

Annual Report to the Community 2020



HOUSTON HEALTHCARE

Message from Our CEO



Throughout 2020, one word often came to mind – resilience. By definition, it means “the capacity to recover quickly from difficulties; toughness” or “tending to recover from or adjust easily to misfortune or change”. If 2020 was anything, it was about difficulties and change. Houston Healthcare employees and physicians led our community during the worst of the COVID pandemic. With that being said, I could not be more proud of our staff and team of physicians. The incredible display of courage and determination in the face of constant challenges was amazing to watch. I do not use these words lightly. We had staff from all different areas of the organization coming together daily to take care of our patients and each other. I was in awe of the work they were doing and the passion

they continued to show throughout the year. As of June 2021, 83 percent of our staff and physicians have been fully vaccinated, further leading our community out of the COVID pandemic.

Grateful is another word that was spoken by our employees and physicians during the year. We already know that Houston County and our surrounding communities are great places to live and raise our families, but I can’t express enough how touched I was with the continuous outpouring of gifts, food, cards, masks, signs and so much more from our community. There were many days when it was very tough to be here in the midst of what was happening with our patients and their loved ones. Our staff persevered through what has been the most challenging times in my healthcare career and continue to provide a high-quality level of care to our patients. I believe the acts of kindness shown to our staff helped make this trying time a little easier and for that, we are grateful.

By living out our mission of improving the health of the communities, our Board of Directors, staff, and physicians have been dedicated to providing our patients with the care, services, and access they need to make informed healthcare decisions. 2020 was a year like no other. It was tough, but we persevered and have come out on the other side having learned many lessons and will carry those lessons forward as we strive to meet the needs of our employees, patients, and their families.

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 Trainer Program** 2,310 student athletes
Spring Sports Physicals, Saturday Sports Clinics, community events, and sports medicine education
- **SeniorCare Program** 2,068 senior contacts
Ongoing exercise and health education
- **Perinatal Coalition** 1,154 female contacts
Case management and interpretation services for non-English speaking women with high risk pregnancies, gestational diabetes and case management
- **Childbirth & Baby Education** 533 family member contacts
Education classes on early pregnancy, breastfeeding, older sibling roles, childbirth education, grandparenting, and baby care
- **Diabetes Education** 895 contacts
Self-management education and support
- **Community Health Improvement** 2,331 contacts
Glucose and blood pressure screenings, influenza immunizations, community and industrial health fairs, vulnerable population outreach, and health education

Financial Report

Annual Stats for 2020

Admissions (excluding newborns)	14,300
Patient Days (excluding newborns)	70,483
Emergency Department Visits	62,996
Births	1,897
Surgeries & Endoscopies	13,748
Med-Stop Visits	44,837
EMS Trips	33,536
Employees (Full & Part-time)	2,358

Financial Report for 2020 (audited)

Net Operating Revenue	\$279,232,000
Expenses	\$285,637,000
Net Operating Margin	\$(6,405,000)
Non-Operating Revenue	\$235,780,000
Excess of Revenue	\$19,375,000
Indigent, Charity Care & Implicit Price Adjustments at cost	\$20,230,000

Community Organizations and Partners

Including, but not limited to:

- Alzheimer's Association
- American Cancer Society
- American Red Cross
- Central Georgia Technical College
- 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

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HOUSTON HEALTHCARE

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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.