



REPORT TO OUR
COMMUNITY





Tanner's Vision

Through the caring and dedication of our team of employees and physicians, Tanner Health System will be recognized as the Provider of Choice for quality, accessible health care for our patients and our community.

A Message from the CEO

When it comes to delivering healthcare services, “good” isn’t good enough. No one wants to trust their loved one’s health to a “good” hospital. Successful healthcare providers must deliver great care — including great clinical excellence and great customer service — and build great partnerships with patients and their families.



For more than six decades, Tanner Health System has cultivated its place in our community. We know that it is not enough to be a convenient, hometown choice for health care; rather, we must offer services and satisfaction on par with any healthcare provider in the southeast.

In that respect, we have worked diligently to recruit and retain a medical staff of more than 250 exceptional physicians representing 46 unique medical specialties, as well as a team of more than 2,600 healthcare professionals. We’ve invested substantially in providing these professionals with the latest and most advanced technologies and facilities, empowering them with the tools to continue our mission of improving the health of our community.

We also have developed a culture that focuses on the experience of our patients and their loved ones. Our team carefully monitors patient satisfaction, making adjustments throughout our continuum of care to improve their experience. Our healthcare professionals not only provide excellent care, but they do it with a level of respect and compassion beyond other healthcare organizations. At Tanner, you are not a number — you are a neighbor.

Along with our emphasis on providing advanced care and patient satisfaction, we are also committed to providing care for every member of our community, regardless of ability to pay. Charity care accounts for a substantial part of Tanner’s community benefit, topping \$20 million in Fiscal Year 2009-2010, which ran from July 1, 2009, to June 30, 2010.

As you read this report, highlighting Tanner’s benefit to the community and our accomplishments over the past fiscal year, remember how essential you are to the success of our mission. It is with your support that we will continue to develop and provide the continuum of quality healthcare services that you and your loved ones will rely upon in the years ahead.

Thank you,

Loy M. Howard
President and CEO
Tanner Health System

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We Are Committed to *Every Member of Our Community*

By the Numbers

\$20.36

million in charity and indigent care

Difficult economic conditions have been intensely felt throughout our region. The struggle to keep up with the essentials — food, housing, clothing — is not unique to west Georgia and east Alabama, but the needs in this region are more dire as we experience higher unemployment rates than state and national averages.

Another essential in every person's life is health care. At Tanner, we are committed to

providing care to every member of our community, regardless their of ability to pay. Tanner provides charity care — including more than \$20 million in the last fiscal year alone — for those who need, but cannot otherwise afford, quality healthcare services.

As a nonprofit healthcare organization, Tanner does this while receiving no local tax dollars and reinvests revenues back into new technologies, facilities and the provision of charity care.

Tanner's Impact *What does Tanner Health System Mean to You?*

For some, it's the comfort of having 24-hour emergency care available close by. For others, it's lifesaving treatment for cancer and heart disease. Tanner is X-rays, doctor visits, lab tests, health fairs and more.

But for more than 2,600 area residents, Tanner is jobs. In fact, Tanner Health System is one of the largest employers in Carroll County.

According to figures from the Georgia Hospital Association (GHA), Tanner's economic impact in west Georgia and east Alabama is approximately \$450 million. By using local services from area companies, Tanner helps create employment

opportunities and improve economic prospects beyond the walls of the hospital and the physician's office.

And through the continued expansion of Tanner Green — Tanner's environmental impact initiative — we are supporting Georgia farmers, increasing awareness of environmental issues among our team of employees and continuing to reduce the amount of waste that would otherwise go into area landfills.

Tanner is also investing in the mental health of our community, continuing to provide free and confidential mental health assessments through Willowbrooke at Tanner that can diagnose mental illness and substance abuse problems and connect individuals with the resources to help.

Tanner means a more healthy community for everyone — physically, emotionally, environmentally and economically.

By the Numbers

\$450

million in economic impact

TANNER'S BENEFIT TO THE COMMUNITY

Exceptional health care is priceless. After all, what monetary value could be given to the compassion of a trusted health professional?

There are, however, many ways that Tanner makes a positive impact in the communities it serves that can be quantified, such as investments made in developing community education initiatives, sponsoring wellness programs, providing training for healthcare professionals and more.

