



To the Patients and Families of the Mount Sterling and Surrounding Communities:

Saint Joseph Health System is honored to be serving your community's health care needs. Now that we have been a part of Mount Sterling since the fall of 2007, we felt that this would be an excellent time to provide an update of some of the exciting changes that have taken place at Saint Joseph - Mount Sterling over the last several months, and improvements that we still have in store for your hospital.

First, we are excited to provide you with new details about the new, replacement hospital. As you may be aware, we have continued the planning and design discussions over the past few months. We have now started our formal design development, which will take approximately two to three months, in preparation for our groundbreaking ceremony, tentatively planned for October. During this process, we will engage community members and leaders in understanding the final design. We want to ensure that our medical staff, employees, patients and community members feel involved in the planning process of this beautiful new facility.

After the groundbreaking, construction will begin in the fall on our new all-private room hospital. The facility will have a total of 40 private inpatient rooms, along with an intensive care unit, operating rooms, and maternity unit. The emergency department will have 14 private treatment rooms.

The details mentioned above are just a few of the exciting plans for the upcoming hospital, and we will continue to share more with you as we move forward. We also look forward to celebrating the grand opening with each of you in the summer of 2011.

But as you know, a quality hospital is much more than a new building. It requires all of us: employees, physicians, volunteers, patients and community leaders and members to remain committed to having access to the best possible care.

Since we arrived in 2007, we have worked hard

to implement many improvements, and are still working on additional goals. To date, we have already accomplished many initiatives, and would like to share those with you.

1. There have been leadership changes, including management level patient care positions, to focus on improving the overall patient experience, both in clinical quality and customer satisfaction. This has resulted in significant improvements of our patient satisfaction scores, especially in the emergency department.
2. We were recently notified by Anthem Blue Cross and Blue Shield that we received the 2009 Successful Practice Award for our Orthopedic Joint Care program. Saint Joseph - Mount Sterling was one of only two hospitals in Kentucky recognized by Anthem with such an award.
3. We have invested more than \$3.6 million in technology, facility improvements, and planning for the new hospital.
4. Our emergency department, along with all other Saint Joseph Health System hospitals, was recently accredited by the Society of Chest Pain Centers. This accreditation signifies that our emergency department is better prepared than non-accredited hospitals, to treat patients who experience cardiac conditions.
5. Aligned with our Chest Pain Center is an exciting new technology that we are bringing to the community. Later this summer, we are partnering with Montgomery County EMS to introduce wireless technology to this part of the state. If a chest pain patient is being transported to our emergency department, the ambulance will be able to send the patient's EKG information while in transit so that we can quickly evaluate the patient's situation, and be ready to appropriately treat them when they arrive.



6. The work to recruit additional physicians to the community continues, and to date, we have welcomed a new general surgeon, pediatrician, pediatric surgeon; and a second oral surgeon. In addition, a pulmonologist, an internal medicine physician and another general surgeon will be joining our community this summer.
7. Earlier this year, we completed our survey process for accreditation by the Joint Commission, with excellent results, and comment by one of the surveyors who said that we are a "hospital with heart."
8. Saint Joseph - Mount Sterling has one of the InTouch telemedicine robots that are placed throughout Saint Joseph Health System. Saint Joseph is one of only two systems in the state to offer this exciting technology, which brings the expertise of a physician specialist closer to home in real time.
9. We remain committed to community outreach through various programs and sponsorships such as A Walk to Remember, the Better Breathers Club, smoking cessation classes, and health fairs, as well as being a sponsor of Relay for Life.

Even though the list above is only a sampling of improvements that we've made at Saint Joseph - Mount Sterling and there are many others too numerous to mention, we are not stopping here. We recently completed the 2009-2014 Saint Joseph Health System strategic plan, and there are many exciting plans in process for all Saint Joseph facilities, including Saint Joseph - Mount Sterling.

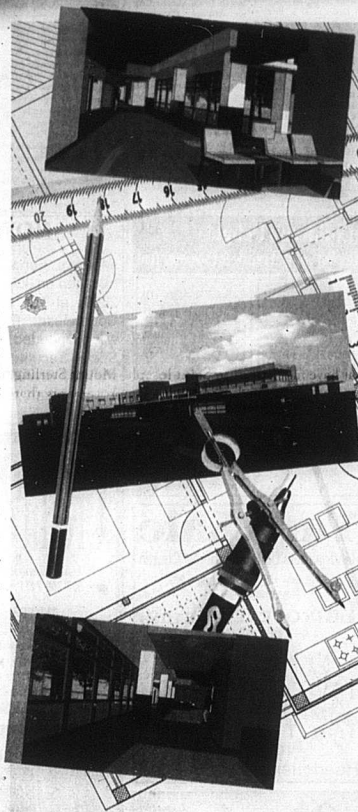
Thank you for continued interest, prayers, volunteer efforts and support of Saint Joseph - Mount Sterling. If you have additional ideas or thoughts, please do not hesitate to contact us. You can also learn more about the services of Saint Joseph - Mount Sterling by visiting our website at

www.SaintJosephMountSterling.org

Sincerely,

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