

UPMC BEDFORD MEMORIAL

IN YOUR COMMUNITY

UPMC BEDFORD MEMORIAL VITAL STATISTICS FISCAL YEAR 2010

Operations:

Licensed beds: 49

Admissions and observations: 2,654

Emergency Department visits: 14,340

Total surgeries: 4,600

Affiliated physicians: 37

Free and Reduced-Cost Care:

Charity care and shortfalls
in government programs
for the poor: \$2.6 million

Employment and Economic Impact:

Hospital employment: 362

Area residents employed
by UPMC: 444*

Economic impact
of hospital: \$59.5 million

* Includes Bedford County and surrounding
rural areas.

UPMC Bedford Memorial serves the medical needs of Bedford County with units for inpatient care, inpatient and outpatient surgery, obstetrics, intensive care, coronary care and cardiopulmonary rehab, emergency care, and telemetry services. The hospital also offers a variety of diagnostic capabilities, including CT scanning, MRI, and lithotripsy. UPMC Bedford Memorial's medical staff is augmented by specialists who travel to Bedford County to hold regular office hours or consult with patients via telemedicine. As one of the county's leading employers, the hospital plays a vital role in providing opportunities for education and advancement in the area.

PROVIDING FOR THE COMMUNITY'S MEDICAL NEEDS

As the only hospital in the county, UPMC Bedford Memorial employs a "right care at the right time" strategy that stresses the delivery of excellent local treatment for many medical and surgical conditions, and rapid referral to UPMC's specialty programs in Pittsburgh for more complex problems. The facility also provides clinical and medical education services typically not seen at a small hospital. In Fiscal Year 2010, UPMC Bedford Memorial:

- Performed 4,600 inpatient and outpatient surgical procedures, providing referrals for more complex surgical procedures at other UPMC hospitals in Pittsburgh.
- Saw more than 14,000 people in the Emergency Department — a volume significantly higher than at most community hospitals of comparable size.

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TELEMEDICINE: DELIVERING CARE WHERE IT MAKES SENSE

UPMC Bedford Memorial has been an innovator in the development and use of telemedicine. The hospital's successful "telestroke" program was launched in 2008, and helps determine whether to treat patients locally or fly them to Pittsburgh. Working with the Center for Connected Medicine, a joint project of UPMC and other corporate partners, UPMC Bedford Memorial also initiated a program that facilitates pre- and postoperative telemeetings with UPMC surgeons in Pittsburgh. More than 100 patient visits have been handled through the hospital's telemedicine programs since their inception. New programs that utilize telemedicine in the practice of gastroenterology, plastic surgery, and anesthesia are in development.

- Handled more than 1.4 million tests in our on-site clinical labs.
- Dedicated \$2.6 million to uncompensated care, which included both charity care and covering shortfalls in payments from government insurance programs for the poor.

SUPPORTING THE COMMUNITY IN A SPECIAL ROLE

While educating residents and supporting health initiatives in the community are important roles for any nonprofit hospital, UPMC Bedford Memorial takes this mission particularly seriously, based on the hospital's medical and economic prominence in the area. Working closely with local leaders, UPMC Bedford Memorial has been successful in creating a stronger, healthier community by:

- Conducting an annual health fair, which provided nearly 200 people with health education, as well as reduced-cost or free screenings and tests. Available services at the health fair included testing for balance problems, blood work, body mass index measurement, bone density testing, evaluation of ear, nose, and throat problems, screening for lung diseases, and examinations for skin cancer. The health fair also provided residents with opportunities to meet with UPMC Bedford Memorial doctors, pharmacists, and dietitians. For some residents, the event was their primary access to medical care in the year.
- Providing more than 350 local jobs — making the hospital one of the largest employers in the county. In addition, UPMC Bedford Memorial hosted almost 12,000 hours of clinical rotation time for nursing and allied health students, and more than 600 hours of shadowing opportunities for younger students interested in medical careers.
- Promoting the development of economic opportunity, by working closely with the Memorial Hospital of Bedford County Foundation to administer and coordinate a scholarship program for clinical study. Over the last 26 years, the program has provided more than 100 scholarships to young people from Bedford County wishing to pursue medical careers. Without these scholarships, many of these students might not have been able to become medical professionals serving the local community.
- Encouraging active participation by hospital executives on the boards of numerous local community groups. Organizations served include the Southern Alleghenies Workforce Investment Board, Pennsylvania Rural Health Association, Bedford County Chamber of Commerce, Personal Solutions Inc., and the Unified Family Systems Services Collaborative Board.



A LIFE OF HEALING AT UPMC BEDFORD MEMORIAL

Sometimes, it seems like Beth Hulihan has spent her whole life at UPMC Bedford Memorial. She was born there, and grew up in a nearby Bedford neighborhood. She studied nursing at Penn State, thanks to a hospital foundation scholarship. Since then, Beth has spent her entire 27-year career at the hospital.

"[Nursing] was actually something my grandmother wished for me," Beth says. Her grandmother — a strict, old-fashioned schoolteacher — saw early on that Beth would be the family's first medical professional.

Beth earned her scholarship, in part, by enduring an interview with the legendary Mary Pearl Hunt, a no-nonsense hospital board member for whom the scholarship has since been named.

After college, "I ... worked the night shift in the medical-surgical unit," she says, eventually becoming shift supervisor and then head of infection control. "In a small rural hospital, you never do just one thing!"

In 2008, Beth saw an opportunity for the hospital and the county's two nursing homes to decrease infections in their patients. By serving on one home's infection-control committee, she helped develop and initiate procedures that improved care at all three institutions between 2009 and 2010.