In Fiscal Year 2009-2010, Tanner provided:

\$1,280,000 in community health and wellness initiatives	\$205,925 for community programs
\$1,500,000 investment in education for our area's future healthcare providers	\$101,170 to support economic development
\$425,004 in subsidized emergency care	\$3,750 in training for community leaders
\$72,204 for medical research	\$40,386 in collaborative programs with Carroll County Health Department
\$9,234 in walking trails management and community housing	\$142,035 for community health education and advocacy

By the Numbers

\$3.78

million in community benefit

BY THE NUMBERS

During the past fiscal year,
Tanner provided care for:

101,597
emergency department visits

15,786
mammograms

2,168
diagnostic catheterizations
and cardiac interventions

13,861
total inpatient admissions

1,618
orthopedic and
spine procedures

1,018,407
laboratory diagnostic tests

17,695
visits to Tanner
Occupational Health

33,334
CT scans

8,299
MRI scans

Growing Staff, *Growing Services*

Attracting high-quality physicians to the area who are skilled in a broad range of medical specialties ensures that the needed medical services are available right here, in our own community.

This is especially crucial in Georgia, where the state is expected to experience a 2,500-physician shortfall by 2020. While the state's medical schools look for new ways to increase enrollment and produce more physicians, new federal healthcare reform seeks to require an additional 30 million Americans to obtain health insurance coverage.

Overcoming this shortfall while extending care to a greater number of people will define a significant challenge for community-based healthcare organizations like Tanner in the years ahead.

Tanner is taking steps now, through clinical excellence initiatives, integrating information technology and improving efficiency, to meet the challenge of the years ahead. These physicians, along with the established medical staff of more than 250 physicians already practicing here, are key to expanding access to care and providing the most advanced treatments available to our residents.

Welcome New Doctors!

During the last fiscal year, Tanner Health System welcomed these physicians to the medical staff:

By the Numbers

250
physicians representing
46 specialties

Megan Grilliot, MD
Obstetrics and Gynecology
West Georgia OB/GYN

Lily Hwang, MD
Allergy and Immunology
Center for Allergy and Asthma of
West Georgia

Jonathan Kerrick, MD
Neurology
Tanner Neurology

Neal McCollum, MD
Pathology
West Georgia Pathology

Randy Stoloff, MD
Allergy and Immunology, Internal
Medicine
Center for Allergy and Asthma of
West Georgia

Andrea Cass, DPM
Podiatry
West Georgia Podiatry Associates

Taylor Cates, MD
Orthopedics
Carrollton Orthopaedic Clinic

Karen Dreiling, MD
Pediatrics
Children's Healthcare of West Georgia

Jonathan Goodin, MD
Pediatrics
Carousel Pediatrics



By the Numbers

6,672

residents attended
free health fairs
and events

Wellness Is Key to Our Mission

Wellness takes many forms, from providing health education in a variety of ways to offering free screenings. Tanner works every day to improve the health of the communities we serve. During the past year:

6,309 people attended programs on a variety of topics offered through the Tanner Speakers Bureau.

1,007 pre-K children throughout the region received free vision screenings.

1,542 people participated in walking programs, earning incentives while improving their health.

19 episodes of *NewsTalk AM 1330*, WLBB's Community Voice program, featured Tanner physicians and other healthcare professionals who provide health education to the community.

100 community members attended monthly State of the Heart sessions, hosted by Tanner Heart & Vascular Specialists.

1,223 seniors learned more about their health at events specifically designed for senior citizens.



Shazib Khawaja, MD, FACC, FSCAI, FSVM, a board-certified interventional cardiologist and endovascular medicine specialist with Tanner Heart & Vascular Specialists, speaks during a "State of the Heart" session at Tanner. These sessions, focusing on heart disease prevention and treatment, were provided free to the public.

810 people received free peripheral artery disease (PAD) screenings from Tanner.

6,672 residents attended free health fairs and community-based events to learn more about their health and healthy lifestyles.

2,015 people attended programs to learn more about cancer and cancer prevention.

1,408 learned more about their health through business and industry outreach programs provided by Tanner Health Source and Tanner Occupational Health.

767 people donated blood at blood drives held across Tanner Health System.

1,368,922 page views were made to www.tanner.org, including people taking free online health assessments, viewing online medical information available through the site, applying online for a career at Tanner and finding a doctor on Tanner's medical staff.

405 people took lifesaving Safe Sitter, first aid and CPR classes.



Learning CPR is easy, but losing someone you love is hard. Tanner's "Learning CPR is Easy" initiative, which began in 2009 and continued into 2010, gave area residents the fundamental skills to save a life using CPR.

2010: A YEAR OF ACCOMPLISHMENTS

This has been an outstanding year in improving the health of our community, giving residents new technologies, new providers and new ways to access care and learn more about their health.

