



John C. Lincoln
HEALTH NETWORK

A N N U A L
2010
R E P O R T



OUR MISSION

The John C. Lincoln Health Network exists because our founders could not be idle when they saw the dignity and potential of others threatened by illness or social circumstance. They worked to improve conditions. So must we today.

True to the legacy we've proudly inherited, our mission is to assist each person entrusted to our care to enjoy the fullest gift of health possible and to work with others to build a community where a helping hand is available for our most vulnerable members.

We do this because we believe in the value of each person we are honored to serve and because we believe helping people is an enriching experience worthy of our best efforts.



A Look at the **John C. Lincoln Health Network**

The John C. Lincoln Health Network is a not-for-profit organization that includes hospitals, physician practices and a spectrum of charitable community services programs. The honor and privilege of serving the people of North Phoenix has been a mission that's driven our efforts for more than 80 years. In that time, the Network has expanded its service territory and built an impressive and well-regarded organization of both health and human services.

Although our focus is local, we hold ourselves to standards of health care and business excellence worthy of national recognition. From nursing care to community services to business ethics and more, we've been honored by experts with awards for practically every aspect of what we do. However, the greatest honor of all is that people trust us with their lives in moments of their greatest vulnerability. That's a privilege we take seriously.

THE NOT-FOR-PROFIT JOHN C. LINCOLN HEALTH NETWORK INCLUDES:

Acute and extended-care medical facilities and services including two hospitals: 1) the Valley's first Magnet hospital, John C. Lincoln North Mountain Hospital with 266 beds and a Level I Trauma Center and 2) John C. Lincoln Deer Valley Hospital with 203 beds and the Virginia G. Piper Center for Pediatric Excellence, including Mendy's Place, the North Valley's only 24/7 hospital emergency center exclusively for children.

Desert Mission, an organization of charitable and community services including a food bank, dental clinic for uninsured children, a family resource and community

health center, outreach in area schools and a nationally accredited child care center.

John C. Lincoln Health Foundation, the philanthropic and fundraising branch that supports the Network's medical and charitable missions.

John C. Lincoln primary care and specialty practices.

John C. Lincoln Deer Valley Hospital excels in emergency heart care, pediatric emergency care, orthopedics and many other specialties.



In 2010, this 203-bed, not-for-profit community hospital with all private rooms had:

45,431 inpatient days.

26,262 visits to Mendy's Place
(children's 24/7 emergency center).

48,170 visits to the Emergency Department.



Excellence in nursing care is a hallmark of John C. Lincoln North Mountain Hospital. The facility is a two-time recipient of the prestigious Magnet designation from the American Nurses Association.



In 2010, this 266-bed, not-for-profit community hospital with a Level I Trauma Center had:

70,326 inpatient days.

50,466 visits to Emergency Department.

2,770 individuals who needed Level I Trauma care.



The Network service area encompasses the north central areas of Maricopa County including the communities along Interstate 17 north to Black Canyon City. Level I trauma patients are flown in from all parts of Northern Arizona and adjoining areas of four surrounding states.



These groups offered unparalleled service in helping the John C. Lincoln Health Network care for its patients, directly and indirectly:

Our Medical Staffs

1,121 physicians.



Our Employees

3,912 network employees.



Our Volunteers

1,897 volunteers provided 198,705 hours of service in our hospitals and Desert Mission programs.



Desert Mission programs help individuals and families achieve stability and self-sufficiency by providing a safety net of services. The Desert Mission is a nationally acclaimed community service model.



At the Desert Mission, one door opens many. Individuals and families can stabilize and tap into their own strength by accessing one or more of our programs. In 2010:

29,113 emergency food boxes were distributed at Desert Mission Food Bank.

1,776 patients were treated in 4,400 visits to Community Health Center.

200 families were counseled through Marley House Behavioral Health Clinic.

1,504 children were served at the Children's Dental Clinic in 3,233 visits.

430 children were enrolled at Lincoln Learning Center.

\$33,022 was invested in targeted neighborhoods through seven owner-occupied rehabilitation projects.



The Network's fundraising arm, the Foundation is a trusted partner that helps connect people with programs and causes they can be proud to support. The Foundation raises funds for John C. Lincoln Hospitals and Desert Mission programs.



2010 Foundation Giving

Fundraising Activities

Annual Giving	\$565,684.55
Employee Giving	\$460,029.57
Grants	\$948,138.49
Government Grants	\$218,290.00
Major Giving	\$350,480.00
Planned Giving	\$38,583.64
Special Events	\$717,916.00
Total Giving	\$3,299,122.25

Areas of Focus

North Mountain Hospital	\$382,764.86
Deer Valley Hospital	\$173,393.90
Desert Mission	\$1,650,290.43
Breast Health & Research Center	\$224,681.00
Community Grants	\$234,281.00
Network	\$633,711.06
Total	\$3,299,122.25



John C. Lincoln Health Network operates a number of primary and specialty physician practices for individuals and families throughout the North Phoenix and Scottsdale areas.

