

2014

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Jacqui Gore Executive Director, Communications/Marketing

Rhonda Lewallen Director, Public Relations

Jonathan Moultroup Art Supervisor



William Webster, FACHE Medical Center Health System Chief Executive Officer

FROM THE CEO

The last year has been a roller-coaster for the Odessa/Midland area with oil prices going from a record high in June 2014 to half the price per barrel only a few months later. While we have seen the ups and downs over the last year, Medical Center Health System has continued to expand services to provide affordable, high-quality healthcare for the region.

As the only Level II Trauma Center in the Permian Basin, Medical Center Hospital is ready to handle most any emergency. Last year Medical Center Hospital cared for 53,508 patients in our Emergency Department and we have continued to see an increase in industrial and auto accidents.

With a focus on providing convenient, affordable healthcare, we have expanded access to care by constructing new primary clinics throughout the greater Odessa area. In September 2014, we opened two primary care centers: the MCH Center for Primary Care – West University, located on the corner of West University and FM 1936 and the MCH Center for Primary Care – JBS Parkway, located on JBS Parkway, south of Nimitz Junior High. With the opening of these two new clinics, MCHS now provides care at four Urgent Care clinic locations, two Clinics at Walmart locations, two Family Health Clinics and the Ronald McDonald Care Mobile.

Over the last year, we have also coordinated efforts to encourage health and wellness in Ector County. Ector County ranks 208 out of 237 Texas counties when it comes to health behaviors, with obesity affecting one in three residents. To make a difference in these numbers, Medical Center Health System has developed multiple Community Health programs to encourage Ector County residents to get up and move, focus on healthy eating and understand the best healthcare options. We spearheaded programs such as the Faith & Health Network with staff and volunteers working with close to 1,000 individuals in 15 congregations. We also started the Odessa, Texas Farmers Market which brings dozens of local growers together in a fun atmosphere on the Medical Center Hospital campus to sell fruit, vegetables, eggs, local honey, homemade jelly, grass-fed beef and other local treats.

The Permian Basin has been built on resilience, hard work and dedication, and we have provided the healthcare foundation for the last 65 years. You can count on Medical Center Health System to help you live a healthier life, answer questions about your options and hold your hand through a healthcare crisis. We're your one source for health.

Will fulte



ECTOR COUNTY HOSPITAL DISTRICT



Judy Hayes District 1 Member since 1992



David Nelson District 5 Member since 2011



Mary Lou Anderson District 2 Member since 2010



Mary E. Thompson, RN District 6 Member since 1990



Richard Herrera District 3 Member since 2007



Virgil W. Trower District 7 Member since 1996

William Webster

CEO, Medical Center Health System since 2000

MISSION

Medical Center Health System is a community-based teaching organization dedicated to providing high quality healthcare and improving the health and wellness of all residents of the Permian Basin.

2014

VISION

To be the premier source for health and wellness.

