

Hamilton Health Care System's *2009 Community Benefit Report*

We in North Georgia are blessed with an abundance of good things—rich natural resources, scenic splendor, four beautiful seasons, and most importantly, some of the nicest people you'll meet anywhere. We are also blessed with a health care system that continues advancements for citizens of our region.

At Hamilton, we consistently strive to provide the level of service that our patients and this community deserve and expect. The following community benefit report highlights the progress we made in 2009 toward better serving our communities. The report provides evidence that we're fulfilling our mission statement, "to provide leadership that seeks to meet area health care needs with services that advance the quality and dignity of life."

Summary of Community Benefit

FISCAL YEAR ENDED SEPTEMBER 30, 2009

Direct Patient Care

Cost of charity care.....	\$6,591,000
Uncompensated cost of Medicaid.....	4,995,000
Bad debt cost.....	12,942,000
Subtotal.....	\$24,528,000

Subsidized Health Services Excluding Medicaid and Charity

Obstetric services.....	\$1,495,000
Hospice care.....	1,572,000
Home health services.....	994,000
Behavioral health services.....	1,188,000
Adult day care services.....	221,000
Subtotal.....	\$5,470,000

Community Health Services

Sports medicine.....	\$602,000
Convenient Care Services.....	491,000
Mobile health services.....	299,000
Support of Northwest Georgia Healthcare Partnership.....	138,000
Clinical and community education.....	128,000
Low income residential services.....	50,000
Other miscellaneous services.....	291,000
Subtotal.....	\$1,999,000

TOTAL..... **\$31,997,000**

Constantly Upgrading Our Services

Since its inception, Hamilton has focused on providing the highest-quality health care for the residents of northwest Georgia. The past year at Hamilton has been one of great progress with advances in technology and service to the community.

Hamilton invested more than \$17 million in approved capital upgrades in 2009. More than \$11 million was invested in acquiring new clinical and diagnostic equipment. Approximately \$6 million was invested in facilities enhancements.

In addition to capital improvements, Hamilton invested heavily in its continued service to the Northwest Georgia region. In 2009, Hamilton contributed nearly \$32 million in service to the 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 \$24 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 or Enhanced Services

» **Hamilton Convenient Care**, a walk-in, no appointment necessary, primary care clinic, was opened in March 2009 to meet an identified need in the community for more access to primary care. It is also designed to provide a more appropriate level of care for individuals rather than the Emergency Department for minor complaints. Convenient Care serves as a resource for those who have limited access to primary care as well as for those minor illnesses and injuries that need prompt attention but are not emergencies.

» Hamilton diagnostics capabilities were greatly enhanced with the addition of two new open magnetic resonance imaging (MRI) units. One unit, installed in March 2009, will serve



Hamilton Convenient Care



Open MRI

Community Program Participants

DARE TO CARE

271

TAKE IT TO HEART

86

BACK ON TRACK

20

JOINT MOVES

50

HEALTH FAIRS (29)

12,805

inpatients and the **Emergency Department**. A second unit, installed at **Hamilton Diagnostics Center** in August 2009, was Dalton's first outpatient, open bore, 1.5 Tesla, MRI system. Both systems combine a larger opening with the ability to capture high-field, quality diagnostic images, increasing both efficiency and patient convenience. The patient-friendly design will accommodate larger patients and those with claustrophobia and will also reduce the need to repeat and interrupt exams.

- » **Hamilton Diagnostics Center** also upgraded women's diagnostics capabilities with installation of the Mammotome Breast Biopsy System. In the past, when a suspicious area was detected on a mammogram, the diagnosis could only be confirmed by surgically removing the tissue. With the Mammotome, physicians can make a highly accurate diagnosis of a breast abnormality without the need for open surgery. Using advanced stereotactic imaging, the physician can accurately guide a probe into a suspicious area of the breast and gently collect the abnormal tissue through one small, ¼ inch incision. With the new system, a breast biopsy can be performed in an outpatient setting under local anesthesia thereby minimizing pain, scarring and recovery time.
- » **Hamilton Diagnostics Center** also added The Lunar Prodigy Advance DEXA scanner—the latest generation of technology used to diagnose osteoporosis by measuring the mineral content of the bones. Osteoporosis screening is recommended by the World Health Organization as the best way to reduce the risk of hip and spinal fractures often associated with aging, and DEXA technology is relatively low cost and exposes the patient to a minimal level of radiation, compared to other methods of measuring bone mass. The Lunar Prodigy Advance scanner is the first in this community to utilize a direct-digital array detector and narrow-angle fan-beam technology to enhance efficiency and precision in spine, femur and total body measurements.



daVinci® Surgical Robot

- » Hamilton is now among an elite group of hospitals offering the latest in minimally invasive surgery with the **daVinci® Surgical Robot**, featuring advanced 3-D visualization capabilities. The robot filters out the slightest hand movement and allows for amazing visualization of the surgical field. This gives the surgeon the ability to perform minimally invasive procedures with greater precision than ever before. The system seamlessly translates the surgeon's hand, wrist and finger movements into precise, real-time movements of surgical instruments inside the patient. For the patient this means smaller incisions, less pain, less blood-loss, and a shorter recovery time. OB/GYN surgeon Anthony Harbin, MD, FACOG, performed Hamilton's first robotic procedure on August 18.



