

EMBRACE

EXCELLENCE

ALWAYS

Meriter: A Top Performer in National Survey

Meriter Hospital is among the top hospitals in the nation for having demonstrated the fastest, most consistent improvement over five consecutive years according to the Thomson Reuters 100 Top Hospitals: Performance Improvement Leaders study. The study examined the performance of more than 2,800 U.S.

hospitals on a variety of clinical, financial, operational and patient safety criteria to identify the 100 winners.

"I'm extremely pleased that Meriter was recognized as a top 100 performer because it reflects the work done everyday, by the entire care team—from nurses to environmental services, clerical staff to physicians," says Jim

Woodward, Meriter Hospital President and CEO.

"Providing exceptional patient-centered care is our top priority."

The hospital assessment project, which dates back to 1993, was formerly called the Solucient 100 Top Hospitals program. Thomson Corporation acquired Solucient, LLC, in 2006. It acquired Reuters earlier this year to form Thomson Reuters.

"This study identifies superior leadership, based on the success of hospital executive teams' long-term strategies for strengthening performance," says Jean Chenoweth, senior vice president for performance improvement and 100 Top Hospitals programs at Thomson Reuters. "These are true 'Good to Great' leadership teams that have focused on improving quality, efficiency, use of evidence-based medicine, and financial stability in order to better serve their patients and communities."

Meriter was identified in the teaching hospital category. The only other Wisconsin hospitals named were Aurora facilities in West Allis, Green Bay and Two Rivers, with all three in the community hospitals category.



Kirsten Albers, Esther Nam, RN, and Ramiro Bello celebrate the entire Meriter team's dedication to providing the highest quality care.



Building on a Tradition of Quality

When Meriter Hospital announced that it planned to convert semi-private rooms to private rooms, expand its operating rooms and begin mapping out a master plan through which it will update its Park Street campus clinical services infrastructure during the next decade, it was a logical next step in the organization's history.

For the last 20-plus years—much longer than that, if you take into account its 110-year history—Meriter has continuously sought ways to more effectively and efficiently fulfill its mission of providing quality health care services.

Some of those more recent changes include consolidating most clinical services from two campuses to one (1990); opening state-of-the-art Birthing Center (1989), Emergency Services (1998) and Heart Hospital (2007) facilities; opening a new stand-alone Child & Adolescent Psychiatric Hospital (2004); opening primary care clinics in Middleton (2005) and on McKee Road (2008) and keeping current with a slew of technological and capital improvement changes.

Truth is, Meriter's newest building on its Park Street campus is 10 years old,

and the median age of Meriter's hospital buildings is 40 years, and its West and Center wings are closer to 100 years old. Over the next five years, Meriter will transform almost every patient room and care area throughout the hospital.

Projects currently underway at Meriter include a new oncology unit and patient care floors, which should be completed by the end of 2008, and eight new operating rooms that should be put into operation in mid-2009.

"These renovations will make the hospital experience more comfortable for patients and their families, and will provide a more efficient working environment for our staff. In addition, improvements to our infrastructure will enable us to adopt new technologies as they become available," says Jim Woodward, Meriter President and CEO.

He says that he is committed to renovating one nursing floor each year, adding, "A team is currently planning for the order of these renovations to achieve the improvements with the least disruption possible."

While Meriter's master plan is evolving and subject to Meriter Hospital Board of

Directors' approval based on whether the changes are economically feasible, its guiding principles are to advance Meriter's growth and renewal; provide a welcoming, safe, accessible, therapeutic and sustainable physical environment; maintain and enhance Meriter's presence on the Park Street corridor; support the development of Meriter's highest priority projects; and guide expansion of ambulatory care through an organized strategy that supports the cohesive organization of services.

An initial step in providing expansion opportunities of core services at the Park Street campus will be to relocate up to 300 non-clinical employees to a new off-site office building. That move will also help Meriter manage parking demand.

"We take very seriously our mission of providing quality health care services to the community," says Fred McGee, Meriter Vice President of Planning. "Making prudent spending decisions allows us to devote more dollars to patient care and find ways to keep in step with diagnostic and technological upgrades, and continuing to make our environment of care more comforting to patients."

