

ELKHART GENERAL HEALTHCARE SYSTEM  
2002 Report to the Community



 Elkhart  
General

## Mission Statement

To Create Healthier Communities By . . .

- Caring for the sick and injured through high-quality clinical and supportive services.
- Promoting the health and well-being of individuals and families through education and the early detection and prevention of disease.
- Conducting our activities with compassion and respect for all.
- Recognizing that health is holistic, embracing the body, mind, and spirit.
- Seeking out and partnering with those who share our mission.
- Continuously improving the quality and cost-effectiveness of our services.
- Maintaining the financial viability of the hospital and medical community, while continuing to recognize the charitable purpose of the hospital.

## Chairman's and President's Report

*By any standard of measurement, 2002 was a highly successful and productive year for Elkhart General. Some of the accomplishments involved immediate impact, while others will have consequences for many decades to come.*

### **Building for Tomorrow**

In May of 2002, the City of Elkhart Common Council unanimously approved our petition to permanently close portions of two City streets on our Main Hospital Campus and establish a Planned Unit Development to contain the **“Building for Tomorrow”** project (see next page). This favorable vote brought to a successful conclusion almost two years of planning, discussions, and negotiations with the City, Hospital neighbors, and other concerned parties and individuals. The project will meet the immediate and highly specific needs attributable to steadily increasing patient volumes and the aging of certain parts of the present Main Hospital facility. Moreover, it symbolizes our Board of Director's commitment to ensure that the people of our community continue to have access to high-quality, comprehensive care close to home.

### **An Economic Engine for the Community**

The **“Building for Tomorrow”** Project also reflects the fact that Elkhart General is a large—and growing—local business. In fact, as one of the area's largest employers, we are a vital part of the local economy. Most of our annual payroll of \$94 million is spent right here in Michiana and helps support a wide variety of businesses. A recent study indicated that every dollar a hospital employee earns generates 72 cents in economic activity for our community.

### **Key Annual Goals**

Additionally, by exceeding two highly specific annual goals related to patient satisfaction and financial performance, the Elkhart General family once again demonstrated that delivering high quality patient care and “protecting the bottom line” can be accomplished simultaneously. Such broad organizational goals can only be accomplished by a team of highly competent, dedicated people working closely together. We are fortunate, indeed, to have such a complement here at Elkhart General.



Jeff Wells  
Chairman of the Board  
Gregory W. Lintjer, FACHE  
President



# “Building For Tomorrow”

In July, 2002, a 4-level, 501-space, parking structure was completed adjacent to the existing 690-space parking structure, literally “paving the way” for commencement of the **“Building for Tomorrow”** project, which is chiefly located on what used to be the Hospital’s largest surface parking lot.

Scheduled for completion in the fall of 2004, the project has already brought big changes to the 100 year-old campus. Portions of two city streets—Arcade and Clinton—have permanently closed, thus eliminating through traffic and creating a true, insulated campus environment.

The **“Building for Tomorrow”** plan positions the Hospital to “replace itself” on its current campus if the need arises. It involves construction of a 181,680 square-foot facility with three levels on approximately 3.75 acres at the northwest side of the campus. Corridor connectors will attach the new facility to the existing Main Hospital to provide access for patients, staff, and visitors. The Hospital will be able to retain and use the

best parts of its current physical plant—such as the new Heart Center—while moving services that are poorly housed, such as maternity, to new, state-of-the-art settings.

The lower level will allow centralization of oncology services, including a new radiation oncology vault; waiting, registration, support areas, and I.V. therapy treatment space. This level will also house educational classrooms, linen, housekeeping and space for future support services. The second radiation oncology vault is especially useful because it permits either vault to be repaired or upgraded without the necessity of transferring patients to receive this treatment.

A new Main Entrance, admitting department and a waiting area will be a part of the renovations on the first floor in the existing building. The first floor public areas will receive cosmetic upgrades to seamlessly join the two buildings.

The first floor will feature an additional entry and lobby on the north side of the complex. A main connector, or “main street,” extending to the existing hospital

and a new south lobby will provide easy wayfinding for pedestrians. Main street will feature storefronts for retail, education, as well as an outpatient Women’s Center with mammography services and physicians’ offices.

