

FREEMAN HEALTH SYSTEM

The name to trust in healthcare

Based in Joplin, the fourth largest metropolitan area in Missouri, Freeman Health System is a 404-bed, three-hospital system providing comprehensive healthcare and behavioral health services to an area that includes more than 450,000 residents from Missouri, Kansas, Oklahoma, and Arkansas.

FREEMAN WEST

Full-Service General Acute Care
1102 W. 32nd St.
Joplin, MO 64804
417.347.1111

FREEMAN EAST

Outpatient and Post-Acute Care
Behavioral Health Services
932 E. 34th St.
Joplin, MO 64804
417.347.1111

FREEMAN NEOSHO

General Acute Care
113 W. Hickory St.
Neosho, MO 64850
417.451.1234

OZARK CENTER

Behavioral Health Services
3006 McClelland Blvd.
Joplin, MO 64804
417.347.7600

freemanhealth.com



FREEMAN HEALTH SYSTEM **FAST FACTS**



Freeman Health System is a community-owned, not-for-profit, locally governed organization with a mission of improving the health of the communities we serve through contemporary, innovative, quality healthcare solutions.

Accreditation and Certification

International Organization for Standardization ISO 9001:2000 registration

- First healthcare system in Missouri and sixth in the nation to earn registration
- Confirms evidence of measurable quality management practices aiding consistency and efficiency and increasing quality improvement and quality assurance

Healthcare Facilities Accreditation Program HFAP accreditation

- Ensures compliance with Medicare Conditions of Participation, enabling Freeman to care for Medicare and Medicaid patients
 - Confirms accomplishment of core hospital functions including treatment, nutrition, medication use, environmental safety, patient safety, infection control, information management, and quality improvement
 - Recognized nationally by federal and state governments, insurance carriers, and managed care organizations
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Capacity

- 404 licensed beds
 - 379 Freeman Joplin
 - 25 Freeman Neosho
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Staff

- 4,116 employees
 - 300 staff physicians (active, associate, consulting, and affiliate)
 - 180 employed physicians in the Freeman Physician Group
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Admissions

- 413,987 outpatient visits
- 116,764 Emergency/Trauma/Urgent Care visits
- 49,796 Freeman OccuMed visits
- 21,542 admissions
- 14,385 surgical procedures
- 2,643 births
- 282 babies treated in Neonatal Intensive Care Unit

Auxiliary/Volunteer Program

- More than 317 volunteers donate time and talents to benefit patients, families, and the health system
 - Volunteers gave more than 48,475 hours in 2007
 - Auxiliary members promote the welfare of the system by raising funds and providing service to patients and the public
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Cancer Institute

First Network Cancer Program in Missouri to be approved with commendation by the Commission on Cancer of the American College of Surgeons (2005-2008)

- Comprehensive cancer care including diagnosis, treatment, rehabilitation, education, and lifestyle management in one convenient location
 - Full radiation therapy capability featuring the Varian SmartBeam™ IMRT system, linear accelerator radiation system, Varian Clinac®, 2100c with millennium multileaf collimator, ExacTrac® X-Ray 6D system by BrainLAB
 - Board-certified hematologists/oncologists and radiation oncologist
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Children's Miracle Network

- Raises funds to help sick and injured children
 - Assists families in a 14-county area
 - Provides funding for Freeman Neonatal Intensive Care Unit and pediatric emergency medical equipment for area agencies
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DaySurg

- Offers a full range of same-day surgical specialties
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Diabetes Education

- Comprehensive diabetes prevention and management program based on national standards of care
- Recognized by American Diabetes Association for meeting national standards for diabetes self-management education
- Individual counseling, group classes, and support groups offered to promote healthier lifestyle options
- Multidisciplinary team consists of certified diabetes educators, including a registered dietitian and registered nurse
- Locations in Neosho and Joplin

Emergency/Trauma Department

- Accredited Tier II Chest Pain Center with percutaneous coronary intervention, member of Society of Chest Pain Centers
 - Level II Trauma Center
 - New state-of-the-art Emergency Department featuring digital X-ray
 - Ground ambulance service
 - EagleMed on-site helicopter emergency transport serving four-state region
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Freeman Ambulance Service

- Serving the entire 540-mile McDonald County area
 - Memberships available for McDonald County residents
 - Advanced life support ambulances
 - Access to regional air medical services
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Freeman Advantage

