



Pardee Hospital 2009 Community Benefits Report
Exceeding Expectations

 Pardee

Exceeding Your Expectations

Last summer, I was honored to represent the greater Western North Carolina region, along with Mission Hospital, as one of the top 10 communities in the nation providing high quality healthcare outcomes at low cost. Representatives from these 10 communities were invited to attend a symposium entitled “How Do They Do That? Low Cost, High Quality Health Care in America,” which was held in Washington, D.C. last July.

The symposium came to fruition through an article published in the June issue of *The New Yorker* entitled “The Cost Conundrum.” In that article, Atul Gawande, M.D., Harvard School of Public Health, caught the attention of not only healthcare providers, but also politicians and policy makers, when he concluded that over-utilization of healthcare services was the primary significant cause for high health costs in certain parts of the country. Gawande and some of the nation’s leading healthcare experts then decided to determine which parts of the country were providing the lowest cost, highest quality healthcare, using the Dartmouth Atlas of Health Care and the CMS Hospital Compare Study. Ten communities from across the country were identified and invited to the July symposium to share what they are doing right and how they are doing it.

The Dartmouth Atlas is a well-respected tool for measuring healthcare costs and quality in the industry, and examines Medicare billing and utilization data from 306 Hospital Referral Regions (HRRs). The CMS Hospital Compare Survey compares quality of care to a standard set of measures for three common medical conditions. Based on this data, Western North Carolina was ranked

in the top 10 in the country for providing low cost, high quality healthcare.

For Pardee Hospital’s contribution to this ranking, I credit our organizational culture –the culture of exceeding expectations in everything that we do. We have made a tremendous effort to create true value for the patient at Pardee by providing the highest quality healthcare in the most cost-effective manner possible. Thanks to the hard work and dedication of all of our associates, physicians, volunteers and board members, we are achieving this goal.

The D.C. symposium was definitely a learning experience for everyone involved. In addition to telling our story, we were able to discover innovations from other top performing hospitals that can be implemented here in our region. I’m proud of all Pardee has accomplished for the benefit of our patients and our community. In this report, you will read about some of our recent accomplishments, including technology improvements, policies and the nationally recognized practices that made 2009 a year of providing outstanding services at Pardee. This report also reflects our commitment to continue to give back and invest in our community. Pardee provided more than \$20 million in community benefits in 2009. Pardee Hospital will continue to make our community proud on the regional and national stage by striving to exceed your expectations for healthcare services.

Thank you for choosing Pardee for the healthcare services you and your families need.

~Kris Hoce, President/CEO

Exceeding expectations in quality of care

In 2009, Pardee Hospital continued to develop our talented staff, technological capabilities and quality standards to provide our community with the best patient outcomes and cost efficiencies. We identify benchmarks for the clinical services we provide and insure that our outcomes meet or exceed these relevant national standards.

Retaining top providers at the top of their profession

A majority of Pardee’s healthcare providers have earned national accreditation and certifications and are nationally ranked in their fields. In 2009, Pardee continued to attract physicians from our nation’s leading medical institutions, including Bowman Gray School of Medicine, Cornell University Medical College and Yale University. Through our affiliation with MAHEC and UNC Chapel Hill School of Medicine, our physicians are involved in teaching resident physicians. By teaching and participating in continuing education programs, Pardee physicians are always learning the latest medical advancements and treatments.

To assist the community with finding a physician, we implemented a 24-hour call center: 1-866-790-WELL. In 2009, 2,284 referrals were made to physicians from callers requesting assistance with a referral to locate a specialist or new medical home.

Installing technologies that improve health and save money

We are particularly proud of the advances we achieved this year and the benefits our patients receive from the installation of new technologies streamlining hospital operations. Pardee Hospital’s EMR (Electronic Medical Record) continues to become increasingly advanced as we continually monitor and implement the latest technology. EMR allows patient records to be updated digitally and enable healthcare providers access to up-to-the-minute, easy-to-read information that reduces repeated procedures, human error and costs. Pardee Hospital also implemented Medication Verification, which requires a match between the barcode on a patient’s wristband and a medication before it is dispensed. Pardee also installed an additional wireless patient monitoring system to allow nurses and physicians to track a patient’s vital signs using a hand-held device, providing continuous, non-invasive monitoring of the patient.

Holding ourselves accountable for quality

Our commitment to quality is unending. While continuing to embrace on-going quality performance, Pardee also began the process of becoming ISO 9001 certified. In addition, Pardee implemented well known lean manufacturing techniques by evaluating hospital processes that

could be improved upon to produce high efficiency and teamwork. Both ISO and lean standards are recognized by businesses worldwide as the benchmark for continuous quality improvement.