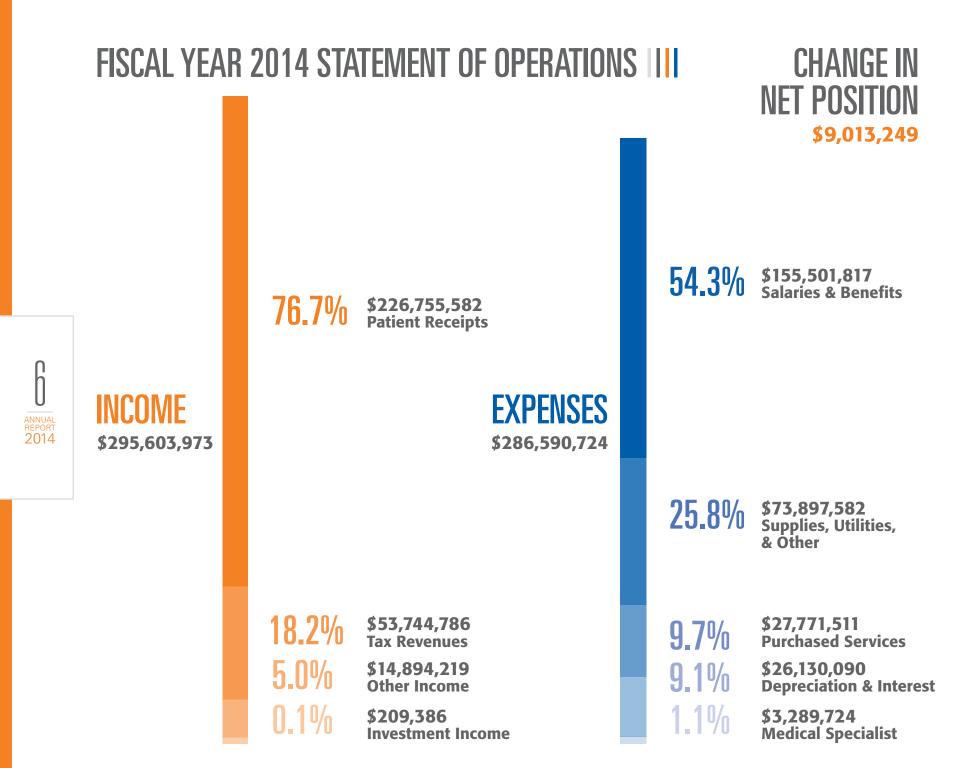
VALUES

INTEGRITY CUSTOMER CENTERED ACCOUNTABILITY RESPECT EXCELLENCE



David Dunn

District 4 Member since 2006



TAX SUMMARY

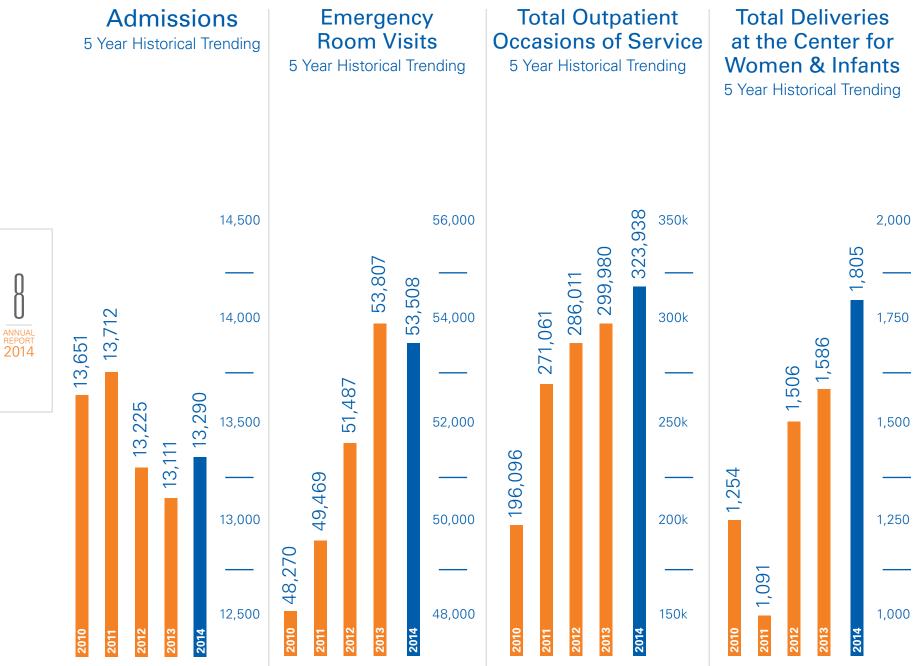
ECHD Summary of Obligations for District Tax Support

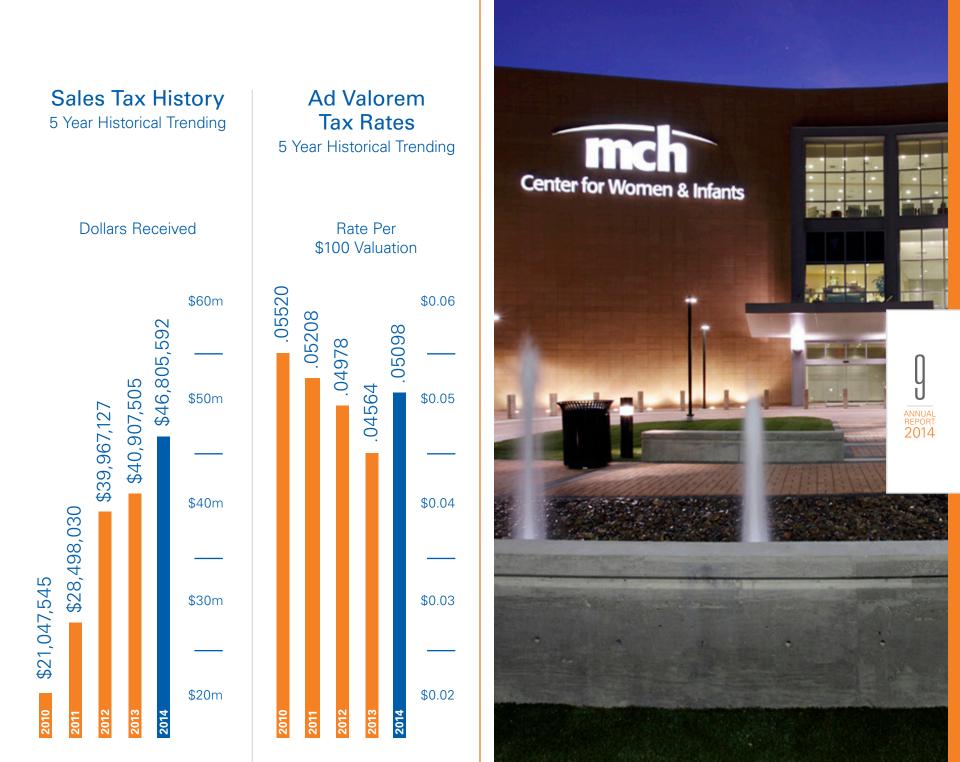
for the Twelve Months Ending September 30,2014

