




# Pardee

2010 Annual Report



## 2010 Hospital Board

William G. Lapsley, Chair  
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President, Carolina First

Sherri Brewer  
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Peter Goodfield, M.D.  
Cardiologist, Hendersonville Cardiologists Associates

Peggy Judkins  
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Bill Moyer  
Henderson County Commissioner, Ex-Officio Member

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Chief of Medical Staff, Ex-Officio Member

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Retired Director of Quality Engineering, AT&T

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Summey Plumbing & Heating, Inc.

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## 2010 Foundation Board

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Todd A. Webb, CPA

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Retired, BP Corporation

Jane O. Swafford, VP Board Development  
Retired Professor

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City Executive, Mountain 1st Bank

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Retired Banker

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Vice President Investments, UBS Financial Services, Inc.

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Kris Hoce, FACHE  
President/CEO, Pardee Hospital

Jim Honeycutt  
Retired Financial Advisor

Mary B. Jackson  
Community Volunteer

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President, William G. Lapsley & Associates

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Radiation Oncologist, Mountain Radiation Oncology

Larissa Redden  
Dixon Hughes, PLLC

Alan M. Verm, M.D.  
Ophthalmologist, Looking Glass Eye Center

Ragan Ward  
Senior Vice President, Carolina First Bank

Donalee D. Wermeister  
Community Volunteer

James W. Wert  
Retired, Dupont Corporation

Deborah W. Wilkinson  
Senior Vice President, Wachovia

## Hospital Leadership Team

Kris Hoce, FACHE  
President/Chief Executive Officer

Alan House  
Chief Financial Officer/Vice President of Finance

Robert Kiskaddon, M.D., FACEP  
Chief Medical Officer

Pat Ashe, FACHE  
Vice President of Clinical Services

Myra Grant  
Vice President of Community Accountability & Philanthropy

Barbara Platz, FACHE  
Vice President of Professional Services

Hope Reynolds  
Executive Director of HR and Support Services

Harold Moore  
Chief Information Officer & Executive Director of Facilities and Technology

## Built by our community. Recognized by the nation.

*"The time is always right to do what is right."  
--Martin Luther King, Jr.*

In the years before Pardee Hospital, Patton Hospital, Henderson County's original hospital, was built in 1913 and served the community's healthcare needs for many years. In the early 1950's, the physicians who were practicing at Patton saw the growth occurring in the community and the new technologies that were becoming available to treat patients. The small Patton Hospital in the Hyman Heights area of Hendersonville lacked the expansion space for additional operating rooms, an improved emergency room, intensive care unit and private patient rooms.

Three forward-thinking physicians, Dr. Nick Fortescue, Dr. McQueen Salley, and Dr. Fred Trotter, purchased property on Fleming Street with plans to hold and then release the property at the original cost, "when the time was right." Led by Dr. Nick Fortescue, the Henderson County Hospital Association was formed and planning efforts began for our community hospital, including raising the funds needed for construction. The vision of these first physicians for a state-of-the art community

hospital fueled their efforts and led to the founding of Margaret R. Pardee Memorial Hospital on November 15, 1953.

The dedication of these founding physicians attracted excellent additional practitioners, a tradition that has continued throughout the 57-year history of Pardee, bringing national certifications and recognitions of quality healthcare nearly every year. This report contains their stories, our community hospital's story - our accomplishments, improvements, and the nationally recognized care that made 2010 another year of providing outstanding services at Pardee. Our commitment to give back and invest in our community also continued in 2010, with Pardee providing more than \$21.4 million in community benefits. We thank you for the continued support of your community hospital. We will continue to bring you nationally recognized, low cost, high quality healthcare.



