

# SWEETWATER HOSPITAL ASSOCIATION



# ANNUAL REPORT

2022

304 Wright Street

Phone: +865 213 8200

[www.sweetwaterhospital.org](http://www.sweetwaterhospital.org)

# MISSION

Our mission is to provide the highest quality medical care available in our service area within our scope of care.

Sweetwater Hospital Association will continue to have a reputation for having highly knowledgeable and technically skilled staff members providing outstanding patient care in state-of-the-art facilities with genuine kindness and compassion for others.

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# Chairman



**Douglas E. Warren, CPA, CFF, CFE, CGMA**

It gives me great pleasure to address you on behalf of the Board of Directors of Sweetwater Hospital Association. As you know, we are dedicated to providing state-of-the-art, high-quality healthcare services to our patients, and we take immense pride in the success that we have achieved so far.

I would like to express my appreciation and gratitude towards you, our valued stakeholders, and our outstanding staff for your continued support and trust in our organization. Your trust in Sweetwater Hospital Association enables us to continually expand and enhance our facilities, services, and technologies to meet the evolving needs of our patients.

It is our duty to keep you informed about the progress and developments

Sincerely,

Douglas E. Warren  
Chairman, Board of Directors, Sweetwater Hospital Association

of the hospital, which is why we strive to maintain transparency and open communication with those we serve. Your feedback and suggestions are welcome and will help us to improve our operations and services.

We are extremely proud of our dedicated team of physicians, nurses, and support staff who continues to work tirelessly to provide exceptional healthcare services to the individuals and families we serve. I am thrilled to announce that we have achieved several milestones, including the launch of new technology, the expansion of our facilities, and the introduction of new specialized services.

In closing, I would like to sincerely thank you for your continued support of Sweetwater Hospital Association. With your support, we will continue to deliver superior healthcare services and positively impact the lives of our patients.



Mr. Gary Kimsey, Ms. Teresa Harrill, Dr. Kenny Archer, Mr. John Carson III, Dr. Christopher Bowman, Dr. Ken Kozawa, Mr. Doug Warren, Mr. T.K. Sloan, Ms. Barbara Watson, Mr. Tom Korn, Mr. Jim Fairweather, Dr. Larry James, Mr. Pat Pennington

## Board of Directors

- DR. KENNY ARCHER
- DR. CHRISTOPHER BOWMAN
- MR. JOHN CARSON, III
- MR. JIM FAIRWEATHER
- MS. TERESA HARRILL
- DR. LARRY JAMES
- MR. GARRY KIMSEY
- MR. TOM KORN
- DR. KEN KOZAWA
- MR, PAT PENNINGTON
- MR. T.K. SLOAN
- MR. DOUG WARREN
- MS. BARBARA WATSON

### Board Officers

Chairman

Mr. Doug Warren

Vice Chairman

Mr. John Carson, III

Secretary/Treasurer

Dr. Ian McFadden, CEO  
(Ex-Officio)



# A MESSAGE FROM THE CEO



Dr. Ian McFadden, D.Sc., FACHE, Chief Executive Officer

The past year was a year of growth and development at Sweetwater Hospital Association, (SHA). Many exciting changes have taken place, advancing SHA to a different level including the opening of new satellite facilities, such as the SHA Loudon Clinic and Physical Therapy Vonore.

This year, SHA also welcomed five new doctors to our highly skilled physicians group. Each doctor brings their own unique talent to the patients of SHA. Our hospital continues to recruit the best physicians assuring every patient the best care.

On July 2022, SHA committed to bringing Robotic Surgery to our community. This offers a new surgical option for our patients and physicians.

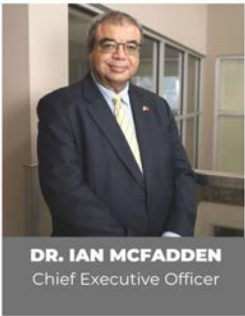
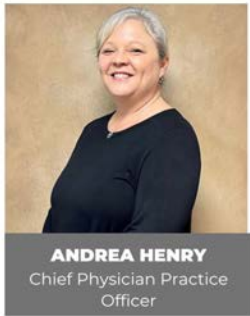
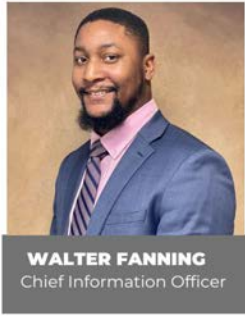
The introduction of this innovative technology is the continuation of sweetwater Hospital Association's commitment to high-quality care close to home.

