

Community Report for FY 2016

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.

\$2,122,782 in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2016.

Compared to other Critical Access Hospitals in the State, HMH ranked 1st for Days Revenue in Accounts Receivable, tied for 2nd for lowest amount in Bad Debt Expense, tied for 2nd in productivity (lowest number of FTEs per Adjusted Patient Day); ranked 1st in Average Revenue per Patient Day, ranked 3rd in Net Income, ranked 6th in Overall Cost Control and ranked 6th 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

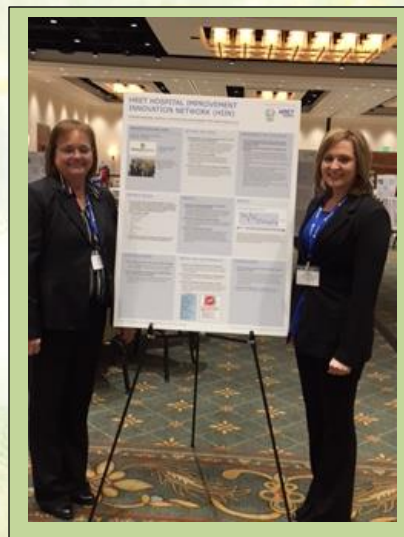
Debra J. Wright, MSBA, RN – Chief Executive Officer
William Craig, CPA, CHFP, FHFMA – Chief Financial Officer
Alesha Collins, MSN, MHA, RN – Chief Nursing Officer

We gave back to the community:

- Provided food for the Christian Clinic; provided free blood draws for Prostate Cancer Screenings.
- Provided food for the Soup Kitchen
- Provided \$ 40,073 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
- 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 167 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 five FREE Safety Baby Showers
- Participated in SWATRAC for Level 4 designation
- Served as training site for nursing students, Rehabilitation Therapy students
- Donated to the City of Toltette Volunteer Fire Department to help with their fundraiser.
- Physicians and staff met with area groups to discuss new services and health information.
- Sponsored Stand Up for America Celebration
- Sponsored Chamber of Commerce Banquet
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By the Numbers

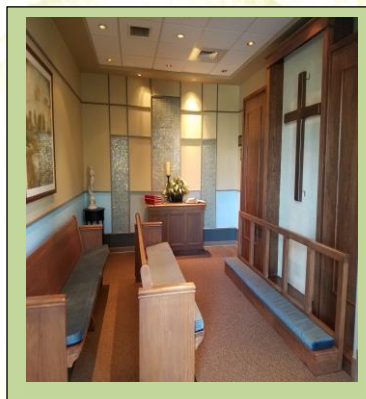
	<u>2015</u>	<u>2016</u>
Average Daily Census	5.8	5.8
Average Length of Stay - Acute	3.47	3.19
Diagnostic Imaging Procedures	15,078	18,004
Emergency Department Visits	9,709	9,895
Patient Days	2,122	2,109
Discharges	528	556
Laboratory Tests	78,725	87,767
Rehabilitation Services Visits	13,591	14,729
Surgeries	1,101	1,245
Days Cash on Hand	128.1	120.7
Bad Debt	\$ 1,245,064	\$ 567,171
Charity	\$ 631,694	\$ 772,471
Discounts to Uninsured	\$ 893,255	\$ 783,140
Days in A/R	32.1	32.3
Gross Revenue	\$42,302,262	\$49,697,059
Contractual (excluding Charity)	\$25,279,730	\$31,081,836
Net Revenue	\$17,422,878	\$19,176,789
Private Pay Revenue	5.10%	4.19%
FTE's	135.47	149.84
Days in Accounts Payable	50	41



Staff at National Rural Healthcare Leadership Conference

New Equipment/Services/Improvements

- Information Technology
 - A/C Server
 - Virtual Server for IM System
- New signage
- Upgrade Radiographic System
- New Ventilator
- New Lucas Device
- New Medication Dispensing
- New Ultrasound for ER
- New Sidewalk Awnings
- Now offering Mobile MRI services three days a week
- OP Radiology now offered in De Queen
- New Hospital Beds
- Implemented HMH Hospitalist Program



New Look in the Chapel



New electronic sign



Invest in Yourself
Dr. Wilkins Now Accepting Patients

Call for appointments
 845-8010 or
 Walk-ins Welcome

 **Howard Memorial**
 hospital

HowardMemorial.com

FIRE C³



Dr. Ngozi Wilkins & Staff

We get comments.....

- Thank you so much for the loving care shown to our father and to our family during our troubling times. Everyone was so kind. We are thankful for all you have done.
- My brother was hospitalized there and he said, "I was treated as if I was the only patient there."
- We will recommend others to use your facility for their healthcare needs.
- Thank you so much for the scholarship. It will really help me achieve my goals.
- Thanks to all of you. Once again, you all showed why you're such wonderful people.
- Simply grateful for people like you and for the chance to tell you so. From the front desk to the surgery staff, everyone was just great and most helpful.
- Thanks so much for all you did in helping me recover from knee surgery.
- I was very impressed with the nurse and physician. They listened, asked questions that I don't ever remember being asked at another ER, and took good care of me.
- Shout out to the Physical Therapist at HMH. You are all amazing and I wish to thank each one of you that got me back in shape.

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