



Health Health Health

Health Health

When it comes to healthcare, residents of Johnson City, Jonesborough and Washington County have several options. With dedication to medical excellence, the area is home to various highly trained physicians and specialists who provide the greatest quality of care.

Almost all of the Northeast Tennessee and Southwest Virginia healthcare organizations are part of the Care Data Exchange. This program is a diverse collaborative of health service institutions which seek to improve health outcomes for patients through linkage to health information.

Mountain States Health Alliance (MSHA), with Johnson City Medical Center (JCMC) as its flagship facility, is a locally owned, not-for-profit healthcare system dedicated to a patient-centered care philosophy for those living in Northeast Tennessee, Virginia, North Carolina and Kentucky.

MSHA, formed in 1998, employs nearly 5,000 healthcare professionals making it the largest employer in Washington County. Each of the MSHA facilities is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

In order to provide quality healthcare to patients, MSHA relies on a diverse group of physicians, professionals and dedicated volunteers to ensure individuals attain their highest possible level of health. State-of-the-art facilities and cutting-edge technology, combined with dedicated, knowledgeable professionals -- both employed and affiliated with MSHA -- help to ensure MSHA maintains the highest level of quality healthcare for individuals and communities in a wide service region.



This architectural rendering shows the proposed Children's Hospital that is planned as part of Johnson City Medical Center.

MSHA facilities include:

JCMC, The Children's Hospital, Johnson City Specialty Hospital, North Side Hospital, and James H. & Cecile C. Quillen Rehabilitation Hospital, all located in Washington County; Sycamore Shoals Hospital, situated in the town of Elizabethton in Carter County; Indian Path Medical Center Hospital and Indian Path Pavilion, located in Sullivan County, and Tennessee's smallest hospital, Johnson County Health Center, in Mountain City.

JCMC, the second hospital built in the Volunteer State in 1911, is now a 443-bed, not-for-profit acute-care teaching hospital affiliated with the James H. Quillen College of Medicine at East Tennessee State University. The hospital has been recognized regionally and nationally as a Top 100 Hospital and a Top 200 Hospital for the Center for Cardiovascular Health.



Johnson City Medical Center, the flagship facility of Mountain States Health Alliance, is situated in the heart of Johnson City's Med-Tech Corridor.



MSHA's Wings Air Rescue at Johnson City Medical Center provides fast emergency transport.

The hospital is also a major medical referral center with Level I Trauma Care and the region's only dedicated, hospital-based medical air transport service, Wings Air Rescue, which serves a 125-mile radius to provide even the most rural areas of our region with access to healthcare. Wings Air Rescue II, presently supported by Lakeway Regional Hospital in Morristown, began service in December of 2002 and is also provided in part by Med-Trans Corporation.

JCMC is one of six "safety-net" hospitals in Tennessee and the only safety-net hospital in the Tri-Cities region. JCMC will take all patients in need of medical care, regardless of their ability to pay for services.



With comfortable furnishings and a pleasant view, this waiting area is designed to be as relaxing as possible for friends and family members of patients.



MSHA's Johnson City Specialty Hospital provides outpatient, OB/GYN, and general surgery services.


JCMC was listed 15 times in the national rankings for the Top 100 Low Cost Hospitals while also being listed among the 200 Largest Heart Hospitals in the United States. In addition, JCMC has been recognized for two consecutive years with a National Research Corporation Consumer Choice Award.

Mountain States Health Alliance delivers to its patients and their families a full complement of healthcare services. The Alliance's commitment to develop innovations that provide the best in medicine along with compassionate, patient-focused healthcare is unwavering.



State-of-the-art technology and comfortable furnishings highlight the patient rooms at Mountain States Health Alliance facilities.


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Staffing Services

Wellmont Health System is a premier provider of healthcare services for Northeast Tennessee and Southwest Virginia. Comprised of five owned and affiliated hospitals, Wellmont delivers top-quality, comprehensive healthcare and wellness services across the Mountain Empire. Planning is well underway for a new Wellmont Health Systems hospital that will be erected in the near future.

Formed in July 1996 with the merger of Bristol Regional Medical Center and Kingsport's Holston Valley Medical Center, Wellmont has grown to include Lonesome Pine Hospital in Big Stone Gap, Va., Hawkins County Memorial Hospital in Rogersville and Hancock County Hospital in Sneedville.

The Wellmont system includes 1,012 licensed beds and employs nearly 5,000 dedicated professionals. Nearly 800 physicians practice at Wellmont hospitals, delivering unsurpassed medical care to thousands of area residents each year.

Wellmont is the only health system in the state to win the Tennessee Center for Performance Excellence's Quality Achievement Award for four consecutive years. In 2005, Lonesome Pine Hospital was named one of the nation's 100 top hospitals for performance improvement by Solucient, a national healthcare information company. Lonesome Pine Hospital is one of only two hospitals in Virginia and one of just 20 hospitals in the nation with fewer than 100 beds to make the list.