- Celebrating 10 years of education, fellowship, and fun for those over 50
 - Includes travel opportunities, educational programs, book club, special events, and social gatherings
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Freeman Foundation

- Makes innovative, quality healthcare possible by providing financial resources to Freeman Health System
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Freeman OccuMed

National Association of Occupational Health Professionals Quality Certification Award recognizing exceptionally high level of occupational health-related services to employers and employees (2008)

- Full range of occupational medicine and workers' compensation treatment services in Joplin, Carthage, Neosho, and Monett clinics
- Board-certified physicians specializing in employee health services
- Drug testing and pre-employment services
- WorkSTEPS® assists employers in establishing legally compliant functional testing programs
- Vaccinations and medical consultations for foreign travel
- On-site nursing services
- OccuTrac, online management tool for drug/alcohol screenings and work injury treatment

Freeman Physician Group

- Multispecialty group consisting of office-, clinic-, and hospital-based physicians
 - 180 members, all employed physicians of Freeman Health System
 - Provides leadership and guidance for the health system
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Freeman Physician Hospital Organization

- 400 medical providers and 13 affiliated hospitals
 - Serves employers and managed care organizations
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Freeman Preventive Services

- Comprehensive, proactive prevention and wellness programs assist employers in keeping employees healthy and managing healthcare costs
 - U.S. Preventive Medicine® partnership provides customized online wellness tool
 - Protects employee confidentiality, with services provided through Freeman OccuMed, Freeman Screen Team, and other Freeman entities
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Freeman Screen Team

- Outreach program travels to communities throughout the Four States providing health screenings, education, and prevention information to individuals, community groups, and employers
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Freeman Women's Center (fall 2008)

- Full-service, outpatient facility dedicated exclusively to women's health, offering personalized education, support, clinical excellence, and state-of-the-art technology
 - Board-certified obstetricians, gynecologists, plastic surgeon, perinatologist, certified nurse midwifery, women's health testing and procedures, and specialty retail services
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Freeman Women's Pavilion

- Mammography center accredited by the American College of Radiology
- Outpatient diagnostic testing, including stereotactic breast biopsy, ultrasound, and bone densitometry
- Board-certified surgeons and radiologists and registered mammography technologists
- Rapid resolution for chronic and acute breast conditions through Breast Lifecare

Graduate Medical Education

- Residency programs in Emergency Medicine, Otolaryngology/Facial Plastic Surgery, and Internal Medicine
 - Affiliated with Oklahoma State University Graduate Medical Education Consortium
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Health Essentials

- Full line of home medical equipment
 - Oxygen, CPAP, SVN, and apnea monitors
 - Home modifications and assessments
 - Uniforms, stethoscopes, and blood pressure kits
 - Orthopaedic supplies and sports bracing
 - Specialty wheelchairs, scooters, lifts, and variety of mobility products
 - Delivery service and online ordering
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Hearing Center

- Extensive hearing services for patients of any age
 - Highly trained clinical audiologists, specializing in hearing loss evaluation
 - Hearing aid sales, repair, batteries, and assistive listening devices
 - Hearing rehabilitation and industrial hearing conservation
 - Full range of hearing diagnostics and services
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Heart & Vascular Institute

- Full-service cardiothoracic and vascular program, including bypass and valve surgery, cardiac catheterization and interventions, respiratory care, electrophysiology, pulmonary functions, vascular diagnostic services, EECF[®] therapy, and rehabilitation
- All cardiovascular services, including physician offices, in one location
- Board-certified cardiologists and cardiothoracic surgeons
- Innovative cardiac surgical procedures including MIDCAB, Ross, OPCAB, and HeartPort[™]
- Innovative interventional cardiology procedures including transradial approach (through the wrist) for angioplasty, stent placement, and drug-eluting stent
- Peripheral vascular angiography and intervention
- Cardiac rehabilitation services in Joplin and Neosho

Home Care

The only home health agency in the area named to the HomeCare Elite, a listing of the top home care providers in the nation (2006)

- Skilled nursing; physical, occupational, and speech therapy; social services; and personal care for all age groups
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Hospitalists

- Serve as inpatient doctors for patients whose primary care physician doesn't work in the hospital or patients without a primary care physician
 - Staff of internal medicine specialists dedicated to care of hospitalized patients
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Intensive Care Department