By the Numbers

10,350
radiotherapy treatments
for cancer patients



Most Advanced Cancer Treatment Now Available

The 2009-2010 fiscal year at Tanner began with a single, tiny, high-intensity beam of radiation, carefully and precisely focused on a patient's cancer and emitted from the most advanced, proven radiation therapy delivery system available.

On July 1, 2009 — the first day of the fiscal year that ran through June 30, 2010 — Tanner's Roy Richards, Sr. Cancer Center marked the completion of a \$5.6 million, 4,000-square-foot expansion by providing the first treatment on its new Varian Trilogy with RapidArc linear accelerator. With this new piece of technology, the Roy Richards, Sr. Cancer Center provides the most advanced radiotherapy techniques while using the most clinically efficient processes available.

This new technology puts Tanner's cancer services on par with any program anywhere in the world, providing area residents with access to state-of-the-art cancer treatment options right here in their own community.

When the cancer center opened a little more than 20 years ago, the then-Tanner Radiation Center performed 4,130 radiation therapy treatments. This year, with the Varian Trilogy doubling the center's external beam radiotherapy capacity and a broader range of radiation treatments available, the Roy Richards, Sr. Cancer Center performed 10,350 radiation treatments and almost 3,000 infusion treatments for patients who needed chemotherapy.

For a wealth of cancer care resources from Tanner, visit www.tannercancercare.org.

Tanner's Infection Prevention Team Continues to Grow

Just six years ago, Tanner's Infection Prevention team consisted of one full-time employee who spent about half the time concerned with keeping patients and visitors safe from infection.

Now, the team has grown to four full-time certified infection prevention professionals who operate under the supervision of a board-certified infectious disease specialist.

Tanner's Infection Prevention team works with nearly every area of the organization — from nursing administration to environmental services — to ensure that every precaution against exposing patients to the risk of infection is being taken. It is part of Tanner's commitment to the people who trust Tanner with their health.

Tanner Hospice Care: *Continuing a Noble Mission*

Tanner Hospice Care is the region's only community-based, nonprofit hospice service, providing sensitive support for people in the final stages of a terminal illness. The service also supports family members as they prepare for the loss of a loved one. Tanner Hospice Care enables patients to carry on an alert, pain-free life and manage other symptoms so that their last days may be spent in comfort.

For the fourth consecutive year, AmVets Post 99 donated the proceeds of its annual Golf Tournament for Charity to support the mission of Tanner Hospice Care.