Each stage of growth throughout the past year has aided in the change of culture here at SHA. Continued growth and positive change have created a culture that allows our patients to know that they are our number one focus.

Sincerely,

Dr. Ian McFadden, D.Sc., FACHE  
Chief Executive Officer

# EXECUTIVE TEAM



"A top management team defines and amplifies the culture of an organization – serving as both the nerve center and the heartbeat to direct and inspire individuals and teams. These individuals articulate purpose, set a clear and actionable strategy for achieving that purpose, and most importantly, motivate and empower everyone else in the organization to succeed. A top management team is more than a collection of the organization's senior-most executives – it's a microcosm for the entire organization. How the top management team works together shapes how everyone in the organization works together, especially in challenging times."

Kimberly A. Whitler  
- Forbes Magazine





# ABOUT

## SWEETWATER HOSPITAL ASSOCIATION

Sweetwater Hospital Association, (SHA), is a 70-bed, acute care, not-for-profit corporation, chartered by the State of Tennessee in 1936. Sweetwater Hospital Association is located in rural East Tennessee and serves parts of Meigs, McMinn, Rhea, Blount, Polk, Roane, Loudon, and all of Monroe County. It is the only hospital located in Monroe County, which has a population of 47,740 and is accredited by the Joint Commission. Sweetwater Hospital Association is one of the largest employers in Monroe County and one of only five remaining free-standing hospitals in Tennessee.

Sweetwater Hospital Association has over 130 highly-trained medical providers on the medical staff. In 2022 five new physicians were added to the medical team. These providers include the specialties of General Surgery, Internal Medicine, Family Medicine, and Obstetrics/Gynecology.

Sweetwater Hospital Association is committed to the advancement and development of their employees. By offering employees educational opportunities and other benefits, SHA ensures that each staff member is able to build a future at Sweetwater Hospital Association.



## Physician Specialties include:

- Anesthesiology
- Cardiology
- Emergency Medicine
- Family Practice
- Gastroenterology
- General Surgery
- Geriatrics
- Industrial Medicine
- Internal Medicine
- Nephrology
- Obstetrics and Gynecology
- Oncology
- Orthopedic Surgery
- Otolaryngology, (ENT)
- Pediatrics
- Podiatry
- Pulmonology
- Radiology
- Sleep Medicine
- Urgent Care
- Urology
- Vascular Surgery

## Patient Care Services:

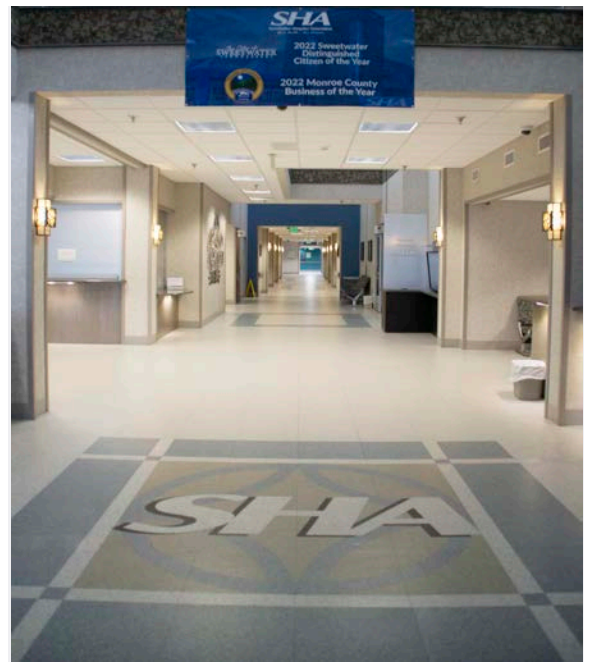
- CT
- Dietary and Nutritionist Consultations
- Home Health Care
- Hydrotherapy
- Infection Control
- Mammography
- Medical Laboratory
- MRI
- Nuclear Studies
- Nursing
- Pastoral Care
- Patient/Family Education
- Pelvic Floor Rehabilitation
- Pharmacy
- Radiology
- Rapid Response Team
- Respiratory Therapy
- Social Services
- Therapies: Physical, Speech and Occupational
- Ultrasound