- 40-bed multispecialty care unit for medical, surgical, neurological, trauma, cardiovascular, and post-open-heart surgical patients
 - 43-bed inpatient cardiology unit specializing in care for medical and surgical cardiac patients
 - Staff of fellowship-trained pulmonologists and intensivists dedicated to round-the-clock service
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Laboratory Department

- Accredited by College of American Pathologists, an internationally accepted accreditation and quality management system focusing on the continuum of care directly connected with patient safety
 - Licensed by Clinical Laboratory Improvement Amendments
 - Comprehensive diagnostic testing services located in Joplin and Neosho
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Landmark Hospital of Joplin

- Long-term acute care facility
 - Provides treatment to patients with chronic diseases and medically complicated conditions
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Maternity Center

- Providing maternity care to Joplin and surrounding communities for 83 years
- 11 birthing suites and 25 private rooms designed with the comforts of home
- Region's only board-certified perinatal specialist for high-risk pregnancies
- Certified nurse midwifery services

Neonatal Intensive Care Unit

- Region's only Level III, 14-bed neonatal intensive care unit
 - Board-certified neonatologists
 - Neonatal nurse practitioners on site 24 hours a day
 - Newborn Individualized Developmental Care and Assessment Program training offers innovative therapies for patients and families
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Nephrology & Dialysis Center

- 16-chair facility with the latest dialysis equipment
 - Hemodialysis and peritoneal dialysis available, as well as transplant referral
 - Enhanced privacy in a safe, secure, comfortable environment
 - Innovative technology in vascular access grafts
 - Board-certified nephrologists
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NeuroSpine

- Board-certified neurosurgeons, neurologists, and physiatrists provide full neurosurgical services with a special emphasis on spine surgery
 - Utilizes the latest techniques including vertebroplasty, kyphoplasty, intraoperative evoked potential monitoring, computer-assisted spinal navigation, and minimally invasive spinal surgery
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Orthopaedics

- Minimally invasive total hip and knee arthroplasty
 - Board-certified physicians and orthopaedic surgeons
 - Licensed therapists
 - 29-bed nursing unit for inpatient cases
 - Total joint replacement, fracture, and trauma care
 - Sports medicine, hand, and arthroscopic surgery
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Outreach Clinics

Missouri

Anderson

Carthage

El Dorado Springs

Lamar

Neosho

Nevada

Webb City

Kansas

Baxter Springs

Parsons

Pittsburg

Fort Scott

Oklahoma

Grove

Miami

Ozark Center

- Comprehensive behavioral health services, outpatient clinics, residential programs, and substance abuse treatment
 - Ozark Center for Autism, developed in consultation with the Cleveland Clinic Autism Consulting Group, offers Applied Behavior Analysis to preschoolers
 - 24-hour crisis hotline to assist patients and the community during psychiatric crisis situations
 - Psychiatrists, doctoral psychologists, and licensed professionals specializing in child, adolescent, adult, and geriatric services
 - 76-bed facility assists troubled youth with psychiatric illnesses, 30-bed residential care facility and 39-bed apartment complex house adults with chronic mental illness, and 26-bed unit helps adult patients with substance abuse illnesses
 - Offices in Joplin, Carthage, Neosho, Anderson, and Lamar
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Pain Clinic

- Board-certified pain management specialist provides diagnostic evaluation and individual treatment plans for chronic pain
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Palliative Care

- Screening and assessment services for symptom management of life-limiting diseases
 - Team approach to physical, psychosocial, and spiritual care of patients and their families
 - End-of-life discussions and assistance with discharge planning
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Pastoral Care

- Facilitates ministry of community churches in hospital setting
 - On-call 24 hours a day, seven days a week
 - Addresses spiritual and emotional needs of patients, families, and staff
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Pediatrics

- Access to specialists in pediatric cardiology, endocrinology, gastroenterology, orthopaedics, and neurology

Physical Medicine and Rehabilitation

Recognized for excellence and effective treatment in work injury therapy and outpatient rehabilitation by Focus on Therapeutic Outcomes, Inc., a nationwide outcomes performance data and reporting service (2006-2008)

