

# Community Report for FY 2020

## 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.

**\$4.2 million** in Charity Care, Private Pay Discounts and the write-off of Bad Debt expense was provided to the community during Fiscal Year 2020.

Compared to other Critical Access Hospitals in the State, HMH ranked **#4** for Days Revenue in Accounts Receivable, **#4** for lowest amount in Bad Debt Expense, **#8** in productivity (lowest number of FTEs per Adjusted Patient Day); ranked **#2** in Average Revenue per Patient Day, ranked **#4** in Net Income, ranked **#8** 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  
Glenn Lance, DDS  
Wes Howard  
Tem Gunter

### 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 **\$36,364** in medical treatment to Howard County and the City of Nashville inmates.
- Recycling project with Children's Center
- Quarterly Blood Drives
- Educational Booths at the hospital
- 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
- Partner with Hometown Health Coalition
- Participate in State of Arkansas Trauma System for Level 4 designation
- Served as training site for nursing students, Rehabilitation Therapy students, EMT students, etc.
- Provided Sepsis Education
- Sponsored Stand Up for America Celebration
- Bereavement Support Group
- Cancer Support Group
- Mammography patients are given small gifts and placed for a larger gift drawing during October
- Restructured the facility, including Compass and the Medical Clinic for safety during COVID.
- Telehealth Services
- Therapy offered to our staff during COVID

## By the Numbers

	<u>2019</u>	<u>2020</u>
Average Daily Census	7.3	5.7
Average Length of Stay - Acute	3.30	2.96
Diagnostic Imaging Procedures	20,673	18,511
Emergency Department Visits	11,154	10,195
Patient Days	2,665	2,093
Discharges	645	598
Laboratory Tests	101,126	98,414
Rehabilitation Services Visits	20,176	17,056
Surgeries	1,194	1,047
Days Cash on Hand	96.0	225.4
Bad Debt	\$ 855,976	\$ 1,578,062
Charity	\$ 1,065,908	\$ 976,603
Discounts to Uninsured	\$ 1,653,256	\$ 1,603,474
Days in A/R	32	39
Gross Revenue	\$68,243,887	\$64,697,540
Contractual (excluding Charity)	\$43,127,383	\$40,265,199
Net Revenue	\$25,778,567	\$25,201,284
Private Pay Revenue	4.9%	6.1%
FTE's	189.31	192.96
Days in Accounts Payable	34	31



Cardiac Nuclear Medicine Equipment





## New Equipment/Services/Improvements

- With all of our new services, multiple computer interfaces have been added to our Information Technology.
- New ventilators – Two Puritan Bennett and two Zoll
- High Flow Oxygen Systems – 10 Vapotherm units
- Powerscribe for Radiologist
- Mindray upgrade
- Hematology upgrade
- T-System Prescription Drug Monitoring
- West Com Telehealth System
- New defibrillators
- Upgrade to Carestream (Radiology) software
- New Salad Bar for Dietary
- Upgrade to computer system switches
- Upgrade to PACS (Radiology) for Powerscribe
- Upgrade Camera Servers for Security System
- New Anesthesia Machine (funding provided by HMHF Gala)
- Nuclear Medicine Cardiac Testing Equipment



*Ohmeda Aespire Anesthesia Machine*



*Puritan Bennett 980 and Zoll ventilators*



*High Flow Oxygen*

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

## We get comments.....

- Thank you, your thoughtfulness meant so much to our family.
- Thank you for the care of my wife's grandmother. My mother-in-law has commented several times about the wonderful care she received and the kindness of the staff.
- Thank you, feeling a little more blessed because of you and your thoughtfulness.
- Thank you, we cannot express our thanks enough for the kindness and respect my mother was shown during her stay. I did not hesitate for one second to leave her in the care of the staff.
- I haven't forgotten your loving and kind service you gave me while I was in the hospital.
- Thank you for such a great job in caring for my family.
- Thank you to everyone that had a hand in taking care of my mother while she was a patient here at HMH. I couldn't have asked for a more compassionate or caring group of individuals.
- Thank you for your unwavering dedication. Your talents, skills and compassion bring hope to patients and families. You are making real and lasting differences in countless lives every day. You are true heroes.
- You certainly know how to make a person feel special. Thank you!

### Patient Satisfaction

Overall score for ED, Inpatient & Outpatient Services

- Overall Satisfaction (Very Satisfied/Satisfied) – 99.73%
- Likely to Recommend (Very Satisfied/Satisfied) – 99.75%
- Friendliness/Courtesy/Kindness (Very Satisfied/Satisfied) – 99.75%

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
- NHSN (National Healthcare Safety Network)
- Sepsis Collaborative
- Antibiotic Stewardship