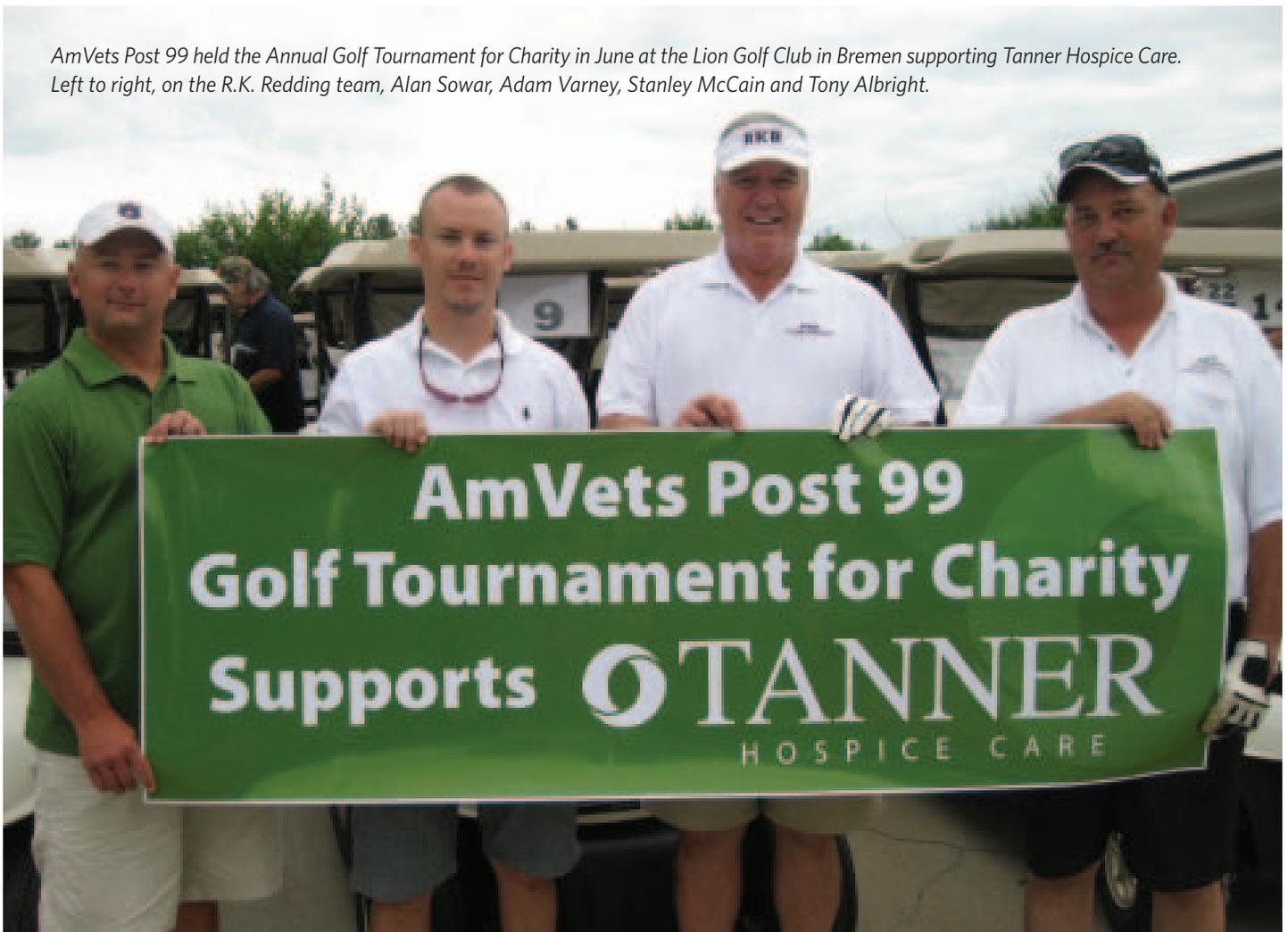
Citing the fact that so many people associated with the local AmVets Post 99 have benefited from Tanner Hospice Care, members of the post voted again this year to donate the proceeds of their annual golf tournament, hosted at The Lion Golf Club in Bremen, to Tanner, where it will be used to help provide hospice services to people in the community who could not otherwise afford them.

By the Numbers

43,783

home health and hospice visits

AmVets Post 99 held the Annual Golf Tournament for Charity in June at the Lion Golf Club in Bremen supporting Tanner Hospice Care. Left to right, on the R.K. Redding team, Alan Sowar, Adam Varney, Stanley McCain and Tony Albright.



The Sound of Healing — *Tanner's Harmony for Healing Music Therapy Program*



Tanner team members Cyndi Hunter, pianist, and Connie Smiley perform as part of an employee exhibition for Tanner's Harmony for Healing music therapy program.

In the corner of the soaring atrium along Dixie Street at Tanner Medical Center/Carrollton sits a sleek, shiny piano. Few passersby take note, until the cover is removed and the stanchions are moved aside. A performer takes his or her place on the bench, and the atrium begins to ring with a joyful sound.

Music plays an important role in the healing process — not just for patients, but for their loved ones and caregivers as well. Through its Harmony for Healing music therapy program, Tanner hosts free performances in the atrium at Tanner Medical Center/Carrollton, featuring local performers with a wide range of talents.

In Fiscal Year 2009-2010, Tanner hosted almost 190 Harmony for Healing performances, averaging 16 performances a month from a core roster of seven featured performers, including:

- Jan Adams, pianist
- Mark Jedrzejczak, pianist
- Joe Lipham, DDS, pianist
- Terry Lowry, pianist and volunteer music director for Harmony for Healing
- Harry Nelson, classical guitarist
- Jan Watts, pianist
- Bernie Wong, pianist

Tanner's Harmony for Healing program also welcomed a number of special performances from guest performers, including:

- Linda Rochester, soprano, and Larry Frazier, pianist
- Brianna Sullivan and Will Richardson, voice students who performed popular songs from Disney movies and invited children to dress as their favorite fairytale characters
- The University of West Georgia Opera Workshop
- Shades of Red, a UWG all-female a cappella jazz vocal group
- Sinfonia Brass Ensemble from the First Baptist Church in Carrollton
- Joy Anderson, vocal student
- Crosswalk, a contemporary gospel band from Carrollton United Methodist Church
- Duo, featuring pianist Jan Adams and clarinetist Jerry Farmer

The Harmony for Healing program also featured the second-annual Physician Musician Showcase, emceed by Charlie Hubbard, MD, and featuring performances from Tanner's medical staff that included songs by the Beatles, folk music and more. Fourteen physicians and one physician assistant participated.