The second floor will house the new birthing unit, including 36 Labor-Delivery-Recovery and Post-partum beds, C-section operating rooms, a well baby nursery and an eight-bed Neonatal Intensive Care Unit. A connector will provide access to the existing third floor north-west wing.

The new building is designed to handle future growth through the option of vertical expansion. For example, the current construction is being sized to accommodate a ten story replacement facility should it become necessary.

**“Building for Tomorrow,”** then, not only meets immediate, pressing needs, but represents a “long-range-plan-in-waiting” that provides the Hospital with an important strategic facility-expansion option should future trends require it.





### Good Job—Again!

Following a rigorous on-site evaluation by an independent team of health care professionals, the Joint Commission on Accreditation

of Healthcare Organizations (JCAHO) awarded Elkhart General three-year reaccreditation—strong evidence that our commitment to providing the highest level of patient care is being fulfilled day-in and day-out.



**Joint Commission**  
on Accreditation of Healthcare Organizations

### HIPAA Preparedness

A good deal of hard work in 2002 was devoted to readying Elkhart General for the spring 2003 implementation of the Federal Health Insurance Portability and Accountability Act (HIPAA). The goal of HIPAA is simple: increased protection for the medical privacy rights of patients. The protected information includes the patient's identity, physical or psychological condition, and financial situation. This broad new set of regulations affects most people and organizations involved in health care—doctors and all other health care professionals, hospitals, nursing homes, health plans, billing companies, and other “business associates.” A task force has been working on implementation steps for more than two years and a risk assessment conducted by an outside firm indicates that Elkhart General will be fully compliant when enforcement of the regulations begins.

### Regional Heart and Vascular Center

The reputation of the Regional Heart and Vascular Center continues to grow, thanks in large part to the expertise of its surgeons, cardiologists, and other highly specialized staff. For example, a new technique now allows surgeons to perform delicate bypass procedures without

stopping the patient's heart or using the heart-lung machine, which significantly reduces risks, recovery time, and related costs. Additionally, in early 2003, a Cardiovascular Health Management Program will be initiated focusing on prevention and management of cardiovascular disease, including Metabolic Syndrome X, which is a cluster of symptoms associated with high risk of heart disease and stroke.

Since opening in the year 2000, the volumes at our “Heart Center within a Hospital” have steadily grown. By combining cardiovascular services in one 32,000 square-foot area, a highly convenient, comfortable, and efficient environment has been created for everyone involved: patients, families, doctors, nurses, and all other crucial members of the heart and critical care teams.

### Regional Center for Cancer Services

The recent addition of two board-certified specialists in gynecologic oncology surgery strengthened the services offered by this Regional Center. Diagnostic capabilities were enhanced by the availability of Positron Emission Tomography (PET) scanning and Breast MRI. The dedicated 16-bed Oncology Unit again consistently ranked in the top 1% of the Hospital's national patient satisfaction measurement system. And following an in-depth, on-site survey, the Radiation Oncology Center was recently

# PET

### BREAST MRI TECHNOLOGY

Center performed 9,587 procedures in 2002.

### The Women's Center

Since opening in October 2001 the Women's Center on the Elkhart General Goshen Campus has added a new dimension to Hospital services. The Center provides a comfortable, modern

environment for the delivery of a wide—and growing—range of services in a location that is easy to find. With the active involvement of physicians, a Urinary Continence Clinic and a Bone Health Clinic are offered, as well as a program dedicated to fibromyalgia. Other programs and classes offered include infant massage, postpartum depression counseling, Freedom from Smoking, LifeSteps weight management classes, and holistic nutrition counseling.

### High Technology

The Hospital has a long history of quickly embracing new technology to improve quality and efficiency in caring for patients as well as the business aspects of its operations. The Hospital Radiology Department has improved service with a new Picture and Archive System (PACS) which allows physicians to access imaging reports directly from off-site computers at their office or home. PACS benefits include faster retrieval of images and almost complete elimination of lost reports.

