



TAKE A LOOK AT US NOW

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MISSION STATEMENT

Memorial Hospital is committed to promoting, improving and enhancing the health and well-being of the community we serve.

FINANCIAL OVERVIEW



2010 FISCAL YEAR

INCOME FROM PATIENT SERVICES	\$190,200,000
Less amounts for which full payment was not received	
Government programs imposed reductions	57,600,000
Insurance contractual arrangements	30,900,000
Gross revenues in charity care and bad debt	12,300,000
	<u>100,800,000</u>
ACTUAL PAYMENTS RECEIVED FOR PATIENT SERVICES	89,400,000
OTHER INCOME	
Other miscellaneous income	3,350,000
Donations and bequests	350,000
	<u>93,100,000</u>
EXPENSES	
Salaries, wages and professional fees	52,900,000
Supplies, utilities and other expenses	33,100,000
Provision for equipment, renovation and expansion	4,700,000
Interest	300,000
	<u>91,000,000</u>
TOTAL EXPENSES	
EXCESS INCOME OVER EXPENSES —	
<i>Reserved for future expansion of facilities and equipment to service York County</i>	<u>\$2,100,000</u>

A LETTER FROM THE PRESIDENT

I am pleased to present to you Memorial Hospital's 2010 Report to Our Community. The report is titled "Take a Look at Us Now" because this past year we recruited a number of new specialists and family physicians and expanded key service lines.

From invasive cardiac and vascular medicine to robotic surgery to cutting-edge urological procedures, today's Memorial Hospital is becoming more high-tech, while continuing to excel at providing high-touch care.

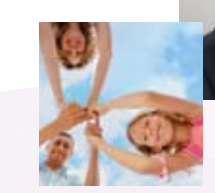
The additions we have made this year are all part of our strategic initiative to transform health care in our community and give consumers an even more robust choice for their health care needs. The specialists we have recruited are filling gaps in the community where there are underserved needs.

If you are already a Memorial patient, thank you for your support and please continue to choose us for your health care. If you have not come to Memorial Hospital for services in the past, we hope you will take a new look at us and see all that Memorial has to offer. We believe our innovative, patient-centered care will make you a Memorial Hospital customer for life.

Sincerely,

Sally J. Dixon
President and CEO

REPORT TO OUR COMMUNITY 2010





NEW PHYSICIAN RECRUITMENT

MANU RAJACHANDRAN, MD,
FACC, FSCAI, FSVM

Dr. Manu Rajachandran, or Dr. Raj as he is referred to, is the chief of the Cardiovascular program at Memorial Hospital. "This is an exciting opportunity to build a comprehensive cardiovascular disease service line. It is clear that Memorial Hospital is a valuable resource for cardiovascular services in the community, and I look forward to leading the effort to provide state-of-the-art services to our patients," said Dr. Raj.

In addition to invasive and non-invasive cardiac procedures, Dr. Raj has expertise in vascular medicine. He completed a one-year fellowship in vascular medicine and is passionate about promoting vascular disease awareness in the community. He has performed endovascular procedures on patients who fear they may lose their leg, and Dr. Raj has been able to save their limb by opening an artery. "It is an absolute joy to know what I have done has changed someone's life," said Dr. Raj.



1600 Sixth Avenue, Suite 105
York, Pennsylvania 17403
TEL: 717-849-5576
FAX: 717-718-9972





RONALD SAVARESE, DO

Dr. Ronald Savarese is board certified in internal medicine and cardiology and specializes in electrophysiology, including pacemakers, defibrillators and arrhythmias. "I enjoy cardiology because of the complexity of the cardiovascular system," said Dr. Savarese. "I particularly enjoy electrophysiology because the procedural component allows me to work with my hands."

Dr. Savarese is also interested in preventative care and has had success working with patients on risk factor modification.

Dr. Savarese said he came to Memorial Hospital to help build a cardiovascular service line. "This is an exciting opportunity to help build a program of excellence. There is so much opportunity at Memorial Hospital – we are providing the community with an excellent choice for heart and vascular care."