Hyperbaric Oxygen Therapy

- » With the recent addition of Hyperbaric Oxygen Therapy, **Hamilton Wound Care and Hyperbaric Center** provides a mode of therapy in which the patients breathe 100% oxygen at pressures greater than normal atmospheric pressure. This is often effective with patients that have not responded to conventional wound care treatment. The therapy works to increase oxygen supply to the wound, which promotes formation of new blood vessels, prevents edema, and inhibits microbial activity in the wound.

Awards and Recognition

While providing the highest level of patient care, Hamilton continues to achieve awards, accreditations and national recognition in a variety of areas.

- » **Hamilton Ambulatory Surgery Center** received the prestigious Summit Award from Press Ganey Associates, Inc. for the fourth year in a row. The award recognizes top performing facilities that sustain the highest level of customer satisfaction for three or more consecutive years. The Press Ganey Summit Award is the health



Kristi House, Director, holds Summit Award

care satisfaction industry's most coveted symbol of achievement bestowed annually, and Hamilton Ambulatory Surgery Center is one of just 74 organizations in the nation to receive this prestigious honor in 2009.

- » **HMC's Chest Pain Center** received full accreditation with Percutaneous Coronary Intervention (PCI) from the Accreditation Review Committee in January 2009. PCI is the use of a balloon catheter to widen blocked arteries and/or the placement of a stent to hold these arteries open. The ability to provide this type of treatment right here in Dalton was started in 2006.
- » **HMC's Stroke Program** was awarded the 2009 Silver Award in Stroke Care from the American Stroke Association. The Stroke Program was the first in North Georgia to be accredited and is one of just 17 accredited programs statewide. HMC's Stroke Program focuses on rapid diagnosis and treatment of stroke patients in order to prevent as much damage to brain tissue as possible. As part of this effort, HMC is also dedicated to educating the public about the major warning signs of stroke, so they will seek medical help as soon as possible after symptoms are detected.

- » **Murray Medical Center** recently received the 2009 Leadership Award for Clinical Excellence in Patient Experience from VHA Inc., a national health care alliance. This award honors hospitals that meet or exceed national performance standards for clinical care.
- » **Hamilton Weight Management** successfully completed a site visit in May 2009, confirming our continuing designation as a Bariatric Surgery Center of Excellence. The Surgical Review Corporation as a Bariatric Surgery Center of Excellence first designated the Center in 2005.
- » **Hamilton Long Term Care** nursing centers, **Quinton Memorial, Regency Park, Ridgewood Manor, and Wood Dale** continue to provide important health and rehabilitation services with the admission of nearly 600 patients and numerous facility enhancements during 2009. The four centers are fully accredited by The Joint Commission for Accreditation of Health Care Organizations and are surveyed annually by the State of Georgia with excellent survey results.

Hamilton Health Care System Statement of Operations

FISCAL YEAR ENDED SEPTEMBER 30, 2009

AMOUNT GENERATED FOR SERVICES AND PROCEDURES PROVIDED TO OUR PATIENTS AND RESIDENTS \$547,215,913

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

Medicare.....	(151,256,512)
Medicaid.....	(58,350,940)
Other private insurers.....	(42,944,211)

We wrote off this amount for patients who were unable to pay for their care..... (62,225,526)

Total amount of uncompensated care..... (314,777,189)

AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES \$232,438,724

Unrealized gains on invested funds, net.....	20,546,308
Realized losses on invested funds, net.....	(2,743,684)
Amount of income we received from other sources.....	6,375,756

OUR TOTAL REVENUE FOR THE YEAR \$256,617,104

Amount paid to provide the nursing and support staff for our patients and residents.....	119,798,813
Amount paid for supplies, utilities, fees and other services.....	93,615,723
Depreciation.....	14,196,962
Our total costs for the year.....	227,611,498

DURING 2009, OUR TOTAL REVENUE EXCEEDED OUR TOTAL COSTS BY THIS AMOUNT \$29,005,606

DURING 2008, OUR TOTAL EXPENSES EXCEEDED OUR TOTAL REVENUE BY THIS AMOUNT \$1,559,917
