

Keeping the Care in Health Care

Hamilton Health Care System's 2008 Community Benefit Report

The health of an individual affects the health of a family. The health of the family affects the health of a community. Everyone is connected.

Hamilton Health Care System sees the importance of these connections as it continues to grow and redesign facilities and equipment to meet the ever-changing needs of the northwest Georgia region.

The purpose of this Community Benefit Report is to highlight key investments Hamilton has made toward better serving its communities. It also serves to celebrate the successes Hamilton has enjoyed through its role as a regional health provider during what has turned out to be a chaotic and challenging year.

Each year, Hamilton launches new programs and equipment in an effort to meet the needs of its physicians and patients. Each year, some of these services begin operation, while others are planned.

The following highlights new services, accomplishments and community health activities in which Hamilton invested throughout 2008 to provide the best medical care to the northwest Georgia region.

Investing in Today AND Tomorrow

Hamilton invested more than \$18 million in approved capital upgrades in 2008. More than \$5 million was invested in acquiring new clinical and diagnostic equipment. Approximately \$13 million was invested in facilities enhancements.

In addition to capital improvements, Hamilton invested heavily in its continued service to the northwest Georgia region. In 2008, Hamilton contributed \$31,762,000 in service to the

Summary of Community Benefit

Fiscal Year Ended September 30, 2008

DIRECT PATIENT CARE

Cost of charity	8,885,000
Uncompensated cost of Medicaid	4,640,000
Bad debt cost	11,781,000
Subtotal	25,306,000

SUBSIDIZED HEALTH SERVICES EXCLUDING MEDICAID AND CHARITY

Obstetrics services	1,094,000
Behavioral health services	1,091,000
Home health services	1,637,000
Hospice care	1,253,000
Adult day care services	206,000
Subtotal	5,281,000

COMMUNITY HEALTH SERVICES

Sports medicine	510,000
Mobile health services	213,000
Senior residential services	373,000
Support of Northwest Georgia Healthcare Partnership	103,000
Clinical and community education	90,000
Other miscellaneous services	259,000
Subtotal	1,548,000

TOTAL	\$ 31,762,000
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Top: Shaw Department of Emergency Care; Middle: Electrophysiology (EP) laboratory; Bottom: Turner Maternal and Infant Care

community through direct patient care and a variety of education, screening and support activities.

Every year Hamilton provides vital medical services to thousands of patients without the means to pay for the care they receive. This “uncompensated care” is defined as the sum of the health system’s non-reimbursed services and charity care of more than \$25 million, plus other below-cost payments of more than \$5 million.

The privilege to serve all regardless of their ability to pay remains a cornerstone of Hamilton’s mission. However, it demands fiscal discipline and careful planning.

New Developments

Hamilton introduced new innovative programs in 2008.

Hamilton Medical Center celebrated renovation and expansion of its **Turner Maternal and Infant Care Center** and **Shaw Department of Emergency Care Services**.

Partial Breast Radiation Therapy was introduced through the Hamilton Regional Cancer Institute to offer a higher dose, shorter radiation treatment plan for early stage, node-negative breast cancers.

Outpatient **Wound Care** services were expanded and relocated to a dedicated facility to better serve patients with non-healing wounds.

Hamilton opened its first **Spine Care Center**, which focuses on conservative treatments by a multi-disciplinary medical team and partnerships with primary care physicians.

Electrophysiology (EP) Studies began operation in a dedicated laboratory located near the hospital’s Cardiology Department.

On-board imaging was added to the radiation cancer treatment arsenal at Hamilton’s Judd Cancer Center. This technology greatly enhances the patient experience by bringing ancillary diagnostic capabilities to the patient.

Murray Medical Center completed a renovation and expansion of its emergency department, including the addition of multi-slice CT, MRI and telemedicine services.

Over the past year, several new investments were begun.

- **The Siemens Soarian Clinical System** is being designed and implemented to serve and improve patient, physician and clinical consistency and satisfaction.
- Hamilton continued its quest to earn Magnet Recognition, which is the “**gold standard**” for nursing in the U.S. Magnet designation is a testament to a hospital’s nursing quality and advanced patient care standards.
- Planning and development of **Hamilton Convenient Care**, a freestanding, community-based urgent care center, opening March 2009. This center will better serve the primary care needs of uninsured and underinsured patients.
- Hamilton’s **Ambulatory Infusion Center** began further expansion of its infusion services and facilities.

Health Education, Screenings and Support

In addition to improvements in equipment, technology and facilities, Hamilton provided numerous health education and screening services in the communities surrounding Dalton.

In 2008, Hamilton coordinated 10 education programs screening 558 individuals. Key programs include the following:

- **Dare to CARE** continues its success as an award-winning vascular screening program. In 2008, 279 high-risk individuals were screened. Since the program’s launch in February 2005, 1,200 community members have completed the program.
- **Take It To Heart** is a cardiac screening that offers help to individuals at risk for heart disease. In 2008, 117 individuals were screened through this program. Over 150 have been screened since the program’s launch in March 2007.
- 2008 marked the inauguration of **Back to the Basics**, a back and neck pain program for those at high risk for osteoporosis. The first program screened 35 individuals.



Hamiltonhealth.com has been Hamilton’s web home since 2000. An enhanced and refocused version of Hamilton’s web site went live to leverage Web 2.0 technologies in an effort to better educate, connect and communicate with patients and physicians. The website can be accessed through www.hamiltonhealth.com.

In addition to these key community programs, Hamilton hosted free screenings for prostate, cervical and oral/head/neck cancers. Hamilton also hosted and/or served key support groups for cancer, addiction, weight management, grief and diabetes patients.

Health Fairs are a key connection point between Hamilton and those it serves. In 2008, Hamilton staff participated in 17 health fairs that drew 9,285 participants.



Top: Murray Medical Center; Middle: Hamilton Nurses—Journey to Magnet; Bottom: Hamilton participates in Business Expo 2008



Mission of Stewardship and Service

From accredited stroke and chest pain centers to community education and screenings, Hamilton continues to redesign itself to meet the physical, mental, emotional and spiritual needs of each individual it serves.

New programs and technologies will continue to be phased in

Hamilton Health Care System

Statement of Operations Fiscal Year Ended September 30, 2008

AMOUNT GENERATED FOR SERVICES AND PROCEDURES PROVIDED TO OUR PATIENTS AND RESIDENTS	\$ 516,848,879
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We were unable to collect these amounts for our patients covered by:	
Medicare	(145,658,157)
Medicaid	(46,920,857)
Other private insurers	(43,906,014)
We wrote off this amount for patients who were unable to pay for their care	(58,834,659)
Total amount of uncompensated care	(295,319,687)
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AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES	221,529,192
Realized and unrealized losses on invested funds	(14,189,378)
Amount of income we received from other sources	9,820,115
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OUR TOTAL REVENUE FOR THE YEAR	217,159,929
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Amount paid to provide the nursing and support staff for our patients and residents	113,446,775
Amount paid for supplies, utilities, fees and other services	92,219,363
Depreciation	13,053,708
Our total costs for the year	218,719,846
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DURING 2008, OUR TOTAL COSTS EXCEEDED OUR TOTAL REVENUE BY THIS AMOUNT	\$ 1,559,917