The clinical highlight of 2009 was the opening of the new Critical Care and Step Down Unit at CentraState Medical Center.

Ellen Ciacciarelli, RN, assistant nurse manager, demonstrates that medical booms help bring care to the bedside in the CCU.

John Gribbin, president & CEO; Ruben Cardona, system board chair; and James Matera, DO, chief of staff.

While our health system cared for slightly fewer patients and residents in 2009 than the prior year, we increased programs to make our safe facilities even safer. We also added several quality initiatives, and continued to be recognized for these efforts by state and national health organizations or regulating authorities.

The clinical highlight of 2009 was the opening of the new Critical Care and Step Down Unit at CentraState Medical Center. The CCU represents a $15-million dollar investment in patient safety and quality. The new unit features decentralized nursing stations—one outside every two patient rooms—advanced electronic medical records, specially-equipped negative pressure rooms for infection control, and electronic glass to enhance infection control as well as privacy.

Thanks to dedicated and progressive members of our medical staff, CentraState began offering several other new, state-of-the-art treatments in 2009, all of which are focused on improving outcomes for patients. Among these were single-port, laparoscopic surgery; endoscopic ultrasound; balloon sinuplasty; and an incontinence program.

One important success for the year was a program that patients never actually see: The implementation of a surgical quality initiative in conjunction with the American College of Surgeons’ National Surgical Quality Improvement Program. In doing so, CentraState joined the ranks of name institutions such as Johns Hopkins and Mount Sinai in a quality assurance program that systematically collects and analyzes surgical outcomes for patients.

Clinical accreditations or certifications by independent experts are important measures of our progress, and I am pleased to report that we earned several last year for:

- Redesignation of the medical center as a Magnet® hospital by the American Nurses Credentialing Center of the American Nurse Association.
- The Emergency Department’s Primary Stroke Center by The Joint Commission.
- Pulmonary Rehabilitation by the American Association for Cardiovascular and Pulmonary Rehabilitation.
- Applewood Estates by the Commission on Accreditation of the Rehabilitation Facilities-Continuing Care Accreditation Commission.

We also improved patient quality scores as reported by the state in the annual Hospital Performance Report in the categories of heart attacks, heart failure, and surgical care, and we maintained our high score for pneumonia care.

Each year, led by our Star and Barry Tobias Health Awareness Center, CentraState educates, entertains and inspires more than 50,000 adults and children to take control of their health through things like health screenings, seminars, fairs, support groups, fitness classes, kids programs and much more.

A community health system is often judged by the extent to which it reaches out to the community. Over the past year, employees participated in dozens of efforts to support important causes to help those less fortunate and to bring needed attention—and research dollars—to several diseases. The total amount of our community benefit in 2009 was $22.2 million, up 2.5 percent from 2008.
As this commitment to our community suggests, CentraState works hard to find creative ways to deliver care beyond our walls. Over the past year, we opened a satellite Family Medicine Residency Practice office in Jackson, opened primary care physician practices in Manalapan and Howell, and expanded services at CentraState's Medical Office at Monroe, which is now home to seven physician practices.

In other news about the quality of the medical staff last year:

- CentraState is one of only 12 New Jersey hospitals and their participating physicians to take part in the national Physician-Hospital Collaboration Gainsharing Project to reduce healthcare costs and improve overall quality of care.

- The medical center proudly graduated the third class of six physicians from our Family Medicine Residency Program. Both of the Family Practice and Geriatric programs achieved full five-year accreditations from the American Council for Graduate Medical Education.

Two thousand nine also marked the conclusion of Ruben Cardona’s two-year term as health system board chair. He didn’t just witness exciting times at CentraState; he was in the thick of creating this success and I salute his hard work, keen insight, and sound judgment.

Looking ahead in 2010, I think the economy will begin to come around, but it very well may be a different economy than we’ve seen before. Here at CentraState, we have made significant commitments over the past five years to clinical information technology, the training of new primary care physicians, building outpatient services, working with our physicians to align economic interests, and enhance accountability throughout our programs by a renewed focus on quality, safety and setting.

The maelstrom of health reform in the next few years will challenge us in ways little imagined. While the future may be bumpy, I look to CentraState’s with growing confidence. We are well prepared for success and moving forward on some exciting projects:

- The launch of robotic surgery. The initial application is for prostate cancer, although other specialists already are in training to use the high-tech device for gyn and urological procedures. This is a surgical program our primary competition does not offer.

