



Hamilton Health Care System's *2012 Community Benefit Report*

Your Health is Our Mission.

Hamilton Medical Center was established in 1921 to respond to our community's needs, and that same mission has expanded and is alive today. The following community benefit report highlights the services Hamilton Health Care System provided our community in 2012.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological medical advances. In order to provide the highest-quality health care for the residents of Northwest Georgia, Hamilton invested \$16 million in approved capital upgrades in 2012, \$5 million in new clinical and diagnostic equipment, and \$11 million in facilities enhancements.

Serving the Community

Hamilton takes great pride in the investment of health. In 2012, Hamilton contributed over \$36 million in service to the community through direct patient care and education, screenings, and support activities. Every year Hamilton provides vital medical services to thousands of patients who are 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 over \$28.6 million, plus other below-cost payments of \$6.5 million.

The commitment to serve all patients regardless of their ability to pay is a critical part of Hamilton’s mission. This responsibility demands fiscal discipline and careful planning.

New and Enhanced Services

Neonatal Intensive Care Unit

Hamilton’s Level III Neonatal Intensive Care Unit (NICU) was completely redesigned at the end of 2012. It includes eight Level II rooms and four Level III rooms for ill and premature infants. These new home-like rooms allow parents to stay nearby and bond with their babies during this crucial time.

Located in Hamilton’s Turner Maternal and Infant Care Center, the NICU is staffed with specially-trained health professionals including nurses, respiratory therapists, pharmacists, lab technicians, radiologists, and board certified neonatologists Lizbeth Kennedy,

MD, John Moss, MD, and Victor Thomas, MD. Hamilton’s neonatologists are recognized as among the top in the Southeast.

In the past, sick and pre-term infants were transported from Hamilton Medical Center to other Level III facilities. Now, infants from Murray, Gordon, Fannin, and Pickens counties are transported to Dalton.

Mashburn Cardiac Pavilion

Hamilton’s Mashburn Cardiac Pavilion is currently under expansion. Hamilton will soon operate two Cath Labs and one Hybrid Suite. New state-of-the-art fluoroscopy equipment and high-definition monitors will be added to allow physicians to see a patient’s heart at all angles. The new flexible hybrid suite will be capable of hosting cardiac and non-cardiac procedures, as well as electrophysiology procedures. A new Imaging Services reception area and a newly configured corridor for increased patient privacy will also be incorporated. Six recovery bays will be located within the catheterization suite, which will minimize the distance that patients will need to be transported after their procedure, and improve patient privacy and staff efficiency. Nuclear Medicine has been expanded for increased patient privacy and to promote a healing environment.

Remodeled Westcott Beckler Morrison Pavilion

Hamilton Medical Center’s Westcott Beckler Morrison Pavilion was completely remodeled in the fall of 2012. Hamilton’s Westcott Beckler Morrison Pavilion now includes three private-plus rooms. These larger rooms include a sleeper sofa, glider rocker, walk-in shower, refrigerator, larger storage capabilities, and a seated vanity area.

Remodeled Service Level

Hamilton Medical Center’s Service Level was completely redesigned in the beginning of 2012. The newly remodeled

service level features an inviting serving area and an expanded menu with healthy meal options. The main dining area, conference rooms, and physician’s dining area were also remodeled.

Hamilton Medical Center’s outdoor dining area, complete with a calming waterfall feature, offers a place to relax and unwind.

Hamilton’s snack bar, conveniently located directly across from the elevator on the service level, is equipped with a variety of vending machines, Wi-Fi access, a flat panel television, and newly enlarged public restrooms.

Green Initiatives

Hamilton Medical Center recently updated lighting, installed energy-efficient windows and window treatments, and installed a new heat and air system to improve energy efficiency.

Redecorated Emergency Department

Hamilton’s Emergency Department (ED) recently received a face lift. An expanded waiting area was added, the entire ED was repainted, and children’s artwork from area elementary schools is now proudly displayed throughout.

New Low-Dose CT

Hamilton Diagnostics Center recently upgraded to the GE Optima CT660, a powerful Computed Tomography (CT) system offering improvements from its predecessors in diagnostic capabilities at low-dose levels by using Adaptive Statistical Iterative Reconstruction (ASiR) technology.

Powered by GE’s advanced CT technologies and applications, this intelligent platform enables fast, high performance imaging for patients in a variety of clinical settings.

The unit accommodates patients from small children to large adults, in comfortable exams that facilitate personalized care and shorter breath-holds.



Awards and Recognitions

In addition to providing the highest level of patient care, Hamilton Health Care System continues to achieve awards, accreditations, and national recognition in a variety of areas.

Ranked in the Top 3 percent in the Nation for Overall Hospital Care

Hamilton Medical Center earned a CareChex® 2012 Medical Excellence Award and was ranked in the top 3 percent in the nation for Overall Hospital Care. Hamilton also ranked in the top 10 percent or better in the nation in: Overall Medical Care, Overall Surgical Care, Cancer Care, Gall Bladder Removal, Gastrointestinal Care, General Surgery, Heart Failure Treatment, Joint Replacement, Major Neurosurgery (ranked number one in the state), Orthopedic Care, Major Orthopedic Surgery, Pneumonia Care, Pulmonary

Care, Stroke Care, Trauma Care, and Vascular Surgery.

CareChex is a medical quality rating service of Comparion — one of the nation's largest privately held healthcare information service companies.