Through this lean approach, associates are involved in identifying processes for improvement and the methodologies to set and maintain higher standards.

The services provided at Pardee Hospital are certified through DNV (Det Norske

Veritas) NIAHO accreditation. This quality-based accreditation program focuses on the clinical quality of patient care and safety throughout the entire healthcare system.

Pardee was recognized by the Dartmouth Atlas, Harvard Medical School and Institute for Health Care Improvement as part of one of the top ten Hospital Referral Regions (HRR) in the country in providing high-quality, low-cost health care. In addition, Pardee Hospital's Elizabeth Reilly Breast Center was designated as a Breast Imaging Center of Excellence by the American College of Radiology. The Breast Center was also Accredited by NAPBC (National Accreditation Program for Breast Centers) and National Consortium of Breast Centers Quality Measures Program. Most recently, the Comprehensive Cancer Center at Pardee received the Outstanding Achievement Award from the Commission on Cancer of the American College of Surgeons. Pardee was the only hospital in North Carolina to receive this award in 2009 and one of just 59 centers in the country.

Throughout 2009, Pardee Hospital's staff, physicians and board took action to make

“We are extremely proud of this recognition by the American College of Radiology. Above all, it confirms that we are well-versed in the use of the most modern technology for diagnosing this disease and it's an indicator of the high quality of care provided at the Elizabeth Reilly Breast Center every day.”

Edna Mullenex, Radiology Department Director



our patients' total experience at Pardee an experience that added to their wellbeing.

Physically, we renovated departments and upgraded patient rooms to make our interiors more calming and cheerful. We added wayfinding measures through the use of a germ-repellent flooring that uses color patterns to help patients and visitors easily find services throughout the hospital.

We made extra effort to continually promote healthy eating in the hospital for associates and visitors by making healthier foods more available, visible and affordable. Our efforts in this area earned Pardee Hospital the Red Apple Award from NC Prevention Partners.

The Pardee Green Team set goals to reduce waste through renewed recycling measures, composting and insuring we have a mercury-free environment. Our goal was to reduce solid waste resulting in reducing materials sent to our local landfill from 80% to 69% and increase recycling from 12% to 23%.

These efforts combined with our information technologies, our state-of-the-art facilities, adding new clinical services to provide comprehensive care, and our associates' dedication to these scores reflect the confidence to total quality and exceeded expectations that helped boost our overall patient satisfaction scores in 2009. Our patients, visitors and community feel secure that Pardee Hospital provides the best in every aspect of our care.

Exceeding expectations for the community

As your community hospital, Pardee is dedicated to keeping our community strong and healthy beyond our campus. In 2009, we continued to reach out to the community through various programs that are making healthcare available to underserved populations. We also grew our financial and related support of other local non-profits.

Doing more to reach more

Innovative programs, education, and practices allow community members to take a more active role in their health, such as the successful region-wide program, Lighten Up 4 Life which was implemented in 2009. In our community,

Pardee and the Henderson County Chamber of Commerce are partnering to bring the Lighten Up 4 Life program to you. The program encourages teams from local businesses to participate in a weight loss competition and provides participants with information about diet, exercise and ways to maintain a healthy lifestyle. The program was so well received that Lighten Up 4 Life will continue in 2010 with three competitions scheduled to attain broad community-wide participation.

More than 43,000 community members used the Pardee Health Education Center in the Blue Ridge Mall last year for health and wellness seminars, fitness classes, support groups and health screenings. The center celebrated 20 successful years of operation in 2009.

To encourage the community to not only be active but also interactive in their health, Pardee opened the Flat Rock Family Health Center in 2009. Patients are able to make appointments online and email their healthcare provider with questions about their care. This service is also available

at our Hendersonville Family Health Center. Pardee's network of family practice services grew to include affiliated practices in Bat Cave and the Hendersonville area. Pardee also added a urological practice in Hendersonville.

Serving the underserved

In 2009, Pardee provided more than \$20 million in community benefits. We provided care to the community's underserved as part of our charity care. We supported on-call chaplains who provided counseling and emotional support for patients and families. We supported education and research programs for patients participating in cancer research programs. Our Women Helping Women program, supported through funds raised by Pardee Foundation, assists in the cost of providing mammograms and breast cancer care to women who are generally uninsured or in financial need. Our efforts to educate the community about the ways to access financial assistance were recently recognized by a N.C. Justice Center report as one of four hospitals in North Carolina to do this at an effective level.