- Groundbreaking for a proton therapy center at Somerset. We are partnering with ProCure Cancer Centers, Inc. and Princeton Radiation Oncology to build a $160-million cancer treatment facility that will be the only one of its kind serving New Jersey and New York, and only the ninth in the U.S. when it opens in 2012.

- Conversion of the Donna O’Donnell, RN, Medical Arts Building to a Comprehensive Community Cancer Center. Highlights of this project include the doubling of the size of the Jean Mehr Infusion Therapy suite and a future expansion of Radiation Oncology services, including the installation of two, new linear accelerators.

John T. Gribbin, FACHE
President and Chief Executive Officer
Ten years ago, the landmark Institute of Medicine study, “To Err is Human: Building a Safer Health System,” outlined a multi-tiered strategy for improving the safety record of our nation’s healthcare. Today, the Agency for Healthcare Research and Quality still calls patient safety “one of the nation’s most pressing health care challenges.”

As the healthcare home for so many in our community, CentraState takes this challenge seriously. Through the diligence of our leadership and clinical staff, use of leading-edge technology, and adoption of evidence-based medical protocols proven to create the best patient outcomes, CentraState has successfully implemented several measures to improve patient safety and quality care.

Such measures have included the addition of the Soarian clinical information system, which not only makes comprehensive patient information easily accessible hospital-wide, but delivers the relevant data to clinicians in a way that maximizes their ability to interpret information accurately to provide safe, proactive care.

CentraState was among the first two hospitals in New Jersey to adopt the Pharmacy/Medication Administration Check system, which uses bar coding and computer technology to make sure patients get the right medication in the right dosage at the right time, administered in the right way. This digital technology and the attentiveness of our nursing staff have reduced medication errors by essentially catching errors before they occur, making CentraState Medical Center an even safer hospital.

**New CCU provides innovative, patient-centered care**

In 2009, we continued to build on our commitment to patient safety and quality outcomes with the opening of our state-of-the-art Critical Care and Step Down Unit. The CCU represents a $15-million investment in patient safety, quality, and dignity. Equipped with the latest technology from the leading edge of critical care, the unit improves quality care while increasing privacy and comfort for patients and their families.

In our new CCU, advanced patient monitoring equipment makes it possible to feed vital patient information directly into our clinical information system, ensuring that highly accurate information is made instantly available to clinicians, without the need for transcription by employees. To enhance infection control, the new unit features specially-equipped negative pressure rooms and electronic glass rather than cubicle curtains. The rooms also are designed to ensure prompt, efficient care from our healthcare team with unobstructed access to patients via equipment booms and decentralized nursing stations for every two beds.
Clinical advancements for amazing patient outcomes

With the dedicated contributions of our medical staff, CentraState began offering several new, state-of-the-art treatments and technologies in 2009, all of which are focused on improving outcomes for patients.

Last year, CentraState was among the first New Jersey hospitals to use a special body-cooling technology in our Emergency Department to improve recovery for people in cardiac arrest. The ThermoSuit® lowers the body temperature of the patient to prevent further damage to the heart and brain. At CentraState, the ThermoSuit is used for patients after they have experienced cardiac arrest and have been revived, but are not yet responsive. Clinicians in CentraState’s ED first used the device successfully last summer to help a 55-year-old male patient.

Also in 2009, CentraState launched:

- Single-port, laparoscopic surgery—part of a new frontier in minimally-invasive approaches, surgeons perform a number of procedures through a single, small incision. The procedure lessens patient recovery time and the possibility of wound infection, in addition to leaving virtually no visible scar.
- Endoscopic and endobronchial ultrasound—minimally-invasive technology for the more accurate diagnosing and staging of gastrointestinal and thoracic tumors, using real-time ultrasound. Both types of ultrasound are performed by board-certified specialists.
- Balloon sinuplasty—a tissue-sparing procedure for chronic sinusitis, headaches and breathing blockages. A small, flexible balloon catheter gently restructures the walls of sinus passageways while safeguarding the sinus lining and preserving the patient’s options for future treatments.
- Automated blood bank system—CentraState has always maintained a safe blood supply for our patients, but the new automated blood bank system interfaces with our clinical documentation system to decrease human labor, thereby reducing the already low risk of human error.
- Urinary incontinence—Peter Mandel, MD, board-certified ob/gyn, and Troy Sukkarieh, MD, board-certified urologist collaborated to launch a multidisciplinary surgical program for patients with bladder leakage.