The Electronic Patient Folder (EPF) is another online advancement well on its way at the Hospital. By computerizing the patient record, physicians obtain critical patient information more quickly and can retrieve post-discharge charts online, thus saving valuable time in the chart-completion process. Using their own PIN number, physicians can even sign records electronically. Speech Recognition Systems are being adopted for improved efficiency in transcribing reports.

In December 2002, the Hospital entered into a comprehensive, five-year agreement with McKesson Corporation that will further extend improvements in information technology. Clinical applications include web-based access to patient information for physicians via wireless devices such as personal digital assistants (PDAs) and cell phones. Particular emphasis will be placed on technology that enhances medication management at every step of the process—prescribing, transcribing, dispensing, administering and monitoring.

## Report of Stewardship and Support

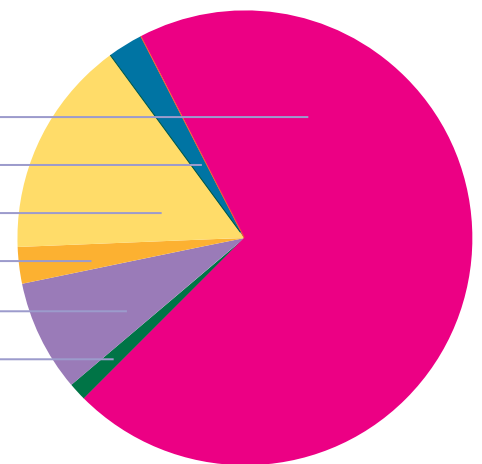
Elkhart General is a tax-exempt, not-for-profit community-owned hospital governed by a Board of Directors comprised of volunteers drawn from the community. The Board of Directors and hospital management work together to ensure that hospital profits are used to improve services, to ensure the long-term survival of the hospital, and to meet crucial health-related community needs.

Each year, particular emphasis is placed on making sure everyone in the community receives the health care they need, not necessarily what they can afford. The simple truth is that Elkhart General is often the only source of health care for many of the poor and disadvantaged in our community, and this responsibility is taken very seriously.

During the last fiscal year, Elkhart General provided more than \$19 million in health services that were unreimbursed by Medicaid, and more than \$83 million unreimbursed by Medicare. In addition, the hospital provided community outreach contributions, or “non-billed” services, valued at over \$1.3 million for free and below-cost community screenings, educational lectures, and support for some 50 health-related, not-for-profit organizations. The hospital also furnished more than \$3.1 million in traditional charity care to patients. Additional details are provided in the pie chart shown below.



Unreimbursed Medicaid Charges	\$19,525,436
Community Benefit Program	\$469,880
Traditional Charity Care	\$3,153,645
Medically Indigent Programs	\$734,640
Non-Billed Services	\$1,321,474
Low/Negative Margin Services	\$350,984
<b>Total Community Benefit</b>	<b>\$25,556,059</b>



## Annual Statistics

	2001	2002
Hospital Admissions	15,417	15,104
Total Outpatient Registrations	150,767	158,928
Emergency Department Visits	37,379	38,914
FasTrak Visits	10,593	10,980
Behavioral Health Visits (Outpatient)	8,988	12,473
Behavioral Health Visits (Inpatient)	645	554
Home Care Patients Served	2,606	1,968
Hospice Patients & Families Served	751	555
Total Inpatient Days	68,358	66,714
Average Length of Stay (incl. Rehab, TCU)	5.00	4.93
Outpatient Surgery Procedures	2,373	2,472
Total Surgical Procedures	5,989	6,013
Pain Center Visits	4,185	4,291
Laboratory Procedures	515,321	545,841
Physical Therapy Procedures	62,570	66,698
Occupational Therapy Procedures	40,425	38,210
Speech Therapy Procedures	14,263	12,211
Respiratory Therapy Procedures	159,065	146,733
Radiology Procedures	110,798	115,185
Radiation Oncology Procedures	8,393	9,587
Cardiac Catheterizations	1,216	1,209
Cardiothoracic Surgeries	496	542
Angioplasties	357	382
Units of Blood Donated	4,140	4,416
Births	1,817	1,643
Employees (FTEs)	1,694	1,745
Medical Staff Members	287	291
Volunteers	445	420
Volunteer Hours Worked	46,219	46,478

For more than 100 years, Elkhart General Hospital has been providing comprehensive, advanced medical care to Elkhart and surrounding communities. The full-service, 365-bed, acute health care facility serves more than 18,500 patients a month. The Elkhart General Medical Staff is comprised of more than 290 physicians representing 36 medical specialties, and over 1,700 employees serve in nursing, technical, administrative, and support capacities.