2009 Community Benefits

The **\$20.5 million** community benefits provided by Pardee Hospital in 2009 impacted the lives of our community's citizens, an even more important measure than the overall dollar amount. This chart reflects the ways Pardee supported our community in 2009. The following categories are identified as common measures of community benefit by the American Hospital Association and North Carolina Hospital Association.

Community Health Improvement Services— Outreach activities to improve community health, but not specifically related to hospital services; services included health education materials and programs: **\$578,000**

Cash and in-kind contributions— To community organizations with healthcare-related programs, research, health profession education: Pardee made **\$1.3 million** in contributions.

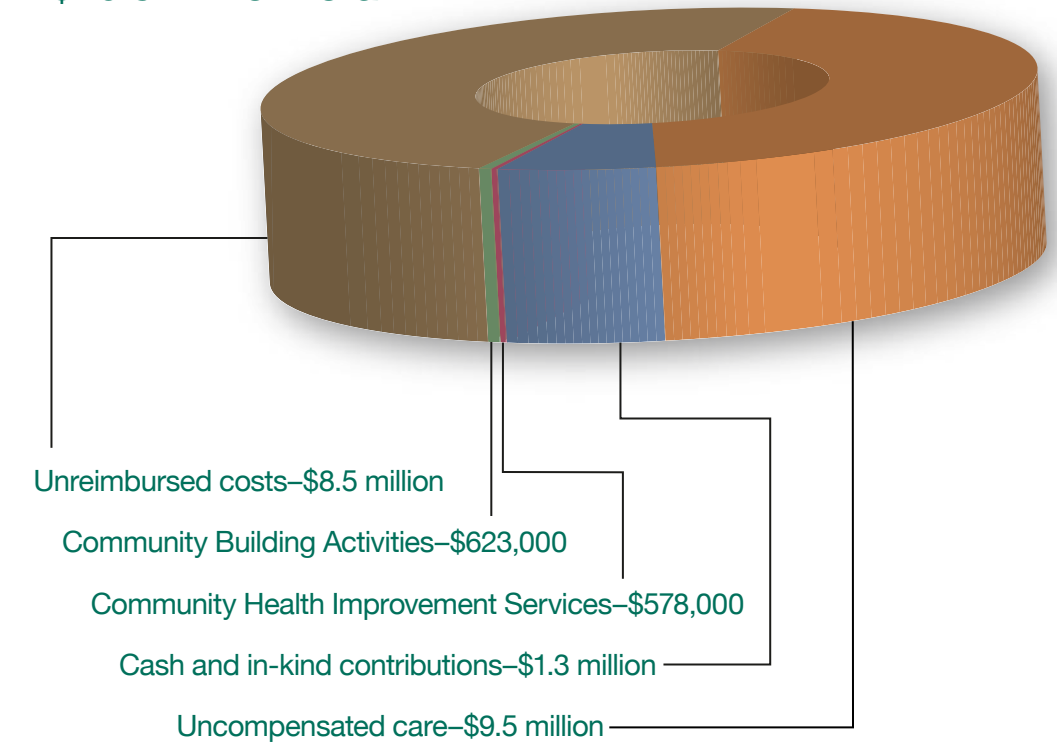
Unreimbursed costs of treating Medicare and Medicaid patients; these payments to hospitals generally are less than the actual cost of care and totaled: **\$8.5 million**

Community Building Activities— **\$623,000** contributed in 2009 to enhance Pardee's ability to address community healthcare and physician needs through recruitment and development of primary care and specialty physicians

Uncompensated care— Includes costs of treating charity care patients and bad debt. While all other businesses have the ability to turn away patrons who cannot or

Serving the underserved is the basis of the benefits provided by Pardee:

\$20.5 million total



Pardee Hospital is owned but not funded by Henderson County

do not pay for services, community hospitals do not have that ability and provide services for all emergency patients regardless of ability to pay. This sets hospitals apart from most other businesses: **\$9.5 million**



Exceeding expectations in fiscal performance

The Pardee Hospital Auxiliary contributed more than 34,000 hours of volunteer work within the hospital. The equivalent value of these volunteer services to Pardee is more than \$570,000. The Auxiliary also contributed more than \$318,280 to purchase equipment items for the hospital and fund a nursing scholarship program.