# SHA

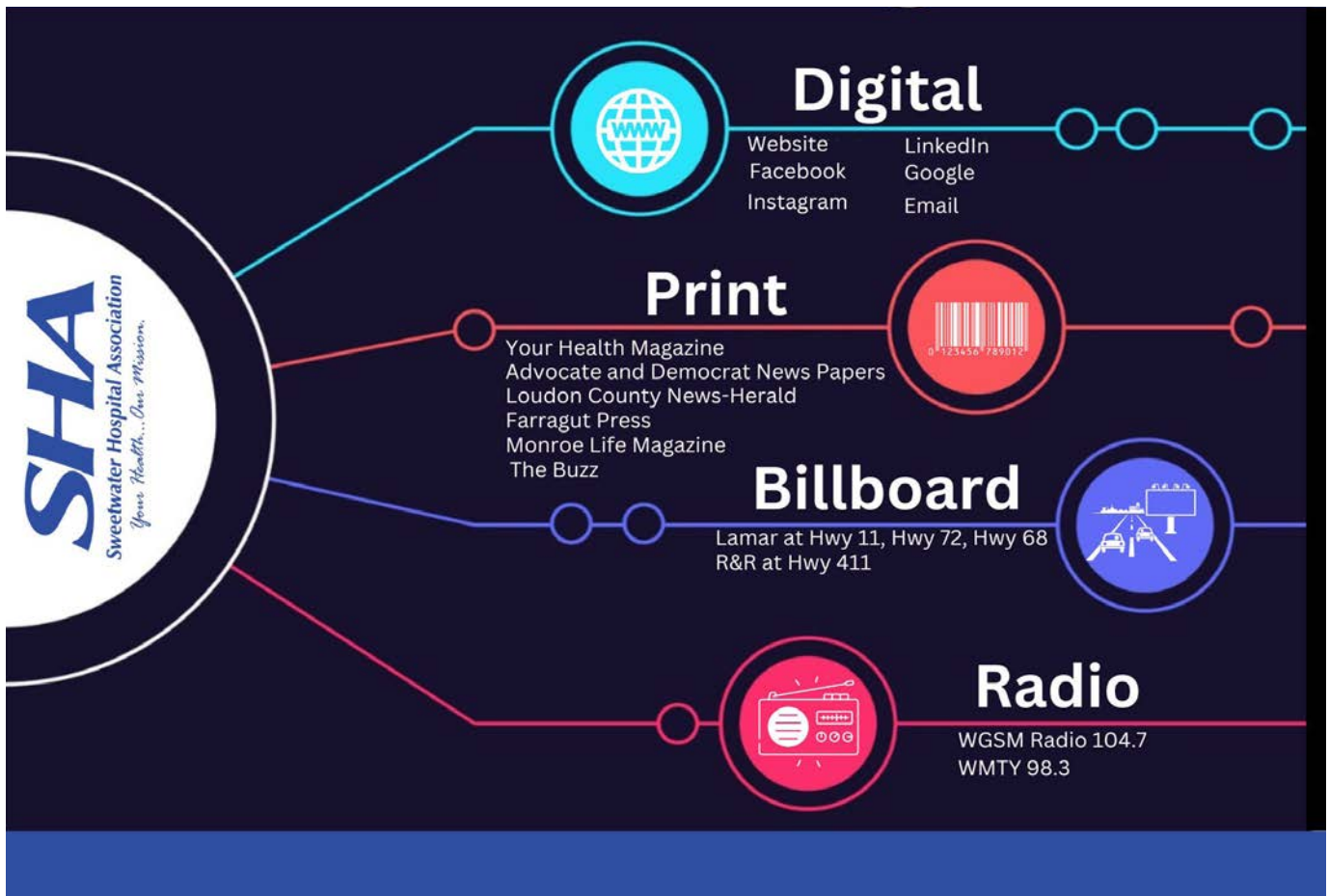
**Sweetwater Hospital Association**

*Your Health... Our Mission.*

Sweetwater Hospital Association was the 2022 Monroe County Chamber Business of the year!