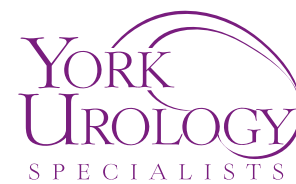
1600 Sixth Avenue, Suite 105
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M. AZEEM BHATTI, MD, FRCSC

Dr. M. Azeem Bhatti, a board certified urologist, joined Memorial Hospital this year and opened his practice, York Urology Specialists, at the Sixth Avenue Professional Center. Dr. Bhatti has extensive experience in organ preservation and minimally invasive surgeries. "This is an opportunity to bring my expertise to York County and meet an underserved need," he said.

Eighty percent of the surgeries Dr. Bhatti performs are minimally invasive. For example, for patients with prostate cancer, Dr. Bhatti is able to preserve the nerves, so the patient maintains erectile function and continence. For bladder surgery, he is able to remove a bladder and recreate a new bladder with a piece of the patient's intestine, which means the patient does not need to use an ostomy bag.

"What these minimally invasive procedures mean to patients is less pain, less bleeding, less time in the hospital and a quicker recovery," he said. For some of these surgeries, Dr. Bhatti uses the da Vinci® Si™ robotic surgical system.



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ROGER BOATWRIGHT, MD

Dr. Roger Boatwright moved to York County earlier this year and opened York OB/GYN Specialists on Kenneth Road in York. His office provides obstetrics care for pregnant mothers and a full range of gynecological services. He said the “miracle of the life support system inside a female’s body” is what interests him about OB/GYN. From the gynecology side, he enjoys performing minimally invasive procedures that help patients recover faster and get back to their busy lifestyles.

He said he knew as a child he wanted to become a physician. It was his pediatrician who sparked his interest. “He always made me feel so welcome. He had a great demeanor and made me feel like I was a friend. As a child, that made such an impression on me,” remembered Dr. Boatwright.



1880 Kenneth Road, Suite 3
York, Pennsylvania 17408
TEL: 717-779-2612
FAX: 717-779-2615

VIVEKKUMAR K. SHROFF, MD

In addition to specialists, Memorial Hospital also recruited a number of family physicians over the past year and opened a new practice in Red Lion.

Dr. Vivekkumar Shroff joined Memorial this past fall and is seeing patients at the new Windsor Commons Family Practice, located on Cape Horn Road in Red Lion. Dr. Shroff said he always knew he wanted to be a physician.

“I am interested in family practice because I enjoy treating the whole family,” said Dr. Shroff. “I like the idea of treating patients for life.”

Windsor Commons is Memorial’s seventh family practice throughout York County. The others are Greensprings Family Medicine, Manchester Family Medicine, Mill Creek Family Medicine, Shrewsbury Family Practice, Stewartstown Family Practice and Susquehanna Trail Family Medicine.



3141A Cape Horn Road
Red Lion, Pennsylvania 17356
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EXPANDED SERVICE LINES



