

Focus: Recovery

FROM DRUG AND ALCOHOL ADDICTION

GLENBEIGH
2012 ANNUAL REPORT



MISSION

To provide the highest quality care to adults,
age 18 and over, suffering from
alcohol or drug addiction.

VISION

With treatment, people heal, families heal
and communities heal.
Dignity and self-worth are restored.

Focus: Recovery

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Focus: Recovery

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Friends of Glenbeigh,

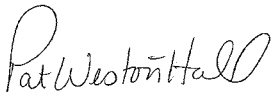
Glenbeigh's focus during 2012 remained "mission-based". By concentrating on one thing—treating adult alcohol and drug addiction—we stayed true to our core values and provided superior care. We continually build on our mission providing meaningful and sustainable programs that benefit individuals and families struggling with chemical dependency.

The last year has been an exciting time to witness our growth, in both patient care and facility expansion. We embarked on new ventures for patients, including the opening of a men's extended care facility, expansion of sober living opportunities and a broadening of programs to meet the needs of our younger patients, aged 18 to 26. At Glenbeigh our staff is constantly learning, applying and teaching best practices.

Glenbeigh also remains committed to the community where we live and work. We provided educational opportunities for colleagues who help those suffering from addiction. We provided safe meeting space and special programs where those touched by addiction could heal. We hosted fun, sober events where the recovery community gathered with family and friends to celebrate life.

All of our work – what's listed within this Annual Report and more – is what makes us a leading provider of substance abuse treatment. By caring for each patient with respect and dignity and treating the disease of addiction holistically, we often see a dire situation turn into an incredibly beautiful story. Whether you are an alumni, friend, family member, staff member, donor or referent, you are part of each success story. Thank you for supporting the recovery process and for believing that everyone deserves a chance to heal.

Sincerely,



Pat Weston-Hall
Chief Executive Officer

A Patient's Letter to Their Disease:

Dear Addiction,

You are a monster. You show your face in many different forms and situations. You will always be a part of me, yet I realize this and I shall keep you caged within me. I locked you up so now you are unable to unleash your evil powers of destruction within me. You were never there for me, even though I thought so in the beginning.

You numbed me to true emotion and engulfed me with an artificial happiness. Your claws ripped me from the people who love me most, leaving me isolated. You were the shovel I used to dig myself into a grave of suffering. A grave I never want to return to.

Recovery is my life now, the sun to my world, nurturing the love that has grown within me. I have found true happiness within, an emotion that could never be duplicated. I will never forget the seed recovery has planted inside of me, and with each passing day I will nurture this seed and slowly grow into a strong, structured, beautiful being, day by day, moment by moment.

Mindy R.





Focus: Service

At Glenbeigh we concentrate on treating adults suffering from alcohol and/or drug addiction. Staying focused allows us to provide world-class patient care and present the strategic tools needed for recovery for both the patient and their family. Our treatment philosophy is based upon the disease model of addiction and adheres to an abstinence based, 12 Step model of recovery. Every individual who turns to Glenbeigh for help is significant and is worthy of our highest regard. We treat the whole person, and their families, with dignity and respect.

OUTPATIENT SERVICES PROVIDED DURING 2012

	Intensive Outpatient Treatment Visits	Assessments	Individual Counseling	Group Counseling
Total Services	26,279	1,436	1,763	9,713

Inpatient Specialty Hospital – During 2012 Glenbeigh upgraded and expanded our Rock Creek inpatient facility. Glenbeigh can accommodate 114 inpatients and 55 extended treatment patients. Thirty beds are dedicated for medically supervised detoxification. Care is provided by over 270 highly skilled, compassionate, multi-disciplinary team members, which include credentialed addiction and mental health professionals. Many of our staff understand firsthand the disease of addiction and work closely with patients and their families to achieve realistic treatment goals and implement the changes necessary to maintain a drug free, healthy lifestyle.