In an effort to help meet the region's need for well-trained nurses, Wellmont in 2005 partnered with King College to establish a school of nursing on the Holston Valley Medical Center campus in Kingsport. The Wellmont-King College School of Nursing provides third- and fourth-year nursing education programs geared to both nursing students and current registered nurses. Nurses who enroll in the program complete clinical studies at Wellmont hospitals and are given priority consideration for employment. Wellmont hospitals provide a continuum of care that stretches from the beginning of life to the end. A neonatal intensive care unit at Holston Valley Medical Center provides life-sustaining care for sick and premature newborns, and the Wellmont Children's Ambulance is specifically equipped to meet the emergency needs of infants and children. Wellmont is the only local affiliate of the Children's Miracle Network, and the health system is constructing the region's only Children's Miracle Network hospital for kids at Holston Valley Medical Center.

Wellmont is dedicated to making healthcare resources readily available to area residents. Launched in 2005, the Wellmont Nurse Connection is a free healthcare hotline. People across the region can dial 1-877-230-NURSE to speak with a registered nurse at any time of day or night. Callers can receive healthcare information and assessments as well as



James H. Quillen VA Medical Center complex at Mountain Home.

physician referrals. Wellmont also provides health and wellness information to the community at two convenient Wellcare locations – one in Kingsport's Fort Henry Mall and another in the Bristol Mall. Various seminars, health screenings and community outreach programs are offered at the Wellcare locations Wellmont Health System has a vision to be a national model of excellence for the provision of healthcare and wellness services. All across the region, Wellmont is making that vision a reality.

The James H. Quillen VA Medical Center is one of the oldest medical centers that the Veterans Health Administration (VHA) oversees. The institution known today as the James H. Quillen VA Medical Center at Mountain Home has a history that dates

back to the Lincoln administration. On March 16, 1865, President Abraham Lincoln authorized the construction of 10 homes and medical facilities for Union veterans of the Civil War. One of the identified facilities was the Mountain Home Branch of the National Home for Disabled Volunteer Soldiers. Today, the James H. Quillen VA Medical Center consists of a 156-acre site providing services ranging from inpatient hospital care, domiciliary care, and nursing home care to outpatient treatment. The facility offers primary care and internal medical outpatient care and serves approximately 32,563 patients.

The James H. Quillen VA Medical Center is a tertiary care facility. It is a teaching hospital providing a full range of patient care services with state-of-the-art technology as well as education and research. Comprehensive healthcare is provided through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care.

In addition to providing acute care, the James H. Quillen VA Medical Center offers geriatric and rehabilitation services through its 120-bed nursing home care unit (NHCU). The facility also operates a 348-bed domiciliary that offers a variety of treatment options, which includes a homeless inpatient

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treatment program and homeless outreach. A U.S. National Cemetery is also located on the grounds of the VAMC. With the transfer of excess property from the medical center to the cemetery under the CARES initiative recently, the National Cemetery Service now has 91 acres on the VA campus.

The James H. Quillen VA Medical Center has a substantial and diversified research and development program that enhances the center's capability to provide state-of-the-art medical care to veterans. Currently the medical center has 39 active research principal investigators and 113 active research studies. The total research funding for fiscal year 2004 from VA, NIH, and industry sources was \$1,164,127.00. Mountain Home VA Medical Center is a major contributor to the Tri-Cities economic base and is an innovative leader in the healthcare industry. With a budget of over \$170 million for FY 2005, there is ample opportunity for the 1,311 employees to return a large portion of this money back to the community. Over \$90 million of the total budget is allocated for salary dollars.

The VA Medical Center enjoys a unique relationship with East Tennessee State University's College of Medicine, which is co-located on the grounds of the VA campus. In 1972, Congress enacted the "Veterans Administration Medical School Assistance and Health Manpower Training Act." which helped develop the school, and VA has



Photo courtesy: Frontier Health

Magnolia Ridge celebrated 5 years of service to the people of Northeast Tennessee in 2005. The adult program at this Frontier Health site combines detoxification and treatment for substance abuse and co-occurring disorders at one site with an integrated treatment approach, unlike most programs nationwide. The program is adding a step-down house with 11 beds in 2006.

continued to support, expand and strengthen its affiliation with East Tennessee State University's James H. Quillen College of Medicine. A new Pharmacy College is to be added to the campus in 2007.