Taking quality to the next level

To help us advance quality outcomes for surgical patients, CentraState became only the third hospital in New Jersey to implement a quality initiative in conjunction with the American College of Surgeons’ National Surgical Quality Improvement Program. Through this program, we are partnering with hospitals across the U.S.—including some of the country’s most renowned institutions—to track, share and compare data relating to surgical patient outcomes. The aim is to identify and make use of practices that lead to the best outcomes for patients. This innovative use of clinical information and hospital collaboration was championed by our chairman of the Department of Surgery, Charles Dinerstein, MD.

www.centrastate.com
At CentraState, promoting safe, quality care is an integral part of our mission. We make ongoing investments in the professional education and training of our staff, enhancements to our facilities, and innovation in medical technology to ensure your safety, your comfort and your optimum health. Clinical accreditations and certifications by accrediting organizations and other independent experts attest to our success. Following are the latest additions to our long list of quality indicators.

**Nursing quality that sets CentraState apart**
Thanks to CentraState’s culture of excellence, our nurses are empowered to work together across disciplines and departments to provide compassionate, expert care. In recognition of our nursing quality, the American Nurses Credentialing Center of the American Nursing Association, re-designated CentraState Medical Center as a Magnet® hospital in 2010. Magnet is a voluntary program that recognizes excellence and professionalism in nursing, and the criteria evaluated for Magnet designation are considered the gold standard of patient care.

To earn Magnet status, hospitals undergo a rigorous application process that includes a site visit by Magnet surveyors. For re-designation, hospitals must repeat the process and demonstrate further development of the program’s core components and more than 60 criteria such as transformational leadership, exemplary professional practice, new knowledge, innovations, measurable improvements, and demonstrated outcomes.

Magnet designation signifies a true commitment to patient-centered care. Only 6 percent of hospitals in the U.S. hold Magnet designation and only 3 percent have earned re-designation one or more times.

**Primary Stroke Center designation**
In 2009, CentraState was among a select group of hospitals designated a Primary Stroke Center by The Joint Commission. To earn this designation, hospitals are required to provide specialized care to patients who suffer stroke and need urgent assessment and treatment. CentraState has a specially trained “Stroke Alert” response team available around-the-clock every day of the week. CentraState earned a similar, three-year, stroke center designation by the New Jersey Department of Health and Senior Services the year before.

**Pulmonary Rehabilitation recognized**
CentraState’s comprehensive Pulmonary Rehabilitation Program reduces the impact of pulmonary disease on the daily life of our patients. In 2009, the program was certified by the American Association for Cardiovascular and Pulmonary Rehabilitation.

**Senior living facilities accredited again**
The Commission on Accreditation of Rehabilitation Facilities/Continuing Care Accreditation Commission (CARF/CCAC) accredited Applewood
Estates, CentraState’s lifecare retirement community, for another five-year term in 2009. Nationally, only 15 percent of all continuing care retirement communities have earned this recognition. Applewood Estates has been accredited by CARF/CCAC since 1999 through our ongoing commitment to quality standards and to improving the quality of life for residents.

The Manor Health and Rehabilitation Center earned three-year renewal of its long-standing accreditation by The Joint Commission in 2009. The Manor provides comprehensive short-term rehabilitation and long-term, skilled nursing services for adults age 18 and older and seniors.

**A quality difference patients notice**

An important quality indicator is how patients themselves rate the quality of the care they receive. The nationally-recognized patient satisfaction measurement firm, Press Ganey, has ranked CentraState among the top five percent of hospitals in the U.S. for patient satisfaction. In fact, during the fourth quarter of 2009, we scored in the 96th percentile or above for inpatient, outpatient, emergency and outpatient surgery patient satisfaction.

We also improved patient quality scores as reported by the state in the annual Hospital Performance Report in the categories of heart attacks, heart failure, and surgical care, all while maintaining our high score for pneumonia care.

Time and again, CentraState Medical Center has been judged a leader in key clinical areas, even as compared to large, tertiary and teaching hospitals in the mid-Atlantic region. A true community hospital, CentraState is proud to provide world-class care and a trusted healthcare home for the people we serve.

