to our Presbyterian Medical Group providers
- More than \$500,000 in financial assistance to patients (unaudited)

Serving the community is one of our top priorities. Here's how we helped our community in 2010.

- Provide more than 100 jobs for local residents
- More than \$7.3 million in employee salaries, wages and benefits
- Participated in the American Cancer Society Relay For Life and "Get Moving, Tucumcari" Fun Run
- Participated in the 2010 United Way Campaign
- Active participant in the Quay County Maternal Child and Health Council
- Community sponsor for the 2010 Tucumcari Channel 10 Summer Promotion
- Provided the Dr. Dan C. Trigg Memorial Hospital Nursing Scholarship
- Participated in the Community Health Fair

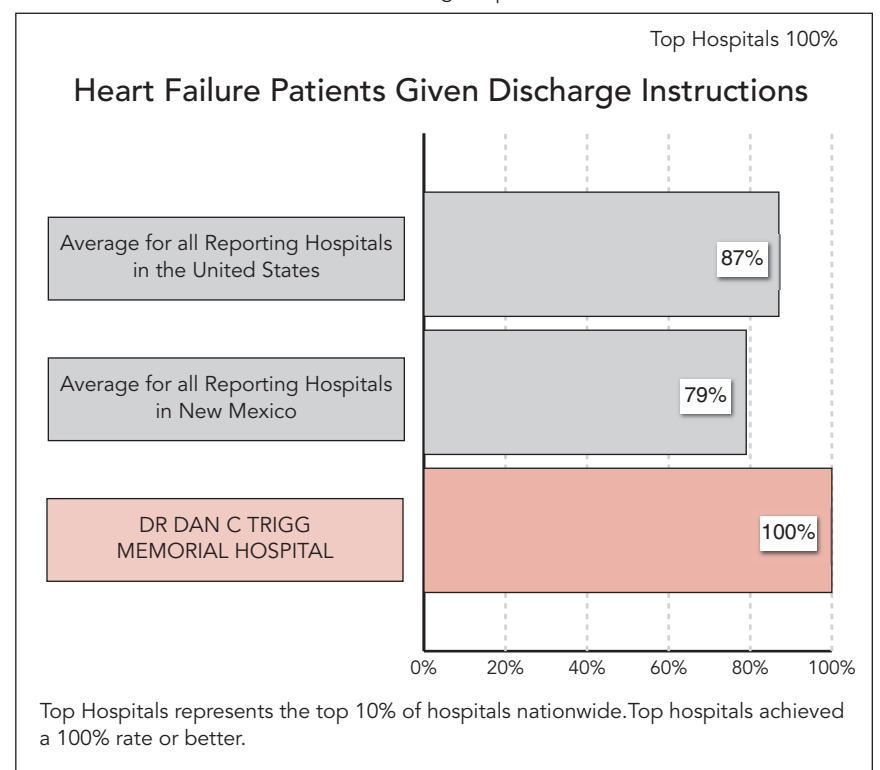
Our facility improvements

- Purchased more than \$500,000 in medical equipment to improve patient care, including a state-of-the-art digital mammography unit.

Our continued focus on quality standards and practices

- Dr. Dan C. Trigg Memorial Hospital has improved its process for giving instructions to patients treated for heart failure when they are discharged from the hospital. For October 2009 through September 2010, 100 percent of heart failure patients discharged from our hospital received the standardized discharge instructions to help them understand and manage their medical condition at home. The average for reporting New Mexico hospitals was 79 percent and the national average for reporting hospitals was 87 percent for the same period.

The rates displayed in this graph are from data reported for discharges October 2009 through September 2010.



Source: U.S. Department of Health and Human Services, www.hospitalcompare.hhs.gov

- Received one of the highest patient satisfaction ratings in the Presbyterian system

Our community comes together to create a better place for healing and prevention

In order to provide exceptional healthcare, it takes the commitment of many individuals who, year after year, provide valuable time, energy and support to make this hospital a better place for patients and the community. Thank you to our community partners.

The Board of Trustees: Craig Cosner (Chairman), Brad Bryant, Will Cantrell, Molly Evetts, Tom Sidwell, Beth Sisneros, Evelyn Coughenour, and Dr. Susan Lewis. We appreciate their valuable time, effort and knowledge in providing governance, leadership and direction.

Employees: More than 100 valuable, hardworking and dedicated employees work to make sure that patients and visitors receive safe, high-quality customer care and service.

Dr. Dan C. Trigg Memorial Hospital Auxilians: Auxilians gave us more than 3,400 hours of their valuable time and several thousands of dollars in fundraising efforts to benefit the hospital. We appreciate our volunteers for all the comfort and service they provide to all who come through our doors. Extraordinary leadership is provided by Evelyn Coughenour.

What's ahead in 2011?

Moving forward, we are committed more than ever to:

- Recruiting physicians to the community
- Expanding the physician clinic on campus
- Expanding physical therapy services
- Further growth in hospice and home care services
- Bringing general surgery services back to Tucumcari
- Adding new medical services such as pulmonary rehabilitation

Please accept our warmest thanks for your continued support as we reaffirm our commitment to serve the citizens of Tucumcari and all of Quay County. The physicians and staff of Dr. Dan C. Trigg Memorial Hospital are ready to provide you and your family with outstanding and compassionate care.

Sincerely,
Lance Labine, FACHE
Dr. Dan C. Trigg
Memorial Hospital
Administrator



Craig Cosner
Chair, Dr. Dan C. Trigg
Memorial Hospital
Board of Trustees