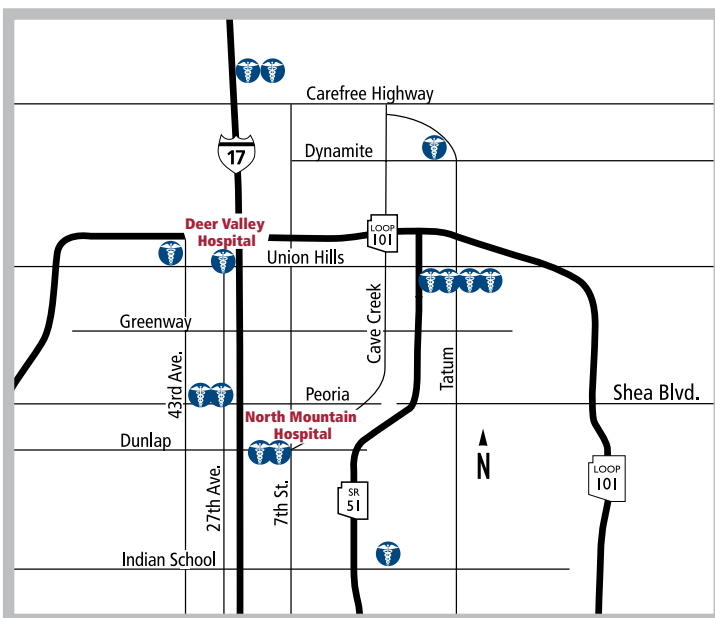


In 2010, the Physician Network encompassed:

19 physician practices and specialty centers.

74 physicians and advanced practitioners.

204,813 individuals who received care.



“Honored by Experts. Honored to Serve.”

John C. Lincoln Health Network was indeed honored by experts during 2010.

DESERT MISSION: VOLUNTEER HEART OF BUSINESS AWARD

The Phoenix Business Journal and HandsOn of Greater Phoenix named John C. Lincoln’s Desert Mission and Ameriprise Financial-Phoenix branch “Most Outstanding Partnership.” Desert Mission and Ameriprise Financial, the spin-off independent company of American Express, were recognized among the Valley’s most benevolent

volunteers for their tireless support of nonprofit organizations and community members in need. Employees of the Ameriprise Phoenix branch, 2512 W. Dunlap Ave., have a history of donating to Desert Mission and volunteering to support its programs.

JOHN C. LINCOLN ORGAN DONATIONS HONORED NATIONALLY

John C. Lincoln North Mountain Hospital was the only medical center in Arizona and one of just eight in the nation to win the U.S. Department of Health and Human Services Gold Medal of Honor for exceeding the federal government’s highest 2010 organ donation goals. To win a Gold Medal of Honor, more than 75

percent of the hospital’s eligible organ donors must actually become organ donors. At North Mountain, 86 percent of those eligible donated gifts of life. To qualify for the Gold Medal, North Mountain also exceeded the federal requirement that an average of 3.75 organs be given per donor.

JCL.COM: ONE OF THE WORLD’S TOP 25 HEALTHCARE PROVIDER WEBSITES

John C. Lincoln Health Network’s website, JCL.com, was honored as one of 25 winners of the Web Marketing Association’s 2010 Healthcare Provider Standard of Excellence WebAward. The WebAward is based on design, copy writing, innovation, content, interactivity, navigation and use of technology. A team of independent Internet professionals representing a variety of relevant disciplines of website development

judged more than 2,000 websites nominated from 45 countries.



DEER VALLEY HOSPITAL AGAIN ACCREDITED AS CHEST PAIN CENTER WITH PCI

John C. Lincoln Deer Valley Hospital again earned the highest level of accreditation as a Chest Pain Center with PCI (percutaneous coronary intervention, meaning angioplasty or stent placement) from the Society of Chest Pain Centers (SCPC), an international organization dedicated to eliminating heart disease as the No. 1 cause of death for Americans.

Because SCPC criteria have become more rigorous since the Deer Valley Hospital first earned SCPC's highest level of accreditation in 2007, the new certification

reflects an even higher level of achievement. To earn the newest and highest level of accreditation as a Chest Pain Center, the clinical staff at Deer Valley Hospital engaged in a demanding and detailed SCPC evaluation of their ability to assess, diagnose and treat patients who might be experiencing a heart attack.



NORTH MOUNTAIN HOSPITAL: TWO PRESTIGIOUS TRAUMA AWARDS

A commitment to increase organ donations at North Mountain Hospital led to gifts of life from more than eight of 10 eligible patient donors in 2009 and inspired the Donor Network of Arizona to recognize North Mountain with its annual Outstanding Trauma Center

Award in 2010. In addition, Stephen Gale, MD, received the Donor Network's Outstanding Trauma Surgeon Award in recognition of his outstanding work as a member of North Mountain's trauma team.

ANOTHER BEACON AWARD FOR PATIENT CARE EXCELLENCE

The American Association of Critical-Care Nurses (AACN), the largest specialty nursing organization in the world, awarded the Cardiovascular Intensive Care Unit at John C. Lincoln North Mountain Hospital with a Beacon Award for Critical Care Excellence.® In earning the Beacon, the Cardiovascular Unit joined its sister unit, North Mountain's Intensive Care Unit, which in 2007 became the first in the state to earn a Beacon Award. North Mountain is now the only medical facility in the state where two critical care units have qualified for

the Beacon, which was specifically designed by AACN to recognize the nation's top hospital critical care units. Since the Beacon Award was instituted in 2003, it only has been given to an elite 315 of the nation's 6,000-plus critical care units.



OUR VISION

To set the national standard of excellence in patient care and in service to the community, as judged by experts, and to deliver both with an unparalleled level of human compassion, as sensed by those we serve.

We summarize this vision in the phrase,
**“Honored by Experts.
Honored to Serve.”**

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