Jennifer Morelli, PT, DPT, helps a multiple sclerosis patient maintain motor skills.

Registered Nurses and colleagues celebrate the second Magnet® Award earned by the hospital for high-quality nursing care.

[www.centrastate.com](http://www.centrastate.com)
CentraState cares for you during times of illness and just as importantly, delivers wellness services to keep you healthy. In fact, our award-winning Star and Barry Tobias Health Awareness Center (HAC), was founded in 1980 to aggressively prevent people from having to use hospital services by providing early awareness and promoting healthy behavior.

Each year, the highly trained and credentialed staff of HAC educates and inspires more than 50,000 adults and children to take control of their health through screenings, seminars, health fairs, support groups, fitness classes, and kids programs held on site and at schools, community centers, town fairs, and in the workplace. Through health education and lifestyle management, we are helping our community stem the tide of obesity, diabetes, cardiovascular disease, and other serious health conditions.

**Early learning for a lifetime of healthy choices**

The only one of its kind in the state, CentraState’s Student Health Awareness Center educates approximately 16,000 New Jersey students from pre-kindergarten through high school with engaging, age-appropriate programs covering topics from substance abuse prevention to family life, self-esteem, and growth and development. The unique Michelle and Jennifer Tobias Adventure to Health exhibit is an innovative and entertaining learning laboratory for young students with 19 dynamic, interactive stations and a mini-theater for multimedia presentations. The center also hosts state-approved continuing education/development programs for school professionals and “train the trainer” programs so teachers can bring programs to their classrooms.

**Proud to be a community health resource**

Our wellness experts are constantly adding and refining programs not only to respond to the concerns of community members, but to anticipate emerging needs.

In 2009, some serious public health issues raced to the forefront of national news, including the H1N1 virus. In response, CentraState organized and hosted a community panel discussion on the virus that allowed the public to hear directly from representatives from the medical center, the Freehold Area Health Department, and the Freehold Regional School District. We also expanded our flu vaccination program for the public, ensuring that vaccines were readily available to our patients. Our efforts—in conjunction with local and state agencies—helped minimize the incidence of flu in our communities and we will continue our involvement this year.

While H1N1 held much of the public’s interest, more controversial was an announcement by the U.S. Preventive Services Task Force challenging the role of mammography as an effective tool in the fight against breast cancer. Late in 2009 and early in 2010, CentraState held community events on the controversy surrounding mammography, with the assistance of Kenneth Tomkovich, MD, Freehold Radiology.
Group, a nationally renowned expert in the field of diagnostic imaging for breast disease who is on staff at CentraState.

CentraState also hosted a well-attended lecture about prostate and colorectal cancer in response to new questions in the medical community about the efficacy of the prostate-specific antigen (PSA) test, a common test to screen for prostate cancer. In addition to an informative lecture, we made free prostate and colon cancer screenings available to the men who attended. Hundreds of people took advantage of our free cancer screenings throughout the year.

All in the CentraState family
A community hospital—as we proudly hold ourselves to be—has a special relationship with the people it serves. Our mission, to enhance the health and well being of our communities through the compassionate delivery of quality healthcare, is a promise to treat your family as our family. No one takes this pledge more seriously than the employees of CentraState Healthcare System. Our employees are engaged members of the community with a strong desire to make lasting contributions to the health and well being of their friends and neighbors.

Last year, CentraState employees gave generously of our own time to participate in dozens of local philanthropic efforts. In the process, we brought needed attention and research dollars to a variety of worthy causes. Among the walks and charitable events in which we participated were the American Cancer Society’s Relay for Life, American Heart Walk, the Alliance for Lupus Research Walk, the Walk Like MADD event supporting Mothers Against Drunk Driving, and Multiple Sclerosis Walk—the latter two at CentraState—as well as fundraisers for arthritis, the March of Dimes, diabetes, Alzheimer’s Disease, and breast cancer. CentraState and our employees also continue to be proud sponsors of Camp Quality New Jersey, a non-profit group that holds a summer camping trip for children with cancer.

Adding it up
Nearly 100 employees devoted more than 2,000 hours of total work time last year to serve on boards and committees or in other ways with non-profit healthcare, civic or community organizations outside of CentraState. Our total community benefit for 2009 was nearly $22.2 million.

