



***Mountainview Medical Center***  
*a community of caring*

**Letter to the Citizens of Meagher County**

Enough is enough.

We believe in a free press. But we also believe in fairness and accuracy. What we've seen from the Meagher County News over the past year or so has frequently not met that test, and we believe that as a result, you don't have the information you need to evaluate the performance of the Hospital's board and management correctly.

Now, we don't believe in getting into letter-writing contests. We're not going to do this every week. So we want to be clear and thorough and simply set out our side of the story for you to see. We're not interested in tearing things down. We're interested in helping this community. And we believe you deserve facts, not rumors from misinformed people.

Speaking of sides -- we're on YOUR side. We're your hospital. We're there for you when you or your loved ones are hurt or sick, and we are determined to continue to provide superior care at the lowest possible cost, and to take prudent actions that secure the future of this excellent facility.

So here are some facts – not opinions, facts – that we'd like you to know.

**1. OUR MANAGEMENT COMPANY, CYPRESS HEALTHCARE, HAS TURNED THIS FACILITY ONTO THE RIGHT PATH.** When Cypress came to Mountainview Medical Center, all of our providers had resigned or chosen not to renew their contracts. Cypress put providers in place within five months. Our auditors had resigned, so a new auditing firm was retained. A new cost report specialist was hired, due to the fact that MMC had owed \$1.1 million to Medicare under the operation of the previous administration and cost reporting firm. We retained new administration and acquired several new Board Members. Also, Cypress halted a \$4 million proposed remodel of the long-term-care wing that the previous management deemed essential, and proved it to be unnecessary.

**2. WE OPERATE AS OPENLY AS THE LAW ALLOWS.** We believe in transparency, as long as patient privacy is not compromised, and that's how we do business. So ANY INFORMATION that is not governed by HIPAA, other patient-privacy concerns or employee confidentiality is absolutely open to the public. Our website, [www.mvmc.org](http://www.mvmc.org), is a window into MMC. We have our board meeting agendas and minutes, information for and about our employees, job openings, and lots of other good information there for you to see.

**3. WE VALUE OUR EMPLOYEES.** If you don't believe us, ask them. Our employee representative to the Hospital Board, Doug Leibel, was voted to that position by the employees. He has spoken positively about our relationship with our employees. Doug is working actively with our administration on an employee-satisfaction survey and various employee-appreciation activities. Sometimes difficult decisions must be made, but we have always operated in a way that takes into consideration both our employees and the paramount issue of stewardship of MMC and its patients.



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**4. OUR BOARD DOES NOT LIKE THE MILL LEVY.** Administrator Aaron Rogers has been tasked with doing everything possible not to have to request it again. WE DO NOT BELIEVE IN NEW TAXES. We believe the mill levy is counterproductive, that along with the recession and the negative publicity we have received, it has decreased the amount of new donations the hospital has received. Also, our U.S. Bank statement is open to the public. NOT ONE DOLLAR has been used from U.S. Bank since December 2008. We have a policy in place requiring board approval for any movement of funds. We are enormously grateful for the contributions made by the community, both in the mill levy and with generous contributions. We very much prefer voluntary donations to mandatory taxation.

**5. NO DEBT HAS BEEN ADDED** to the hospital's loan through the Harmon Trust from the county since Cypress assumed administration of Mountainview. Interest on that loan is the only interest MMC pays. WE HAVE NO LONG-TERM DEBT and we have outstanding Accounts Receivable statistics (we are consistently between 52 and 60 days). We pay our bills on time too: Accounts Payable are under 30 days out on all bills. That's the way we believe a hospital should be managed.

**6. CYPRESS IS WORKING EVERY DAY TO MAKE MOUNTAINVIEW BETTER.**

Unlike the previous management companies, Cypress is involved daily in MMC's management. Also, under the previous companies, Mountainview had considerably higher management costs. MORE THAN A DOZEN ADMINISTRATIVE POSITIONS were cut from the structure and Cypress has maintained the reduction.

Thanks for taking the time to read this. If you have questions, all you have to do is ask us. Don't let the press and a few disgruntled people lead you to believe we're not in good shape. Our board members and Administrator Aaron Rogers are ready and willing to discuss any aspect of MMC's operations. Aaron's phone number is 547-3321.

Better yet, stop in and see us. Visit with our employees, look at our public documents and our financial records. Tour our modern, friendly facility, equipped with 24/7 emergency services, laboratory, X-ray, physical therapy, and long-term care in addition to our clinic and hospital.

Most of all, we want to thank you for your support and patronage. With the help of your continued use of our facility and future donations, we aim to be at your service for generations to come – without the use of Meagher County tax money. If we all pull together, we can get there. We will not forget our past, and we are steering for the turns ahead.

Mountainview Medical Center Board of Directors

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