- 1,246 employees - Henderson County's second largest employer
- \$69 million in salaries and benefits
- 261 physicians representing 39 specialties and 85 allied health areas
- 273 active Auxiliary members who contributed 27,000 hours and \$343,675
- \$145,590 raised to benefit United Way & Pardee Foundation by Pardee Hospital and 700 of its associates
- \$1.9 million new gifts and pledge payments were received by the Foundation and \$1,506,731 supported hospital programs
- 7,862 people received care during an inpatient stay at the hospital
- 9,921 surgical services and endoscopic procedures performed
- 521 joint replacement surgeries at the Pardee Center for Joint Replacement
- 32,209 visits to Pardee's Emergency Department
- 23,537 visits to Pardee Urgent Care
- 364 babies born at Pardee Women and Children's Center
- 938 patients treated by Psychiatric and Addictions Therapeutic Healing Services (PATHS) at Pardee
- 669,541 diagnostic and treatment procedures provided in radiology, radiation therapy, rehabilitation, respiratory therapy, sleep medicine and the laboratory
- 9,692 screening and diagnostic mammograms performed at the Elizabeth Reilly Breast Center
- 513 cancer patients treated at the Comprehensive Cancer Center
- 17,957 visits to patient homes by home care professionals
- 5,270 days of participation at Pardee Pavilion Adult Day Health Services
- 34,779 visitors participated in health and wellness programs, screenings and support groups at the Pardee Health Education Center in the Blue Ridge Mall and other community sites
- 72,924 patient visits to Pardee-owned physician practices



## Built by our community.

*"My father was on the organizing committee for Pardee. It may have been destiny that brought me back home to Hendersonville to practice medicine. In the 1950's when my colleagues and I began medical practice, we did our best for patients with the technology of that period. Seeing all the advancements today in medicine and what today's doctors have to work with as their tools is a great benefit for patients."*

*--William A. Lampley, M.D.  
Pardee Medical Staff 1953 - 1990*

Shortly after its founding in 1953, Pardee's patient volumes outgrew the original space. In 1956, 30 patient beds were added along with an enlarged kitchen, emergency room and recovery areas, pathology and laboratory departments, a new pharmacy and pediatric treatment room. The Duke Endowment contributed \$10,000 to these improvements and continued to support the hospital through the years. From 1954-2009, total funding from the Duke Endowment exceeds \$3.5 million.

Since the first gift made to Pardee Hospital by the Pardee family, there have been many programs established by physicians, boards and administrators to improve patient care. In addition, many of these improvements were made possible by charitable gifts and grants.

The first of many gifts came in the 1950's from Dr. James H. Cummings to build a solarium that houses outpatient surgery services today. For his generosity during his lifetime, Dr. Cummings, owner of a pharmaceutical company in Buffalo, New York, was an honorary life member of the Pardee Board of Directors. The Cummings Foundation has continued giving to Pardee in support of major projects such as the emergency department expansion in 2003 and most recently, the expansion and renovation of the Orthopedic Center of Excellence.

Cash gifts and grants are only part of the contributions made to Pardee. More than 300 active members of the Auxiliary contribute approximately 25,000 hours of volunteer service annually to Pardee which equates to approximately \$460,750 in value. In addition, the Auxiliary has consistently taken the lead support in giving to the cardiac rehab renovation in 2006, the emergency department in 2003 and recently \$150,000 to the orthopedic renovations.

Pardee Hospital has indeed been built by our community. The growth of Henderson County in the 1960's saw retirees beginning to establish part-time residency and summer camps were attracting young people from all over the county. Once again, the hospital expanded with the assistance of grants and the help of individuals and businesses. As with all other hospital expansions from 1953-2010, no county money was ever used.

Today, Pardee continues to develop our talented staff, technological capabilities and quality standards to provide our community with the best patient outcomes and cost efficiencies. As we continue to evolve and expand, we are most proud that the majority of Pardee's healthcare providers have earned national accreditations and certifications and are highly ranked in their fields.