Extended Treatment Facilities – Glenbeigh’s Extended Care Program offers an enhanced core curriculum for an effective transition from primary addiction treatment. During extended care, patients participate in gender-specific programs, which include individual, group and family counseling; recreational activities; and living skills groups. This approach allows the patients to begin making the necessary behavioral, social and attitudinal changes conducive to maintaining long-term sobriety.

Outpatient Centers – Glenbeigh’s six outpatient centers collectively provided over 39,000 Intensive Outpatient Program’s (IOP), assessments and individual, family and group counseling services - an increase of 4.38% over 2011. While all centers concentrate on treatment, continuing care and family programs, both Glenbeigh Outpatient Center of Erie and Glenbeigh Outpatient Center of Toledo offer additional support groups for health professionals in recovery. The Glenbeigh Outpatient Center of Canton offers a support group for family members of addicted adults.

Sober Living Residence – The Glenbeigh Outpatient Center of Niles offers traditional outpatient services in conjunction with a recovery residence expressly for men. This sober living environment can accommodate up to 28 individuals and has on-site clinical staff and resident house managers who provide continual guidance and oversight. Residents learn firsthand how to apply the 12 Steps into daily life with the support and encouragement from others who are committed to sober living.

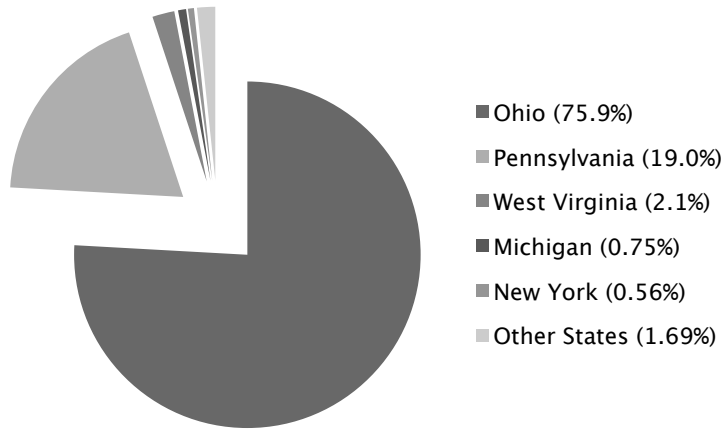


Focus: Patients

By successfully integrating holistic and conventional medicine, Glenbeigh provides the best foundation our patients can have for achieving lasting recovery from their addiction. Glenbeigh offers an unparalleled level of expertise in an environment of unending compassion. As a result, we are highly recommended to others by our alumni. At Glenbeigh we continue to touch the lives of our patients – and their families – in a genuine way.

Glenbeigh is a premier provider of chemical dependency treatment services. We help patients develop the foundation needed to maintain abstinence from addictive drugs and to improve health, wellness and quality of life.

Inpatient Treatment Source States



During 2012 Glenbeigh treated 2,649 patients at our Rock Creek specialty hospital – a 3.76% increase over 2011.

Over 3,399 family members participated in the day-long family program offered free of charge each week at Rock Creek. Because family members are affected by chemical dependency, they also are in need of a recovery program.

100% of the professionals who referred patients to Glenbeigh during 2012 would continue to recommend Glenbeigh to clients, family and friends.

Overall patient satisfaction for our treatment services, rating Glenbeigh as “Good” or “Very Good,” totaled 97% during 2012. 96.9% of our patients would likely recommend Glenbeigh to someone else in need of treatment.

Glenbeigh’s Rock Creek inpatient hospital maintained an average daily census at 98%.

Referent Type

Alumni	969
Family/Friend	463
Other	457
Health Care Provider	451
Employer/EAP	165
Media/Internet	144

I was devastated when my daughter left for college. My wife died 20 years ago so my life revolved around my little girl. The drinking started off as a way to get through the weekends, a way to fill the void of my daughter's absence. Before I knew it I was drinking every night. I once looked forward to her phone calls but as my drinking escalated, my daughter's calls became shorter and she started to nag me. Eventually I stopped answering the phone so I could drink in peace. Eventually she stopped calling.