# MARKETING





**.01**

SHA opened the Loudon Clinic in Loudon, TN. Dr. Olga Lutsyk, Family Practice and Women's Health, along with Dr. Ashley Pinette, General Surgery both have offices at the Loudon Clinic.

## **New Facilities**

### **SHA Opens Loudon Clinic**

**901 Grove Street, Loudon TN 37774**



**.02**

SHA opened the Vonore Physical Therapy location. This Physical Therapy Clinic offers the HydroWorx Aquatic Therapy Pool and Pelvic Health Rehabilitation.

### **SHA Opens PT Vonore**

**155 Grand Vista, Vonore, TN 37885**



# HOSPITAL WEEK AWARD WINNERS



**Doctor of the Year**  
**Larry James, MD**



**Mid-Level of the Year**  
**Kelley Gallaher, FNP**



**Employee of the Year**  
**Dawne Lay, RN**

## SHA WELCOMES A NEW CHIEF NURSING OFFICER



GRETCHAN WILLIAMS  
CHIEF NURSING OFFICER

In September 2022, Sweetwater Hospital Association welcomed their new Chief Nursing Officer, Gretchan Williams. Gretchan moved from Antioch, California, where she held a position as Director of Medical Surgical and Telemetry Services for Alta Bates Summit Medical Center. She holds a Masters of Science in Nursing and a Masters of Business Administration both from Walden University. She is currently a member of the American Nursing Association and the American Organization of Nursing Executives. Gretchan also sits on the board of the CASA organization in Monroe County. Sweetwater Hospital Association is pleased to have Gretchan join our team.



# DID YOU KNOW



## **Joint Commission**

Accredited by the Joint Commission.

## **One of the Largest**

SHA is one of the largest employers in Monroe County.

## **SHA Offers Many Locations**

SHA has expanded to 8 locations throughout their service area.

## **One of 5 in Tennessee**

SHA is one of the five remaining independent freestanding hospitals in Tennessee.

## **Fourteen Colleges**

Fourteen Colleges are utilizing SHA as a clinical training site for over 150 medical, nursing, and ancillary students per year.

## **SHA Services 8 Counties**

SHA services parts of Meigs, McMinn, Roane, Loudon, Rhea, Blount, Polk and all of Monroe County.



# SHA Welcomes New Physicians

SHA welcomed five new physicians in 2022. Sweetwater Hospital Association provides a comprehensive array of healthcare services and quality healthcare providers within the community.



**Dr. Zachary Bryant**  
General Surgery

Zachary Bryant, MD, General Surgery grew up in Charleston, South Carolina. Dr. Bryant attended The Citadel, in Charleston, obtaining his Bachelor of Science in Health, Exercise, and Sports Science followed by a Masters in Biology. Later, he moved to Columbia, South Carolina, to attend the University of South Carolina School of Medicine. Dr. Bryant then moved to Augusta, Georgia, where he met his wife and completed his surgical residency. To schedule an appointment with Dr. Zachary Bryant, please contact his office at (865) 213-8592.



**Dr. Samuel Keenan**  
Internal Medicine

Samuel Keenan, DO, Internal Medicine was born and raised in Marietta, Georgia. Dr. Keenan graduated from Lincoln Memorial University and DeBusk College of Osteopathic Medicine in Harrogate, Tennessee and completed his residency training in Dayton, Ohio, at Grandview Medical Center, specializing in Internal Medicine. While residing in Tennessee, Dr. Keenan and his family fell in love with the area and the people. They knew they would settle down in Tennessee once Dr. Keenan completed his residency training. This decision led him back to East Tennessee and, ultimately, Sweetwater Hospital Association, where he recently started his practice. To schedule an appointment with Dr. Samuel Keenan, please contact his office at (865) 213-8595.