MERITER MILESTONES 1987-2008

1989
Meriter's Birthing Center opens, becoming the first area hospital to offer single-room maternity care.

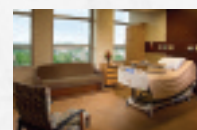


1998
Meriter opens its new Atrium, a 117,000-square-foot addition that houses the Emergency Room, and cardiology and pulmonary departments.

2004
Tower and Atrium expansion project begins.



2007
Meriter Heart Hospital opens



2008
Meriter Medical Clinic-McKee opens



1987
General Health Services and Methodist Health Services merge to become Meriter Health Services. Madison General and Methodist—Madison's two oldest hospitals—become Meriter Hospital.

MERITER HOSPITAL

1990
Eight-day hospital consolidation process sees most inpatient services remaining at Meriter Hospital's Methodist Campus—including ER, Cardiology, ICU and IMCU—move to Meriter Hospital's Madison General Campus.

1998
Centennial: A Celebrated Past, A Vital Future



2004
Meriter opens Wisconsin's first accredited Chest Pain Center, and a Child & Adolescent Psychiatric Hospital on Madison's southwest side.



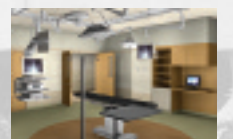
2005
Meriter Medical Clinic-Middleton opens



2007
New Newborn Intensive Care Unit opens



2008
Meriter begins an operating room expansion project and patient-centered Oncology Unit



Gifts Help Build a Healthier Tomorrow

Despite an active lifestyle—skiing, running marathons, biking, swimming and skydiving—Rockford business owner Ed Clucas developed heart problems in the mid-1990s. He received great medical care locally for atrial fibrillation, but when he

needed additional treatment in 2000, he found that the physician he trusted was no longer covered by his health insurance.

Research and referrals led Clucas to Wisconsin Heart and Vascular Institute cardiologist Wayne Grogan, MD, who specializes in treating heart rhythm disorders. Dr. Grogan and the Meriter cardiovascular team provided the treatment and care Clucas needed to avoid the potential for blood clotting and stroke that atrial fibrillation often leads to.

“My wife, Barb, and I couldn’t have been more pleased with my care every step of the way,” says Clucas. “Everyone was top notch and professional from the people who greeted me when I arrived to Dr. Grogan and the specialists who cared for me. I recommend Meriter to everyone. For me, it’s great to know that the best care available is only an hour away.”

Clucas, a father of three and grandfather of five, says he was inspired to give back.

“I was extremely impressed with all the hospital had done for me and the treatment I received. And I’m thankful I’ve had the opportunity to provide financial gifts to Meriter Foundation that goes toward helping to fund the hospital’s excellent cardiac care programs.”

Meriter Foundation president Fran Petonic says it is always gratifying to hear from grateful patients like Clucas, adding, “They donate to us as a way of saying thank you to the people who were there when they

needed them most—the physicians, nurses, technologists, therapists, housekeepers and other healthcare professionals. Donors made the difference in completing the region’s only Newborn Intensive Care Unit with all private rooms and in 2009, through an investment in additional state-of-the-art operating rooms, donor dollars will make the difference in shortening wait times for surgery scheduling, and attracting the brightest and best surgeons.”

Douglas Nelson agrees. Nelson, who is chair of the Meriter Foundation Board of Directors—a group of 14 community leaders who share a commitment to health and wellness—explains that the Foundation is a key partner in the hospital’s stability and growth.

He adds, “I am pleased to support and volunteer my time for Meriter because I recognize that the hospital is a gem in our community. Last year, Meriter’s nurses and physicians cared for more than 117,000 individuals.”

As a community health system, Meriter has roots in philanthropy dating back more than a century. Thousands of individuals and organizations have offered support through charitable giving over the years.

Clucas says he finds deep personal satisfaction and pride in supporting Meriter. The way he sees it, “Supporting your hospital is much like buying insurance. It provides the additional funding to ensure that you and your family will receive good care in the future.”

Visit meriterfoundation.com or call (608) 417-5300 to learn more about the Meriter Foundation and its current initiatives.