### Accreditations, Licensure and Membership

- Accredited by Joint Commission on Accreditation of Healthcare Organizations
- Continuing Medical Education Accreditation by Indiana State Medical Association
- Licensed by the Indiana State Board of Health
- Member, American Hospital Association
- Member, Indiana Hospital & Health Association
- Member, VHA Tri-State
- Member, Indiana State Medical Association
- Member, The Elkhart Chamber of Commerce

### Elkhart General Healthcare System Facilities

**Elkhart General Hospital**  
600 East Boulevard  
Elkhart, IN 46514  
(574) 294-2621

**Elkhart General Women's Center**  
2120 Rieth Boulevard  
Goshen, IN 46526  
(574) 875-3863

**Elkhart General Health Education Center**  
2222 Rieth Boulevard  
Goshen, IN 46526  
(574) 294-2621

**Elkhart General Center for Behavioral Medicine**  
307 S. Main St., Suite 305  
Elkhart, IN 46514  
(574) 523-3347

### Administration

- **Gregory W. Lintjer,**  
President
- **Wesley Davis,**  
Executive Vice President
- **Kevin Higdon,**  
Vice President, Finance
- **Terri Hilyard,**  
Vice President, Nursing
- **Kurt Meyer,**  
Vice President,  
Human Resources
- **Jim Allyn,**  
Vice President, Marketing  
and Community Relations

**Elkhart General Home Care**  
2020 Industrial Parkway  
Elkhart, Indiana 46516  
(574) 294-6181

**Elkhart General Home Care**  
711 E. Colfax Avenue  
South Bend, Indiana 46617  
(574) 251-1070

**Elkhart General Home Medical Equipment**  
225 East Jackson Boulevard  
Elkhart, Indiana 46516  
(574) 523-3100

**RiverPointe Medical Office Building**  
500 Arcade Avenue  
Elkhart, Indiana 46514  
(574) 522-9505

Continuing Medical Education Director N. Stacy Lankford, M.D. (left) and Emergency Medicine physician David E. Van Ryn, M.D., work together in coordinating Elkhart General's Senior Elective Program for third and fourth-year medical students from the Indiana University School of Medicine. In addition to providing programs for students, the Continuing Medical Education Program, which is accredited by the Indiana State Medical Association, provides monthly education opportunities for the medical staff.



## Medical Staff

By creating an environment of excellence supported by the latest medical technology, Elkhart General has attracted an extraordinary range of primary care physicians and specialists. More than 290 physicians representing 36 medical specialties comprise the Elkhart General Medical Staff.

### MEDICAL SPECIALTIES

Allergy / Immunology  
Anesthesia  
Cardiology  
Cardiothoracic Surgery  
Colon & Rectal Surgery  
Diagnostic Radiology  
Emergency Medicine  
Endocrinology  
Family Practice  
Gastroenterology  
General Surgery  
Gynecologic Oncology  
Hematology / Oncology  
Internal Medicine  
Interventional Radiology  
Nephrology  
Neurological Surgery  
Neurology  
Obstetrics  
Ophthalmology  
Oral Surgery  
Orthopaedics  
Otolaryngology  
Pain Service  
Pathology  
Pediatric Neurology  
Pediatrics  
Physical Medicine & Rehabilitation  
Plastic & Reconstructive Surgery  
Podiatry  
Psychiatry / Addictions  
Psychology  
Pulmonology  
Radiation Oncology  
Rheumatology  
Urology

### Elkhart General Medical Staff (Active)

#### ANESTHESIOLOGY

Zubair B. Ali, MD  
John S. Chung, MD  
Christian J. Losch, III, DO  
K. Gregory Lucchesi, MD  
Benjamin S. Plotkin, MD  
Gary R. Thomas, MD