CARDIOVASCULAR SERVICES

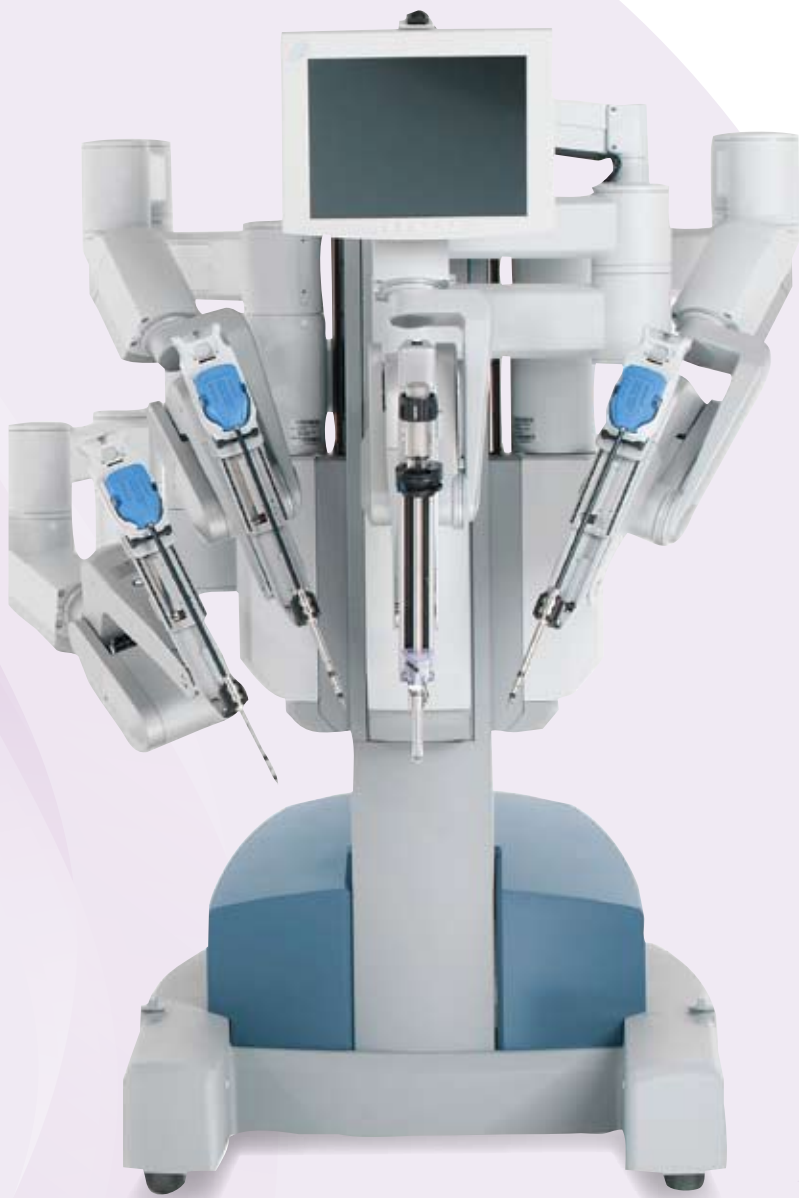
Memorial Hospital's Cardiovascular Service Line has a new look and new clinical expertise that has helped the Hospital to expand its cardiovascular presence in York County.

The centerpiece of the expanded service line is the Heart and Vascular Center, which includes a state-of-the-art cardiac cath lab where we treat blocked heart, leg and arm arteries with balloons and stents. Memorial offers cutting-edge treatment for patients with advanced peripheral disease who otherwise would be facing amputation. Electrophysiology services, which include permanent implantable pacemakers and defibrillators to treat abnormally slow or fast heart rhythms, are also available. The Center specializes in implanting Bi-Ventricular defibrillators in patients with congestive heart failure.

Our cardiologists are specially trained in heart and vascular medicine. They specialize in diagnosing and treating cardiovascular diseases through cardiac medication and minimally invasive procedures.

The Center also offers non-invasive cardiac testing, such as electrocardiograms, holter monitors, nuclear cardiac stress testing, echocardiography and vascular testing.





SURGICAL SERVICES

Memorial Hospital recently purchased the latest generation of the da Vinci® Si™ Surgical System. The system offers technological advancements that provide surgeons with unparalleled precision, dexterity and control that enable a minimally invasive approach for many complex surgical procedures.

Memorial provides minimally invasive surgery for a broad range of procedures including, prostatectomy, hysterectomy and uterine fibroid treatment. In fact, Memorial currently has the only surgeon in York County who performs prostatectomies with a da Vinci® Si™.

Robotic surgery offers patients less pain and scarring and a faster recovery. In the United States, 85 percent of radical prostatectomies and one in five hysterectomies are performed with a robot.



WOMEN'S HEALTH

Memorial Hospital joined the Spirit of Women, a network of more than 80 hospitals around the country that work together to advance the cause of women's health through educational programs and initiatives. One concept that is consistent through all Spirit initiatives is that health education can be fun. Women of all ages are busy taking care of others and Spirit gives women a chance to relax, have fun and take care of themselves for awhile.