Meriter Foundation Board Chair Douglas Nelson and President Fran Petonic are grateful to donors like Ed Clucas.

Knee Surgery Gives Teacher Her Life Back

After three years of continual limping, falling, pain and restricted activities, Sue Lyth says she has her life back thanks to a recently FDA-approved surgical knee procedure offered at Meriter Hospital.

MERITER IS THE ONLY MADISON HOSPITAL THAT OFFERS THE JOURNEY DEUCE,[®] THE FDA-APPROVED DEVICE FOR BI-COMPARTMENTAL KNEE REPLACEMENT.

“The surgery was exactly what I was hoping for, and I wish I had had it done sooner!” says Lyth, who teaches special education at Madison Memorial High School. Before the surgery, she says she was constantly limping at school. Her students could see she was in pain when she had to lean on a desk to get out of a chair. Pens and pencils were not worth picking up when she had so much pain, she recalls.

Board-certified Orthopedic Surgeon David Bartlett, MD, describes Lyth’s condition – one that affects many Americans – as osteoarthritis, the most common type of arthritis. It occurs when the cartilage breaks down due to daily “wear and tear.” When the cartilage deteriorates, patients may experience pain from bone rubbing on bone.

To repair Lyth’s knee, Bartlett used a bi-compartmental knee replacement, one option that he considers for his patients who have arthritis in only two of the knee’s three sections. In the procedure, those two sections, or compartments, are replaced and resurfaced to accommodate the implant. The healthy compartment and the anterior cruciate ligament (ACL) remains untouched.

“When a patient comes to me, I have a variety of procedures to choose from to find the best solution for that patient,” Bartlett explains. “The bi-compartmental knee replacement was the best fit for

Sue. Not only did her knee condition make her a good candidate, but she’s also young and wanted to get back to

teaching a month after surgery.”

He says that the benefits of this procedure—when compared to a total knee replacement—include:

- Preservation of important ligaments
- Better range-of-motion in the knee
- More natural motion and feeling
- Shorter hospital stay
- Faster recovery time

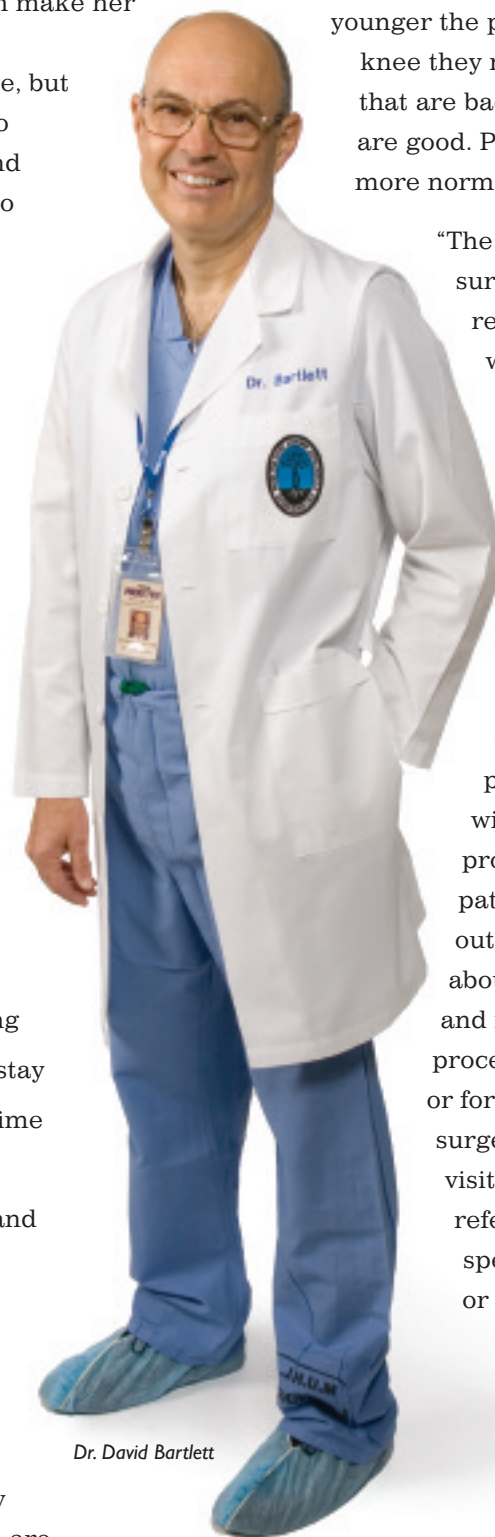
Bartlett, who has practiced at Bone and Joint Surgery Associates for 30 years, notes, “This procedure gives us an early interventional treatment for many of our patients who are too young for a total knee