#### CARDIOLOGY

Farid Jalinous, MD  
Mark B. Lampert, MD  
Wai H. Lee, MD  
Marvin E. Mishkin, MD  
Raman L. Mitra, MD

Thomas F. Nolan, MD  
Sachin R. Patel, MD  
Timothy M. Slaven, DO  
Donald R. Westerhausen, MD

#### CARDIOTHORACIC SURGERY

Walter H. Halloran, MD  
Thomas A. Hughes, MD  
James P. Kelly, MD  
Charles J. Lamb, MD

#### DIAGNOSTIC RADIOLOGY

Daniel A. Boll, MD  
John C. Collingwood, MD  
David C. D'Andrea, MD  
Francoise M. Dion, MD  
Mary C. Dynes, MD  
Alan B. Engel, MD  
James C. Field, MD  
Michael F. Grantham, MD  
John C. Hill, DO  
Michael R. Holt, MD  
Yazan Kaakaji, MD  
Timothy D. Kadlecak, DO  
Allison M. Lamont, MD  
Russell B. Midkiff, MD  
Pedro A. Miro, MD  
Mark J. Ormson, MD  
Samir B. Patel, MD  
Karl W. Schultz, MD  
Thomas E. Seiffert, MD  
Jerrod A. Van Dyke, MD  
Michael M. Wheeler, MD

#### EMERGENCY MEDICINE

Michelle R. Bache, MD  
Dawn M. Berger, MD  
Glen H. Brookshire, DO  
Margaret A. Brummer, MD  
Nicole S. Brunette, MD  
Randall J. Cammenga, MD  
Cleveland C. Cleary, MD  
Troy D. Clouse, MD  
Susan M. Frayer, MD  
Eugene Huang, MD  
Bruce N. Hughes, MD  
Daniel P. Maas, MD  
Duane L. Miller, MD  
R. Bruce Newswanger, DO  
David W. Reser, MD  
John T. Rice, MD  
Daniel L. Sullivan, MD  
David E. Van Ryn, MD  
John H. Vandergrift, MD  
Sanjay Vasudeva, MD  
Doyle A. Yeager, MD  
Barbara L. Zimmerman, MD

#### ENDOCRINOLOGY

E. Larry Knight, MD

#### FAMILY PRACTICE

Robert M. Abel, MD  
Gerardo L. Baldassarri, MD  
Jack S. Bartoszek, DO  
Michael H. Borger, DO  
Sam J. Borrelli, MD  
Joel A. Braunstein, DO  
Diane S. Cook, MD

Jeffrey A. Eck, MD  
Fernando S. Escovar, MD  
Alvin R. Graber, MD  
John K. Graham, DO  
John B. Guttman, MD  
Richard A. Hastings, MD  
Verlin T. Houck, MD  
Jeffrey S. Howe, MD  
Michelle R. Howe, MD  
Stephen D. Kennedy, DO  
Robert M. Knox, DO  
Thomas M. Kolakovich, MD  
Frederick M. Krause, MD  
Genevieve A. Lankowicz, MD  
Robert D. Lee, MD  
Scott E. LePor, DO  
Heather A. Macklem, MD  
Ryan D. Matherly, MD  
James R. Miller, MD  
Laura E. Munkel, MD  
Julie M. Ortega, MD  
Cynthia Lynn Y. Pascual, MD  
Timothy J. Porsche, MD  
Thomas J. Rea, MD  
Elaine L. Shafer, MD  
Bethany L. VanderZwaag, MD  
Robert R. VanderZwaag, MD  
Harley W. Yoder, MD  
Song Y. Yu, DO

#### GASTROENTEROLOGY

Abuzafar M. Arif, MD  
Burton Boron, MD  
John Paul Karagiannis, MD

#### GENERAL SURGERY

George M. Brennan, MD  
Scott C. Emerick, MD  
Steven M. Hoekstra, MD  
Jeff A. Mark, MD  
Kelly R. Puster, MD  
Michael C. Rotkis, MD  
Frank G. Schiebel, MD