Pardee Hospital and our associates also supported other local nonprofit groups in their efforts to meet our community's needs. Pardee associate contributions to the United Way of Henderson County in 2009 increased ten percent to more than \$136,000—making Pardee the largest employee giving campaign. In addition, Pardee had the largest number of associates participating in United Way's Day of Caring and worked an entire day at a local United Way agency. And once again, Pardee associates had a major presence at Henderson County Relay For Life, raising more for cancer research than any other Henderson County organization, as well as supporting many other fund-raising and non-profit events. The volunteer hours provided by our associates to community activities and organizations totaled 7,858 hours.

A function of community hospitals is the provision of services that would otherwise be provided by governmental entities. As a community hospital, Pardee has a responsibility to care for patients

in emergency situations regardless of ability to pay. We also have a responsibility to be fiscally strong so that everyone in the community can count on us for the best care today and in the future. Pardee was one of a few hospitals in North Carolina recognized for its transparency in providing patients and the public with our financial assistance policies. Cited in the Justice Center's Health Access Report, Pardee posts information internally and on our website about the sliding fee scale provided. In 2009, the leadership team and Pardee Hospital Board of Directors skillfully put the programs and policies in place that allowed us to balance both of these callings successfully, as our financial report on page 10 shows.

The leadership and board also sought to strengthen the trust between Pardee Hospital and those we serve by increasing our transparency in all operations. Our website was expanded to include a regularly updated blog, as well as announcements of board of directors' meetings, board minutes and our annual budget. We continue to keep the community informed of Pardee happenings through our Healthy Horizons magazine and regular press releases to local media, tours of the hospital, and community events, to educate the public about our services and ways to support Pardee through charitable gifts.

Pardee Fast Facts (Based on Fiscal Year 2009)

- 7,793** people received care during an inpatient stay at the hospital
- 10,590** surgical services and endoscopic procedures performed
- 535** joint replacement surgeries at the Pardee Center for Joint Replacement
- 32,225** to Pardee's Emergency Department
- 25,956** visits to Urgent Care
- 402** babies born at Pardee
- 1,033** patients treated by Adult Psychiatric Services
- 630,130** diagnostic and treatment procedures provided in radiology, radiation therapy, rehabilitation, respiratory therapy, sleep medicine and the laboratory
- 10,663** screening and diagnostic mammograms performed at the Elizabeth Reilly Breast Center
- 424** cancer patients treated at the Comprehensive Cancer Center
- 19,109** visits to patient homes by Home Care professionals
- 5,331** days of participation at Pardee Pavilion Adult Day Health Services
- 43,374** visitors participated in health and wellness programs, screenings and support groups at the Pardee Health Education Center
- 1,300** employees at Pardee Hospital, the second largest employer in Henderson County
- 242** physicians that embody 40 medical specialties and 85 allied health areas



Statements of Financial Position

2009 Hospital Board

<i>Chair</i> Joseph W. Smith, III Retired Senior Director of Operations ArvinMeritor, Inc.	Larry B. Freeman News Director WHKP AM Radio
<i>Vice Chair</i> Peter Goodfield, M.D. Cardiologist Hendersonville Cardiology	Bill Lapsley President William G. Lapsley & Associates
<i>Secretary</i> John Bell, M.D. Retired Physician, Businessman	Jeff Miller President Miller's Laundry
<i>Treasurer</i> J.W. Davis President Carolina First	Linda Sokalski, Ph.D. Retired Director of Quality Engineering, AT&T
Sherrri Brewer Attorney at Law	R. Kendall Shelton, M.D. Chief of Medical Staff <i>Ex-Officio Member</i>
Marcia B. Caserio Regional Director of Education Outreach, Western Carolina University	Bill Moyer Henderson County Commissioner <i>Ex-Officio Member</i>
Robert Eklund Retired Businessman	2010 New Member: Peggy Judkins Retired Business Owner

Hospital Leadership Team

Kris Hoce, President/CEO	Hope Reynolds, Director of Human Resources
Alan House, CFO/VP of Finance	Harold Moore, Director of Information Technology
Pat Ashe, VP of Nursing	Jennifer Hoots, Director of Physician Services
Myra Grant, VP of Community Accountability & Philanthropy	
Barbara Platz, VP of Professional Services	

Fiscal Years ending Sept. 30, 2009 and Sept. 30, 2008
Henderson County Hospital Corporation, Inc.
d/b/a/ Margaret R. Pardee Memorial Hospital and Affiliates

Consolidated Balance Sheets*

	2009	2008
Current Assets	\$ 37,337,000	\$ 32,186,000
Property and Equipment	68,234,000	69,679,000
Other Assets	47,292,000	42,520,000
TOTAL ASSETS	\$152,863,000	\$144,385,000
Current Liabilities	21,150,000	19,320,000
Long-Term Liabilities	12,058,000	13,374,000
Net Assets	119,655,000	111,691,000
TOTAL LIABILITIES & NET ASSETS	\$152,863,000	\$144,385,000