The day I dreamed of, my daughter's college graduation, came and went. I wasn't there. She no longer wanted me in her life. I was drinking to overcome the loneliness of my life but instead of freedom, I found isolation and desperation. I finally decided I couldn't live with alcohol anymore - I was tired of living in the darkness. Making the decision to admit myself for inpatient treatment was the best decision I've made in my life. Glenbeigh gave me the right tools and guidance to recover. Treatment helped me find myself and I put my sobriety first in my life.

I just celebrated 4 years of uninterrupted sobriety. My daughter's getting married this summer and she has asked me to be part of her life again. I understand that no matter how terrible things look at the moment, you can change and life does get better. The gains I've made have been tremendous thanks to the support I got from Glenbeigh.

Mark P.





Focus: Accomplishments

Glenbeigh provides a comprehensive continuum of care that exceeds the expectations of our patients. Each year, Glenbeigh concentrates our efforts on improving the patient experience, while maintaining an extraordinary level of care so patients can face life's challenges as sober members of society. Glenbeigh is not just a healthcare facility, it is a group of people committed to working with our patients and providing a therapeutic environment where the healing process can begin.

Glenbeigh Facilities

- Rock Creek Inpatient Specialty Hospital
- Rock Creek Extended Treatment Facilities
- Outpatient Services of Rock Creek, Ohio
- Outpatient Center of Beachwood, Ohio
- Outpatient Center of Canton, Ohio
- Outpatient Center of Erie, Pennsylvania
- Outpatient Center of Niles, Ohio
- Outpatient Center of Rocky River, Ohio
- Outpatient Center of Toledo, Ohio

Glenbeigh On-line

- www.glenbeigh.com
- www.myglenbeigh.com
- www.glenbeighrecoverycommunity.wordpress.com
- www.facebook.com/GlenbeighRecoveryCommunity
- www.facebook.com/MyGratitudeSpeaks
- www.facebook.com/SimpleAndSerene

Glenbeigh is proud of the following accomplishments achieved during 2012:

Recovery Glen, a 6,900 square foot extended care facility for men, opened in November 2012 to provide a place where recovering individuals can establish a solid foundation in sobriety.

United Behavioral Health selected Glenbeigh as a Center of Excellence for substance abuse treatment – an honor held by only two facilities nationwide.

Purchase of a sober living residence providing additional beds and living quarters for men.

Installation of a flow equalization system, which improves Glenbeigh's infrastructure and allows for future growth.

The addition of a walking bridge, enhanced lighting and pavement of the walking trail were completed along with other landscaping and grounds improvements.

Renovations were completed at the Lighthouse, Wing and Lodge giving each facility a fresh, updated look. Upgrades were also completed in the men's and women's inpatient shower areas.

Four Glenbeigh staff members were recognized by the Cleveland Clinic for outstanding patient care.

An additional medication room reduced traffic at the main nursing station. The Gratitude Shoppe relocated to better serve patients and guests.

The Glenbeigh Outpatient Center of Erie and the Glenbeigh Outpatient Center of Rocky River were renovated.

Glenbeigh's award winning website was launched at www.glenbeigh.com to provide a more interactive experience.



Focus: Community

Throughout 2012, Glenbeigh remained committed to a healthy and vibrant sober community. Through active partnerships with other community organizations we participated in numerous initiatives and provided needed resources. Our impact is a positive force that extends beyond our patients.

Rise and Shine

Rise and Shine programs are offered throughout the year by Glenbeigh as an excellent source of continuing education for professionals who treat individuals and families struggling with chemical dependency. In 2012, over 780 professionals participated in these free, informational sessions covering a range of addiction-related topics such as:

- Addiction Relapse and the Brain
- The Aging Face of Addiction
- When Addiction and Pain Collide
- Substance Abuse Trends
- Addiction: The Effect on Families
- Treating Trauma with Creative Intervention
- Resources for Victims of Domestic Violence
- Current Street Drugs and the Challenges for Recovery
- Medicare, Medicaid and How Buckeye Fits Into the Puzzle
- Addiction, Treatment and Recovery of the Adolescent
- Effective Interventions and Programs for the Substance Abusing Offender
- Chemical Dependency Issues and Treatment in Patients Pursuing Solid Organ Transplant
- Motivational Interviewing
- Grief and Loss
- Drug Identification
- Abandonment
- Hope is a Language

Rise and Shine and Professional Education events are approved for continuing education credit hours by one or more certification agencies.