Pardee has a legacy of forward thinking and was the first hospital to have an intensive care unit in Western North Carolina and the first heart monitor north of Augusta, Ga. in 1965. Pardee also brought cancer care to the county with the arrival of the first oncologist in Henderson County in 1992 and the first Comprehensive Cancer Center certification in Henderson County in 2004. Our Comprehensive Cancer Center is now ranked among the best in the nation, and this year, Pardee welcomed Pardee Hendersonville Hematology and Oncology to its hospital-owned practices.

These firsts, along with the many others that followed, as well as other improvements at Pardee, would not have happened without the standard of patient centered care — putting the patient first. From the original physicians to today's nationally recognized medical staff, to the volunteers and support staff who provide customer service, Pardee Hospital continues the community vision established in 1953 to be the best healthcare resource for Henderson County and the surrounding communities.

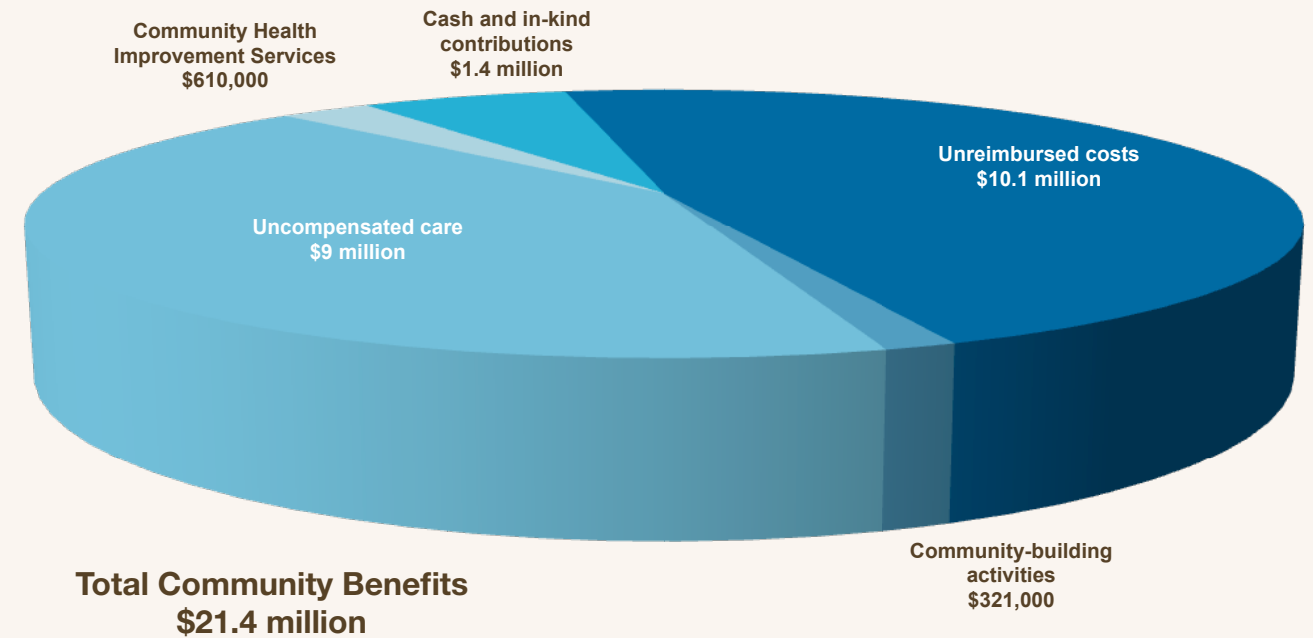
## Community Benefit

*“As the 2010 United Way of Henderson County Campaign Pacesetter, Pardee Hospital employees were instrumental in helping UWHC achieve an overall 2.6% increase in donations over the previous campaign. They led the way with a \$145,000 check at 2010 campaign kick-off and their final tally was a 7% increase over 2009. That same day, 57 volunteers from Pardee gave back to our community by lending their time and talents to over a dozen projects to support and improve local non-profits during the UWHC Day of Caring.”*

--Ruth Birge, Executive Director  
United Way of Henderson County

As your community hospital, Pardee is dedicated to keeping our community strong and healthy. We continuously reach out to the community through various programs, making healthcare available to underserved populations. We support innovative programs, education, events and practices that allow community members to take a more active role in their health. We support education and research programs for patients participating in cancer research. Pardee Foundation's Women Helping Women program provides assistance to women who are uninsured or in financial need.