- Comprehensive inpatient occupational, physical, and speech therapy services offer evaluation and treatment for patients who have experienced a disability from illness, trauma, or surgery
 - Outpatient specialized spine therapy center
 - Multidisciplinary outpatient pediatric and developmental therapy clinic for infants and children up to 21 years of age
 - Senior outpatient clinic provides neurological rehabilitation, orthopaedics, vestibular rehabilitation, and balance training
 - Saeboflex® technology for stroke recovery, Lee Silverman Voice Treatment program for Parkinson's, and vision rehabilitation
 - Certified clinicians provide lymphedema and hand therapy services
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Pink Door Boutique (fall 2008)

- Specializes in health products and accessories to meet a woman's individual needs
 - Products for women embracing motherhood, coping with menopause, dealing with incontinence, battling breast cancer, and facing other health issues
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Plastic and Reconstructive Care

- Cosmetic and reconstructive surgery
 - Hand surgery
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QuickMeds® Pharmacy

- QuickMeds–32nd & McClelland offers a full-service pharmacy, gifts, home décor items, personal healthcare products, and a drive-through kiosk
- QuickMeds–Neosho, located in the Freeman Physician Building across from Freeman Neosho Hospital, offers Saturday hours and convenient drive-through service
- QuickMeds–Freeman West, located in the hospital lobby, provides the convenience of filling prescriptions before leaving the hospital
- Fast, friendly service with 24-hour refills and prescription transfers available online at freemanquickmeds.com

Radiology

- Accredited by American College of Radiology in computed tomography, ultrasound, magnetic resonance imaging (MRI), and nuclear medicine
 - Full-service outpatient and inpatient radiology
 - Region's first 64-Slice CT scanner offering faster images of arteries and veins for cardiovascular disease diagnosis
 - Positron emission tomography imaging improvement, aiding in the diagnosis of cancer and neurological disorders
 - SmartScore™ coronary artery calcification scoring
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Senior Serenity Center

- 20-bed inpatient facility for senior adults experiencing memory disorders, Alzheimer's disease, depression, and other mental health changes associated with aging
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Skilled Nursing Unit

- 32-bed Medicare-certified facility with both private and semiprivate rooms
 - Physical therapy, occupational therapy, speech therapy, respiratory care, recreation therapy, social services, and pastoral care
 - Assists patients and families in the transition from acute care to home care or community-based living
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Sleep Center

- Accredited by the American Academy of Sleep Medicine
 - Board-certified sleep specialists
 - Sleep studies performed in homelike environment
 - Symptom assessment and comprehensive follow-up care
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Spirit of Women

- National coalition of hospitals and healthcare facilities joined together to inspire and advance the cause of women's health through educational initiatives for women and their families
- Comprehensive set of performance guidelines provide framework for wellness and prevention including educational and clinical service components

Sports Medicine

- Full range of sports medicine services for recreational, high school, collegiate, and professional athletes
 - Certified athletic trainers, licensed physical therapists, fellowship-trained sports medicine physicians, and board-certified orthopaedic surgeons
 - Team physician/campus clinic for MSSU athletes, as well as sports medicine services for 20 area high schools and colleges
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Stephens Adult Psychiatric Unit

- 22-bed inpatient center for adults experiencing acute psychiatric disorders such as depression or schizophrenia
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Urgent Care

- Fast, affordable medical care without an appointment
 - Convenient locations in Webb City and Joplin
 - X-ray and lab services available
 - Board-certified physicians, specialist referrals
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Wound Care & Hyperbaric Medicine

- Advanced wound care program, dedicated to promote and speed healing of diabetic wounds, pressure ulcers, burns, and other persistent wounds
- Hyperbaric oxygen therapy

Community Involvement

- Alzheimer's Association
- American Cancer Society
- American Diabetes Association
- American Heart Association
- Big Brothers/Big Sisters of Jasper & Newton Counties
- Boys & Girls Club of Joplin
- Children's Center of Southwest Missouri
- Community Blood Center of the Ozarks
- Community Clinic of Joplin
- Freeman First Alert Doppler 16/KSNF-TV
- Freeman Southwest Family Y, Neosho
- Freeman Wellness Center/Joplin Family Y
- Generation Prepared
- George A. Spiva Center for the Arts
- Lafayette House
- March of Dimes
- National Multiple Sclerosis Society
- Neosho Area United Fund
- Newton County Economic Development
- Ronald McDonald House of the Four States
- Southwest Missouri Community Alliance
- The Bridge
- Tri-County Healthcare Coalition
- United Way of Southwest Missouri
- Wildcat Glades Conservation and Audubon Center

*Data reflects fiscal year April 2007 – March 2008