At Glenbeigh, we share our expertise in the field of chemical dependency to prepare future generations of caregivers. Glenbeigh provided opportunities for over 250 regional nursing students and counselor/social worker interns from Kent State University, Cleveland State University, Lakeland Community College, Youngstown State University, Ursuline College and Notre Dame College.

We have an enduring drive to offer things that matter: programs that educate, empower, motivate and help bring recovery to the world. In October 2012, Glenbeigh welcomed Delbert Boone, one of the nation's foremost authorities on addiction and recovery. Over 200 referents and professionals from all disciplines attended Glenbeigh's Professional Education series featuring Boone on the topic of "The Psychology of Addiction: Working with Resistant Clients". Boone also spent an evening speaking candidly with patients and staff about his personal experiences and his path to recovery.

Glenbeigh is a community resource which supports: Growth Partnership of Ashtabula County, American Cancer Society, American Heart Association, LEADERship Ashtabula County, Ashtabula County 503 Corporation, Ashtabula County Civic Development Corporation and United Way. Our clinicians served as guest speakers and lectured in a number of venues while our staff members participated in community activities with multiple civic organizations.

Glenbeigh offered the following sober activities for alumni, family, friends and the recovery community: Spring Banquet, Niles Memorial Day Picnic, Niles Independence Day Picnic, Rock Creek Alumni and Recovery Community Picnic, Niles Labor Day Picnic and the Winter Holiday Banquet.

These activities represent only a portion of the initiatives provided as part of Glenbeigh's longstanding dedication and commitment to creating a recovery community filled with people who are living longer, more fulfilling lives, free from alcohol and drug addiction.

I first showed up at Glenbeigh a complete wreck. They say you have to hit bottom before you want to change and I wasn't there. Spending time getting high and drunk filled a void I wasn't ready to deal with. So I went through the motions, played your games and said all the things you wanted to hear. The reality was I still wanted nothing more than to leave and recapture the high I had grown to love.

So I left and hooked up with my friends. They were great until the night I needed them most. Instead of calling for help when I overdosed, they abandoned me alone at home – leaving me for dead. After five days in the hospital, my mom managed to get me back into Glenbeigh. I still felt hopeless so I started down the same path of denial and deception. Lucky for me my counselor saw through my game and set me straight. He opened the door to reality – the pain of what I was doing was greater than I realized.

My moment of clarity came when my mother talked about the night I OD'd. She found me in my room, cold and lifeless. The desperation she felt as she frantically attempted to give me CPR. The agony she went through while watching the paramedics revive me. The anger and shame she felt when the doctor wrote me off because I was an addict. I finally realized that while I was using drugs and alcohol to relieve pain, I was inflicting pain on the one person in my life who loved me. For the first time I saw who I was. I had to change.

I'm grateful that at Glenbeigh it's about second chances, or however many it takes to get it right. I know I'll never be perfect but now I can see that drugs and alcohol are only a temporary freedom. I've been clean seven months and three days and feel like I've found my way.

Justin L.





Focus: Gratitude

At Glenbeigh we, along with our generous donors, strive to create a world where recovery is possible and sustainable. Every day, Glenbeigh works to fulfill our healing mission by providing patients and their families with quality care and exceptional experiences. Alumni, family members, friends, staff, businesses, foundations and myriad others play a vital role in providing lifesaving treatment.

During 2012 our donors provided financial support for Glenbeigh's priority fundraising initiatives:

- Endowment Fund
- Scholarship Fund
- Building/Construction/Renovation Fund
- Men's Extended Treatment Facility

While donor names are not published, we are grateful for their kindness and generosity – for the lives they touch and the cause they advance.

