

2023

ANNUAL REPORT

to the Community



HOUSTON HEALTHCARE

Message from Our CEO



As we reflect on the past year at Houston Healthcare, it is clear that we have navigated a challenging healthcare landscape. Despite these difficulties, we have remained steadfast in our commitment to delivering exceptional care and expanding our services to meet the needs of our thriving community.

Our 2023 growth initiatives have been substantial. We welcomed a new da Vinci Xi Surgical robot to Houston Healthcare - Perry, expanding our robotic surgery program to the Perry community. Similarly, Houston Healthcare - Warner Robins acquired a third da Vinci Xi Surgical System. The Houston Healthcare Medical Office Building - Bonaire opened in fall, and we expanded our OB/GYN and family medicine services to the Bonaire community. Furthermore, Houston Surgical Associates, formerly Surgical Associates of Warner Robins, joined our team of employed physicians, and we welcomed robotically trained general surgeon Luke Couch, MD, to the practice as well. Additionally, we addressed physician shortages by welcoming John Zheng, MD, a board-certified otolaryngologist, to Houston ENT Associates, and two neurohospitalists to our team.

Our commitment to high-quality care is evidenced by our Houston Healthcare facilities receiving reaccreditation from DNV Healthcare USA, Inc. Additionally, Pavilion Diagnostic Center was recognized for its excellence in breast cancer diagnosis processes.

To enhance our ability to deliver exceptional care to the Houston County region, we entered a strategic partnership with Atrium Health Navicent to help impact our cost structure, quality, and information technology.

As always, our community partnerships are important to us. We were excited to support the new Roy H. "Sonny" Watson Wellness Complex at Central Georgia Technical

College's Warner Robins Campus, which will host a variety of sports and student activities. Additionally, in recognition of our support of Middle Georgia State University's nursing programs, they named a nursing suite at their Warner Robins Campus, the "Houston Healthcare Nursing Suite." These partnerships reflect our commitment to community health and workforce development.

Our leadership landscape at the board level changed. We mourned the passing of three long-standing, highly esteemed board members. Mr. Roy H. "Sonny" Watson, Jr., Mr. Fred Graham, and Mr. James Edward Dyson, III contributed greatly to the growth and success of Houston Healthcare through their many years of dedication and service. Their leadership will be deeply missed, and we honor their memories by continuing to uphold the high standards they set.

We also welcomed five distinguished physicians to our boards of directors. Joining the Houston Healthcare System, Inc. Board, responsible for strategic planning, asset allocation, and compensation and benefits, were Mohammad Al-Shroof, MD, a board-certified internal medicine physician; John D. Hall, MD, a board-certified anesthesiologist; and Helen-Louise Moore, MD, FAAP (Ex Officio), a board-certified pediatrician. Joining the Houston Hospitals, Inc. Board, responsible for regulatory and compliance matters, quality of care and patient safety, physician credentialing, and financials, were Rahil Kazi, MD, FACC, a board-certified cardiologist; and Appavuchetty Soundappan, MD, an internal medicine physician board certified in both internal medicine and hospice and palliative medicine.

We have made remarkable strides and remain poised for success, ready to adapt to new challenges while staying true to our mission of improving healthcare for our community. Together, we will continue to make a positive difference in the lives of those we serve. Thank you for your continued support of Houston Healthcare.

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 for others.

Ways We Benefit Our Community

- **Athletic Trainer Program** 231 student athletes
Spring Sports Physicals, Saturday Sports Clinics, community events, and sports medicine education
- **SeniorCare Program** 11,483 senior contacts
Ongoing exercise and health education
- **Perinatal Coalition** 35 female contacts
Case management and interpretation services for non-English speaking women with high risk pregnancies, gestational diabetes and case management
- **Childbirth & Baby Education** 1,054 family member contacts
Education classes on early pregnancy, breastfeeding, older sibling roles, childbirth education, grandparenting, and baby care
- **Diabetes Education** 951 contacts
Self-management education and support
- **Community Health Improvement** 5,825 contacts
Glucose and blood pressure screenings, influenza immunizations, community and industrial health fairs, vulnerable population outreach, and health education

Financial Report

Annual Stats for 2023

Admissions (excluding newborns)	13,189
Patient Days (excluding newborns)	61,639
Emergency Department Visits	68,921
Births	1,971
Surgeries & Endoscopies	15,966
Med-Stop Visits	78,083
EMS Trips	25,613
Employees (Full & Part-time)	2,454

Financial Report for 2023 (audited)

Net Operating Revenue	\$303,026,000
Expenses	\$339,609,000
Net Operating Margin	\$(36,583,000)
Non-Operating Revenue	\$5,531,000
Excess of Revenue	\$(31,052,000)
Indigent, Charity Care & Implicit Price Adjustments at cost	\$18,882,871

Community Organizations and Partners

Including, but not limited to:

- Alzheimer's Association
- Central Georgia Technical College
- Georgia Healthy Family Alliance, Middle Georgia Tar Wars Strike Force
- Houston County Volunteer Medical Clinic
- Kids and Pros
- Macy Easom Cancer Research Foundation
- Middle Georgia State University
- Museum of Aviation
- Rainbow House Children's Resource Center
- United Way of Central Georgia



Our Family of Services

Houston Healthcare - Warner Robins • Houston Healthcare - Perry • Houston Ambulatory Surgery Center
Houston Heart Institute • Pavilion Diagnostic Center • Pavilion Family Medicine Center • Pavilion Rehab Center
Bonaire Med-Stop • Lake Joy Med-Stop • Pavilion Med-Stop • Health Connections Cardiac & Pulmonary Rehab
EduCare • Physician Referral & Health Information • Houston Primary Care Physicians • Houston Physician Specialists

Board of Trustees

Houston Healthcare System, Inc.



Ivan Allen, EdD
Chair



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Vice-Chair



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Sonny Watson, Chairman Emeritus

Houston Hospitals, Inc.



Tommy Stalnaker
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Cary W. Martin, MBA



Virgle W. McEver, III, MD



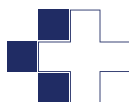
Pastor Tolan J. Morgan



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Mark Scott, PhD



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 Healthcare - Warner Robins) or 478-218-1635 (Houston Healthcare - Perry)

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llaman al 478-975-5662 (Houston Healthcare - Warner Robins) o 478-218-1635 (Houston Healthcare - Perry)

Korean: : 참고: 한국어 지원 서비스를 무료로 이용하실 수 있습니다. 478-975-5662 (휴스턴 헬스케어 - 워너 로빈스) 또는 478-218-1635 (휴스턴 헬스케어 - 페리)로 전화해 주십시오