

# Community Report for FY 2017

## Howard Memorial Hospital

Established in 1949, Howard Memorial Hospital is a 20-bed Critical Access, not-for-profit community hospital. We provide comprehensive medical-surgical care, emergency care and skilled nursing care. Our rehabilitation therapy services department offers the only resistance pool in Southwest Arkansas. Our medical staff includes physicians that specialize in family practice, internal medicine and general surgery.

**OUR MISSION:** Improving the health of the communities we serve

**OUR VISION:** To be the respected healthcare leader providing service excellence to Howard County and its surrounding communities

**OUR VALUES: FIRE C3** Fairness, Integrity, Respect, Excellence, Compassion, Communication, Commitment

Because HMH is a not-for-profit and is not required to return profits to shareholders like taxable organizations, we reinvest revenues in excess of expenses to enhance our capacity to deliver high-quality health care to the communities we serve. These resources provide for a long-term focus on enhanced technologies, new services and recruitment and retention of outstanding medical professionals. In addition, such resources enable us to provide other services that benefit the community such as health fairs and education to local industry and schools.

**\$ 2,515,803** in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2017.

Compared to other Critical Access Hospitals in the State, HMH ranked #1 for Days Revenue in Accounts Receivable, #8 for lowest amount in Bad Debt Expense, #5 in productivity (lowest number of FTEs per Adjusted Patient Day); ranked #2 in Average Revenue per Patient Day, ranked #8 in Net Income, ranked #8 in Overall Cost Control and ranked #6 in Volume (Adjusted Patient Day).



### Board of Directors

Mark Kitchens, Chairman  
Johnny McJunkins, Vice-Chair  
Margie Green, Secretary  
Julie Rhodes, Treasurer  
John Hearnberger, MD  
Ken Young  
Glenn Lance, DDS  
Wes Howard

### Executive Team

Debra J. Wright, MSBA, RN – Chief Executive Officer  
William Craig, CPA, CHFP, FHFMA – Chief Financial Officer  
Alesha Collins, MSN, MHA, RN – Chief Nursing Officer





## We gave back to the community:

- Provided food for the Christian Clinic
- Provided \$ 38,067 in medical treatment to Howard County Prisoners and the City of Nashville
- Sponsored Relay for Life
- Health Fairs: MS Expo, Golden Gathering, Briar Plant, Sevier County Senior Day, Pike County Senior Day and Tyson Foods.
- Chamber Coffees during the year to promote health education and introduce new services
- Annual county-wide High School Sports Physicals
- Recycling project with Children's Center
- Quarterly Blood Drives
- Educational Booths at the hospital
- Howard County Fair Booth
- Stroke Education – We have provided awareness and prevention education and treatment to the community.
- Participated in state-wide Disaster Drills
- Installed 151 free car seats
- Continue TB Skin Testing for Community
- FREE Diabetes & You Education Course
- FREE Fitness Reaching Older Generations (FROG) for people 55+
- Sponsored food and vendor booth for Golden Gathering
- Partner with Hometown Health Coalition
- Partner with Health Office to conduct FREE Safety Baby Showers
- Participated in State of Arkansas Trauma System for Level 4 designation
- Served as training site for nursing students, Rehabilitation Therapy students, EMT students, etc.
- Sponsored Stand Up for America Celebration
- Sponsored Chamber of Commerce Banquet

## By the Numbers

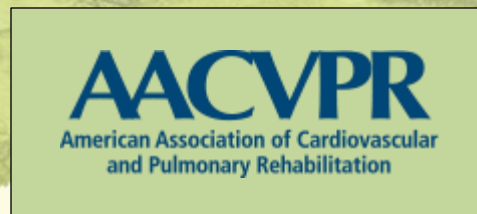
	<u>2016</u>	<u>2017</u>
Average Daily Census	5.8	7.0
Average Length of Stay - Acute	3.19	3.16
Diagnostic Imaging Procedures	18,004	19,507
Emergency Department Visits	9,895	9,895
Patient Days	2,109	2,539
Discharges	556	590
Laboratory Tests	87,767	86,985
Rehabilitation Services Visits	14,729	15,629
Surgeries	1,245	1,354
Days Cash on Hand	120.7	109.1
Bad Debt	\$ 567,171	\$ 897,797
Charity	\$ 772,471	\$ 599,256
Discounts to Uninsured	\$ 783,140	\$ 1,018,760
Days in A/R	32.3	32.5
Gross Revenue	\$49,697,059	\$55,575,818
Contractual (excluding Charity)	\$30,719,117	\$35,593,796
Net Revenue	\$19,176,789	\$20,969,741
Private Pay Revenue	4.19%	4.0%
FTE's	149.84	166.7
Days in Accounts Payable	41	35





## New Equipment/Services/Improvements

- MRI services increased to five days a week (Mon-Fri)
- PICC Line Insertions
- 30-day Heart Monitoring
- Patient Point Education Information System in the Medical Clinic and HMH Waiting Rooms
- New provider at HMH Medical Clinic – Alana Day, APRN
- Ultrasound for PICC Line insertions
- New Ultrasound in Radiology
- New awnings over sidewalks for patient access to the facility and MRI Unit
- New Fluid Warmer for Emergency Department
- Three new patient beds for PCU with the Hercules System
- Additional Parking Lot Spaces and Curb Installation
- New IT Servers
- New Chemical Analyzer in the Lab
- IT Interfaces for upgraded equipment in the Laboratory
- New Microbiology Biocart Vitak in the Lab



*Sepsis Education*



***FIRE C<sup>3</sup>***



*Presentation at ArONE*

## We get comments.....

- Our mother was admitted to the hospital and she was treated with respect and consideration by everyone, especially Dr. Beard.
- Our momma is our momma again, thanks to the care she received at Howard Memorial Hospital Swing Bed.
- My husband was treated with kindness, respect, professionalism and especially professional skill. Dr. Ede was extremely patient with my concern for my husband's illness.
- A huge heart felt THANK YOU! From the door greeter through discharge we were treated with kindness, professionalism and understanding.
- I continue to be impressed with the wonderful facility we are blessed with. The staff is so friendly and supportive.
- Thank you for the wonderful care my Nanny received during her stay there. We were kept well informed about her treatment plan.

### Patient Satisfaction

Overall score for ED, Inpatient & Outpatient Services

- Overall Satisfaction (Very Satisfied/Satisfied) – 99.5%
- Likely to Recommend (Very Satisfied/Satisfied) – 99.7%
- Friendliness/Courtesy/Kindness (Very Satisfied/Satisfied) – 99.7%

We continue to work on improving patient satisfaction. Outpatients and Inpatients are asked to complete a quick survey upon discharge.

Our Mission is:

*Improve the Health of the Communities We Serve.*

## Quality Report

### Quality Measure Reporting

- Inpatient Influenza Vaccinations
- Emergency Department Throughput
- Cardiac Care Measures
- Stroke Care Measures
- Trauma Program
- Pain Management for Long Bone Fractures
- HIIN (Hospital Improvement Innovation Network)
- NHSN (National Healthcare Safety Network)
- Sepsis Collaborative
- Antibiotic Stewardship