Saving lives, restoring people to good health and providing jobs as a key employer are just some of Pardee Hospital's contributions to our community. Hospitals, their medical staff and employees affect almost every aspect of community life. Some volunteer with community agencies, others contribute to community college nursing programs and others provide free care for patients without sufficient financial resources. At Pardee Hospital, we do all this and more. In 2010, our volunteers, physicians and employees contributed more than \$21.4 million in community building and benefit activities.



### 2010 Community Benefits

The \$21.4 million in community benefits provided by Pardee Hospital in 2010 impacted the lives of our community in many ways. This chart reflects Pardee's support of our community in 2010.

The American Hospital Association and the North Carolina Hospital Association, as well as the Internal Revenue Service, provide specific guidelines to hospitals and health systems about how they report community benefit activities to the public annually in an accountable and transparent way. Pardee's reporting of these guidelines is as follows and may also be found on [www.pardeehospital.org](http://www.pardeehospital.org) and [www.ncha.org](http://www.ncha.org).

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: \$610,000.

#### Cash and in-kind contributions

To community organizations with healthcare-related programs, research, health profession education: Pardee made \$1.4 million in contributions.

### Unreimbursed costs

Treating Medicare and Medicaid patients; these payments to hospitals generally are less than the actual cost of care and totaled: \$10.1 million.

### Community-building activities

\$321,000 was contributed in 2010 to enhance Pardee's ability to address community healthcare and physicians needs through recruitment and development of primary care and specialty physicians.

### Uncompensated care

This includes costs of treating charity care patients and bad debt. While all other businesses have the ability to turn away patrons who cannot or do not pay for services, community hospitals do not have that ability and provide services to all emergency patients regardless of ability to pay: \$9 million.



Karla Ketwitz, Melissa Walden, Jerry Maeir and Pam Herbst accepting the United Way Employee Giving Award

## Hospital Statement of Financial Position

As a community hospital, Pardee has a responsibility to care for patients in emergency situations regardless of their ability to pay. We also have a responsibility to be fiscally strong so that we can be counted on for low cost, high quality healthcare. Pardee's leadership and board remain transparent

in all operations – Pardee is one of the few hospitals in North Carolina that has been recognized for transparency in providing patients and the public with our financial assistance policies by the Justice Center's Health Access Report.

### Consolidated Balance Sheets\*

	2010	2009
<b>ASSETS</b>		
Current Assets	\$ 32,136,000	\$ 37,337,000
Restricted Assets	4,694,000	3,749,000
Property and Equipment	66,594,000	68,234,000
Other Assets	53,133,000	43,543,000
<b>Total Assets</b>	<b>\$156,557,000</b>	<b>\$152,863,000</b>
<b>LIABILITIES</b>		
Current Liabilities	\$ 17,220,000	\$ 21,150,000
Long-Term Liabilities	14,384,000	12,058,000
Net Assets	124,953,000	119,655,000
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$156,557,000</b>	<b>\$152,863,000</b>