Henderson County Hospital Corporation, Inc.
d/b/a/ Margaret R. Pardee Memorial Hospital and Affiliates

Consolidated Statements of Revenues & Expenses*

	2009	2008
OPERATING REVENUES		
Net Patient Service Revenue	\$124,892,000	\$124,709,000
Other Operating Revenue	4,212,000	5,721,000
Total Revenue	129,104,000	130,430,000
EXPENSES		
Salaries, Wages and Benefits	65,971,000	67,230,000
Other Expenses	46,735,000	49,251,000
Depreciation and Amortization	9,913,000	11,175,000
Total Expenses	122,619,000	127,656,000
NON-OPERATING REVENUE	1,128,000	3,741,000
EXCESS REVENUES OVER EXPENSES	\$ 7,613,000	\$ 6,515,000

*These are summaries from the consolidated financial statements which were audited by our independent auditors, LarsonAllen, LLP. The complete financial statements are available for review at Pardee Hospital, 800 N. Justice Street, Hendersonville, NC.

Pardee Hospital—your community healthcare option

Pardee Hospital—where great doctors practice, and are recognized for their expertise

- W. Mark McCollough, M.D., William Medina, M.D., and James C. Radford, M.D., were named Best Doctors in North Carolina by *Business North Carolina* magazine



William Medina, M.D.

- Michael Jaffe, M.D., was certified as Medical Review Officer by the American Association of Medical Review Officers, Inc. (AAMRO)

- Steven Crane, M.D., received a Distinguished Service Award from NC Public Health Association

- James C. Radford, M.D., received the David King Community Clinical Scientist Award from the Association of Community Cancer Centers



James C. Radford, M.D.

Pardee Hospital—where customer service and excellence is recognized in our associates' work

- Through monthly and annual awards, associates are recognized as Shooting Stars for customer service efforts

- Chaplain Alexis Versaille—received the Gardner-Webb University Academic Achievement Award

- Shelly Green, RN III, OCN,—named one of the Great 100 Nurses of North Carolina

- Kerry Whitaker, NA II, received the MAHEC/Georgia Crump Nursing Assistant Recognition Award

- Jean Sitton, RN, was recognized as Associate of the Year



Jean Sitton, RN (center)

Pardee Hospital—where quality performance is achieved

- Elizabeth Reilly Breast Center received recognition from the American College of Radiology as a Breast Imaging Center of Excellence, and was accredited by NAPBC (National Accreditation Program for Breast Centers)

- Recognized by Dartmouth Atlas, Harvard Medical School and Institute for Healthcare Improvement collaborative as one of 10 regions in the U.S. for low-cost, quality services

- Recognized for transparency by NC Justice Center as one of four hospitals in NC providing the public with information about financial assistance policies

- For several years, recognized by Healthgrades for quality outcomes in our orthopedic program

- National re-certification of our Heartlife Cardiac Rehabilitation Program by the American Association of Cardiovascular & Pulmonary Rehab

- NC prevention Partners recognition of Nutrition Services—Red Apple Award for advocating healthy nutrition

- Comprehensive Cancer Center at Pardee —the only hospital in NC to achieve the Outstanding Achievement Award by the Commission on Cancer of the American College of Surgeons

Exceeding expectations thanks to the Pardee Foundation

Pardee Hospital's ability to remain fiscally responsible while increasing our capabilities in 2009 owes much to the commitment of our donors and volunteers, and the hard work of the associates who raised funds through the Pardee Foundation. In 2009, the Pardee Foundation raised nearly \$2.1 million and provided \$1,066,407 to the hospital to support screenings for the uninsured, new cardiac ultrasound equipment, furniture for orthopedic unit, chapel renovations, monitors for ICU, renovations to digital radiography suites, help with purchase of scanners for the pharmacy, and much more.

Major highlights of 2009 included:

14th Annual Tournament of Champions at Kenmure raised \$76,471 toward the purchase of cardiac ultrasound equipment

Generations Society donors (\$1000 or more unrestricted giving) provided \$146,930



At a reception in June, donors were recognized for their generosity. Phil Sellers, retired physician, was honored with our Health Care Philanthropist Award for his lifetime achievements and philanthropy.