#### GYNECOLOGIC ONCOLOGY

Michael Method, MD  
Michael Rodriguez, MD

#### HEMATOLOGY / ONCOLOGY

Bilal Ansari, MD  
Rafat H. Ansari, MD  
Jose A. Bufilli, MD  
Juan C. Garcia, MD  
William S. Kamanda, MD  
Rolan A. Pascual, MD  
William D. Pletcher, MD  
David A. Taber, MD  
Robin T. Zon, MD

#### INTERNAL MEDICINE

William P. Buckley, MD  
Minnie S. Enriquez, MD  
Steven A. Hanberg, MD  
Carolyn F. Hudson, MD  
George A. Mark, MD  
D. Thomas Mellin, MD  
Geoffrey A. Rogers, MD  
John C. Sorg, MD  
Maggie M. Tang, MD

#### INTERVENTIONAL RADIOLOGY

Gerard J. Duprat, MD  
Thomas J. Fischbach, MD  
Alphonse H. Harding, MD  
Kevin M. Small, MD  
Howard E. Wiarda, MD

#### NEUROLOGICAL SURGERY

Peter M. Carney, MD  
Joseph B. Schnittker, MD

#### NEUROLOGY

Patrick W. Russell, DO  
Thomas R. Vidic, MD  
Suying Wu, MD

#### OBSTETRICS

Jeffrey L. Cain, MD  
Timothy A. Delehanty, MD  
Starla D. Graber, MD  
Claude E. Hartman, MD  
Stephen P. Hollenberg, MD  
James P. Mauck, MD  
Rosalie L. McBride, MD  
Martina G. McGowan, MD  
Gregory M. Mielke, MD  
Timothy E. Morgan, MD

#### OPHTHALMOLOGY

Kenneth W. Abbott, MD  
Richard C. Boling II, MD  
James E. Gluckin, MD

#### ORAL SURGERY

Wilber C. Boren, DDS  
Daniel A. Burns, DDS  
David M. Fairchild, DDS  
Jeffrey S. McBride, DDS

#### ORTHOPAEDICS

David A. Cutcliffe, MD  
Robert K. Ellis, MD  
Craig W. Erekson, MD  
John M. Graham, DO  
Michael J. Hartman, MD  
Leonard J. Kibiloski, MD  
Mark A. Klaassen, MD  
Gary M. Lam, MD  
Gregory A. Peyer, MD  
Louis C. Sfreddo, MD  
Peter Tang, MD  
Scott J. Trumble, MD

#### OTOLARYNGOLOGY (EAR, NOSE, & THROAT)

Craig E. Meyer, MD  
Kathryn L. Press, MD

#### PAIN SERVICE

David A. Beatty, MD  
Gene W. Grove, MD  
Zdzislaw J. Kosel, MD  
Gregory S. Nowak, MD  
Henry C. Woodward, MD

#### PATHOLOGY

Alfonso Cardenas, MD  
Blair A. Chrenka, MD  
Francisco A. Deogracias, MD  
Derrick M. Forchetti, MD

Luis N. Galup, MD  
Nita R. Gerig, MD  
Rick L. Hoover, MD  
Kristen M. Jacobs, MD  
David L. Jentz, MD  
William J. Kliney, MD  
C. Kurtis Kim, MD  
Joseph A. Prahlow, MD  
Bobbie C. Sutton, MD  
Robert J. Tomec, MD

#### PEDIATRICS

Mabel A. Blunk, MD  
Glen A. Davis, MD  
Tomas Deynes-Soto, MD  
Edward A. Gergesha, MD  
Sandra H. Morgan, MD  
Omobola A. Olaniyan, MD  
James A. Peterson, MD  
Lynnette M. Valentijn, MD  
Roger J. Van Orsdol, MD

#### PHYSICAL MEDICINE & REHABILITATION

Todd A. Graham, MD

#### PLASTIC & RECONSTRUCTIVE SURGERY

Ronald K. Downs, MD  
Patrick J. Viscardi, MD

#### PODIATRY

Daniel S. Allen, DPM  
Larry Best, DPM  
Randall Cooper, DPM  
Sean M. Henning, DPM  
Jonathan E. Lehman, DPM  
Timothy A. Quist, DPM  
Patricia A. Soorholtz, DPM