\$87,146,123 **Short Fall of** \$33,401,337 **Between District** 66.5% \$57,923,624 Uncompensated Care @ Cost **Obligations and** District Tax Revenue **\$26,674,625** ECHDA Indigent/Charity @ Cost 30.6% 100% \$53,744,786 2.0% \$1,769,140 **Tax Revenue** Family Health Center @ Cost 0.9% \$778,734 **Ector County Jail Inmates @ Cost**

REPORT 2014 men

MCHS BY THE NUMBERS





QUALITY INDICATORS



Comparion CareChex 2014 Awards

Medical Center Health System received the following Comparion CareChex Medical Excellence and Patient Awards Quality Awards for 2014 based on the 2013 National Quality Ratings Database.

Medical Excellence

Top 100 in the Nation:

Hip Fracture Repair

Top 10% in the Nation:

- Gall Bladder Removal
- Hip Fracture Repair
- · Joint Replacement
- Neurological Care
- · Stroke Care
- Orthopedic Care
- Trauma Care

Top 10% in the State:

- · Heart Attack Treatment
- · Heart Failure Treatment
- · Gall Bladder Removal
- Hip Fracture Repair
- · Neurological Care
- Stroke Care
- · Pneumonia Care
- Trauma Care

#1 in the Region/Market:

- Overall Medical Care
- Overall Hospital Care
- · Gall Bladder Removal
- · Gastrointestinal Care
- · Gastrointestinal Hemorrhage
- · Heart Attack Treatment
- · Heart Failure Treatment
- Hip Fracture Repair
- · Joint Replacement
- · Neurological Care
- · Major Neuro-Surgery
- Orthopedic Care
- · Major Orthopedic Surgery
- Stroke Care
- · Spinal Fusion
- · Spinal Surgery
- · Vascular Surgery
- Trauma Care





At Medical Center Health System, quality is more than a guiding principle; it is the foundation upon which our entire healthcare network is built. This is why we are proud to share the many quality accreditations, certifications and achievements awarded to our network by the nation's leading accreditation programs.



Hospital Accreditation – The Joint Commission Seal of Approval™ for accreditation by demonstrating compliance with The Joint Commission's national standards for healthcare quality and safety in hospitals.

The Joint Commission Seal of Approval™:

- Stroke Program Primary Stroke Center
- Diabetes Program Advanced
- Certification in Inpatient Diabetes
- Bariatric Program Certified Bariatric Surgery Center



Cardiac and Pulmonary Rehabilitation Certification by American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) for commitment to improving the quality of life by enhancing standards of care



Level II Trauma Center - American College of Surgeons Verified, Designated by the State of Texas



American College of Radiology: Breast Imaging Center of Excellence

American College of Radiology Accreditation in:



- CT (Computed Tomography)
- Mammography
- MRI (Magnetic Resonance Imaging)
- Nuclear Medicine
- Ultrasound



Get With The Guidelines – 2014 Stroke Gold Plus Performance Achievement Award with Target: Stroke Honor Roll by the American Heart Association and American Stroke Association



Recognized for meeting National Standards for Diabetes Self Management Education by the American Diabetes Association



Cancer Program Designated Community Hospital Program by the American College of Surgeons



American College of Surgeons – Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program



MCH Sleep Center – Accredited by the American Academy of Sleep Medicine



Received an "A" for Hospital Safety from The Leapfrog Group. This is their top grade in patient safety.

Healthgrades Recognition 2015:



MCHS FOUNDATION

The Medical Center Health System Foundation supports the MCHS mission through philanthropy and volunteerism. Formed in 2011, the MCHS Foundation has already cultivated donations that have been invested into new equipment, programs, and services for MCHS patients and family members. These generous donations help ensure the future of healthcare excellence for our community members.

MCHS Foundation Mission - "Through philanthropy and volunteerism, the Medical Center Health System Foundation supports the mission of Medical Center Health System toward providing quality healthcare, education, and outreach to all residents of the Permian Basin."

Every dollar makes a difference in patients' lives. During 2014, the Foundation raised **\$371,877**. Programs benefiting from these donations include:

Stroke Support

ANNUAL REPORT 2014

- Patient Navigation
- Palliative Care
- Funding for the Louise and Clay Wood Simulation Center
- Friends of Nursing
- Cancer Care
- Nurse Training
- Physical Therapist Training
- Speech Pathologist Training
- Neonatal Intensive Care Unit

The future focus for the MCHS Foundation is a \$2.6 million funding commitment for the renovation of the MCH Pediatric Unit.

BOARD OF DIRECTORS

David Boutin, President

Reneé Henderson Earls, Vice President

Wayne Boring, CMN Council Chair

Mike George, Member-at-Large

Delma Abalos

Pat Canty

Robert Chappell, M.D.