More than 250 Attend *'Celebration of Life'*



By the Numbers

2,968

infusion center treatments,
including chemotherapy
for cancer care

More than 250 cancer survivors and their guests turned out for an evening of fellowship and entertainment at Tanner's inaugural Celebration of Life.

Hosted by Tanner and the Roy Richards, Sr. Cancer Center, the Celebration of Life included hors d'oeuvres, dessert and a special presentation by guest speaker Christine Clifford. Clifford is a breast cancer survivor, founder of The Cancer Club and acclaimed author of "Not Now, I'm Having a No Hair Day," "Cancer Has Its Privileges: Stories of Hope and Laughter," "Our Family Has Cancer, Too!" and more. The evening also featured a rousing testimonial and invocation from the Rev. Joe Neal, whose own battle against cancer was featured in an issue of Tanner's *Healthy Living* magazine.



By the Numbers

29

Tanner Medical Group practices throughout west Georgia and east Alabama

Tanner Medical Group *Continues to Grow*

Tanner Medical Group gives Tanner a way to ensure that area residents have continued access to a range of medical specialists and primary care providers, right in their own communities.

Tanner Medical Group, one of metro Atlanta's largest multispecialty physician groups, grew by seven practices this year, with two existing practices joining the group and the establishment of five new practices.

New practices established by Tanner Medical Group include:

- New Georgia Family Healthcare
 - ▶ Richard Glass, MD
- Tanner Oral and Maxillofacial Surgery
 - ▶ David Rubin, DDS
- Tanner Vascular Surgery
 - ▶ Glenn Whitney, MD
- Comprehensive Breast Care Center
 - ▶ Raul Zunzunegui, MD
- Tanner Neurology
 - ▶ John Kerrick, MD
 - ▶ Robert Naguszewski, MD

Established practices that joined Tanner Medical Group include:

- The Practice of George Astin, MD
 - ▶ George Astin, MD
- Carrollton Surgical Group
 - ▶ Brian Barden, MD, FACS
 - ▶ David Griffin, MD, FACS
 - ▶ Barry Harris, MD, FACS
 - ▶ James Pope, MD, FACS
 - ▶ Thomas "Tee" Reeve III, MD, FACS

To better serve the region's patients, Carrollton Surgical Group also has opened an office location in Villa Rica, in addition to those it provides in Carrollton and Bremen.

In western Paulding County, in the Rose's Store community, Tanner broke ground on the site of Tanner Primary Care of West Paulding. The facility is now open and Yvonne Neau, MD, who previously practiced with West Georgia Family Medicine, is seeing patients there.

Over Fiscal Year 2009-2010, Tanner Medical Group provided care for 213,036 office visits — an almost 15 percent increase from the previous year. Tanner Medical Group physicians also provided care for almost 32,000 hospital visits.

By the Numbers

213,036

office visits to the practices of Tanner Medical Group

Learn More Online

You can find a full listing of Tanner Medical Group practices, locations, physicians and services online! Just click the "Tanner Medical Group" button on www.tanner.org, or go straight to www.tannermedicalgroup.org.

Tanner Immediate Care *Thrives in New Location*

By the Numbers

14,510

visits to Tanner
Immediate Care

More than 14,500 visits were made to Tanner Immediate Care in Fiscal Year 2009-2010 — which is more than a 12 percent increase from the year before. Patients enjoyed more parking and easier access since the service relocated to the new Tanner at Mirror Lake medical office building at 101 Quartz Drive in Villa Rica off I-20, Exit 26.

Tanner Immediate Care offers evening and weekend hours and provides care for a wide range of minor medical emergencies, including:

- Lacerations
- Sprains
- Burns
- Bronchitis
- Influenza

- Sore throats
- Upset stomachs
- Earaches
- Urinary tract infections
- Rashes

Tanner Immediate Care also provides:

- On-site digital X-rays
- Drug and alcohol screening
- Free blood pressure checks
- Postemployment and annual physical exams
- Physical exams for school athletics
- Department of Transportation (DOT) physical exams

For more information about Tanner Immediate Care, click the “Tanner Locations” button at www.tanner.org or call **770.949.7500**.

Tanner Hospitals Place *on GHA Quality Honor Roll*



Tanner Medical Center/Carrollton, Tanner Medical Center/Villa Rica and Higgins General Hospital in Bremen were each named to the Georgia Hospital Association's Partnership for Health and Accountability Quality Honor Roll. They were among just 48 hospitals in Georgia to be placed in the Presidential category for quality.