In our first year, more than 850 York County women joined Memorial's Spirit program and received invitations to events, such as Day of Dance and Girls Night Out, monthly e-newsletters, women's health publications and much more. This past year our members had the chance to learn about a number of topics important to them, such as hormones, heart health and planning for pregnancy, while gathering with friends and having fun. Memorial's events were so popular that most of them were sell-outs. In fact, National Spirit of Women announced that our Girls Night Out was the largest in the country.

For more information about Spirit of Women, visit www.mhyork.org.





COMMUNITY BENEFIT REPORT



Memorial Hospital's mission is to promote, improve and enhance the health and well-being of the community, and we take that seriously. Here are the numbers behind the mission.

HEALTH AND WELLNESS EDUCATION AND EVENTS

Number of people who attended health and wellness classes	8,653
Number of people who received flu shots	6,062
Number of screenings performed at health fairs	2,528
Number of people who attended community events sponsored by Memorial	18,000
Participant hours in Job Shadowing Program	29,094

COMMUNITY SUPPORT

Community contributions to area nonprofit organizations	\$120,000
Amount raised by associates for nonprofit organizations	\$94,000
Number of volunteer hours provided by managers	7,200

UNCOMPENSATED CARE

Charity Care*	\$2,219,000
Bad Debt**	\$3,650,000
Medicare***	\$8,438,000
Medicaid***	\$7,704,000
Medic 102	\$1,350,000



*Charity care is the total actual cost written off by Memorial to provide medical services to patients who have demonstrated their inability to pay.

**Bad debt is the total actual cost written off by Memorial for services provided to patients who have not paid their bills and/or may not be able to pay.

***The Medicare and Medicaid programs pay Memorial less than it costs to provide care to Medicare and Medicaid patients.

ECONOMIC CATALYST

Amount contributed to the region's economy: **\$202,070,501**
 Source: The Hospital and Healthsystem Association of Pennsylvania



Memorial Hospital prides itself on being a community partner that York County can rely on. Over the past year, Memorial Hospital started new community education programs that are making a difference.

KIDSHAPE

In the last 30 years, the rate of obesity in the United States has more than doubled for preschoolers and adolescents and it has more than tripled for children ages six to 11. To help children who are struggling with weight issues, Memorial Hospital is partnering with the Highmark Foundation to offer KidShape®, a nationally recognized family-based weight management program.

KidShape® focuses on three components: nutrition, exercise and behavior. The key to the program is family involvement. A parent is required to attend the nine-week class with their child. Dianne and Dave Buckwash from Dillsburg who attended the program with their daughter said they learned a lot. “There is so much they teach you and if you are open to it, you really see changes,” said Dianne. “I want to give my children every opportunity to be healthy.”



KIDS IN THE KITCHEN



Memorial is cooking...with local children in elementary schools throughout York County. This past year more than 1,800 children participated in Memorial’s Kids in the Kitchen program. Students in grades three through five had the chance to learn about nutritious foods, kitchen safety and how to have a more balanced diet. The highlight of the class is when children are able to help with a cooking demonstration, and then sample what they make. This program is funded in part by the Memorial Hospital Auxiliary.

“Memorial Hospital has made a commitment to help fight childhood obesity in our community,” said Josette Myers, vice president of Marketing, Development and Community Relations. “This is the first generation that has a shorter life expectancy than their parents, and we want to take the lead in teaching children the importance of eating right.”

BREAST HEALTH EDUCATION



Thanks to a grant from the Philadelphia Affiliate of Susan G. Komen for the Cure, Memorial Hospital’s new education program brings together patients and survivors of breast cancer. The educators are breast cancer survivors who help patients access local resources and navigate through the health care system.

In addition, the educators visit community groups, senior centers and businesses throughout York County to deliver the message about the importance of annual mammograms and monthly self exams. The Hospital has developed a breast health guide that is distributed in physician offices and in the community.

**MEMORIAL FAMILY
OF HEALTH SERVICES**

Memorial Hospital

Breast Center

Endoscopy Center

Greenbriar Medical Center

Heart and Vascular Center

HomeCare of York

Industrial Resource Center

Memorial Primary Care

Surgical Center of York

White Rose Hospice



A Premier Medical Center.™

Memorial Hospital

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