replacement, but who are in desperate need of pain relief.”

And, he says, in his experience, patients who have partial knee replacements do not go on to having total knee replacements. He adds, “The younger the person, the less artificial knee they need. We repair the parts that are bad and save the parts that are good. Preserving the ACL gives a more normal knee.”

“The short recovery time for the surgery was wonderful,” Lyth recalls, adding, “I used a walker for two weeks and then was walking on my own. A month after the surgery, I was back living life by going on family camping trips and playing Frisbee with my son.”

Dr. David Bartlett and the other surgeons who practice at Meriter use a wide variety of innovative procedures to give their patients the best possible outcomes. To learn more about the full range of surgical and non-surgical knee procedures offered at Meriter, or for links to our surgeons’ websites, visit meriter.com/knee. For a referral to an orthopedic specialist, call (608) 258-3748 or 1-800-480-8399.



Dr. David Bartlett

Honors, Achievements and Announcements

New COO Joins Meriter

Lynne Myers recently joined Meriter Hospital as Chief Operating Officer.



Lynne Myers

“I am pleased to welcome Lynne to Meriter,” says Meriter Health Services President and CEO Jim Woodward, “She brings a wealth of

experience and the level of leadership necessary to the future success of Meriter and the fulfillment of its mission.”

Myers, a Fellow of the American College of Healthcare Executives, comes to Meriter from Montgomery General Hospital in Olney, Maryland, where she served for seven years as Vice President of Corporate Strategy and Professional Services. Prior to that, she was Director of Planning and Program Development for University of Maryland Medical System in Baltimore. A native of Cleveland, Ohio, Myers received her Bachelor of Science and Master of Health Administration degrees from The Ohio State University in Columbus.


“I am honored to undertake this new role,” Myers says, “I look forward to working collaboratively to build upon Meriter’s strong tradition of providing excellent healthcare services.”

Meriter Medical Clinic-McKee is Open


Meriter Medical Clinic-McKee recently opened on Madison’s west side. The clinic is currently staffed by three physicians who are board-certified in internal medicine: Cyndi Pickney, DO; Arpad Olajos, MD; and Thomas Casper, MD.

New patients are being accepted, and same-day appointments are available, Monday-Friday. To schedule an appointment, call (608) 417-8800. To learn more about the clinic’s physicians and services, please visit meritermedicalclinics.com. 

Meriter Heart Hospital Celebrates First Anniversary

The Meriter Heart Hospital recently celebrated its first anniversary with more than 30,000 patient visits during its first year. The state-of-the-art “hospital within a hospital” was designed around the needs of patients with cardiovascular diseases, those conditions that affect the heart and the network of blood vessels that carry blood to and from the heart. To learn more about the Heart Hospital and take a free Heart Risk Assessment, please visit meriterhearthospital.com. 

Clinic Welcomes Nurse Practitioner

Nurse Practitioner Marta Staple has joined the Meriter WomanCare Clinic practice. She offers highly personalized, comprehensive care for women of all ages. To schedule an appointment, call (608) 417-5433. Meriter WomanCare Clinic is located at 20 S. Park Street, Suite 450. For more information about clinic services and hours, go to meriter.com/womancare. 

Meriter Earns “Guidelines” Award

Meriter Hospital was recognized by U.S. News and World Report in its recent “America’s Best Hospitals” issue. Meriter received a 2008 Silver Performance Award for 12 consecutive months at 85% or higher adherence to all “Get with the Guidelines” criteria for patients with coronary artery disease and heart failure. This award recognizes those performance improvement programs that help ensure that patient care is aligned with the most up-to-date scientific guidelines.