The honor roll was based on clinical data provided by the federal Centers for Medicare & Medicaid Services, which administers the nation's Medicare and Medicaid programs.

GHA President Joseph Parker called Tanner's placement on the honor roll “a great accomplishment,” as Tanner achieved the composite measures at all three facilities to ensure that patients received the right care at the right time, providing the best possible clinical outcomes.

How Good Are We?

To learn more about the level of care and clinical excellence available at Tanner, click the “Quality” link located near the top of www.tanner.org.



By the Numbers

2,400

people received free
H1N1 flu vaccines

B.J. Brock, RN, nurse manager at Tanner Medical Center/Carrollton, administers an H1N1 flu vaccination during one of Tanner's free H1N1 immunization events.

Tanner Responds to H1N1 Flu *With Informative Web Site, Educational Summit, Free Vaccinations*

Stay Up to Speed

For the latest news and information from Tanner Health System, find us online. News announcements are frequently posted on our home page at www.tanner.org, as well as on our Facebook page and on Twitter. To "like" us on Facebook or "follow" us on Twitter, click their respective links on www.tanner.org.



In the fall of 2009, communities throughout the country found themselves struggling to respond to the threat of the H1N1 influenza virus.

At Tanner, the response to the novel strain of flu was swift. First, Tanner launched a special Web site, kept current by Laura Larson, MD, medical director of infection prevention, to provide the latest and most accurate information on the spread and risk of the H1N1 flu virus. The site included answers to frequently asked questions, information on the spread of the virus, tips for caring for the sick and more.

Then, Tanner hosted a regional summit, inviting community partners from area school systems, civic leaders, emergency responders, medical professionals and others who could be significantly impacted by the flu. The summit provided an opportunity for participants to question a panel of medical experts and learn more about Tanner's prepared response to the virus.

Less than a month later, Tanner established regional H1N1 vaccination centers in Carrollton, Villa Rica and Bremen to provide free H1N1 vaccines throughout the region. In the end, more than 2,400 people received free H1N1 vaccines from Tanner.

'Take a Step Toward Better Health' *Helps Find PAD in the Community*



Glenn Whitney, MD, a board-certified vascular surgeon with Tanner Vascular Surgery, part of Tanner Medical Group, explains the results of an ankle brachial index (ABI) screening during Tanner's "Take a Step Toward Better Health" PAD screening initiative.

More than 12 million Americans live with a disease that can cause leg cramps, leg fatigue, leg pain and a host of other symptoms, but that often causes no symptoms at all.

To help area residents who could be at risk for peripheral artery disease (PAD) learn whether they have the disease and get physician-guided information on their treatment options, Tanner hosted a series of free PAD screening events in communities throughout west Georgia and east Alabama.

More than 800 people were screened. Of those screened, more than 400 needed medical follow-up or further evaluation.

The "Take a Step Toward Better Health" initiative utilized a simple test called an ankle brachial index, or ABI, that allows a physician to compare blood pressure readings taken at the ankle to readings taken at the arm. A lower reading in a leg can indicate reduced blood flow caused by PAD and the possibility that the leg may have a blocked artery. Untreated, the disease can cause the tissues in the affected limb to die due to a lack of oxygen — a condition called gangrene. If allowed to progress to this point, a person with PAD faces the risk of amputation of the affected limb.

More common, though, is the risk of heart attack and stroke. If arteries in the legs or arms become blocked, there's a very good chance that an artery feeding the heart or brain could also become blocked. Early detection allows physicians the opportunity to prescribe interventions and therapies that can reduce the risk for heart attack and stroke.

By the Numbers

810

people screened
for PAD

Tanner Makes the List

Each year, the *Atlanta Business Chronicle* releases its "Book of Lists," chronicling metro Atlanta's top performers in a range of industries, including real estate, education, finance, human resources, hospitality and health care.

As it has been in the past, Tanner was very well represented, making the list for every area in which the organization was eligible.

Among Atlanta's Top 25 hospitals, Tanner Medical Center/Carrollton ranked 13th, up from 15th the previous year. Tanner President and CEO Loy M. Howard earned a mention as a "List Maker" for his leadership of Tanner, and

was included in the *Atlanta Business Chronicle's* "Who's Who in Health Care" as one of the top 100 people who lead the region's healthcare industry.

Tanner Medical Group, which had not been ranked the previous year, was No. 14 among Atlanta's Top 25 Physician Group Practices. The rankings for this list were determined by the number of physicians in the group.