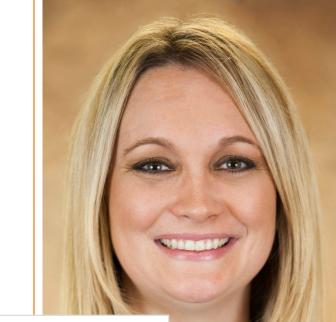
Frank Deaderick

Dan Hollmann

Abdul Kadir, M.D.

Betsy Triplett-Hurt

Bridgette Meyers, Executive Director







CHILDREN'S MIRACLE NETWORK

Since 1983, Children's Miracle Network Hospitals organization has raised more than \$5 billion—most of it \$1 at a time—for 170 children's hospitals across the United States and Canada. Donations have gone to support research and training, purchase equipment, and pay for uncompensated care, all to save and improve the lives of as many children as possible right in the communities in which the money is raised.

The Children's Miracle Network at MCH has raised more than \$7 million since it began in 1987. These

donations have stayed in this area to purchase medical equipment, educate staff and promote awareness of programs that benefit children in the 19 county region surrounding MCHS.

Together we save kids' lives.

Veronica Estrada, has become very familiar with Children's Miracle Network at MCH when she had her twins at just 29 weeks in June 2014. The twins were born weighing 1lb, 50zs and 2lbs, 10z.

"The Nurses always made me feel comfortable. I'm still in contact with many of them. It was hard. There was a lot of faith and prayer, but they're my miracle babies and I wouldn't trade them for anything in the world."

- Veronica Estrada

CMN COUNCIL MEMBERS

Wayne Boring, CMN Council President

Kathy McIntyre, Community Representative

Robert Bennett, M.D.

Jay Hendricks



Helping Local Kids

Keri Burroughs, Children's Miracle Network Hospitals Coordinator 2014

VOLUNTEER SERVICES

Medical Center Health System Volunteers are extraordinary people who make patients and their families feel more comfortable, and also provide assistance to the hospital staff. Volunteers can be found smiling, greeting the public, walking visitors to their destinations or popping their famous popcorn. It is estimated that the MCHS Auxiliary has donated more than four million hours of service to the hospital throughout the years and that the Teen Volunteers have donated approximately 2.5 million hours. Volunteers make a difference behind the scenes as well, providing millions of dollars in essential contributions to the health system.

Volunteer Opportunities Include:

- Ambassadors Greeters, welcoming the public and guiding public to destinations
- A Tu Salud A Tu Salud (To Your Health) is an outreach and educational program for the Hispanic community. Monthly talks are presented in Spanish.
- Caring Paws Visit and help patients by providing unique patient experiences. Trained and certified dogs and their owner interact one-on-one with patients and their families.
- Friendship Home Angels Help us provide a "home away from home" with a wide spectrum of services to families staying at the Friendship Home.
- ICARE Hospitality Cart Greet, assist, escort hospital guests and offer them complimentary items, located on the ICARE Hospitality Cart.

- KnowMe2 Get to know the patients, get to know the families by visiting one-on-one with patients.
- Odessa, Texas Farmers Market -Promotes health and wellness at the only healthcare sponsored farmers market in the Permian Basin.
 June – October, 2nd Saturday, 9am – 12pm
- Popcorn/Refreshment Assist with making delicious popcorn for the public along with selling other refreshment items.
- Special Events Help with health fairs, walks, marathons, food bank, lecture series, dance for health events and many other community-wide special events throughout the year.

"I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do."

~Edward Everett Hale





The hearts and actions of the MCHS Volunteers truly make a positive impact every day. In 2014, MCHS Volunteers provided the following:

- Transported 558 patients
- Answered 5,225 telephone calls
- Assisted and walked 4,171 guests and visitors to their destination
- Provided information to visitors 13,145 times

• Provided 205 families lodging services at MCHS Friendship Home from 242 Texas towns, 37 states and 4 other countries

• Popped and served 9,769 bags of fresh, hot popcorn

Be the Difference You Want to See VOLUNTEER! Get involved • Get excited • Make a Difference!

Medical Center Hospital Volunteer Services



MCHS TIMELINE |||

Ector County Hospital opens with 85 beds

Women's Hospital Auxiliary formed by Sue Neas with 127 Charter Members

Addition of 75 more beds to become 160 licensed beds

7-story West Tower opened increasing bed capacity to 353

First open heart surgery performed

New 7-story Central Tower added increasing bed size to 376

Selected as teaching hospital for Texas Tech University Health Sciences Center

> Affiliation with Children's Miracle Network Telethon

Creation of Ector County Hospital District

> Opening of MCH Family Health Clinic

Construction of the East Wing, expanded Coronary Care Unit (CCU), Telemetry Unit and two additional floors added to the Central Tower







MCH Diabetes Center opens
Opening of Ann Roden Deaderick Cardiac & Pulmonary Rehabilitation Center