### Consolidated Statements of Revenues & Expenses\*

	2010	2009
<b>OPERATING REVENUES</b>		
Net Patient Service Revenue	\$128,385,000	\$124,892,000
Other Operating Revenue	3,638,000	4,212,000
<b>Total Revenues</b>	<b>\$132,023,000</b>	<b>\$129,104,000</b>
<b>EXPENSES</b>		
Salaries, Wages & Benefits	\$ 69,977,000	\$ 65,971,000
Other Expenses	49,425,000	46,735,000
Depreciation & Amortization	\$ 8,547,000	9,913,000
<b>Total Expenses</b>	<b>\$127,949,000</b>	<b>\$122,619,000</b>
<b>NON-OPERATING REVENUES</b>	<b>1,123,000</b>	<b>1,128,000</b>
<b>EXCESS REVENUES OVER EXPENSES</b>	<b>\$ 5,197,000</b>	<b>\$ 7,613,000</b>

Fiscal years ending Sept. 30, 2010 and Sept. 30, 2009  
Henderson County Hospital Corporation, Inc. d/b/a/ Margaret R. Pardee Memorial Hospital and affiliates

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

## Foundation Statement of Financial Position

ASSETS	2010	2009
Cash and Cash Equivalents	\$ 975,897	\$1,139,992
Interest Receivable		13,114
Prepaid Expenses	3,186	3,398
Investments	7,138,587	6,200,098
Fiduciary Assets	20,607	22,578
Grants Receivable	25,000	342,050
Promises to Give, Net of Allowance and Discounts	336,395	242,955
Property and Equipment	\$5,277	\$7,520
<b>Total Assets</b>	<b>\$8,504,949</b>	<b>\$7,971,705</b>

### LIABILITIES AND NET ASSETS

	2010	2009
<b>LIABILITIES</b>		
Accounts Payable	\$ 6,007	
Annuity Obligations	196,189	18,118
Deferred Revenue - Grants	14,824	14,704
<b>Total Liabilities</b>	<b>\$ 217,020</b>	<b>32,822</b>
<b>TEMPORARILY RESTRICTED NET ASSETS</b>	<b>8,287,929</b>	<b>7,938,883</b>
<b>Total Liabilities and Net Assets</b>	<b>\$8,504,949</b>	<b>\$7,971,705</b>

### STATEMENT OF ACTIVITIES - 2010

	Unrestricted	Temporarily Unrestricted	Total
<b>REVENUE AND SUPPORT</b>			
Contributions from Fundraising	\$ -	\$1,429,055	\$1,429,055
Contributed Support	497,790		497,790
Investment Income		566,185	566,185
Net Assets Released from Restrictions	1,646,194	(1,646,194)	
<b>Total Revenue and Support</b>	<b>\$2,143,984</b>	<b>\$ 349,046</b>	<b>\$2,493,030</b>
<b>EXPENSES</b>			
Contributions to Margaret R. Pardee Memorial Hospital	\$1,506,731		\$1,506,731
Salaries and Benefits	374,049		374,049
Donor Recognition Event	16,856		16,856
Tournament of Champions	35,356		35,356
Women Helping Women	30,783		30,783
Other Expenses	180,282		180,282
<b>Total Expenses</b>	<b>2,143,984</b>		<b>\$2,143,984</b>
<b>INCREASE IN NET ASSETS</b>		<b>349,046</b>	<b>349,046</b>
Net Assets - Beginning of Year		7,938,883	7,938,883
<b>NET ASSETS - END OF YEAR</b>	<b>\$ -</b>	<b>\$8,287,929</b>	<b>\$8,287,929</b>

\* These are summaries from the consolidated financial statements for fiscal year ending Sept. 30, 2010 and Sept. 30, 2009 which were audited by independent auditors, LarsonAllen, LLP. The complete financial statements are available for review at Pardee Hospital, 800 N. Justice Street, Hendersonville, NC

## Pardee Foundation

*"I think it's important to support the wonderful facility that we have here. When we moved here it was wonderful, but we cannot believe its growth and now all of the recognition and accreditations have certainly exceeded any of our expectations."*

--Donalee Wermeister, Foundation Board Member

The Pardee Foundation exists to educate and inspire the community to support your community hospital, Pardee Hospital, with services and programs. Community support resulted in \$1,429,055 from new gifts raised in 2010, which funded specific projects at Pardee. In 2010, donations to the Foundation provided the following:

- \$14,619 in equipment for the rehabilitation and wellness facility
- \$417,650 for renovations to the orthopedics unit
- \$292,050 for renovations to the intensive care unit
- \$164,915 in construction to house the new CT scanner
- \$13,195 for the new waiting room in the Women & Children's Center
- \$30,374 to provide financial assistance to patients in the Etowah community
- \$52,160 to complete installation of a new nurse call system
- \$69,000 for financial assistance to underinsured patients

Our donors make these projects possible, and for that, we are grateful. We appreciate their commitment to improving patient care at Pardee.



*Dot Marlow, 2010 Philanthropist of the Year, with Myra Grant and Kris Hoce*

## Recognized by the nation.

*"Nowhere in this country can you get the service that you've got here."*

--Ed Thomas, husband of patient

Over the years, Pardee has consistently received national recognition for our services and best practices. Pardee identifies benchmarks for the clinical services we provide and ensure that our outcomes meet or exceed these relevant national standards. While continuing to embrace ongoing quality performance, Pardee began the process of becoming ISO 9001 certified and has implemented lean manufacturing techniques by evaluating hospital processes that could be improved upon to produce high efficiency and teamwork.

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. Throughout 2010, Pardee received numerous national awards, recognitions and certifications...

### **Association of Community Cancer Centers' Annual David King Community Clinical Scientist Award**

James E. Radford, M.D., received the David King Community Clinical Scientist Award, which recognizes active community clinical research leaders who have demonstrated leadership in the development, participation and evaluation of clinical studies and/or are active in the development of new screening, risk assessment, treatment, or supportive care programs for cancer patients. This prestigious award is named after David K. King, MD, FACP, an ACCC past president, who spent his entire life caring for individuals with cancer, while also championing the value of clinical research in the community setting.

### **Medical Review Officer by the American Association of Medical Review Officers, Inc.**

The American Association of Medical Review Officers is a medical society dedicated to establishing national standards and certification of medical practitioners and other professionals in the field of drug and alcohol testing. Medical review officers are licensed physicians who receive, review and interpret urine, hair, oral fluid and sweat patch drug test results. They also monitor drugs of abuse on behalf of employers, federal agencies, the courts and healthcare providers.

### **Distinguished Service Award from the North Carolina Public Health Association**

This award was established in 1953 to recognize individuals in other organizations or professions who have made significant contributions to public health in North Carolina.

### **N.C. Business Best Doctors**

In 2010, W. Mark McCollough, M.D., William D. Medina, M.D., and James E. Radford, M.D., were nominated by their peers as three of the best doctors in North Carolina. The physicians were named to Business North Carolina's Best Doctors list, which is published in the monthly publication. Best Doctors Inc., a Boston, Mass.-based company, surveyed physicians nationwide, asking them to grade other doctors in their specialty area. Those with the highest averages made the final list.

### **Outstanding Achievement Award from the Commission on Cancer (CoC)**

The Comprehensive Cancer Center at Pardee was honored in 2010 with the Outstanding Achievement Award (OAA) from the Commission on Cancer (CoC) of the American College of Surgeons (ACoS). Established in 2004, the CoC Outstanding Achievement Award is designed to recognize cancer programs that strive for excellence in providing quality care to cancer patients. A facility receives the OAA following an on-site evaluation by a physician survey or during which the facility demonstrates a Commendation level of compliance with seven standards that represent the full scope of the cancer program and also receives a compliance rating for the remaining 29 standards.

### **Pardee's laboratory receives accreditation from College of American Pathologists**

Pardee Hospital's laboratory has been awarded accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP), based on the results of a recent on-site inspection. Pardee Hospital's laboratory is one of only 6,000 CAP-accredited laboratories nationwide.