We are grateful for the following support received in 2012:

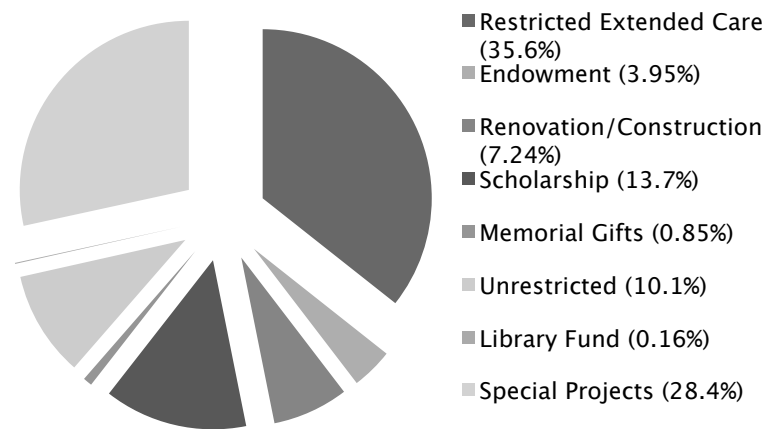
Donations toward the construction of the men’s extended care facility were the pinnacle of Glenbeigh’s fundraising efforts. As a result, Glenbeigh can now accommodate up to 39 men in need of extended residential care.

Glenbeigh established an endowment fund to safeguard our future so we will be here for the next generation afflicted with the disease of addiction. Over the next few years, Glenbeigh will work on growing the endowment fund into a sustainable resource that supports our mission.

At Glenbeigh our donors care about people getting the help they need and understand the importance of making scholarship opportunities available. Too often, finances are the number one barrier to receiving or continuing treatment. There are various methods Glenbeigh uses to assist those who are underinsured or uninsured. Over 70% of Glenbeigh’s patients receive some level of scholarship care. Glenbeigh, along with our generous donors, provided \$4.8 million in full or partial scholarship support.

We extend special thanks to everyone who contributed to Glenbeigh during 2012.

Allocation of Donations 2012



State of Ohio Office of Community Development Grant

Glenbeigh received \$38,500 in funding from the Ohio Department of Development through the Appalachian Regional Commission (ARC) for a flow equalization system that supports the hospital’s water treatment plant. ARC is a federal, state and local partnership formed to improve life and strengthen the capacity of the people of Appalachia to compete in the global economy.

The William J. and Dorothy K. O’Neill Foundation Grant

Glenbeigh was honored to receive a \$20,000 grant award from the O’Neill Foundation to be used expressly for a new Electronic Medical Records project. Visit www.oneillfdn.org for more information on the O’Neill Foundation.

Focus: Oversight

Glenbeigh Board of Trustees

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Joe Vendel

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Shirley Viall



Use your smartphone to
support Glenbeigh.



The stories told within the Annual Report are composites from actual patients. To preserve anonymity, photographs and names have been changed.

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Carrie Artman
Pat Weston-Hall
Gary Seech
Sheila Vandergriff

*Denotes deceased

Glenbeigh is a non-profit specialty hospital
accredited by The Joint Commission.

Organizational Leadership

Pat Weston-Hall – Chief Executive Officer
Dr. Nikola Pidhorodecky – Medical Director

Linda Advey – Medical Records
Terri Ball – Director of Operations
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Charlotte Brown – Utilization Review Manager
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Madeline Martin – Clinical Supervisor, Niles
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Helen Park – Business Office Manager/Transportation
Tim Phillips – Maintenance Director
Gary Seech – Director of Regional Operations
Erika Taddie-Osborn – Director of Counseling
Sheila Vandergriff – Director of Development

Glenbeigh

ACMC Healthcare System

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Glenbeigh, P.O. Box 298 • Rock Creek, OH 44084
1-800-234-1001 / www.glenbeigh.com