**Dr. Olga Lutsyk**  
Family Practice &  
Women's Health

Ogla Lutsyk, DO, Family Medicine and Women's Health is originally from Ukraine. Having relocated to the United States Dr. Lutsyk has found her home in Loudon, TN. She graduated from California State University - Sacramento and was medically trained at Lincoln Memorial University and DeBusk College of Osteopathic Medicine in Harrogate, Tennessee. Dr. Lutsyk then received her postgraduate Family Medicine Residency training at Community Health Care in Tacoma, WA. Dr. Lutsyk also loves helping teenagers make healthy choices, and other medical care, such as preventative medicine, while caring for all people of all ages. To schedule an appointment with Dr. Olga Lutsyk, contact her office at (865) 657-3755.



**Dr. Ashley Pinette**  
General Surgery

Ashley Pinette, MD, General Surgery was born in Brooklyn, New York and grew up in Fort Lauderdale, Florida. Dr. Pinette attended Howard University College of Medicine, in Washington, D.C. where he participated in several trips abroad to aid those less fortunate. Working with the less fortunate helped guide Dr. Pinette to what he would be passionate about for the rest of his life: Surgery. After medical school, Dr. Pinette attended General Surgery residency, where he learned many facets of General Surgery and obtained his certifications for Robotic Surgery. To schedule an appointment with Dr. Ashley Pinette, contact his office at (865) 213-8592.



**Dr. Candace Benoit-Pinette**  
Obstetrics &  
Gynecology

Candace Benoit-Pinette, MD, Obstetrics and Gynecology obtained her undergraduate and medical degrees at Howard University in Washington, D.C. where she developed a passion for women's health. While in medical school she participated in several international mission trips traveling to Haiti, Ethiopia, and her homelands of Trinidad and Tobago. These overseas experiences helped fuel her passion for women's health and mold her into the physician she is today. To schedule an appointment with Dr. Candace Benoit-Pinette, please contact her office at (865) 213-8592.

# IMPACTED BY THE NUMBERS

## Hospital Data:

## 2022 Totals

Bed Capacity: 70 Beds

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Sweetwater Hospital Association  
Total Sq Footage: 198,428 sq ft

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Hospital Admissions: Patients - 2, 571 | Days - 12,563

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Intensive Care Patients Patients - 385 | Days - 2,507

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MRI's 2,090

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CT's 12,335

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Surgeries 4,145

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Mammograms 1,188

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Ultrasounds 4,340

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Births 225

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Physical Therapy Visits 9,455

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Home Health Visits 3,907

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Fast Trak Urgent Care Visits 6,582

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Emergency Department Visits 20,101

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# FINANCIALS

<b>FISCAL YEAR</b>	<b>JULY 1, 2021 - JUNE 30 2022</b>
<b>GROSS REVENUE</b>	<b>\$249,818,715</b>
<b>CONTRACTUAL ALLOWANCE</b>	<b>\$197,000,175</b>
<b>NET PATIENT REVENUE</b>	<b>\$52,818,540</b>
<b>PAYROLL AND BENEFITS</b>	<b>\$26,279,341</b>
<b>CHARITY CARE AND UNINSURED DISCOUNTS</b>	<b>\$16,126,043</b>

## Donations

Sweetwater Hospital Association is committed to our community, and we are proud to partner in care, wellness programs, events, and education. Community investments are all about the idea of positively impacting our surrounding counties.



Dr. Ian McFadden, CEO and Gretchan Williams, CNO of SHA present a \$10,000 donation to the Tennessee Wesleyan College of Nursing.



SHA participated in the CASA Monroe Superhero 5K race was held in recognition of Child Abuse Prevention Month. SHA was a \$6,000 event sponsor and participated in the race with our SHA run team pictured above.



Dr. Ian McFadden, CEO of Sweetwater Hospital Association presented a \$1,000 donation to Sweetwater High School Jr. Cats Basketball and Cheerleading teams as they headed to the state tournament for the first time in the schools history.