(Community benefit information continues on page 12).
In addition to clinical accreditations, certifications and designations, CentraState was recognized by several groups for our commitment to our employees and the people we serve. Among them:

- The respected weekly news journal, *NJBIZ*, named CentraState Healthcare System a “Best Place to Work.” CentraState ranked 12th in 2010 among all large employers in the state after an evaluation process consisting of an appraisal of workplace policies, practices, philosophy, systems and demographics as well as an employee survey to measure the workplace experience. This is the third consecutive year that CentraState has been recognized as an employer of choice by *NJBIZ* newspaper or *Modern Healthcare* magazine.

- *Imaging Technology News*, a technology resource for medical imaging and radiation oncology professionals, named our Radiation Oncology Department a “Top Radiation Therapy Center to Watch” in the national journal dedicated to identifying innovative programs.

- The American Heart Association recognized CentraState as Fit-Friendly Company for our work in expanding fitness and wellness programs for our 2,400 employees.

- CentraState’s Physical Medicine and Rehabilitation Department was judged the best Physical Therapy Department in the state by *NJBIZ*, as part of the publication’s “HealthCare Heroes” awards program. Also in 2009, one of our physical therapists served as the lead author of an important study about the physical and psychological aspects of back pain. The study, by Mark Wernke, MS, PT, was published in the *Archives of Physical Medicine and Rehabilitation*, a prestigious, peer-reviewed medical journal. He is one of several employees who were published last year.

At CentraState, we view the awards and honors we receive, and the invitations extended to our staff to speak at clinical and healthcare management conferences, as recognition of our system-wide commitment to organizational values which include clinical quality, service excellence, and the professional development of our employees.
EXPANDING CARE
FROM THE CAMPUS TO THE COMMUNITY.

Our highly qualified staff, advanced procedures, and safe, compassionate care compare CentraState Medical Center to some of the finest organizations anywhere in the nation. Despite this breadth, we never lose sight of our role as a community hospital and our mission to be a reliable contributor to our community’s health and well being. As this commitment to community suggests, we work to find creative ways to deliver safe, quality care beyond our hospital walls.

Last year, we opened a satellite family medicine office in Jackson named Family Healthcare at Bartley Corner, as well as primary care physician practices in Manalapan and Howell. These locations offer the surrounding areas comprehensive healthcare for the entire family. They also provide a medical home where our board-certified physicians know their patients’ medical histories and provide knowledgeable treatment along with consistent preventive care.

In 2009, we also expanded services at CentraState’s Medical Office at Monroe, which now includes physician practices in orthopedics, obstetrics/gynecology, pulmonary medicine, family medicine, geriatrics, cardiology, and pediatrics, as well as satellite offices for rehabilitation and laboratory services. We also hosted community events throughout the year, such as physician lectures on topics ranging from advances in knee replacements to chronic cough.

In early 2010, our Sports Performance and Physical Therapy program relocated from Freehold to the Monroe 33 Tennis, Basketball and Sports Center. The popular program helps athletes maximize performance while preventing injuries.

William Beirne of Marlboro is one of dozens of patients eager to tell their CentraState treatment success stories in our Healthy Directions magazine, ads and other means. His were chemotherapy and radiation treatments for a type of cancer that affects the pharynx.

SeniorsFirst, our complimentary community outreach and education program for adults age 60 and up, offers programs at locations in the greater Freehold area and our Applewood Estates lifecare retirement community.

Then first-grader Emily Cavallaro and her parents rave about the care she received in the Star and Barry Tobias Emergency Pediatric Care Unit.

Family Healthcare at Bartley Corner in Jackson—staffed by primary care physicians—is a satellite office of our Family Medicine Center.

www.centrastate.com
CENTRASTATE’S PHYSICIANS
MAKING YOUR CARE THEIR
FIRST PRIORITY

Each day, the physicians on staff at CentraState help create consistent, high-quality outcomes for patients by combining expertise, evidence-based medicine, experience and the highest standards of care. With our commitment to quality, patient satisfaction, and growth, it’s no surprise CentraState welcomed 54 outstanding new physicians to the staff last year, including five highly skilled surgical practices. Along with their expertise in general surgery, these individuals add to CentraState’s depth in cancer-related, minimally invasive and weight-loss surgery.

