

# Community Report for FY 2012

## 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:** Quality Care Close to Home

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

**OUR VALUES:** **EIC3** Excellence, Integrity, 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. \$4.2 million in Charity Care and Bad Debt was provided to the community during Fiscal Year 2012.

Compared to other Critical Access Hospitals in the State, HMH ranks 7<sup>th</sup> highest for volume (Adjusted Patient Days); 2<sup>nd</sup> highest for net income (Average Revenue per Adjusted Patient Day); 1<sup>st</sup> in productivity (FTE's per Adjusted Patient Day); 2<sup>nd</sup> lowest in Average Expense per Adjusted Patient Day; and 5<sup>th</sup> highest in Net Income for FY 2012.

We also provide a clinical training site for nursing students, RN and LPN, MASH Program for high school students interested in health care careers, EMT students, Rehabilitation Therapy Students and others that are preparing for a career in a health care field.

## Board of Directors

Brenda Ward, Chairman  
Barry Wright, Secretary  
Mark Kitchens, Treasurer  
Paul Britt  
Margie Green  
John Hearnberger, MD  
Johnny McJunkins  
Tim Pinkerton

## Executive Team

Debra J. Wright, MSRN – Chief Executive Officer  
William Craig, CPA – Chief Financial Officer

## New Services

	Participant Totals
Wound Care – July, 2012	111
Diabetes & You – March, 2012	57
FROG - January, 2013 (Fitness Reaching Older Generations)	19



## We gave back to the community:

- Provided food for the Christian Clinic
- Provided food for the Soup Kitchen
- Provided \$9,698 in medical treatment to Howard County Prisoners and the City of Nashville
- Sponsored Relay for Life
- Health Fairs at Tyson, Blevins, CertainTeed, Dierks and Umpire
- Chamber Coffees during the year to promote health education and introduce new services
- Annual High School Scholarship Program
- Nursing Scholarships for RN Students through the Foundation
- Annual county-wide High School Sports Physicals
- MASH Program for High School Students
- Recycling project with Children's Center
- Quarterly Blood Drives
- Howard County Fair Booth
- Provided educational material for events throughout the county
- Breast Cancer Awareness
- Conducted Community Adult Health Needs Assessment
- Stroke Education
- National Public Health Week Education Booth
- Participate in state-wide Disaster Drills
- Have three certified child safety seat technicians
- 3D/4D Ultrasound for expectant mothers
- 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
- Provide Christmas gifts for area Nursing Home Residents
- Celebrated National Organ Donation with Workplace Partnership for Life Campaign
- Gather and donate medical equipment to needy people in the community
- Provide blood work for community groups such as police, school, etc.

## By the Numbers

	<u>2011</u>	<u>2012</u>
Average Daily Census	8.9	7.5
Average Length of Stay - Acute	3.44	3.41
Diagnostic Imaging Procedures	13,774	13,387
Emergency Department Visits	8,938	8,647
Patient Days	3,254	2,729
Discharges	797	696
Laboratory Tests	71,973	71,611
Rehabilitation Services Visits	11,565	10,591
Surgeries	1,123	1,003
Days Cash on Hand	78	99.5
Bad Debt	\$ 2,471,207	\$2,916,472
Charity	\$ 1,741,546	\$1,380,183
Days in A/R	45	32
Gross Revenue	\$32,620,209	\$32,468,527
Contractual	\$16,641,828	\$17,168,838
Net Revenue	\$14,842,251	\$15,025,388
Private Pay Revenue	11.7%	12.4%
FTE's	119	120
Days in Accounts Payable	15.4	24

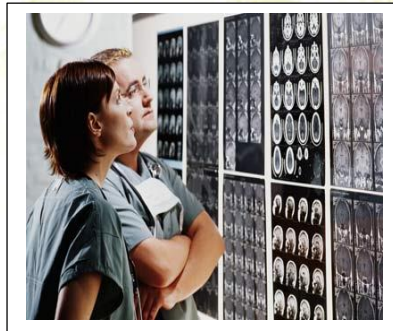


*New In-house Sleep Lab*



## New Equipment/Services

- Level IV Trauma Certification Grant Funding
  - Bladder Scan
  - Glidescope
  - DASH 5000 Monitor
- Smart Stand Patient Lift
- Dose Calibrator for CT
- PFT Machine
- Lab Analyzer
- Biodex Concussion Management
- New Wound Care Clinic
- Outpatient Treatment Center (medication infusions, injections, blood transfusions, catheter placements and feeding tube placements to name a few)
- Mobile MRI Services
- Sleep Lab



*New Mobile MRI*

*New Biodex Concussion Management System*



*Awards 2011 and 2012*

## Specialty Clinic Physicians

- Cardiology
  - David Griffin, MD
  - Kevin Formes
- Gynecology
  - Michael Carozza, MD
- Hematology/Oncology
  - Robert Muldoon, MD
- Ophthalmology
  - Frank Teed, MD
  - Hampton Roy, MD
- Pediatrics
  - Sandra Sooman, MD
- Urology
  - C. Todd Payne, MD



*Top 100 CAH - 2012*

## We get comments.....

- People as nice as you are hard to find
- Thank you for your kindness
- This hospital ranks up there with Southwest Medical in Dallas, TX in kindness and care
- I really felt that the nurses had my well-being as a top priority
- Thank you so much, you are such a blessing
- I have visited a lot of hospitals and HMH is by far the nicest, cleanest hospital that I have ever been in.
- Every staff member throughout the hospital was helpful, friendly and compassionate!
- If you can't enjoy doing therapy here, you won't enjoy it anywhere
- I am so proud of our hospital and feel so lucky to be able to be a part of such a great community
- HMH is truly a special place due to its amazingly caring employees
- I have no complaints!
- The ER nurses are excellent!
- Thank you for the great help you all were in our time of need.

## Quality Report

### Patient Satisfaction

Overall score for Inpatient, Outpatient and Surgery – 93%

#### Emergency Department:

- Would you recommend our ED, its doctors and staff to provide care to family and friends – 96% said yes
- Did the nursing care you received meet your expectations – 99% said yes

Rehab Department – 99%

National Compare for Patient Satisfaction shows HMH to be above State and National averages for Patient Satisfaction.

<u>HMH</u>	<u>State</u>	<u>National</u>
81%	70%	70%

### Inpatient Core Measures

The Core Measures are based on select indicators for specific patients with the following conditions – This averaged 92-100% for FY 2012:

- Heart Failure
- Acute Myocardial Infarction (AMI)
- Pneumonia
- Surgical Care Improvement Project
- Global Immunization
- Emergency Throughput
- Outpatient Measures
- HEN (Health Engagement Network) Programs

This information is from the Arkansas Foundation for Medical Care (AFMC).