

# Community Report for FY 2014

## 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. \$2,783,217 in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2014.

Compared to other Critical Access Hospitals in the State, HMH ranks 1<sup>st</sup> in productivity (lowest number of FTEs per Adjusted Patient Day); 1<sup>st</sup> in Number Days of Patient Revenue in Accounts Receivable; tied for 1<sup>st</sup> in Lowest Bad Debt Expense; 5<sup>th</sup> in Cost Control; 7<sup>th</sup> in Highest volume (Adjusted Patient Days); and 3<sup>rd</sup> in Net Income.



## Board of Directors

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

## Executive Team

Debra J. Wright, MSBA – CEO  
William Craig, CPA, CHFP, FHFMA – CFO  
Alesha Collins, MSN/HA – CNO

## *Coming in 2015*

- Compass Outpatient Behavioral Health
- Cardiac & Pulmonary Rehab
- Brian Caldwell, MD

## Continuing to Provide FREE of Charge

- Diabetes & You Education Program
- Fitness Reaching Older Generations (FROG) Program



## We gave back to the community:

- Provided food for the Christian Clinic
- Provided food for the Soup Kitchen
- Provided \$8,142 in medical treatment to Howard County Prisoners and the City of Nashville
- Sponsored Relay for Life
- Health Fairs for local industry and the surrounding area
- Chamber Coffees during the year to promote health education and introduce new services
- Annual High School Scholarship Program
- Nursing Scholarships
- OT Student Scholarship through HMH Foundation
- Annual county-wide High School Sports Physicals
- Recycling project with Children's Center
- Quarterly Blood Drives
- Howard County Fair Booth
- Breast Cancer Awareness
- National Donor Awareness
- Stroke Education
- Participate in state-wide Disaster Drills
- Installed 80+ free car seats
- Continue TB Skin Testing for Community
- Sponsored food and vendor booth for Golden Gathering
- Partner with Hometown Health Coalition
- Partner with Health Office to conduct FREE Safety Baby Showers
- Participate in SWATRAC as a Level 4 designated facility
- Serve as training site for nursing students, Rehabilitation Therapy students, Lab students, and EMT students
- Participated in Kids Camp for Safety
- Sponsorship of the HCCC Annual Golf Tournament, Relay for Life and Dino Fest

## By the Numbers

	<u>2013</u>	<u>2014</u>
Average Daily Census	6.5	6.2
Average Length of Stay - Acute	3.69	3.63
Diagnostic Imaging Procedures	13,168	13,754
Emergency Department Visits	8,918	9,226
Patient Days	2,365	2,249
Discharges	556	529
Laboratory Tests	68,514	69,910
Rehabilitation Services Visits	11,434	12,848
Surgeries	1,058	1,074
Days Cash on Hand	115.1	138.7
Bad Debt	\$2,128,298	\$ 610,414
Charity	\$ 990,564	\$ 1,053,406
Discounts to Uninsured	\$ 599,093	\$ 1,119,398
Days in A/R	40	27.6
Gross Revenue	\$36,527,403	\$39,400,528
Contractual (excluding Charity)	\$20,735,852	\$24,196,125
Net Revenue	\$15,354,974	\$15,068,696
Private Pay Revenue	10.67%	6.48%
FTE's	121	125.52
Days in Accounts Payable	43	45

	<u>2013</u>	<u>2014</u>
Sleep Studies	48	139
Wound Care Visits	1,044	1,009



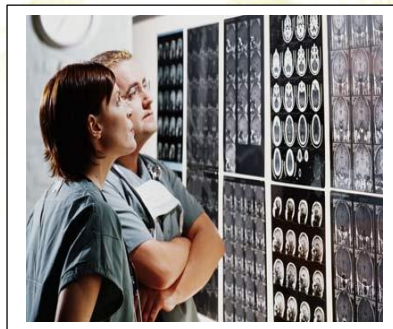
*Your snoring woke you up.*

*In-house Sleep Lab*



## New Equipment/Services/Improvements

- Biodex Gait Trainer
- Vein Illuminator
- Two Stryker Stretchers
- 64 Slice Optima CT Scanner
- Hologic Selenia Dimensions Mammography
- Radiology Room One Upgrade
- Additional Mobile MRI half day
- Ankle Brachial Indices (ABI) Testing
- Increased staff education/certification/honors:
  - Echocardiography (cardiac ultrasound)
  - Radiology Director to be an item writer for the American Registry of Radiologic Technology Mammography Registry
  - Registered Mammography Tech
- Medical Exam Tables
- Upgrade to Medication Dispensing System
- Increased to a two bed Sleep Lab
- **Information Technology**
  - Meaningful Use requirements: Patient Portal, Physician Documentation, Lab Interface, Immunizations Interface and SHARE Interface
  - Nurse and Asset Locator System
  - Nimble Storage
- DME – HMH Quality Care
- HMH Medical Clinic
  - Dr. Syed Javed
- **Surgery**
  - Two Colonoscopes
  - Two Gastrosopes
  - Upgraded Video Equipment
  - Upgraded Scope Cleaning Processor
  - All six surgery nurses became certified as an Advanced Gastroenterology Technical Specialist (AGTS)
- **Facility Improvements**
  - Awning at ER entrance
  - Automatic doors at Main entrance
  - Protective wallboard in patient rooms
  - Secured back hallway to Authorized Personnel only
  - Additional parking at the back of the facility
  - Restriped parking lot
  - Cage added to roof access stairway
- Recognized by the State for EBOLA preparedness – shared our plan with other facilities



*Mobile PET/CT*

*Gait Trainer  
Treadmill*



*Hospital Quality  
Excellence Award*

## Specialty Clinic Physicians

- Cardiology
  - David Griffin, MD
  - Poongodhai Ramachandran, MD
- Obstetrics/Gynecology
  - Michael Carozza, MD
- Hematology/Oncology
  - Timothy Webb, MD
- Ophthalmology
  - Frank Teed, MD
- Pediatrics
  - Sandra Sooman, MD
- Urology
  - C. Todd Payne, MD

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



## We get comments.....

- Thanks so much for what you did for my family. You did a great job! I thank you so much.
- I felt like I was treated like family while at HMH and just wanted everyone to know I was extremely pleased with my care.
- The ER staff was phenomenal! I couldn't have asked for better care, not even from a larger hospital.
- The x-ray tech was extremely nice and efficient and I was treated so nice. Can't begin to tell you how impressed my wife and I were. The whole experience was a very good one!
- I want to thank you all so very much for taking care of my mom and making her feel as comfortable as she could and for taking good care of her while she was there.
- I am compelled to let each of you know how I appreciate the quality of care and caring that I received during my recent stay. In my book, you are the best. You are A-1 professionals!

### Patient Satisfaction

Inpatient – 93%  
Outpatient – 93%  
Surgery – 95%

#### Emergency Department:

- Would you recommend our ED, its doctors and staff to provide care to family and friends – 98% said yes
- Did the nursing care you received meet your expectations – 99% said yes
- Were you treated with courtesy and respect – 99% said yes

Rehab Department – 100%  
Sleep Lab – 100%

HMH received the “Exceeding Patient Expectations” four years in a row.

## Quality Report

### Inpatient Core Measures

The Core Measures are based on select indicators for specific patients with the following conditions – 100% for FY 2014. 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