

2019

Annual Report to the Community



HOUSTON HEALTHCARE

Message From Our CEO



As a community hospital, one of our most important goals is to ensure those who need our services have access to them. Throughout 2019, we continued to grow as an organization and improving access to services was a large part of that effort.

One of the biggest ways we have increased access to quality care is through the opening of our employed physician practices. To date we now offer family medicine and specialty care including: Behavioral Health, Diabetes and Endocrinology, ENT, Gastroenterology, Urology, and Vascular. As we work to expand the services we provide, we are fortunate to have these physicians and their staff members caring for our patients.

Over the past several years, Houston Healthcare has worked to

improve our service delivery. Partnering with the Marcus Stroke Center at Grady Hospital has allowed us to develop best practices and implement successful strategies that drive positive outcomes for our stroke patients. More than 600 patients utilized Houston Medical Center or Perry Hospital for stroke care this year. Houston Medical Center is now a Primary Stroke Center and Perry Hospital is an Acute Stroke Ready facility. We are proud of the accomplishments the organization has made to improve the stroke care delivered to our patients.

Houston Healthcare's partnership with Air Evac has enhanced access for our patients and community members who need a quick transfer to a facility outside of our area. The Houston County Air Medical Base was completed in 2019 at Perry Hospital and the helipad has been completed at Houston Medical Center.

Lastly, with the expansion of our surgical services to include the da Vinci Xi robotic surgical system, we have been able to bring advanced surgery capabilities to our patients. Physicians are performing general surgery at Houston Medical Center and by utilizing the robot, the patient has a smaller incision, less risk of infection, and a faster recovery time.

Our team of employees, Board members and physicians are committed to providing quality, cost-effective care to those in our community. Thank you for trusting us with the care of your loved ones.

Charles Briscoe

Charles Briscoe,
President and Chief Executive Officer

Our Mission

To improve the healthcare of the communities we serve by providing patient-focused, high quality, cost-effective services while promoting health and wellness.

Our Vision

"A caring health system dedicated to excellence - today and tomorrow."

Our Values

Respect - entails a high regard for worth of each person. It gives everyone a voice and promotes teamwork.

Integrity - promotes honesty and straightforwardness in dealing with each other in attempting to make our system work to its full potential.

Service Innovation - encourages creativity in seeking continuous quality improvements and in meeting customer requirements.

Excellence - fosters constant, continuous striving for quality service in duty and work done.

Connecting People, Community and Care.



Ways We Benefit Our Community

- **Athletic Trainers Program** 2,019 student athletes
Spring Sports Physicals, Saturday Sports Injury Clinics, community events and sports medicine education
- **SeniorCare Program** 11,708 senior contacts
Ongoing exercise and health education
- **Perinatal Coalition** 2,022 female contacts
Case management and interpretation services for non-English speaking women with high risk pregnancies, gestational diabetes and case management
- **Childbirth & Baby Education** 1,532 family member contacts
Education classes on early pregnancy, breastfeeding, older sibling roles, childbirth education, grandparenting, and baby care
- **Diabetes Education** 4,126 contacts
Self-management education and support
- **Community Health Improvement** 11,114 contacts
Glucose and blood pressure screenings, influenza immunizations, community and industrial health fairs, vulnerable population outreach, and health education

Financial Report

Annual Stats for 2019

Admissions (excluding newborns)	14,653
Patient Days (excluding newborns)	67,159
Emergency Department Visits	76,306
Births	1,891
Surgeries & Endoscopies	16,330
Med-Stop Visits	55,823
EMS Trips	34,371
Employees (Full & Part-time)	2,346

Financial Report for 2019 (audited)

Net Operating Revenue	\$253,358,000
Expenses	\$271,717,000
Net Operating Margin	\$ (18,359,000)
Non-Operating Revenue	\$ 31,843,000
Excess of Revenue	\$ 13,484,000
Indigent, Charity Care and Implicit Price Adjustments at cost	\$ 18,120,229

Community Organizations and Partners

Including, but not limited to:

- Alzheimer's Association
- American Cancer Society
- American Red Cross
- Central Georgia Technical College
- Community Health Works
- Habitat for Humanity
- Houston County Volunteer Medical Clinic
- Kids and Pros
- Middle Georgia State University
- Museum of Aviation
- Rainbow House Children's Resource Center
- United Way of Central Georgia

Our Family of Services

Houston Medical Center • Perry Hospital • Houston Heart Institute • The Surgery Center • Pavilion Diagnostic Center • Pavilion Family Medicine Center • Pavilion Rehab Center • Houston Lake Rehab • Houston Lake Med-Stop • Lake Joy Med-Stop • Pavilion Med-Stop • EduCare • Health Connections Cardiac & Pulmonary Rehab • Physician Referral & Health Information

Working Together

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HOUSTON HEALTHCARE

www.hhc.org

Statement of Nondiscrimination

Houston Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATTENTION: Language assistance services, free of charge, are available to you. Call 478-975-5662 (Houston Medical Center) or 478-218-1635 (Perry Hospital).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llamen al 478-975-5662 (*Centro Médico de Houston*) o 478-218-1635 (*Hospital de Perry*).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 478-975-5662 (*Houston Medical Center*), 478-218-1635 (*Perry Hospital*) 번으로 전화해 주십시오.



Community Benefit

Community Benefit is a planned, managed, organized and measured approach to meet identified community health needs. Programs and services respond to an identified community need and also meet specific criteria. Services, total dollar amounts, information regarding aspects of the Community Health Needs Assessment, and our Community Benefit Plan are reported annually to the Internal Revenue Service.

Areas of Focus:

- Population Health & Wellness
- Access to Care
- Management of Chronic Disease
- Vulnerable Populations

Promote Population Health & Wellness

Improve modifiable risk factors including healthy weight, high blood pressure, and tobacco. Provide screenings for early diagnosis.

- Community & Worksite Wellness
- Health Education - Health Fairs & Screenings
- Community Coalitions

Improve Access to Health Care Services

Focus on ease of access to appropriate care including medical homes, end of life care, usage of ED, referral to health services, transitional care and adequate health providers.

- Indigent & Charity Care - Referral & Resource Line
- Nurse Navigator and Case Management for Uninsured

Improve Individual Management of Chronic Diseases

Focus on improving management of heart failure, diabetes, COPD, and kidney disease.

- Asthma - Cholesterol - COPD - Diabetes
- Heart Failure - Hypertension - Stroke

Provide Additional Assistance to Vulnerable Populations

Provide additional assistance to higher risk populations or individuals including elderly, women with high risk pregnancies, behavioral health, and superusers.

- Care Management Services - Pregnancy Care
- Senior Health - Community Coalitions

Areas of Opportunity

(as identified in the Community Health Needs Assessment for 2018 - 2020)

Population Health & Wellness

- Nutrition, Exercise & Weight Status
- Tobacco
- Preventive screenings

Access to Care

- Access to Services - ongoing medical home

Management of Chronic Disease

- Diabetes
- Cancer
- Hypertension
- Heart Disease & Stroke
- Chronic Kidney Disease
- Respiratory Diseases

Vulnerable Populations

- Maternal, Infant Health, Elderly and Behavioral Health

2019 Year in Review

Community Benefit

Indigent, Charity Care, Bad Debt, Shortfalls and Unreimbursed - at cost

\$20,315,764

Community Health Improvement, Health Professions Education, Subsidized Services, Cash & In-kind Donations, Community Building Activities & Community Benefit Operations

\$7,983,908

Total: \$28,299,672