#### PSYCHIATRY & ADDICTIONS

Timothy E. Davis, MD  
Douglas L. Jarvis, DO  
A. Majid Malik, MD  
David O. Taylor, MD

#### PULMONARY DISEASE

Kenneth L. Gammon, MD

#### RADIATION ONCOLOGY

Ramesh Gopal, MD  
David A. Hornback, MD  
Nina F. Johnson, MD  
Russell F. Johnson, MD  
Toby S. Kramer, MD

#### RHEUMATOLOGY

Bruce A. Lockwitz, MD

#### UROLOGY

Jerald A. Hochstetler, MD  
Anish H. Nayee, MD  
Michael H. Thomas, MD

Elkhart General Hospital belongs to the people it serves. A 17-member Board of Directors, who serve without pay, guides the system in its mission to provide high quality, affordable health care to the communities it serves. The Board's role includes guaranteeing fair and equal access, approving new medical staff members, and approving long-term strategies for the continued success of the hospital.

## 2002 Board of Directors



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Chairman of the Board



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First Vice Chairman



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Second Vice Chairman



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Secretary



L. Craig Fulmer  
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Larry Banghart



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Gregory Lintjer



Alice Martin



David Perkins



Roderic J. Roberson



Michael Thomas, MD



Karen Thomson



David E. Van Ryn, MD



Scott Welch



John M. Wolf

Throughout the 100-year history of Elkhart General Hospital, generous Elkhart County donors have contributed millions of dollars to the hospital because they recognized the importance of having high quality health care close to home. This commitment has allowed the Hospital to further its mission and maintain a modern, well-equipped hospital staffed by highly qualified medical professionals. Community support from 2002 donors (listed on this page) was invaluable and the Elkhart General Board of Directors and Elkhart General Foundation are truly grateful for their generosity.

## 2002/2003 Foundation Board of Directors

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 Richard Treckelo  
 Jeffrey Wells

Arthur J. Decio  
 President



## Auxiliary

With 420 members, the Auxiliary reflects the close bond that exists between Elkhart General and the community. These hardworking volunteers bring an "extra dimension" to the caring atmosphere at the Hospital, while also coordinating major fundraising efforts that enhance its programs and technologies.

Auxiliary President Shirley Troup (shown above) led the charge of 420 volunteers in 2002 who contributed 46,478 hours and \$157,000 dollars to Elkhart General and the patients it serves. These contributions helped purchase a state-of-the-art B-Mode Acquisition and Targeting System (BAT).



## 2002 Contributors

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## Hospice: Another year of compassionate, comprehensive care

In 2002, Hospice touched the lives of some 555 terminally ill patients and their families, helping them confront the reality of a fatal illness and providing the care and support necessary to ensure that the remaining days, weeks, or months were as fulfilling as possible.

Hospice is about life, about getting the most out of what we have left. Making sure that happens involves a wide variety of support services—Registered Nurses, Social Workers, Clergy, and Volunteers all visit the patient and families in their homes. Being able to stay at home in a familiar environment filled with care and love is the heart of the Hospice mission. This support is provided regardless of ability to pay. Many Hospice patients are uninsured and do not qualify for Medicare or Medicaid.

A continuing goal of Hospice is to raise awareness of the services they provide and how to access their support. A common misperception is that Hospice is only available during the last few days of life. Not so. Patients, physicians, and family members are urged to contact Hospice when they believe the patient has a life expectancy of six months or less.



## Chicken Soup for the Soul

In November, best-selling “Chicken Soup” author Marci Shimoff helped Hospice celebrate 20 years of compassionate care. In a free public seminar presented at the Health Education Center on the Elkhart General Goshen Campus, she shared moving real-life stories that reveal simple truths and profound messages we’ve all learned—yet sometimes forget. Drawn from several books in the famous “Chicken Soup” series, her uplifting talk inspired the large crowd, as it has tens of thousands of people around the world.

**Marci Shimoff,**  
Author

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The Professional Advisory Committee reviews and advises Hospice management concerning scope of services, admission and discharge, medical supervision, plans of care and other important policies.

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