Creation of MCH ProCare

Introduction of Bariatric Surgery

Opening of the Dr. Wheatley Stewart Medical Pavilion

Opening of the West Texas Cancer Center at MCH

- Opening of the Clinics at Walmart East & West locations
- Opening of the Center for Health & Wellness
- Creation of Medical Center Health System
- Creation of the Medical Center Health System Foundation
- da Vinci Surgical System added to Surgical Services
- Opening of the Center for Women & Infants
- Opening of Urgent Care at MCH Campus
- Opening of MCH Sleep Center
- Opening of Laser & Wellness Center
- MCH receives Level II Trauma Designation
- Opening of the Louise and Clay Wood Simulation Center
 - Opening of Centers for Primary Care JBS Parkway and West University

2014

- Opening MCH Joint Care Center
- Opening of the 7 Central Dedicated Education Unit

MCH 65TH ANNIVERSARY

Medical Center Hospital celebrated 65 years of service in December 2014. Opening December 5, 1949 as an 85-bed community hospital, MCH met an important need for Odessa. Over the years, MCH has expanded and added services and technology to meet the growing needs of the community. Today, MCH has grown into a 402-bed Level II Trauma Center with over 1,700 employees and 350 physicians.

A Hospital is Born

ANNUAL REPORT 2014 In 1948, there were three hospitals in Odessa. Dr. Elbert Thorton owned a six-bed hospital, Dr. Emmett Headlee owned the Headlee Hospital, which is now the Ector County Library and Dr. J.K. Wood owned a 34-bed facility called Wood Hospital.

Due to the need for more healthcare services, a group of citizens, spearheaded by Dr. Wood, met with the Ector County Commissioners to propose a new hospital for Odessa. The commissioners recognized the need and C.C. Gibson was soon hired as the hospital administrator.

After nearly two years of construction, the Ector County Hospital was dedicated on November 27, 1949. And on December 5, 1949, the doors were opened for patients. This 85-bed community hospital, which cost \$838,946 to build, would later be called Medical Center Hospital. The hospital served about 6,000 patients a year in the early years. As the number of patients grew, so did the hospital. First a threestory addition was created, then a seven-story tower and then a second seven-story tower. "It was only three floors when it started," says Betty Johnson, an 84-year-old Auxiliary member. "It's gone up now and several new buildings have been added on."

Changes in Healthcare

Many physicians have chosen to build their lives and practices in Odessa. Over the years they have seen the changes in healthcare firsthand. Dr. Life Barnard, who came to Odessa in 1969 to be a doctor and still practices today, explains how the roles of doctors evolved. "Things have changed so much that you really need specialists," he explains. "Medicine has become more technical and more specialized and requires more education."

Another major healthcare change was the introduction of the computer. Before the computer, doctors had to rely on being able to read one another's handwriting on paper charts. Dr. Barnard attests that computers have changed the medical field. "The advantage of using the computer is there is less chance of errors being made with more detailed records and electronic orders," Dr. Barnard says. "Also putting the progress notes on the computer has made it a lot easier to read other doctors' notes than the old paper charts." By always staying on the cusp of new technology,

MCH strives to provide the highest quality patient experience possible.

From a Hospital to a Health System

Over time, Medical Center Hospital has become more than a 402-bed facility by opening multiple clinics throughout Odessa. These include the Family Health Clinic on Clements, the Clinics at Walmart in both Odessa Walmart locations and the Center for Health & Wellness on Faudree and Highway 191. Because of MCH's growth outside the four walls of the hospital, Medical Center Health System (MCHS) was introduced in October 2010.

At the same time that Medical Center Health System was introduced, the Center for Health & Wellness opened its doors at East Highway 191 and Faudree Road. This center includes Mission Fitness, Urgent Care, ProCare Internal Medicine, Laboratory, Diabetes Center and Radiology.

Since 2010, MCHS has continued to open clinics at various locations to make healthcare more accessible. In 2014, MCHS opened the Center

1949

for Primary Care – JBS Parkway and the Center for Primary Care – West University that include Urgent Care clinics, pediatric and family medicine services. MCHS now operates four Urgent Care clinics, two Clinics at Walmart, two Family Health Clinic locations, and the Ronald McDonald Care Mobile.

The future is bright for MCHS with continued expansion, renovation and progress. "The

forecast shows even more growth in the Permian Basin over the next decade and we plan to continue to meet the increased healthcare needs in our community in the coming years," says Bill Webster, Chief Executive Officer of Medical Center Health System. Whenever you need us, wherever you are, Medical Center Health System has your family covered. We're your one source for health.



TEXAS TECH

Medical Center Health System has partnered with Texas Tech University Health Sciences Center (TTUHSC) since 1974 to implement a number of residency programs including Family Practice, Obstetrics & Gynecology and Internal Medicine along with fellowship programs including Geriatric Medicine and Hospitalists. MCHS has also worked with TTUHSC Third and Fourth Year Medical Students since the program was implemented in 2009.

MCHS renovated space in 2013 on the seventh floor of Medical Center Hospital

for the **Louise and Clay Wood Simulation Center**. TTUHSC residents and nursing students, Odessa College nursing students and MCHS

nursing students and MCHS employees and physicians use the Simulation Center to hone their skills in a high-tech learning laboratory.