Safe, quality primary care for all ages
In 2009, the medical center proudly graduated the third class of six physicians from our Family Medicine Residency Program (FMRP). Operated in conjunction with UMDNJ-Robert Wood Johnson Medical School, CentraState’s FMRP increases the community’s access to high quality family medicine.

Why are family physicians so important? Trained to diagnose and deliver primary care to patients from birth through end of life, family medicine physicians provide a medical home—helping patients stay well, acting as a liaison with specialists, and assisting patients in navigating the healthcare delivery system. According to Kenneth Faistl, MD, medical director of the FRMP at CentraState, research indicates that when family medicine physicians are involved, patients receive care that is safer and of a higher quality.

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To address the growing needs of seniors in western Monmouth County, the FMRP added a Geriatric Fellowship Program in 2006, which graduated its second class last year. Both our family practice and geriatric programs have achieved a full five-year accreditation—the maximum amount awarded—from the American Council for Graduate Medical Education.

Improving care, reducing cost
At year end, CentraState was one of only 12 New Jersey hospitals and their participating physicians to take part in the national Physician-Hospital Collaboration Demonstration project sanctioned by Congress. This project is part of a Medicare initiative examining health delivery factors that encourage improved quality and safety in patient care. Among them: Best practice guidelines, shared decision-making between providers and patients, outcomes measurement and research, and incentives for improving care while efficiently allocating resources. The Physician-Hospital Collaboration project evaluates one such incentive, called gain sharing, as an innovative method to reduce healthcare costs and improve overall quality of care while sharing cost savings with those central to the clinical decisions.
Recognizing physician excellence
CentraState has such a breadth of talent among the staff that it is never easy to select the annual “Physicians of the Year.” In 2009, our medical and nursing staffs recognized two outstanding doctors who stood out from the rest: Jacqueline Zuckerbrod, DO, a board-certified family practice physician and Amit Kharod, MD, a board-certified general surgeon. Congratulations to both of these deserving doctors.

CentraState also salutes James J. Matera, DO, for his first year of dedicated service as our Chief of Staff. From leadership skills to clinical expertise, Dr. Matera is a valued advisor and leader. The CentraState community has benefited immeasurably from the medical leadership of Dr. Matera and his fellow officers – John DeTullio, MD, and John Brandeisky, DPM.

In memoriam
We mourned the death of Miguel A. Arrieta, MD, in 2009. The former chair of Anesthesiology who was with Liberty Anesthesia had been on staff for 20 years. He is missed greatly.

Foundation highlights (continued from page 8).
The economic downturn certainly had an impact on our fundraising efforts in 2009. This was the first time in the last 10 years that the CentraState Healthcare Foundation did not meet its dollar goal, raising just under $2 million.

There were a few bright spots, however:
- The Novo Nordisk Foundation made a grant of $100,000 to CentraState’s Novo Nordisk Diabetes Center to develop a diabetes education and prevention program geared to children in grades 2 through 5.
- Ms. Carolyn Duckett created a lasting memorial to her mother, creating the Anna C. Stewart Smythe Memorial Nursing Scholarship with a gift of $100,000.
- And a newly created Applewood Estates Charitable Fund received donations from 97 Applewood residents, totaling $59,000.

Looking to the future, the Foundation expanded and strengthened its Board of Trustees with the addition of: Jack Aaronson, Freehold; Michael Duru, Freehold; Kenneth Faistl, MD, Colts Neck; Clara Glory, Jackson; and John Szeliga, Spring Lake.
## Key Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>2009</th>
<th>2008</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beds</td>
<td>282</td>
<td>276</td>
<td>2.2</td>
</tr>
<tr>
<td>Births</td>
<td>1,749</td>
<td>1,869</td>
<td>(6.4)</td>
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<tr>
<td>Discharges (including same-day surgeries)</td>
<td>21,132</td>
<td>22,385</td>
<td>(5.6)</td>
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<tr>
<td>Observation Cases</td>
<td>440</td>
<td>0</td>
<td></td>
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<tr>
<td>Emergency Department patients</td>
<td>64,480</td>
<td>60,828</td>
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<tr>
<td>Family Medicine Center visits</td>
<td>19,482</td>
<td>20,046</td>
<td>(2.8)</td>
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<tr>
<td>Health promotion visits*</td>
<td>50,800</td>
<td>51,072</td>
<td>(0.5)</td>
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<tr>
<td>Lab tests</td>
<td>804,723</td>
<td>840,696</td>
<td>(4.3)</td>
</tr>
<tr>
<td>Nuclear medicine treatments</td>
<td>3,223</td>
<td>3,193</td>
<td>9.4</td>
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<tr>
<td>Patient days (including same-day surgeries)</td>
<td>76,635</td>
<td>82,533</td>
<td>(7.1)</td>
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<tr>
<td>Physical/occupational therapy treatments</td>
<td>122,871</td>
<td>106,856</td>
<td>15.0</td>
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<td>Radiology/imaging procedures</td>
<td>127,913</td>
<td>130,108</td>
<td>(1.7)</td>
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<tr>
<td>Surgeries</td>
<td>13,309</td>
<td>14,033</td>
<td>(5.2)</td>
</tr>
<tr>
<td>System employees (full-time equivalents)</td>
<td>1,770</td>
<td>1,743</td>
<td>1.5</td>
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</table>