Welcome, New Physicians

At Meriter Hospital, the partner relationship with the physicians who practice here is an essential ingredient in our mission to Heal, Teach, and Serve. We are pleased to announce the addition of the following doctors to our medical staff:

Heather Bankowski, DO
UW Health Physicians
Obstetrics/Gynecology

Thomas Casper, MD
Meriter Medical Group
Internal Medicine

Thomas Drye, MD
Madison Anesthesiology
Consultants
Anesthesiology

Bora Ozel, MD*
UW Health Physicians
Radiology

De-Ann Pillers, MD, PhD*
UW Health Physicians
Neonatology

Bridget Pribbenow, MD
Associated Physicians, LLP
Family Medicine


Conrad Pun, MD*
UW Health Physicians
Radiology

Chad Schneider, MD
Meriter Medical Group
Hospitalist

Kathryn Swartz, MD
Meriter Laboratories
Pathology

Gina Van Buren, MD
Meriter Laboratories
Pathology

Caroline Wilker, MD
Meriter Medical Group
Hospitalist

For a directory of all Meriter physicians, visit meriter.com/doctors. 

*UW Health Physician and UW School of Medicine and Public Health Faculty Member

Meriter Health Services provides health care services to residents of southern Wisconsin and areas of northwest Illinois through its family of companies. Meriter Hospital is a not-for-profit, locally directed, teaching hospital that proudly serves the community.

MERITER'S MISSION IS:

to heal this day
to teach for tomorrow
to embrace excellence always
to serve our communities —
for a lifetime of quality health care.

THERE'S MORE FOR YOU AT MERITER.COM!

meriter.com/enews - Register online for free e-newsletters filled with health and wellness information.

meriter.com/patientcenter - Use this resource before, during and after a hospital stay.

meriter.com/careers - See what opportunities may await you and apply online.



FALL 2008 INSIDE THIS ISSUE:

TOP 100

Meriter Named a Top Performer
Page 1.

MASTER PLAN

Building on a Tradition of Quality
Page 2.

INNOVATION

Healing Knees
Page 4.

Focus is published three times per year by the Meriter Health Services Marketing Department. Phone: 608-417-5620

MERITER®

Meriter Health Services, Inc.
202 S. Park Street
Madison, WI 53715
meriter.com

NONPROFIT ORG.
U.S. POSTAGE
PAID
MADISON, WI
PERMIT #1181

SERVE

OUR

COMMUNITIES

Meriter FastCare Clinics To Open in October

People suffering from common ailments will soon have a convenient and economical option for treatment. This fall, Meriter will open two FastCare clinics in Madison, one in Shopko West (7401 Mineral Point Road) and one in Shopko East (2201 Zeier Road).

FastCare clinics offer basic medical care for minor conditions and symptoms, including sore throat, fever, flu, common cold, ear/sinus infections, pink eye, skin rash and allergies. No appointments are necessary, and there are no insurance restrictions. For added convenience, patients needing medication can choose to have their prescriptions filled at the store's pharmacy.

"We're very pleased to provide this service to residents as well as visitors to our community," says Geoff Priest, MD, Meriter Chief Medical Officer. "Providing quality health care that is convenient, both in hours and location, is very important to us at Meriter."

The clinics, staffed by nurse practitioners, will be open 364 days a year and are open to anyone ages 18 months and above. Patients are charged a flat fee of \$49 (includes basic lab work), which is paid initially by the patient and can then be billed to the patient's insurance carrier for reimbursement.

MERITER FASTCARE

Services offered at FastCare follow guidelines for retail clinics as defined by the American Academy of Family Practice. Patients will be referred to their primary care physician, immediate care or hospital emergency services if their medical issues are beyond the scope of the FastCare clinic.

Green Bay-based Bellin Hospital, in partnership with Shopko (also based in Green Bay) started the FastCare concept in 2006.

Visit meriter.com/fastcare for more details.



FastCare Clinics will offer Ava's parents a quick and convenient option for treating minor ailments.