

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 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.

\$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 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 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



By the Numbers

	<u>2018</u>	<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
Discharges	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	\$ 1,358,245	\$ 855,976
Charity	\$ 710,660	\$ 1,065,908
Discounts to Uninsured	\$ 1,127,905	\$ 1,653,256
Days in A/R	36.8	32
Gross Revenue	\$60,221,905	\$68,243,887
Contractual (excluding Charity)	\$37,720,419	\$43,127,383
Net Revenue	\$23,348,548	\$25,778,567
Private Pay Revenue	4.4%	4.9%
FTE's	182.1	189.31
Days in Accounts Payable	34	34



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



3D Mammography

SWATRAC Meeting



Stress Testing



FIRE C³

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 she 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

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 Report

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