*Includes Health Awareness Center and outpatient diabetes services

## CentraState Medical Center

### 2009 Community Benefit Information

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<th>Category</th>
<th>2009</th>
<th>2008</th>
<th>% Change</th>
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<tbody>
<tr>
<td>Traditional charity care</td>
<td>10,390,090</td>
<td>10,885,754</td>
<td></td>
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<tr>
<td>Volunteer services</td>
<td>2,024,805</td>
<td>1,616,491</td>
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<tr>
<td>Educational programs/publications</td>
<td>1,392,973</td>
<td>1,310,279</td>
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<tr>
<td>Teaching programs</td>
<td>740,364</td>
<td>677,247</td>
<td></td>
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<tr>
<td>Physician charity care remuneration</td>
<td>550,000</td>
<td>550,000</td>
<td></td>
</tr>
<tr>
<td>Health screenings &amp; immunizations</td>
<td>283,742</td>
<td>275,313</td>
<td></td>
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<tr>
<td>Support for children and families</td>
<td>226,575</td>
<td>244,237</td>
<td></td>
</tr>
<tr>
<td>Other services/benefit coordination</td>
<td>192,240</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Support groups/self-help programs</td>
<td>126,768</td>
<td>68,458</td>
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<tr>
<td>Community partnerships</td>
<td>88,959</td>
<td>92,467</td>
<td></td>
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<tr>
<td>Maternity &amp; parenting activities</td>
<td>52,052</td>
<td>90,778</td>
<td></td>
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<tr>
<td><strong>Total community support per IRS interpretation</strong></td>
<td><strong>16,068,568</strong></td>
<td><strong>15,811,024</strong></td>
<td><strong>1.6</strong></td>
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### Other community benefit

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<th>Category</th>
<th>2009</th>
<th>2008</th>
<th>% Change</th>
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</thead>
<tbody>
<tr>
<td>Bad debt calculated at cost</td>
<td>3,561,270</td>
<td>2,930,189</td>
<td></td>
</tr>
<tr>
<td>Family Medicine Residency</td>
<td>2,620,160</td>
<td>2,966,335</td>
<td></td>
</tr>
<tr>
<td>Program subsidy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand total</strong></td>
<td><strong>22,249,998</strong></td>
<td><strong>21,707,548</strong></td>
<td><strong>2.5</strong></td>
</tr>
</tbody>
</table>

### Senior Living Communities occupancy 2009

<table>
<thead>
<tr>
<th>Community</th>
<th>2009 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applewood Estates</td>
<td>81.5%</td>
</tr>
<tr>
<td>The Manor</td>
<td>94.8%</td>
</tr>
<tr>
<td>Monmouth Crossing</td>
<td>91.8%</td>
</tr>
</tbody>
</table>
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On the cover, clockwise from top left: Drs. Troy Sukkarieh and Alexander Kirchenbaum launch robotic surgery at CentraState. Dr. John DeTullio points out high-tech features in the new Critical Care Unit. Infection Control staff and Administration kick off the “Clean Hands” campaign. Nursing excellence award winners for 2009 are Angela Mills, RN, Nursing Development; Ellen Graber, RN, Extended Nursing; Denise Zolnowski, RN, Perioperative; Ellen Meyers, RN, Maternal Child Health; Diane Reeves, RN, Medical Surgical; Tricia Marceante, RN, Emergency Department/Critical Care; and Mary Cannon, RN, Long Term Care (not shown).