Also ranked in the "Book of Lists" was Tanner Home Health, which placed fifth among Atlanta's Top 10 Home Health Agencies based on the number of patients served in metro Atlanta.



Beauty and Healing

With the completion of the Willowbrooke at Tanner inpatient unit in Villa Rica, Tanner Health System has provided a way for more people — including adults, elder adults, children and adolescents — to receive quality inpatient behavioral health services right in their own community.

Healing aspects of the new facility include private enclosed courtyards where patients can enjoy the open air and participate in horticulture therapy.

Now, thanks to a generous gift from Tanner Medical Foundation donors Clarence and Helen Finleyson, the walls of the courtyards are adorned with beautiful murals. Local artist Melissa Crawford painted the murals, which she based on impressions she received while visiting Monet's garden in France.

"Tanner Health System has been on the leading edge for delivery of medical services to west Georgia and east Alabama for many years," says Clarence Finleyson. "As the first new inpatient behavioral health facility built in Georgia in at least 20 years, Willowbrooke at Tanner exemplifies these efforts and results."

To learn more about how you can support Tanner's mission to improve the health of our community, visit www.tannermedicalfoundation.org.



Mr. and Mrs. Clarence Finleyson, left, sponsored the Willowbrooke at Tanner murals, painted by local artist Melissa Crawford, right.

Willowbrooke at Tanner Serves a Greater Need

Need Help?

Willowbrooke at Tanner offers free, confidential behavioral health assessments, as well as around-the-clock access to behavioral health professionals trained in crisis intervention, through its 24-hour helpline, **770.836.9551**. To learn more about Willowbrooke at Tanner and the services available, visit www.willowbrookeattanner.org.

Willowbrooke at Tanner, the behavioral health service for Tanner Health System, has continued to serve a tremendous community need since opening its new inpatient behavioral health unit and outpatient treatment center in Villa Rica last year.

With 2,357 admissions to its 52-bed inpatient behavioral health facility, Willowbrooke at Tanner allowed more people to get back to healthy lives closer to home, so their loved ones could take an active role in their recovery and aftercare.

Almost 130 families benefited from in-home therapy through Willowbrooke at Tanner's Intensive Family Intervention Program (TIFIP), while 353 adults and 663 children and adolescents received care through the Tanner Center for Behavioral Health's outpatient partial hospitalization programs.

By the Numbers

9,018

free, confidential mental health assessments through Willowbrooke at Tanner

Looking to the Future

By the Numbers

112,799

X-rays, ultrasounds, nuclear medicine studies and other medical imaging procedures

How will you access healthcare services in the future? You will want a primary care provider located in your community — a medical home that can address the majority of your health needs, helping you control chronic conditions and achieve better health. You will want a wide range of medical specialists available nearby, with the expertise to offer the latest diagnostic measures and treatments. You will want facilities that enable these healthcare professionals to practice in an environment centered on your care.

You will want one place to go where they know you, your expectations and your unique medical needs — with seamless integration and coordinated care.

That is the future of health care that Tanner is working to deliver today.

Tanner Medical Center/Carrollton

At Tanner Medical Center/Carrollton, this commitment to the future is being cemented in brick, steel and mortar. Work on a new emergency department and expanded surgical services center is under way, joining already new and expanded facilities at Tanner Medical Center/Villa Rica and Higgins General Hospital in Bremen.

The new emergency department at Tanner Medical Center/Carrollton will almost double the hospital's emergency services capacity from 22 to 40 beds. A new state-of-the-art design maximizes efficiency and patient comfort, while new trauma rooms and a new area for minor emergencies ensure that patients are receiving the right care, quickly.

The department will grow from its present 10,000 square feet to 32,000 square feet, and will incorporate a range of in-department diagnostic imaging services, including computed tomography (CT), ultrasound and digital X-ray.

In addition to the new emergency department, Tanner Medical Center/Carrollton is also expanding its surgical services unit from seven to 10 operating suites, including a new hybrid operating suite that doubles as a catheterization lab for the latest vascular procedures.