As the leading provider of behavioral health and substance abuse services for more than 47 years throughout Northeast Tennessee and Southwest Virginia, Frontier Health offers broad access to quality

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- **HOPE for Tennessee** prevention services
- **SAFE House** for victims of domestic violence
- **Prevention, Early Intervention & School-Based Services**
- **TRACES** therapeutic foster care & **Families 4-Ever** adoption services
- **Safe Place** for youth in crisis
- **Developmental Disabilities, Mental Retardation & Vocational Rehabilitation**
- **Residential services** for mental illness, developmental disabilities & mental retardation

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behavioral health, developmental disabilities, mental retardation, vocational rehabilitation, and substance abuse services for adults, children and adolescents. Frontier Health also addresses the needs of the hearing impaired, victims of domestic violence and AIDS, runaways, teens in crisis, therapeutic foster care and adoption services.

Outpatient and residential facilities serve more than 66,000 individuals annually through a continuum of care in 85 programs tailored to meet individual needs. Along with its Mobile Crisis Response Team available 24 hours a day, seven days a week, Frontier Health's outpatient services include psychotherapy, marital and family therapy, assessment, education and prevention, substance abuse treatment and grief counseling.

The organization's Children and Youth Services provide intervention, prevention and education programs in school systems. Frontier Health helps individuals overcome alcohol and drug addictions through outpatient, intensive outpatient, or residential treatment at Magnolia Ridge. Magnolia Ridge, the organization's residential alcohol and drug treatment facility, addresses the problems of individuals who may have failed in less intensive forms of treatment.

Frontier Health operates several community outreach programs such as SAFE House, a domestic violence shelter for women, and HOPE for Tennessee

(HIV outreach, communicable disease prevention), which offers free education and prevention services in communities throughout Northeast Tennessee. The Communication Center for the Deaf and Hard of Hearing provides interpreter services and public awareness programs throughout Northeast Tennessee. Frontier Health's Mental Retardation/Vocational Rehabilitation Services through Frontier Industries focus on empowering people to live at their highest level of independence. The Frontier Industries Thrift Store in Johnson City offers area residents bargains, but more importantly serves as an employment-training site for work adjustment and vocational rehabilitation programs.

Frontier Health also offers by contract Employee Assistance Programs (EAP) for employers throughout the region. Through this program, employers can provide cost-effective and quality mental health and substance abuse services to their employees and family members.

Frontier Health is helping area residents live more fulfilled lives. Today with more than 1,200 employees, Frontier Health has a comprehensive network of trained professionals who strive to provide quality services that encourage people to achieve their full potential. Stated in its simplest form, Frontier Health truly is where people are important.

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From primary care physicians to highly trained specialists, comprehensive healthcare options exist in Johnson City. The Johnson City area is home to 500-600 healthcare professionals who provide individualized treatment to patients with severe or chronic illnesses. Patients can take comfort in knowing these services are available close to home.

State of Franklin Healthcare Associates is a multi-specialty physician practice group comprised of doctors of Internal Medicine, Family Practitioners, Obstetricians, Gynecologists, and Pediatricians. In addition to their physician services, they offer a wide range of services at their state-of-the-art Outpatient Diagnostic Center as well as a State Licensed Reference Laboratory.

State of Franklin Healthcare's commitment is to your good health, and their entire staff works together to provide you the best possible healthcare in this area. To learn more about them, visit their website at www.sofhapllc.com.

Gastrointestinal Associates of Northeast Tennessee operates the Endoscopy Center of Northeast Tennessee, a freestanding endoscopy ambulatory surgery center. The Endoscopy Center was licensed in 1989 and is certified by Medicare and Medicaid. The same-day surgical facility provides safe, diagnostic care, eliminating expensive hospital stays.



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From Left to Right: Top Row

D. Brent Welch, MD, currently serves on the Executive Committee Medical Staff at Johnson City Medical Center and past President of the Tennessee Society for Gastrointestinal Endoscopy.

Mark F. Young, MD, serves as Chief of Gastroenterology at the Veterans Administration Medical Center, and has authored multiple papers in medical literature.

W. Richard McGowan, MD, served as a Governor of the American College of Gastroenterology, President of the Tennessee Society for Gastrointestinal Endoscopy and premiered the local use of flexible gastroscopy.

Larry W. Schmidt, MD, received the Basic Science Teaching Award and Teacher of the Year in the Department of Medicine, University of Tennessee. He has served on the Johnson City Medical Center Board of Directors and Mountain States Health Alliance Board from 1997-2001.

Puneet Goenka, MD, was awarded for outstanding contribution to medical student education by the student body of the James H. Quillen College of Medicine and the Caduceus Club.

From Left to Right: Bottom Row

Sarah Belcher, NP, is a 2000 Phi Kappa Phi graduate of East Tennessee State University, received her Master of Science in Nursing, and is licensed as a Family Nurse Practitioner. She has over 20 years of nursing experience.

Pam Greer, NP, received her Master of Science in Nursing, Family Nurse Practitioner Specialty in 2003 from East Tennessee State University. Pam has over 20 years of nursing experience.

Not Pictured:

Thomas R. Borthwick, MD currently interprets esophageal motility studies and is practice advisor since his retirement from active medical practice.