

# Community Report for FY 2015

## 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. **\$2,770,013** in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2015.

Compared to other Critical Access Hospitals in the State, HMH tied for 2<sup>nd</sup> in productivity (lowest number of FTEs per Adjusted Patient Day); ranked 4<sup>th</sup> in Net Income from Patient Services; ranked 2<sup>nd</sup> in Average Revenue per Adjusted Patient Day; tied for 4<sup>th</sup> for lowest Bad Debt Expense; 3<sup>rd</sup> place for Days in Accounts Receivable; ranked 3<sup>rd</sup> in Average Expense per Adjusted Patient Day and 7<sup>th</sup> for volume (Adjusted Patient Day).



## Board of Directors

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

## Executive Team

Debra J. Wright, MSRN – Chief Executive Officer  
William Craig, CPA, CHFP, FHFMA – Chief Financial Officer  
Alesha Collins, MSRN – Chief Nursing Officer

## Coming in 2016



Ngozi Wilkins, MD



## We gave back to the community:

- Provided food for the Christian Clinic
- Provided food for the Soup Kitchen
- Provided \$17,490 in medical treatment to Howard County Prisoners and the City of Nashville
- Sponsored Relay for Life
- Health Fairs
- Chamber Coffees during the year to promote health education and introduce new services
- Annual High School Scholarship Program
- Annual county-wide High School Sports Physicals
- Recycling project with Children's Center
- Quarterly Blood Drives
- Donor Educational Booth
- Howard County Fair Booth
- Stroke Education – We have provided awareness and prevention education and treatment to over 5,000 in the community.
- Participate in state-wide Disaster Drills
- Installed 75 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
- Participate in SWATRAC for Level 4 designation
- Serve as training site for nursing students, Rehabilitation Therapy students
- Participated in Kids Camp for Safety
- Donated hospital beds to Dierks Nursing & Rehab; Mine Creek Healthcare and Nashville Nursing & Rehab
- Completed the Community Health Needs Assessment and implemented a Strategic Plan to address the findings

## By the Numbers

	<u>2014</u>	<u>2015</u>
Average Daily Census	6.2	5.8
Average Length of Stay - Acute	3.63	3.47
Diagnostic Imaging Procedures	13,754	15,078
Emergency Department Visits	9,226	9,709
Patient Days	2,249	2,122
Discharges	529	528
Laboratory Tests	69,910	78,725
Rehabilitation Services Visits	12,848	13,591
Surgeries	1,074	1,101
Days Cash on Hand	138.7	128.1
Bad Debt	\$ 610,414	\$ 1,245,064
Charity	\$ 1,053,406	\$ 631,694
Discounts to Uninsured	\$ 1,119,398	\$ 893,255
Days in A/R	27.6	32.1
Gross Revenue	\$39,400,528	\$42,302,262
Contractual (excluding Charity)	\$24,196,125	\$25,279,730
Net Revenue	\$15,068,696	\$17,422,878
Private Pay Revenue	6.48%	5.10%
FTE's	125.52	135.47
Days in Accounts Payable	45	50



*New Electronic Sign*



## New Equipment/Services/Improvements

### • Construction

- Compass OP Behavioral Health Building
- Medical Office Building

### • Information Technology

- Computer Test Server
- M-Modal Fluency Direct Transcription System
- Disaster Recovery System
- Email Encryption
- Upgraded Security Camera System

- Automatic Doors at Emergency Entrance
- Cardiac Rehabilitation Program
- Pulmonary Rehabilitation Program
- Exercise Stress Testing
- Implemented new ICD-10 CM and ICD-10 PCS coding systems
- New Filmarray Processor in Laboratory
- New GE Ultrasound Machine
- New Biodex Unweighing System
- New Centurion Vision System – Cataract Surgery
- Upgraded Lobby Lights to LED
- Upgraded Street lights to LED
- Compass Behavioral Health Program
- Dr. Brian Caldwell – Family Practice
- Dr. Martin Johnson – Dermatology Clinic
- Dr. Andre Paixao – Cardiology Clinic
- Implemented Electronic Medical Records for Physician Clinics
- EBOLA Preparedness Training and Preparation
- New PET/CT Services
- Increased Mobile MRI Services to two days
- Added DME Equipment for sleep study patients
- New Ankle Brachial Indices (Radiology)



*Medical Office Building II*



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

*Compass Behavioral Health*



## We get comments.....

- I want to thank everyone who took such good care of me during my recent hospital stay.
- The nicest hospital that I've ever seen. But to top that, your staff was magnificent. Most friendly and caring nurses and students. Everyone was very nice; I just can say enough.
- Let me tell you what an awesome facility you have. Every time I have a procedure done at the hospital, I have always been treated with the utmost respect. In every department, I am made to feel as if I am the most important patient. You have caring and wonderful people throughout the hospital.
- Thank you for the tour of your very sophisticated Howard Memorial Hospital.
- Your facilities are quite impressive
- You will never know how much I appreciate you. You probably saved my life. There is no way to let you know how grateful I truly am. I will see you soon, looking forward to the Cardiac Rehab.
- Our family wants to thank you for the kind loving care you gave our mother in her final days and hours. The loving gentleness to her worn out body was so felt by us. For all this and that God answered our prayers that when she parted we would be with her when she met Jesus and her other family—Thank you!

### Patient Satisfaction

Overall score for Inpatient, Outpatient and 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 – 98% said yes
- Were you treated with courtesy and respect – 99% said yes

Rehab Department – 100%

Sleep Lab – 100%

Surgery Clinic – 100%

Cardiac Rehab – 100%

Pulmonary Rehab – 100%

## Quality Report

### Inpatient Core Measures

The Core Measures are based on select indicators for specific patients with the following conditions. 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