# Community Report for FY 2019 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 highquality 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.

**\$3.6 million** in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2019.

Compared to other Critical Access Hospitals in the State, HMH ranked #2 for Days Revenue in Accounts Receivable, #2 for lowest amount in Bad Debt Expense, #5 in productivity (lowest number of FTEs per Adjusted Patient Day); ranked #2 in Average Revenue per Patient Day, ranked #5 in Net Income, ranked #7 in Overall Cost Control and ranked #5 in Volume (Adjusted Patient Day).



### **Board of Directors**

Mark Kitchens, Chairman Johnny McJunkins, Vice-Chair Margie Green, Secretary Julie Rhodes, Treasurer John Hearnsberger, 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 over \$36,156 in medical treatment to Howard County and the City of Nashville inmates.
- Sponsored Relay for Life .
- Health Fairs: HMH, Golden Gathering, Briar Plant, Sevier County Senior Day, Pike County Senior Day and Tyson Foods.
- Chamber Coffees during the year to promote • health education and introduce new services
- Recycling project with Children's Center •
- **Quarterly Blood Drives** .
- Educational Booths at the hospital .
- Howard County Fair Booth .
- Sevier County Fair Booth .
- Stroke Education We have provided awareness . and prevention education and treatment to the community.
- Participated in state-wide Disaster Drills •
- Installed free car seats .
- Continue TB Skin Testing for Community • **FREE** Fitness Reaching Older Generations .
- (FROG) for people 55+
- Sponsored food and vendor booth for Golden • Gathering
- Partner with Hometown Health Coalition
- Participated in State of Arkansas Trauma System for Level 4 designation
- Served as training site for nursing students, Rehabilitation Therapy students, EMT students, etc.
- Hosted the NHS Intern Program •
- Trained community in Stop the Bleed education.
- **Provided Sepsis Education**
- Sponsored Stand Up for America Celebration
- Sponsored Chamber of Commerce Banquet



				2018			<u>2019</u>
	Average Daily Census			6.7			7.3
	Average Length of Stay - Acute			3.03			3.30
	Diagnostic Imaging Procedures			19,877			20,673
	Emergency Department Visits			10,312			11,154
	Patient Days			2,449			2,665
	Dischar <mark>ges</mark>			564			645
	Laboratory Tests			94,111			101,126
	Rehabilitation Services Visits			17,807			20,176
	Surgeries			1,220			1,194
	Days Cash on Hand			92.6			96.0
	Bad Debt	\$	1,35	58,245		\$	855,976
	Charity	\$	71	10,660		<mark>\$ 1</mark>	,065,908
	Discounts to Uninsured	\$	1,12	27,905		<mark>\$ 1</mark>	,653,256
	Days in A/R			36.8			32
	Gross Revenue	\$ <mark>60,</mark> 221,905		9	\$68,243,887		
2	Contractual (excluding Charity)	\$37,720,419		9	\$43,127,383		
	Net Revenue	\$2	23,34	18,548	9	625	,778,567
	Private Pay Revenue			4.4%			4.9%
	FTE's			182.1			189.31
	Days in Accounts Payable			34			34



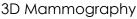
### By the Numbers

#### New

#### **Equipment/Services/Improvements**

- With all of our new services, multiple computer interfaces have been added to our Information Technology.
- Glidescope
- Anesthesia Machine
- POLST development and education for staff and community
- Orthopedic Clinic
- Fiber Optics upgrade
- Sepsis Screening Tool
- Electronic Emergency Services T-System documentation for ER
- Outpatient Medical Nutrition Therapy with the addition of a fulltime RDN
- Silver Quality Award from ADH and AFMC
- CT Upgrade will produce 128 slice studies
- Wellness Network for patient education
- Piccolo purchased with Gala proceeds
- Upgrade Portable x-ray machine
- Upgrade Bone Density
- Upgrade FIT Testing System
- Upgrade flooring, painting and new furniture for the lobby and dining area
- Upgrade of furniture on PCU
- Redesign of ER Nurses Station
- Omnicell
- Development of Bereavement Support
  Group
- Development of Cancer Support Group









FIRE C<sup>3</sup>

## We get comments.....

- I haven't forgotten your loving and kind service you gave to me while I was in the hospital. A special thanks to Dr. Ede and Dr. Caldwell.
- On behalf of our mother, we want to thank you all for such great care you gave her.
- My mom was recently in HMH with pneumonia. We cannot express our thanks enough for the kindness and respect se was shown during her stay. I did not hesitate one second to leave her in the care of all the staff who took care of her.
- Feeling just a little more blessed because of you and your thoughtfulness.
- Thank you to all that contributed and helped make Foster Care Christmas much brighter for our kids in care. We appreciate your kindness and generosity!
- Thank you to everyone that has helped with the COVID-19 screening, education, etc. for our staff, patients and community.

#### **Patient Satisfaction**

## **Quality Report**

Overall score for ED, Inpatient & Outpatient Services

- Overall Satisfaction (Very Satisfied/Satisfied 99.72%
- Likely to Recommend (Very Satisfied/Satisfied) – 99.55%
- Friendliness/Courtesy/Kindness (Very Satisfied/Satisfied) – 99.92%

We continue to work on improving patient satisfaction. Outpatients and Inpatients are asked to complete a quick survey upon discharge.

Our Mission is: Improve the Health of the Communities We Serve.

#### **Quality Measure Reporting**

- Inpatient Influenza Vaccinations
- Emergency Department Throughput
- Cardiac Care Measures
- Stroke Care Measures
- Trauma Program
- Pain Management for Long Bone Fractures
- HIIN (Hospital Improvement Innovation Network)
- NHSN (National Healthcare Safety Network)
- Sepsis Collaborative
- Antibiotic Stewardship

www.howardmemorial.com