The new OR suites will feature the latest healthcare design elements, including HD screens for minimally invasive laparoscopic procedures, integrated anesthesia equipment



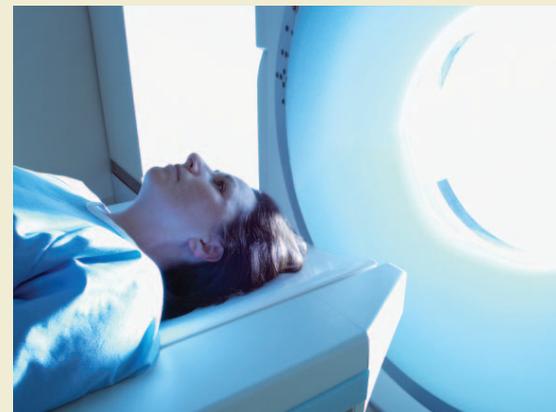
Learn More

To learn more about Tanner's facilities and services, visit www.tanner.org and click the "Tanner Locations" button. You can find a physician on Tanner's medical staff at any time by calling **770.214.CARE (770.214.2273)** or clicking the "Find a Doctor" link at www.tanner.org.

By the Numbers

9,735

surgery cases





By the Numbers

1,855

babies born

same-day surgical procedures that now account for up to 90 percent of all surgical cases at Tanner. The number of suites for gastroenterology procedures — such as colonoscopies — will grow from two to three.

Loved ones and caregivers will enjoy expanded waiting rooms and family consultation spaces, as well as areas equipped with digital patient/community education screens and more.

This expansion continues a vision for Tanner Medical Center/Carrollton that began with the construction of the Tanner Heart and Vascular Center and the Health Education and Wellness Learning Center, both of which opened on the hospital campus in 2008. Once complete, patients at Tanner Medical Center/Carrollton will have access to more parking and a greater range of services in new, more comfortable facilities. The expansion is expected to be complete in 2012.

Tanner Medical Center/Villa Rica

Since opening in its new hospital facility in 2003, Tanner Medical Center/Villa Rica has been serving an ever-greater demand for healthcare services. A growing number of local providers and an increasing number of births, surgeries, diagnostic imaging procedures and more at the hospital make future expansion of Tanner Medical Center/Villa Rica's facilities inevitable.

and more. Each of the new operating suites will be more than 550 square feet in size, ensuring plenty of space for each patient care team to operate efficiently.

The hospital's short-stay surgery unit will grow from 16 to 23 rooms, allowing more access to

Tanner is working with architecture firms to evaluate the addition of a planned fourth level to the hospital, increasing bed space for the hospital's maternity services and inpatient care.

Tanner has also purchased more than 11 acres adjacent to the hospital campus to provide space for this additional growth, providing access to more services and improved facilities in the Villa Rica community.

Higgins General Hospital in Bremen

This year, Higgins General Hospital in Bremen went nuclear.

With nuclear medicine services now available at Higgins General Hospital, residents from across Haralson County and west Georgia have access to an increased range of diagnostic imaging services — including full-time MRI, ultrasound, X-ray and mammography services — in Bremen.

Efforts are under way to bring still more providers and services to the hospital, which experienced tremendous growth after becoming part of the Tanner system. This expansion of services will eventually necessitate the construction of a second medical office building on or near the Higgins General Hospital campus.

Willowbrooke at Tanner

Additional staff will continue to be added to this new facility, enabling it to fully realize its potential to touch thousands of lives with quality inpatient and outpatient behavioral health services.

Willowbrooke at Tanner plans to begin serving more hospital emergency departments in the coming years, furthering its regional impact. The program is also developing a mind and memory clinic with the latest technology to understand psychological conditions and provide patients the tools to understand and control them.

Free, confidential mental health screenings are available by calling the 24-hour crisis line at **770.836.9551**. More information is available online at www.willowbrookeattanner.org.

The Future Looks Bright



As detailed in the pages of this report, Tanner Health System enjoyed a successful and productive Fiscal Year 2009-2010. Now it's time to look forward.

More Community Events to Come

The future looks bright as the new fiscal year gets underway, and Tanner begins to unveil a full calendar of health education classes, presentations, screenings, health fairs, fundraisers and other events developed to improve lives in the west Georgia and east Alabama communities we serve.

Keep abreast of what's happening now and throughout the coming year by visiting www.tanner.org on a regular basis and by joining us in social media for real-time information, interaction and sharing.

Get Social with Tanner

Tanner's fans in Facebook and followers in Twitter are among the first to learn about upcoming health-education opportunities, free or low-cost health screenings, new providers on Tanner's medical staff, new and expanded services, and much more—all of the ways that Tanner supports the community. Also, check out Tanner's YouTube channel and watch our new physician videos, as well as other videos that feature our services and facilities.

Facebook, Twitter and YouTube are free to join. Simply click the icons on the home page of www.tanner.org to get social with Tanner.

