

SMMC: Your community partner

This past year at Scenic Mountain Medical Center (SMMC) has been a time of growth and change. We continue to build on our tradition of caring for the health care needs of the Howard County community, working hard every day to provide care that not only meets, but exceeds patients' expectations for their hospital experience.

We are committed to making SMMC your hospital of choice. While we strive to offer medical innovations, we know that what patients remember is not technology, but the personal touch of our staff.

As part of our goal to exceed patients' expectations of care, we continue to focus on initiatives like hourly rounding – where we check on every patient, every hour, to make sure their needs are taken care of. Additionally, we call patients after they leave the emergency department to make sure they understood discharge instructions and to see if they have comments that will help us improve the care we provide.

Our mission of compassionate care guides not only our approach to patient care but also our efforts to upgrade our facilities and to



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expand hospital services and technology. In 2010, we completely renovated our Medical/Surgical Patient Services floor, updated patient rooms in our Women's Services area, purchased new sleep chairs for patients rooms and resurfaced the north and south parking lots of our facility. In late October, general surgeon Ladd Hoffman, MD began offering a new incisionless heartburn surgery that has already improved the quality of life for more than a half dozen local people.

In March 2011, we will complete the installation of new digital mammography equipment.

Now the women of Howard County will have all of the advantages of digital mammography without leaving town. Our elevators are currently receiving a much-needed update and, by year-end, visitors, patients and staff will enjoy Wi-Fi connectivity throughout the facility. On January 1, 2012, SMMC will become a tobacco-free facility.

In addition to our role as a provider of health care, SMMC serves as a community resource for health education. We offer a wealth of health education resources for the community and free childbirth education classes. Our Senior Circle chapter and Health Woman



program support healthy and active lifestyles and good health care decision-making. You can learn more about education seminars, health fairs and free clinics we provide – as well as research hundreds of health topics -- by visiting the Health Resources link on our website, www.smmccares.com

Whether it's through our hospital services, health fairs and education seminars, or our community support activities, every year, we care for thousands of people from our community. But we're proud to say that we also take good care of the community itself. We are the fifth-largest employer in Howard County, with more than 350

employees. The employees and medical staff of SMMC are some of our community's most active volunteers and leaders. Both our patients and ultimately, the entire community benefit from SMMC's presence and involvement in the community.

We provide millions of dollars in uncompensated care and charity care each year, make donations, and build partnerships with community organizations with similar missions. Each program we support is chosen for its ability make a real difference in the lives of real people. We give back to our

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community because we know that advanced medical care, charitable outreach, education and wellness programs make a measurable impact on the quality of life of the people who live and work in this area.

I'd like to share some of our significant accomplishments in 2010, many of which would not be possible without the hard work and dedication of our staff.

If you've ever been to our hospital, you know that we take patient care personally. And now you know just

how personally invested we are in making this community a better place to live and work. Rest assured that SMMC will continue to enhance its services to meet the needs of our thriving community. On behalf of our medical staff, we appreciate your support and thank you for trusting us with the health care needs of you and your family.

To learn more about us, visit www.smmccares.com or call us today to schedule a tour.

Larry Rogers is the chief executive officer at Scenic Mountain Medical Center.