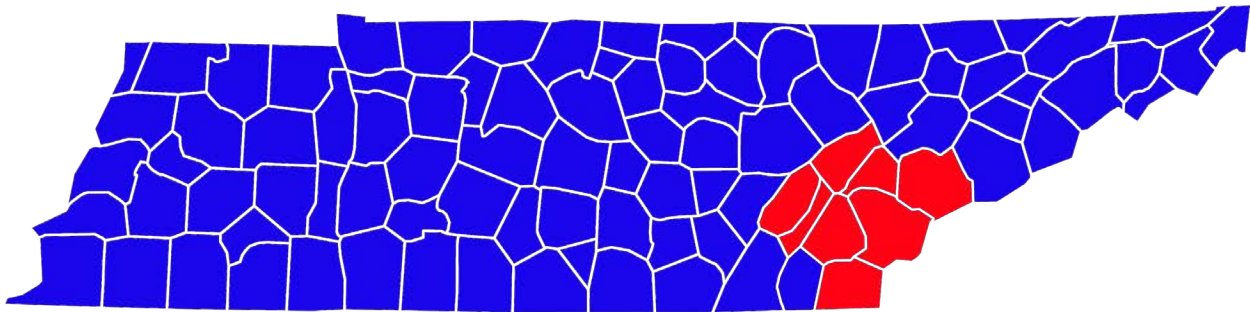
# COMMUNITY NEEDS ASSESSMENT

In 2021, Sweetwater Hospital Association, in cooperation with other community health agencies conducted a review and update of their Community Health Needs Assessment for Monroe County. This assessment provides key insights into health problems and priorities of those in the primary service area allowing SHA to provide needed care based on survey results. The Community Health Assessment is reevaluated every three years. To view the Community Health Assessment results, visit Sweetwater Hospital Association's new website at [www.sweetwaterhospital.org](http://www.sweetwaterhospital.org).

## OUR IMPACT

### CARING FOR EAST TENNESSEANS

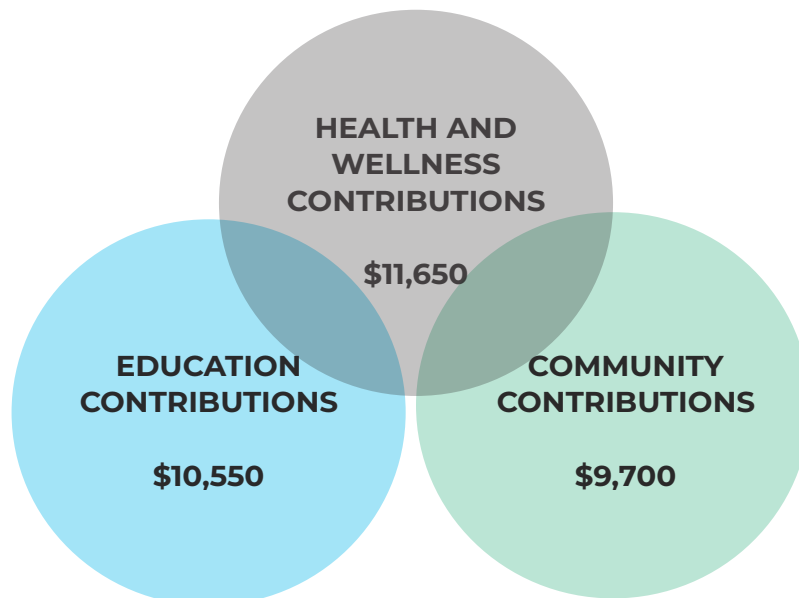
Sweetwater Hospital Association provides care in 8 counties in East Tennessee.



Represented Counties:

Blount, Loudon, McMinn, Meigs, Polk, Rhea, Roane, and all of Monroe County

## COMMUNITY NEEDS DONATIONS



# STRATEGIC PLAN

As Monroe County's only hospital, Sweetwater Hospital Association, (SHA), believes in the importance of caring for the community right here at home. Sweetwater Hospital remains as one of the strongest performing independent hospitals in the nation. SHA strives to be the premier hospital provider for their primary and secondary service areas.

With the launch of Sweetwater Hospital Association's, strategic planning process in 2021, SHA set off on a journey to confirm the Mission, Vision and Values of the organization, identify opportunities to capture profitable growth in their multi-county service area, and engage their team in envisioning an ideal future state. The aspirational vision to create the healthiest community possible sets a bold tone for the role SHA will play in improving health outcomes in Sweetwater and surrounding communities. Throughout the strategic planning process, SHA made firm commitments in charting a path to become the provider of choice in their service areas through deliberate growth initiatives designed to capture additional market share and updated retention and recruitment plans while maintaining quality care. The core strengths of the hospital were represented by the dedicated Long Range Planning Committee that



# LEADERSHIP

During the 2022-2023 fiscal year, Sweetwater Hospital Association made changes in several leadership positions. Each position was filled with a new hire or promotion from within the organization. Everyone on the team brings a unique background and different experience, which enriches the organization's culture. SHA works to build strong and passionate teams that continue to maintain the best level of care for our patients and their families.