Women Helping Women program surpassed their goal to support women's health services with total giving of \$111,880—Susan Kain and Donna Goodman were honored as Women of Hope

Bequests and planned gifts, a major source of support for Pardee, totaled \$1,044,000. Through the Foundation's history of 14 years, total bequest giving has been \$7.95 million. And our associate giving to United Way and the Foundation reached an all-time high of \$136,000.

Through the past 14 years, individual and business donors have contributed more than \$23 million to support Pardee services. We value our donors and want to honor your philanthropic desires to provide for the future of Pardee's healthcare provision. There are many ways to support Pardee Foundation. For more information, contact us at 696-4666 or through the enclosed giving form.



"We remember Bea Kieck, a former Navy nurse, as a consummate lady—beautiful manners, always perfectly dressed and groomed, a charming hostess and a fine cook. Her many friends recall her warmth and cordiality and her consistent generosity, as evidenced by her bequest to the Foundation."

L. Howard Carl, Jr., Foundation Planned Giving Committee and past Foundation Board member



"In my work with the Foundation, much of the history I have gained about Patton and Pardee Hospitals' early years and original physicians came from Louise Bailey. I was also privileged to hear of her days of typing Carl Sandburg's manuscripts and his life at Connemara. Mrs. Bailey was a life-long learner and advocate of Pardee and community organizations. It was a great honor to know Louise and share a short span of time with her. She will be missed."

Myra Grant, VP Philanthropy and Community Accountability



"As a breast cancer survivor myself, I saw how Camp Liberty gave everyone a welcome break from their worries about cancer. People who've had cancer share a special bond. At camp, this camaraderie was so strong that we came away feeling like a family. And we're all looking forward to attending next year."

Jessica Boeh, Camp Liberty Volunteer

"In Pardee's culture, associates are encouraged to give both their time and volunteer spirit to help better the lives of others and build our community's capacity. The United Way of Henderson County recognized this philosophy with their Double Digit Award for increased giving of more than 10% over the previous year. Pardee Hospital was also recognized for the community's largest employee giving campaign in 2009 for the 3rd year in a row. Congratulations on this achievement!"

Todd Webb, Foundation Board President



The Pardee Choice Committee was awarded Campaign Coordinator of the Year by the United Way of Henderson County. Shown here are co-chairs Jennifer Boone and Pam Herbst.

Statements of Financial Position

Pardee Memorial Hospital Foundation, Inc.
September 30, 2009 and 2008

2009 Foundation Board

<i>President</i> Todd A. Webb Certified Public Accountant	Edward G. Lilly, M.D. Orthopedic Surgeon Blue Ridge Bone & Joint
<i>VP Public Relations</i> William F. Gold, Jr. Vice President - Investments UBS Financial Services Inc.	Bonnie Short Community Volunteer
<i>VP Development</i> Lynn S. Matykiewicz Retired BP Corporation	Jane O. Swafford Retired Professor
<i>VP Board Development</i> Mary B. Jackson Community Volunteer	W. Mark McCollough, M.D. Radiation Oncologist Mountain Radiation Oncology
<i>Treasurer</i> Greg Gibson, CPA	Donalee D. Wermeister Community Volunteer
<i>Secretary</i> Michael Wollinger City Executive Mountain 1st Bank	James W. Wert Retired Dupont Corporation
Jack H. Davis President Davisco Inc	Deborah W. Wilkinson Senior Vice President Wachovia
Larry B. Freeman News Director, WHKP AM Radio (hospital liaison)	2010 New Members: Jim Honeycutt Retired Financial Advisor
Ryan S. Harman Financial Advisor Edward Jones	Larissa Redden, CPA Dixon Hughes PLLC
Kris Hoce, FACHE Pardee Hospital CEO	Alan Verm, M.D. Ophthalmologist Looking Glass Eye Center
	Ragan Ward Senior Vice President Carolina First Bank

	2009	2008
ASSETS		
Cash and Cash Equivalents	\$1,139,992	\$ 854,657
Interest Receivable	13,114	895
Prepaid Expenses	3,398	4,658
Investments	6,200,098	5,625,513
Fiduciary Assets	22,578	26,262
Grants Receivable	342,050	-
Promises to Give, Net of Allowance and Discounts	242,955	279,612
Property and Equipment, Net of Accumulated Depreciation of \$40,247 in 2009 and \$37,422 in 2008	7,520	10,345
Total Assets	\$7,971,705	\$6,801,942
LIABILITIES AND NET ASSETS		
LIABILITIES		
Accounts Payable	\$ -	\$ 15,232
Annuity Obligations	18,118	15,571
Deferred Revenue – Grants	14,704	23,761
Total Liabilities	32,822	54,564
TEMPORARILY RESTRICTED NET ASSETS		
	7,938,883	6,747,378
Total Liabilities and Net Assets	\$7,971,705	\$6,801,942

*These are summaries from the consolidated financial statements which were audited by our independent auditors, LarsonAllen, LLP. The complete financial statements are available for review at Pardee Hospital, 800 N. Justice Street, Hendersonville, NC.