Unlike other publicly available hospital quality ratings, CareChex provides a comprehensive evaluation of all components of medical quality including process of care, outcomes of care, and patient experiences.

Quality Honor Roll

Hamilton Medical Center has been named to the Georgia Hospital Association's (GHA) Partnership for Health and Accountability (PHA) Core Measures Honor Roll. Hamilton is one of 18 hospitals in Georgia to be placed in the Presidential category, one of the highest on the list. The honor roll is based on clinical data provided by the federal Centers for Medicaid

Summary of Community Benefit

Fiscal Year Ended September 30, 2012

Direct Patient Care

| | |
|--|---------------------|
| Cost of charity care | \$11,711,000 |
| Uncompensated cost of Medicaid | 5,563,000 |
| Bad debt cost | 11,335,000 |
| Subtotal | \$28,609,000 |

Subsidized Health Services (Excluding Medicaid and Charity)

| | |
|---|--------------------|
| Obstetrics services | \$1,173,000 |
| Behavioral health services | 941,000 |
| Home health services | 1,613,000 |
| Hospice care | 968,000 |
| Adult day care services | 100,000 |
| Physician professional services | 1,728,000 |
| Subtotal | \$6,523,000 |

Community Health Services

| | |
|---|------------------|
| Primary Care Services | \$770,000 |
| Support of Northwest Georgia Healthcare Partnership | 103,000 |
| Clinical and community education | 125,000 |
| Athletic training services | 428,000 |
| Other miscellaneous services | 96,000 |
| Subtotal | 1,522,000 |

| | |
|------------------------|---------------------|
| TOTAL | \$36,654,000 |
|------------------------|---------------------|

Community Program Participants

Dare to Care 132

A two-part cardiovascular disease program that is free to men and women over the age of 60 and to those over the age of 50 with vascular risk factors such as high blood pressure, high cholesterol, diabetes, obesity, smoking, or a family history of vascular disease. The free screening includes a blood pressure check and a non-invasive ultrasound examination of the carotid arteries, abdominal aorta, and the circulation of the legs.

Take it To Heart 160

A two-part educational seminar and cardiac risk assessment that is free to anyone who has a family history of heart disease and who is not currently being treated by a cardiologist.

Back On Track 15

This free program educates participants about resources available to treat and alleviate back pain. Each participant qualifies for a discounted bone density scan to measure bone loss and help determine an individual's risk of developing fractures.

Joint Moves 150

This free program provides education on osteoarthritis and joint pain.

Think First 2,400

This free program provides education to children on preventing spine and head injuries.

Health Fairs 15

(Approximately 5,600 participants)
Hamilton Health Care System regularly participates in community health fairs across the region.

and Medicare Services (CMS), which administers the nation's Medicare and Medicaid programs. The data was collected from January 2011 to December 2011.

Hamilton Ambulatory Surgery Center

Hamilton Ambulatory Surgery Center recently received the prestigious Summit Award from Press Ganey™ for the seventh year in a row. The Summit Award recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years.

Advanced Certification for Primary Stroke Centers

The Joint Commission, in conjunction with The American Heart Association and The American Stroke Association, recently recognized Hamilton Medical

Center with Advanced Certification for Primary Stroke Centers.

Hamilton Medical Center underwent a rigorous on-site review by The Joint Commission, the nation's oldest and largest standards setting and accrediting body in health care.

Breast Center of Excellence

Hamilton Diagnostics Center's Breast Center was recently designated a Breast Imaging Center of Excellence by the American College of Radiology.

Peer-review evaluations conducted by board-certified physicians and medical physicists have determined that Hamilton Diagnostics Center has achieved high practice standards in image quality, personnel qualifications, facility equipment, quality control procedures, and quality assurance programs.

Accredited Chest Pain Center

Hamilton Medical Center recently received full Cycle IV accreditation with percutaneous coronary intervention (PCI), commonly known as angioplasty, from the Society of Chest Pain Centers. This accreditation signifies that the hospital's processes and procedures used to care for chest pain patients exceed the rigorous standards set by the Society for Chest Pain Centers.

Named One of the Nation's 100 Great Community Hospitals

Becker's Hospital Review recently named Hamilton Medical Center to its "100 Great Community Hospitals" list, which recognizes high-performing hospitals that have fundamental teaching programs and 550 beds or less. Becker's realizes that community hospitals provide patients with top-quality care close to home.

Hamilton Health Care System Statement of Operations

Fiscal Year Ended September 30, 2012

AMOUNT GENERATED FOR SERVICES AND PROCEDURES TO OUR PATIENTS AND RESIDENTS \$631,608,000

We were unable to collect these amounts for our patients covered by:

Medicare (177,195,000)
 Medicaid (76,447,000)
 Other private insurers (84,562,000)

We wrote off this amount for patients who were unable to pay for their care (73,004,000)

Total amount of uncompensated care (411,208,000)

AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES \$220,400,000

Amount of operating income we received from other sources 8,919,000

TOTAL OPERATING REVENUE FOR THE YEAR \$229,319,000

Amount paid to provide the nursing and support staff for our patients and residents 112,327,000

Amount paid for supplies, utilities, fees, and other services 89,473,000

Additions to plant and equipment 15,937,000

Repayment of long-term debt 3,666,000

TOTAL OPERATING EXPENDITURES DURING THE YEAR \$221,403,000

AMOUNT AVAILABLE FOR FUTURE EXPANSION, RENOVATIONS, AND PROPERTY REPLACEMENT \$7,916,000