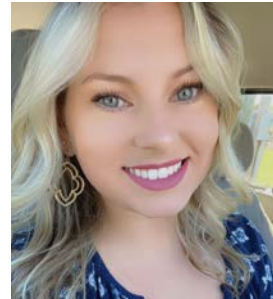
Tamara Burchett  
Director of Radiology



Cara Ford  
Director of Marketing



Candace McCormick  
Director of Respiratory



Ashley Myers  
Asst Marketing Director



Lorrie Pendergrass  
Director of  
Health Information



Ashley Votruba  
Chief Financial Officer



Gretchan Williams  
Chief Nursing Officer

“ The staff is outstanding. Very attentive, courteous, and professional. The hospital is clean, and up to date. I highly recommend this hospital. ”

Google review



# Sweetwater Hospital Association Physicians Group

*Largest Multispecialty Group between Knoxville and Chattanooga*



**Tracey Beverley, M.D.**  
Family Practice &  
Women's Health



**Chris Bowman, M.D.**  
Orthopedic Surgery



**Zachary Bryant, M.D.**  
General Surgery



**Renea Cagle, F.N.P.**  
Internal Medicine



**Ben Coffey, D.O.**  
Family Practice



**Michelle Davis, F.N.P.**  
Internal Medicine



**Bill Dawson, P.A.-C.**  
Pediatrics



**John Dawson, M.D.**  
Industrial Medicine &  
Family Medicine



**Kellie Gallaher, F.N.P.**  
Internal Medicine



**Kristin Gregory, P.A.-C.**  
Pediatrics



**Kristy Grimes, F.N.P.**  
Internal Medicine



**Lacie Gudger, F.N.P.**  
Family Practice



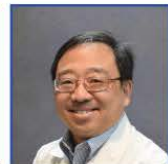
**Laurence James, M.D.**  
Internal Medicine



**Samuel Keenan, D.O.**  
Internal Medicine



**Sangeeta Krishen, M.D.**  
Pediatrics



**Ken Kozawa, M.D.**  
Gastroenterology  
& Internal Medicine



**Sonya Lovingood, F.N.P.**  
Industrial Medicine &  
Family Medicine



**Olga Lutsyk, D.O.**  
Family Practice &  
Women's Health



**Laura Miller, M.D.**  
Obstetrics and  
Gynecology



**John Oglesby, M.D.**  
Obstetrics and  
Gynecology



**Ashlin Paz, M.D.**  
Obstetrics and  
Gynecology



**Eric Poston, M.D.**  
Internal Medicine



**Ashley Pinette, M.D.**  
General Surgery



**Candace Benoit-Pinette, M.D.**  
Obstetrics and  
Gynecology



**Wendy Saint  
Robbins, M.D.**  
Pediatrics



**Chris Shamblin, M.D.**  
Internal Medicine



**Stephanie Smith, N.P.**  
Urgent Care



**Thomas Vance F.N.P.**  
Internal Medicine

## Visit One of Our 8 Locations

**Sweetwater Hospital  
Main Campus  
304 Wright Street  
Sweetwater, TN 37874**

**Physical Therapy  
Tellico Plains  
412 Hunt St  
Tellico Plains, TN 37385**

**Physical Therapy  
155 Grand Vista  
Vonore, TN 37885**

**Surgical and Primary Care  
Etowah Office  
250 Grady Rd.  
Etowah, TN 37331**

**Surgical and Primary Care  
Athens Office  
719 Cook Drive  
Athens, TN 37303**

**Fast Trak Urgent Care  
2075 Hwy 411 North  
Vonore, TN 37885**

**Family Medicine  
and Women's Health,  
and Surgical Services  
Loudon Office  
901 Grove Street  
Loudon, TN 37774**

**Family Medicine  
and Women's Health  
Madisonville  
321 Tellico S St  
Madisonville, TN 37354**