### **Hendersonville Family Health Center receives NCQA recognition**

The National Committee for Quality Assurance (NCQA) announced that Pardee Hospital's Hendersonville Family Health Center Family Practice Residency Program has received recognition from the Physician Practice Connections – Patient-Centered Medical Home (PPC-PCMH) program for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term participative relationships.

### **Quality Respiratory Care Recognition**

Pardee Hospital is the only hospital in Henderson County to earn the Quality Respiratory Care Recognition (QRCR) under a national program aimed at helping patients and families make informed decisions about the quality of the respiratory care services available in hospitals. Approximately 15 percent or about 700 hospitals in the United States have received this award.

### **Certifications**

- Breast Imaging Center of Excellence by the American College of Radiology
- National Quality Measures for Breast Centers Program (NQMBC)
- Accreditation with Commendation from the Commission on Cancer (CoC) of the American College of Surgeons (ACoS)
- National Certification by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- Re-accreditation from American Academy of Sleep Medicine (AASM)
- Full Accreditation by National Accreditation Program for Breast Centers (NAPBC)
- Inter-societal Commission for the Accreditation of Echocardiography Laboratories

## Forward-thinking

### **Orthopedics**

Pardee Hospital's Orthopedic Center of Excellence consistently benchmarks among the top orthopedic programs in the nation. Our board-certified physicians and highly-trained support staff are well-known and respected in their field. More important, however, is the great reputation our orthopedics team has among patients for giving back their ability to lead an active lifestyle. Over the past several months, the center has embarked on an exciting new adventure. We are taking giant steps forward to ensure our patients receive the best care and the most rejuvenating experience available from any healthcare facility in the country.

Due to an increase in surgeries and the addition of spine treatment, we are in the process of adding five new dedicated patient rooms designed for patients recovering from orthopedic surgery. In addition to these rooms, we are adding an expanded group physical therapy area, a new salon and massage room, and a facelift of the entire center. Our goal is to keep our patients' care and comfort in mind, with the most important goal of getting them back to the quality of life they once enjoyed. This renovation is near completion and a rededication will take place in May 2010.

### **15 Years of the Foundation**

It all started in January 1996, when the hospital board created a Foundation for the purpose of fundraising for the hospital. Myra Grant, the first and only Executive Director, was hired from more than 130 candidates on January 22, 1996. Throughout the 15 year history of the Foundation, Pardee Hospital has provided the operating funds for the Foundation, making it possible for 100 percent of every gift received to be used for Pardee services. There have been many events and several fundraising campaigns, all successfully fulfilling the Foundation's mission to support Pardee Hospital programs and services. After 15 years, the Foundation raised funds in excess of \$25 million and assets grew to \$8.5 million.

We are grateful to our community for gifts past, present and future to help ensure Pardee Hospital's commitment to quality healthcare in our community.





### ISO 9001

ISO 9001: 2008 is internationally recognized as the “gold standard” for quality management. Organizations seek ISO certification to demonstrate their commitment to quality, customers, and a willingness to improve the efficiency of operations. Implementing the ISO 9001 quality management system provides work consistency, focuses on customer needs, defines goals for quality, and uses internal audits to validate care/service.

ISO standards are used in industries around the world, ranging from aerospace to manufacturing. Although new to the hospitals in the United States, ISO certification in hospitals outside the U.S. has become “the norm.”

Changing accreditation from The Joint Commission to Det Norske Veritas (DNV) included the opportunity to bring ISO standards to Pardee. The Pardee Board of Directors, physicians and management team embraced the challenge. DNV is the first healthcare accrediting agency to combine ISO 9001 quality management with clinical standards. Facilities accredited by DNV must agree to become compliant with the ISO standards within three (3) years.

Just after the first DNV survey in 2009, the Pardee Board and Executive Team set the goal for Pardee not just to be ISO compliant, but to become certified. Fewer than 25 hospitals have achieved this status and Pardee is ready to become the first hospital in North Carolina to attain ISO certification.

