

Community Report for FY 2013

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 system partnering with Howard County and surrounding communities to provide service excellence.

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. \$3.7 million in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2013.

Compared to other Critical Access Hospitals in the State, HMH ranks 1st in productivity (lowest number of FTEs per Adjusted Patient Day); 2nd highest in Net Income from Patient Services; 3rd highest in Average Revenue per Adjusted Patient Day; 1st in Number Days of Patient Revenue in Accounts Receivable; 4th lowest in Average Expense per Adjusted Patient Day and 8th highest for volume (Adjusted Patient Day).



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, CHFP – Chief Financial Officer
Alesha Collins, MSRN – Chief Nursing Officer

New Services

	Participant <u>Totals</u>
Wound Care	1,044
MRI	126
Sleep Studies	48
TB Skin Testing for Public	235
Diabetes & You	53
FROG (Fitness Reaching Older Generations)	35

We gave back to the community:

- Provided food for the Christian Clinic
- Provided food for the Soup Kitchen
- Provided \$11,382 in medical treatment to Howard County Prisoners and the City of Nashville
- Sponsored Relay for Life
- Health Fairs at Tyson, Delight, Husqvarna, Wickes, Murfreesboro 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
- Breast Cancer Awareness
- Conducted Community Adult Health Needs Assessment and developed Implementation Strategy
- Stroke Education
- Participate in state-wide Disaster Drills
- Installed 80 free car seats
- 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 blood work for community groups such as police, school, etc.
- Partner with Hometown Health Coalition
- Partner with Health Office to conduct FREE Safety Baby Showers
- Participate in SWATRAC for Level 4 designation
- Offer Saturday Mammograms
- Serve as training site for nursing students, Rehabilitation Therapy students and participate with MASH Program for high school students interested in health care careers.
- Participated in Kids Camp for Safety.
- Employees donate to the Moore, OK tornado victims and homeless children at Christmas

By the Numbers

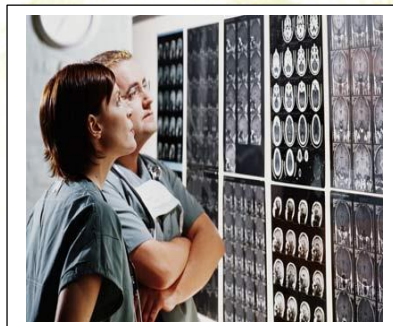
	<u>2012</u>	<u>2013</u>
Average Daily Census	7.5	6.5
Average Length of Stay - Acute	3.41	3.69
Diagnostic Imaging Procedures	13,387	13,168
Emergency Department Visits	8,647	8,918
Patient Days	2,729	2,365
Discharges	696	556
Laboratory Tests	71,611	68,514
Rehabilitation Services Visits	10,591	11,434
Surgeries	1,003	1,058
Days Cash on Hand	99.5	115.1
Bad Debt	\$ 2,916,472	\$2,128,298
Charity	\$ 1,380,183	\$ 990,564
Discounts to Uninsured (New)	—	\$ 599,093
Days in A/R	32	40
Gross Revenue	\$32,468,527	\$36,527,403
Contractual (excluding Charity)	\$17,168,838	\$20,735,852
Net Revenue	\$15,025,388	\$15,354,974
Private Pay Revenue	12.4%	10.67%
FTE's	120	121
Days in Accounts Payable	24	43



In-house Sleep Lab

New Equipment/Services/Improvements

- **Level IV Trauma Certification Grant Funding**
 - DASH 5000 Monitor Upgrade
 - Weight Stretcher
 - Backboard
 - DynaMap BP Machine
 - Bard Preview Ultrasound
 - Laryngoscope handles
 - Tourniquets
 - Ring Cutters
- New Nerve Conduction Velocity/Electromyography Clinic
- Hired a Full-time Occupational Therapist
- New Medical Office Building
- Portable X-ray Machine
- Microbiology System (Lab)
- Analyzer (Lab)
- Stretcher
- Coagulation System (Lab)
- **Information Technology**
 - To increase bandwidth, placed HMH on fiber internet
 - To refresh hardware, replaced 24 workstations with HP/Compaq Systems with SSD drives on 4 year warranty HPG Contract
 - Deployed network, internet, fax, phone services and battery back-ups in the MOB to position the hospital to employ two physicians.
 - Worked with SHARE to position HMH as a leader in the community in regards to Health Information Sharing. SHARE will allow patient information to flow easily from one provider to another.
- Resurfacing Parking Lot
- Automatic Doors at Front Entrance



Mobile MRI

*Gait Trainer
Treadmill*



*Hospital Quality
Excellence Award*

Specialty Clinic Physicians

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

HMH has a new values statement:

Fairness
Integrity
Respect
Excellence

Compassion
Communication
Commitment

FIRE C³

We get comments.....

- HMH is the best Critical Access Hospital I have ever been in! Mary Ann Diggman with MedPro Risk Management
- Everybody I ask to help me did and I love everybody at HMH for helping me get back on my feet.
- You have my loyalty and gratitude for all your help. I think your hospital deserves highest recommendations. Such a fantastic group at your facility!! Dr. Perry
- I only go to Howard Memorial because you actually receive good care and see your nurses!
- I don't recall ever having so much exaggerated interaction with hospital staff while visiting a hospital on duty. Today, I consider Howard Memorial Hospital the friendliest hospital I have ever visited while serving as a helicopter crew member.
- My husband and I just wanted to drop a "Big Thank You" in the mail, to everyone at HMH who helped us. We were very pleased with the service we received, Dr. B was awesome! The surgery crew was great!! We were very pleased with the way we were treated. These people are GREAT! You guys have a great crew working over there and a very nice facility! So Thanks so much for taking good care of my husband. Thanks Again!

Quality Report

Patient Satisfaction

Overall score for Inpatient, Outpatient and Surgery – 94%

Emergency Department:

- Would you recommend our ED, its doctors and staff to provide care to family and friends – 99% said yes
- Did the nursing care you received meet your expectations – 100% said yes
- Were you treated with courtesy and respect – 99% said yes

Rehab Department – 100%

HMH earned a Century Club membership through the achievements to improve patient care and reduce preventable readmissions.

Inpatient Core Measures

The Core Measures are based on select indicators for specific patients with the following conditions – 100% for FY 2013. This information is from the Arkansas Foundation for Medical Care (AFMC).

- Heart Failure
- Acute Myocardial Infarction (AMI)
- Pneumonia
- Surgical Care Improvement Project

HMH also participates in the following projects:

- Global Immunization
- Emergency Throughput
- Outpatient Measures
- HEN (Health Engagement Network) Programs