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In January 2014, MCHS opened the **Dedicated Teaching**

Unit on the Seventh floor of Medical Center Hospital. TTUHSC physicians admit their patients to this unit and residents and nursing students have the opportunity to learn through providing patient care.

MCHS and TTUHSC have also partnered on a special area for residents and physicians. Thanks to a generous contribution from a grateful patient, MCHS renovated space on the second floor of Medical Center Hospital in 2012 to create **The Bunkhouse**, a place for TTUHSC students and residents to socialize, take a break from schedules, complete paperwork and study.



MINNIE KIKUCHI, RN III

Over 40 Years of Dedicated Service

Imagine waking from your surgery to have the kind eyes and comforting voice of an experienced nurse letting you know that you came through your procedure just fine. Minnie Kikuchi, RN, thrives in her position in the Post-Anesthesia Care Unit (PACU) Recovery Room because she enjoys "seeing the relief of patients when they wake up after surgery." Minnie's supervisor, Don Owens, Divisional Director of Surgical Services, said, "Minnie is the driving force for our patients in recovery from surgeries. She is observant, intuitive, very knowledgeable, highly skilled, and consistently on top of her game. We are truly blessed to have her caring for our post-op patients."

Minnie is well-respected by coworkers as well. Kim Kwiatkowski, Surgical Quality & Education, is impressed with Minnie's ability to offer compassionate care no matter the situation. Minnie has been with MCH since 1973 and has certainly made a habit of offering quality nursing care for over 40 years.

"Patients may not remember me, but as long as they have someone reassuring them and someone watching and taking care of them, I know I have done a good job."

- Minnie Kikuchi, RN

It is said that being a nurse is a calling, not just a profession. Florence Nightingale even referred to nursing as "an art". For Minnie, her nursing career has been a rewarding journey where she has found her place to exhibit excellence every day. And many MCHS employees, physicians and, of course, patients have benefited from Minnie's amazing career.

"It seems like a dream for almost 42 years to have gone by since I started working at Medical Center Hospital. I have seen many changes in the expansion of services and growth of the hospital. We have grown to serve the community in many facets from providing cancer treatment, veteran services and a

2014

Trauma II hospital. I have enjoyed my employment because it has grown with me from unit clerk, CNA and charge nurse. It has provided me with vast opportunities to expand my education through mentors in a nurse friendly hospital."

MCHS COMMUNITY HEALTH

The MCHS Community Health program started in 2013 to improve our community's health and provide access to healthcare. Led by Community Health nurse navigators, the programs provide advocacy, education,

and support to help individuals make informed decisions and gain self-management skills in the community setting. With a focus on health and wellness, the nurse navigators are focused on helping our community know healthcare options so that they can avoid unnecessary hospital stays.



Navigation Services

The MCHS Community Health Navigators have helped close to 4,000 patients in the past year navigate safely through Medical Center Health System. They have worked with adults 18 and older and have helped prevent unnecessary readmissions into the hospital. Services include patient education, connecting with community resources, and assistance with establishing a medical home.

Emergency Department Navigation Services

In 2014, the Community Health program expanded navigation services into the

Emergency Department in order to provide patients with education and an alternative to the ED. The ED Nurse Navigator provides patients with education on how to



access care at the right time, right place, and for the right cost based on their medical need. Over 250 patients have been reached with this new service expansion.



A Member of Medical Center Health System

Oncology Navigators

A cancer diagnosis can be overwhelming to most patients. That is why MCHS has two oncology nurse navigators to help patients through this time of uncertainty.

These navigators provide resources to patients and follow their progress after they are discharged from the hospital. To help patients



Babies lined up for the crawling contest at Sweet **Expectations in June 2014.** and their family members, the oncology nurse navigators also host support groups throughout the year.

Faith & Health Network

The MCHS Faith & Health Network is actively working with 15 Odessa congregations with close to 1.000 members. With a focus on improving activity in Ector County, the Faith & Health launched Network has Steppin' Out Saturdays and a Health Challenge. The current inactivity rate in Ector County is 30 percent, and the Faith & Health Network staff and volunteers are challenging the community to get up and move. Other activities include health fairs and community health lectures.

Grant Funding/Ector County Physical Activity Coalition

To combat the community health rankings, Ector County received a grant in 2014. Community organizations came together to create the Ector County Physical Activity Coalition in January 2015 to look at proactive ways to improve the county's health issues. In 2015, Ector County ranked 208 out of 237 in health behaviors. The reports also show that one-third of Ector County residents report complete physical inactivity which has resulted in one out of three residents being obese, and twothirds being overweight. This grant also focuses on educating the community about health conditions such as heart disease and stroke. Heart disease is the leading cause of death for Ector County, and stroke is the fifth leading cause of death.

The coalition has worked together to create a media campaign to educate about signs of a heart attack, signs of a stroke and the importance of physical activity.