### The Orchards Cafeteria

The Orchards Cafeteria has been remodeled and renovated with a new grill which provides fresh made-to-order sandwiches. Traditional sandwiches are available, as well as new items such as paninis and flatbread pizzas. Healthy options such as grilled chicken sandwiches and veggie burgers are also available upon request. In addition to the grill, fresh pancakes and waffles are offered on a daily basis. A new station called The Expo provides tasty international dishes using fresh ingredients. Our talented chef personally prepares and presents the food to customers. Many of the items prepared at this station provide healthier options for our guests since they are able to specialize their requests. Fresh soups and refreshing salad bar items are also available daily. The overall facility includes a modernized dining room and dish return area. The Orchards décor is inspired by Western North Carolina’s beautiful natural settings and is named after the vast number of farms and orchards in Henderson County.

Pardee Hospital, an influential presence in Henderson County since 1953, continues to bring compassionate care to thousands in our community each year. The dedication of the hospital’s expert staff and supportive donors is the key to sustaining this vital resource. Pardee Hospital continues its dedication of keeping our community strong and healthy through forward-thinking practices and award-winning care.

## Donor List

Following listing includes all Donors to Pardee Hospital Foundation for period from October 1, 2009 to December 31, 2010.

- |  |   |  |  |
|--|---|--|--|
| A & S Home Improvements, LLC                   | Mr. and Mrs. William Beeker               | Ms. Doris E. Butterfield                 | Ms. Pamela L. Craft                            |
| Abbott Fund Matching Grant Plan                | Belk Department Store                     | Ms. Angela P. Byrd                       | Ms. Regina Craig                               |
| Ms. Hewaida G. Abd Elhady                      | Ms. Suzanne B. Bell                       | Ms. Chasitty C. Calhoun                  | Ms. Sallie Crane                               |
| Access II Care of WNC                          | Ms. Nancy A. Bellick                      | Ms. Sharon K. Calhoun                    | Dr. and Mrs. John L. Crawford, III             |
| Ace Hardware                                   | Ms. Raquel M. Beltran                     | Ms. Tabitha R. Calloway                  | Mr. Ronald C. Critz                            |
| Mr. and Mrs. Douglass H. Adams                 | Mr. and Mrs. William E. Benoit            | Mr. and Mrs. Alfredo A. Calvo            | Crossroads Baptist Church                      |
| Adventures in Wine & Beer                      | Mr. McCray V. Benson                      | Ms. Sandra M. Camp                       | Mrs. Deborah H. Crowder                        |
| AFLAC Supplemental Insurance                   | Ms. Rosemary J. Benton                    | Mr. and Mrs. Benjamin J. Campanella      | Ms. Maria Cruz                                 |
| AIG Matching Grants Program                    | Mr. and Mrs. Peter Benzing                | Mr. and Mrs. Norman L. Campbell          | Ms. Carol B. Cucumber                          |
| Ms. Elsie T. Aiken                             | Ms. Lisa Bergmark                         | The Cannon Foundation, Inc.              | James H. Cummings Foundation, Inc.             |
| Dr. and Mrs. Charles A. Albers                 | Mr. Richard D. Bernard                    | Mr. and Mrs. Robert L. Cannon            | Mr. Dirk R. Cummings & Ms. Margaret A. Stadler |
| Mrs. Linda L. Albright & Mr. Richard E. Jansak | Mr. and Mrs. Charles D. Bertini           | Ms. Wanda P. Cannon                      | Custom Packaging of Asheville, Inc.            |
| Ms. Sarah L. Alexander                         | Ms. Linda B. Best                         | Mr. and Mrs. Jorge A. Cano               | Ms. Jennifer C. Dale                           |
| Mr. and Mrs. William T. Alexander              | Beystone Health and Rehabilitation        | Mr. David G. Carbajal                    | Mr. and Mrs. Robert S. Danilin                 |
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