

Community Report for FY 2011

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 2011.

Compared to other Critical Access Hospitals in the State, HMH ranks 7th highest for volume (Adjusted Patient Days); 3rd highest for net income (Average Revenue per Adjusted Patient Day); 1st in productivity (FTE's per Adjusted Patient Day); 2nd lowest in Average Expense per Adjusted Patient Day; and 3rd highest in Net Income for FY 2011.

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
Bob Jamison
Paul Britt
Dalton Harris
Clay Ferguson, MD
Margie Green

Executive Team

Debra Wright, MSRN – Chief Executive Officer
William “Bill” Craig, CPA – Chief Financial Officer
Angie Hanson, RN, BS – Chief Nursing Officer
Beth Walker, RN, BBA – Quality/Risk Director
Freda Davis, MSRN – Foundation Director
Gayla Lacefield – Human Resources Director
Kim Turbeville – Administrative Director
John Hearnberger, MD – Chief of Staff

We give back to the community by:

- Provided food for the Christian Clinic
- Gifted the area nursing home patients with Christmas gifts
- Provided food for the Soup Kitchen
- Provided \$27,000 in medical treatment to Howard County Prisoners
- Sponsored Coat Drive that provided more than 100 coats for the Christian Clinic
- Participated and supported Feed the Hungry with Arkansas Game and Fish
- Sponsored Relay for Life
- Participated in the Pink for the Cure Walk
- Health Fairs at Tyson, Blevins, CertainTeed, Dierks, Umpire
- Provided blood screenings for the Police Department and County Employees
- Chamber Coffee's 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
- Provided educational material for events
- Breast Cancer Awareness
- Conducted Community Adult Health Needs Assessment with Local Health Department
- School Book Program
- Stroke Education Presentation
- Participated in Prevention Day at local park
- National Public Health Week Education Booth
- Participate in state-wide Disaster Drills
- Have two certified child safety seat technicians
- 3D/4D Ultrasound for expectant mothers

By the Numbers

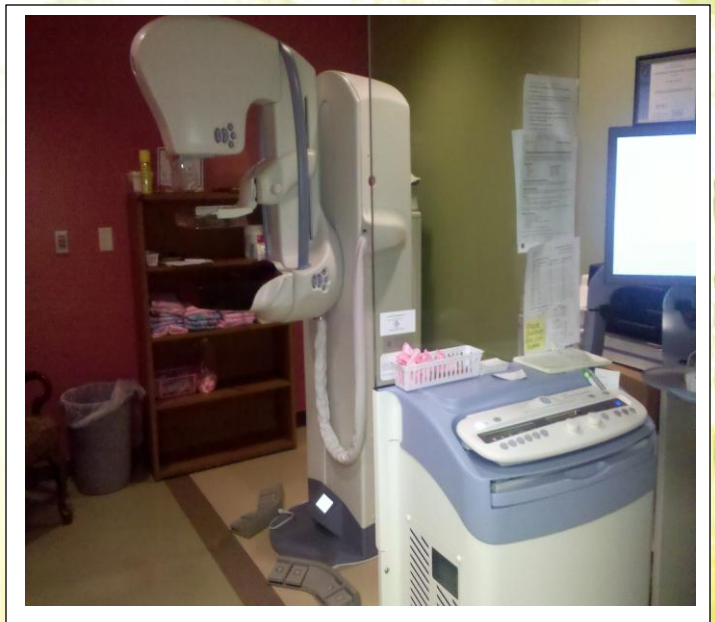
	<u>2010</u>	<u>2011</u>
Average Daily Census	7.9	8.9
Average Length of Stay - Acute	3.36	3.44
Diagnostic Imaging Procedures	12,982	13,774
Emergency Department Visits	7,967	8,938
Patient Days	2,888	3,254
Discharges	809	797
Laboratory Tests	71,880	71,973
Rehabilitation Services Visits	11,023	11,565
Surgeries	1,212	1,123
Days Cash on Hand	70	78
Bad Debt	\$ 2,440,682	\$ 2,471,207
Charity	\$ 1,822,605	\$ 1,741,546
Days in A/R	41	45
Gross Revenue	\$31,151,321	\$32,620,209
Contractual	\$16,763,067	\$16,641,828
Net Revenue	\$12,978,853	\$14,842,251
Private Pay Revenue	11.5%	11.7%
FTE's	114	119
Days in Accounts Payable	14.6	15.4



New 32 Slice CT Scanner

New Equipment/Services

- New 32 Slice CT Scanner
- CT Contrast Injector
- Medication Dispensing Unit for medication safety
- Harmonic Scalpel for Surgery
- Blood Bank Gel System
- New GE Ultrasound
- Upgraded Pulmonary Function Unit
- Now offering Home Sleep Studies
- Level IV Trauma Certification Grant Funding
 - New Triple Infusion Pump
 - New GE Dash Monitor
 - New Mobile Glidescope System
 - Safety Goggles for all ED Staff
 - CT Transfer Board
 - Three Pelvic Slings
 - Two Sager Splints
 - Three Extrication Devices
 - Retractor Instruments
 - Heart Rhythm Simulator
 - CPR Manikins
 - Trauma Stretcher
 - Wood's Lamp
 - Pediatric Board
- Newly redesigned Gift Shop....Pink Avenue
- New Patient Satisfaction Surveys for ER, Inpatient and some outpatient services
- Improvements and additions to the grounds and building with (sidewalks, awnings, outside seating areas)
- Junior Volunteer Program
- Chaplain Program
- Specialty Clinic: New Cardiologist and Urologist
- Bladder Scan



Digital Mammography



New GE Ultrasound

We get comments.....

- Ya'll have been wonderful
- You have a good group of nurses here
- Everybody has been courteous and nice
- Everybody has been wonderful, I normally go to Texarkana
- If I have to be at a hospital it would be here
- Enjoyed having someone ask about how my stay has been
- I was recently hospitalized at Wadley but I would much rather be here
- The staff goes far and beyond to take care of you and make sure you are ok
- Level of care during a recent ER visit was excellent, the staff treated me very kind
- It was better than Wadley or St. Michael's, I was treated very well
- I'm very proud of our hospital. I have been in other hospitals in Texarkana and I rate our hospital far above as for food, treatment and care. The staff is very good to the patient.
- I am having therapy at the HMH Rehab and Aquatic Department...it is amazing! I love my therapist. The center is the best thing around here and I am glad it is here.

Quality Report

Patient Satisfaction

Inpatient	90%
Outpatient	92%
ER	96%
Surgery	94%
Overall	92%

Inpatient Core Measures

<u>HMH</u>	<u>State</u>	<u>CAH</u>
91%	88%	77%

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

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

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