	Unrestricted	Temporarily Restricted	Total
REVENUE AND SUPPORT			
Contributions from Fundraising	\$ -	\$2,146,057	\$2,146,057
Contributed Support	566,450	-	566,450
Investment Income	-	241,971	241,971
Net Assets Released from Restrictions	1,196,523	(1,196,523)	-
Total Revenue and Support	1,762,973	1,191,505	2,954,478
EXPENSES			
Contributions to Margaret R. Pardee Memorial Hospital	1,066,407	-	1,066,407
Salaries and Benefits	412,981	-	412,981
Professional Fees	52,955	-	52,955
Investment Fees	33,790	-	33,790
Depreciation	2,825	-	2,825
Donor Event Expenses	13,145	-	13,145
Donor Signage Expenses	3,726	-	3,726
Golf Tournament	29,494	-	29,494
Maintenance	8,138	-	8,138
Office Expenses	12,529	-	12,529
Printing	23,412	-	23,412
Public Relations	17,105	-	17,105
Travel	11,555	-	11,555
Women Helping Women Expenses	24,664	-	24,664
Other Expenses	50,247	-	50,247
Total Expenses	1,762,973	-	1,762,973
INCREASE IN NET ASSETS			
	-	1,191,505	1,191,505
Net Assets – Beginning of Year	-	6,747,378	6,747,378
NET ASSETS – END OF YEAR	\$ -	\$7,938,883	\$7,938,883

Statements of Financial Activities

Pardee Memorial Hospital Foundation, Inc.
September 30, 2009 and 2008



“Why should you support Pardee? As a long-time volunteer at Pardee and Foundation Board member, I see on an almost daily basis the caring staff, dedicated volunteers and physicians, as well as the patients who require care. I have been a community volunteer for most of my life and believe we all have to give back to make our own lives and our communities better places. Since its inception in 2002, I have supported the “Generations of Excellence Society” at Pardee and contribute unrestricted gifts so they can be used in the areas of most need. I am a Pardee cheerleader—advocating, talking about our services, and referring others to use our great community hospital.”

Mary B. Jackson, past Auxiliary President, Garden Café volunteer and Foundation Board member

2009 Pardee Hospital Foundation Donors

Following listing includes all Donors to Pardee Foundation for period from October 1, 2008 to December 31, 2009.

Abbott Fund Matching Grant Plan
 Dr. Lateef I. Abumoussa
 Access II Care of WNC
 Mrs. Ann E. Adam
 Mr. and Mrs. Douglass H. Adams
 Ms. Melinda K. Adams
 AIG Matching Grants Program
 Dr. and Mrs. Charles A. Albers
 Ms. Karen L. Alexander
 Mr. and Mrs. William T. Alexander
 Ms. Lisa M. Allen
 Ms. Stephanie B. Allen
 Mrs. Willa Allen
 Mrs. Erica M. Allison
 Mrs. Dodie Allman
 Mr. and Mrs. John Almer
 Ms. Julia P. Alston
 Ms. Rovonda L. Alston
 Mrs. Carol Altmann
 Ms. Cynthia Amann Mares
 Ms. Cheryl D. Anders
 Ms. Amanda B. Anderson
 Mr. Brandon Anderson
 Mr. and Mrs. James M. Anderson
 Mr. and Mrs. Ward G. Anderson
 Ms. Virginia A. Andrews
 Andy Oxy Company, Inc.
 Mrs. Carolyn B. Angus
 Annette's Post-Mastectomy Shop
 Anonymous (28)
 Mr. and Mrs. Berry Anthony
 Mr. and Mrs. Antonio Antonelli
 Mrs. Piper U. Antonucci
 Mrs. Lisa Apodaca
 Applebee's Neighborhood Grill & Bar
 ArvinMeritor, Inc.
 Mr. and Mrs. Thomas E. Aschenbrener
 Mrs. Patricia A. Ashe
 Asheville Cardiology Associates, PA
 Asheville Savings Bank/SSB
 Association of Fundraising
 Professionals-WNC Chapter
 Ms. Brenda A. Austin
 Ms. Christy A. Austin
 Ms. Margaret K. Austin
 Mr. Timothy S. Awwarter
 Margaret R. Pardee Memorial
 Hospital Auxiliary
 AVL Technologies
 Ms. Jane F. Bachert
 Mrs. Maurine Bagwell
 Mrs. Sara S. Bagwell
 Ms. Janet L. Bailey
 Ms. Barbara Balken
 Ms. Dawn E. Balken
 Ms. Betty D. Ballard
 Mr. David Ballard
 Ms. Deborah C. Ballard
 Ms. Mary S. Ballard
 Ms. Carolyn H. Ballinger
 Bank of America Charitable Foundation
 Ms. Linda L. Banks
 Ms. D. Jean Banther