Community Events

In June 2014, the MCHS Community Health navigators led the first Sweet Expectations mother/baby community event in an effort to promote healthy and happy pregnancies and newborns. This event drew more than 300 attendees and included a wide variety of education and services for expectant and new moms. It is



nurse

reported that 10.4 percent of births in Ector County compared to 8.5 percent in Texas are low birth weight births and 5.7 percent of births in Ector County compared to 3.9 percent in Texas are births to teen mothers. As of 2010, a higher percentage of women smoked during pregnancy in Ector County (8.1 percent)

compared to Texas (4.9 percent).

MCHS EMPLOYEES GIVE BACK ||||

United Way Total donations made by MCHS staff: \$223,217

West Texas Food Bank Food donated by MCHS staff: 2736 lbs.

Sharing Christmas with the Community

Total number of children and senior citizens who were able to have a Merry Christmas thanks to 25 departments and six individuals:

25 Kids

16 Senior Citizens

Odessa, Texas Farmers Market Total number of people who attended the monthly Farmers Market June - October 2014

5,700 Attendees







tin





Spirit of Women Events

Day of Dance, Girls' Night Out, Sweet Expectations, Girl Talk and Merry Marketplace Girls' Night Out

Total number of guests that attended Spirit of Women events :

1,405 Attendees

Health Fairs

Total number of people impacted at health fairs, as well as talks, tours and presentations:

8,500 people

MCHS participated with local businesses to provide education and information to the community.

- HEB Second Saturday
- Dillard's Fit for a Cure

ir Best Health Now

Ross Dress for Less Heart Event









JOINT CARE CENTER

Medical Center Hospital opened the Joint Care Center on the hospital's sixth floor in August 2014. This comprehensive program is designed specifically for patients wishing to have elective hip or knee replacement surgery. The goal of the program is to help patients get back to their normal, active lifestyle as quickly as possible.

To do this, the Joint Care Center at Medical Center Hospital is focused on collaboration, education and support. In fact, education starts well before surgery with a pre-op education class where patients can learn what to expect before, during and after surgery.

"We don't want our patients to feel alone in the journey. Everything is built around group activities to encourage the patient. We want the first step that our patients take after surgery to get them one step closer to going home."

- Jim Granbery, Joint Care Center Coordinator

The program includes a support team made up of therapists, doctors, nurses, the patients' family and other patients. Family members are encouraged to be "Coaches" during the recovery process to encourage the patients in exercising after returning home. Volunteers serve as "Coaches" to those patients who may not have family or friends available to coach them.

Group support has helped dozens of patients over the last year recover and get back to their normal routine more quickly. At the MCH Joint Care Center we heal better together.







NEIL JAMES, MCH REHAB PATIENT

They Gave Me More than Great Care... They Gave Me Hope.

Struggling with fatigue and flu like symptoms in July 2013, Neil James had no idea that he was about to go through a life changing health scare. He hadn't felt well since returning from a fishing trip with family, but he continued his normal activities with work and family in Ft. Stockton, Texas.

James' health continued to worsen to the point of paralysis from the chest down. He was transferred to Medical Center Hospital and it was determined that he had a bacterial infection caused by a deep cut when he dropped a fish on his foot on his fishing trip.

Once the bacterial infection was identified, medication treatment was started and a rehabilitation plan was coordinated. James was transferred to the Inpatient Rehab Unit at Medical Center Hospital where his journey to recovery began.

"I wanted to get better," James said. "That was a

sad day that day. I will never forget Gilbert in the Rehab Unit. He told me, 'Okay, we'll give you one day for a pity party and tomorrow we'll get in here and go to work.' That put things in perspective for me. He was nothing but supportive of me. He had a good understanding of what I was going through and I came in the next day with a whole new attitude."

> Through hard work and determination, James learned how to walk again. He focused on getting better so he could spend time with his wife and kids. He then went through months of outpatient therapy at the MCH Physical Therapy area at the Center for Health & Wellness.

"I enjoy laughing more now, I enjoy my children and my wife more. All of those things are much more important to me now."

-Neil James, MCH Rehab Patient Want to see more stories like Neil James? Visit our

2014

Youtube.com/user/mchsodessa

Youtube channel at:

There you will find Patient Testimonials, Health Messages, and much more!



MCH PROCARE

With the growing population in the Permian Basin, the need for more physicians and healthcare providers has also grown. To meet that need, Medical Center Health System ProCare has opened new clinics and specialty practices and recruited new physicians, nurse practitioners and physician assistants to the area.

In 2014, ProCare hired 23 physicians, 9 nurse practitioners/physicians assistants and CRNA's, one dentist and one optometrist to treat patients in the Urgent Care Clinics, Clinics at Walmart, Family Health Clinics and specialty clinics.

ProCare specialty clinics include:

- Endocrinology
- Family Medicine
- Gastroenterology
- Healthy Kids Clinic
- Infectious Disease
- Internal Medicine
- Interventional Pain Medicine
- Laser & Wellness Center
- Odessa Heart Institute
- Orthopedics
- Otolaryngology
- Vascular Services
- Women's & Maternity Center
- Wound Care/ Skin Disorders

In addition to the clinic offices, ProCare also employs physicians that work at Medical Center Hospital including radiologists, pathologists, anesthesiologists and hospitalists. Combined with the physicians, nurse practitioners and physician assistants working in clinics, ProCare now employs 88 full-time providers and contracts with 11 additional providers for parttime services.

ProCare

A Member of Medical Center Health System

FAMILY HEALTH CLINIC - OPTOMETRY

Medical Center Health System opened the new Center for Primary Care – West University in September 2014 to meet the needs of the growing number of families moving into to West Odessa. As MCHS looked at healthcare needs for the area, it was clear that West Odessa residents and businesses needed convenient access to an eye doctor.

Family Health Clinic Optometry opened in November 2014 under the leadership of Dr. Chase Jackson, Board Licensed Optometric Glaucoma Specialist, who specializes in primary and secondary eye health care.

Dr. Jackson is passionate about helping families take care of their vision. He and his staff provide eye exams for all ages including medical eye exams and exams for glasses and contact lenses.

In addition to traditional eye exams, Dr. Jackson also provides state-of-the-art ocular examinations, diabetic eye care, and can diagnose and treat glaucoma and macular degeneration. He also provides genetic testing at the Family Health Clinic.

Family Health Clinic Optometry has a full line of eyeglasses in its Eyewear Boutique along with skilled staff to help select and fit the right pair of glasses.



The Family Health Clinic is a communitybased healthcare program that operates in partnership with Medical Center Health System and offers a wide range of healthcare services for uninsured and underinsured individuals in the Permian Basin.

The FHC, located at the Center for Primary Care – West University, provides care for the entire family including family medicine, pediatrics, obstetrics/ gynecology, laboratory and radiology services.

> The Family Health Clinic, located at the Center for Primary Care – Clements in Odessa also offers these services as well as the Family Health Dental Clinic.

The FHC is focused on providing accessible,

affordable healthcare to the entire family. Medicare, Medicaid and most insurances are accepted. A sliding scale co-pay system is also available based upon household income.



2014



A Member of Medical Center Health System



CENTERS FOR PRIMARY CARE |||| We're Close Enough to Be Family.

To improve the health of our community, Medical Center Health System has added new primary care clinics to provide convenient, affordable access to healthcare throughout Odessa. In September 2014 MCHS opened two new locations: the MCH Center for Primary Care – West University and the MCH Center for Primary Care – JBS Parkway.

The Center for Primary Care – West **University** is a multipurpose facility located at 6030 West University. This location has provided needed care to a growing number of families and employees in West Odessa. The clinic includes the Family Health Clinic, similar to the clinic located on Clements, and provides a primary medical home for patients of all ages as it includes physicians and nurse practitioners who specialize in family medicine, pediatrics, obstetrics/gynecology and optometry. This clinic accepts most insurance, Medicare and Medicaid and provides a sliding scale for uninsured patients. MCHS also opened Urgent Care -West University at this location to care for minor injuries and illnesses seven days a week.

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ANNUAL REPORT 2014



The Center for Primary Care – JBS Parkway is located at 3001 JBS Parkway, south of Nimitz Jr. High. This clinic includes the MCH ProCare Healthy Kids Clinic, a Family Practice Suite and Urgent Care – JBS. The MCH ProCare Healthy Kids Clinic is a key component of the Healthy Kids Program that MCHS has developed to address and improve the health of children in our community. The Healthy Kids Clinic includes two pediatricians Drs. Zhibo Yang and Omosede Evbuomwan and is open to care for children newborn to 18 years of age. Urgent Care - JBS provides care for minor illnesses and injuries

seven days a week.

With the new additions, MCHS now provides care in seven locations across including Odessa the Urgent Care locations at the MCH Center for Health & Wellness at Highway 191 and Faudree Road and on Golder, across from Medical Center Hospital. MCHS also provides care at two Clinics at Walmart, located in both

Odessa Walmart locations and in the two Family Health Clinic locations, located on Clements and at the new Center for Primary Care - West University. In addition, the Ronald McDonald Care Mobile travels to various Ector County Independent School District schools to provide affordable care to ECISD students.

Center for Primary Care – West University 6030 West University Odessa, Texas 79764

MCH Urgent Care – West University

Monday - Friday 9:00 am - 8:30 pm Saturday and Sunday 10:00 am - 5:30 pm (432) 640-6600

Family Health Clinic – West University

8:00 am - 5:30 pm Monday - Thursday Fridav (432) 640-6600

8:00 am - 5:00 pm

Center for Primary Care – JBS Parkway 3001 JBS Parkway Odessa, Texas 79762

MCH Urgent Care – JBS Parkway

Monday - Friday (432) 640-6700

9:00 am - 8:30 pm Saturday and Sunday 10:00 am - 5:30 pm 2014

MCH ProCare – Healthy Kids Clinic

Monday - Friday (432) 640-6772 8:00 am - 5:00 pm

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Center for Primary Care A Member of Medical Center Health System

Grand Opening of the Center for Primary Care - West University



Want to see more?

Visit mchsannualreport.com for a expanded and interactive version of our annual report.



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