Bares It ALL for Breast Cancer
 Mrs. Patricia C. Bares
 Mr. and Mrs. Kenneth A. Barget
 Mr. David Barnard
 Mr. and Mrs. Robert C. Barnes
 Ms. Leigh A. Barnett
 Ms. Renee' M. Barnett
 Ms. Bridget A. Barron
 Ms. Cheryl D. Barron
 Ms. Patricia A. Bass
 Ms. Allison L. Bauer
 BB&T
 Mr. and Mrs. Harold W. Beam
 Ms. Leslie E. Beatty
 Ms. Stephanie A. Behringer
 Ms. Carlene N. Belanger
 Mr. Andrew B. Belding
 Ms. Nancy A. Bellick
 Ms. Raquel M. Beltran
 Mr. and Mrs. John Bentz
 Mr. and Mrs. Peter Benzing
 Mr. Richard D. Bernard
 Beystone Health and Rehabilitation
 Ms. Ruth B. Birge
 Ms. Dorothy F. Bishop
 Ms. Loretta D. Bishop
 Joan and Buck Blessing
 Dr. and Mrs. Edward J. Bloch
 Ms. Lucy A. Bloomingdale
 Blue Ridge Bone & Joint
 Blue Ridge Plastic Surgery, PA
 Mr. and Mrs. Antonio Antonelli
 Mrs. Argyle V. Bly
 Ms. Lynn G. Blythe
 Mrs. Lisa Apodaca
 Dr. and Mrs. Robert C. Boleman
 Mrs. Judy Bolster
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The Women Helping Woman program raises funds for breast cancer and other women's health needs. The funds assist with the cost of care for patients at Pardee who meet the hospital's financial assistance guidelines and are generally uninsured.

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2009 Tournament of Champions

The 14th annual tournament raised \$76,471 towards the purchase of digital cardiac ultrasound equipment. We appreciate those sponsors for ensuring this was a successful event.

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2009 Annual Donor Event

We believe in saying thank you to our generous donors each year. At our Annual Donor Event, we are able to extend our gratefulness with the help of generous underwriters. This celebration honors donors, informs the community of ongoing programs at Pardee, and awards the Healthcare Philanthropist of the Year. The 2009 recipient was Dr. Phil Sellers.

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2009 Endowment

Endowments are permanent funds which generate income and continue donor's generosity into the future. Both unrestricted and restricted endowments support patient needs at Pardee. We are grateful to those estates and individuals who made gifts this year and see the value of the gifts that keeps on giving.

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2009 Planned Giving

Since the founding of Pardee in 1953, estate gifts and individual trusts have provided funding for endowment, the Foundation's unrestricted funds for the hospital, cancer services, uninsured patient care, and capital projects such as the ER, Cardiac Rehab Wellness Center and Pardee Pavilion.

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Generations of Excellence

Since 2002, this giving society recognizes individuals and organizations for their unrestricted annual donations.

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Exceeding expectations into the future

Pardee Hospital ends 2009 more accessible, more capable and in strong fiscal condition. From this sound position, we head into 2010 with plans to continue our prudent financial management as we create the healthcare facility our community demands.

- In 2010, we will invest almost \$9 million into capital improvements which are planned to include renovations for our orthopedic unit, our birthing center and our health education center, and new equipment for our intensive care unit, oncology unit and cardiac rehabilitation units.
- Our nursing program has all the pieces in place to attain Magnet Status—a national recognition for nursing excellence.

- With an emphasis on customer focus, nurses and physicians—working in collaboration—can continue our excellence approach.

- We will continue to work with our healthcare partners in the region to improve services that benefit us all.
- As new physician needs arise, we will be recruiting those medical specialties that our community needs. As we invest in our facilities, our skills and our services, we will keep exceeding your expectations as a community hospital committed to providing the best in care to you, your family and all who need us.



To find a physician who's right for you
or to learn more about
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call 1-866-790-WELL (9355)
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