



Howard Memorial
hospital

ANNUAL COMMUNITY REPORT | FY 2021



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CHIEF EXECUTIVE OFFICER

2021: a year of challenges, courage and facing crisis with compassion

As you can imagine, the past year was challenging. Yet even with its obstacles, I cannot overstate how proud I am to lead our truly remarkable team and live in this incredible community.

Many of our staff know patients by name; they are often friends or relatives and if they're not, they're treated as such when they enter our doors. That means everything, and I am particularly grateful for the hard work and perseverance I witnessed amid the challenges of 2021—and there were plenty.

As a critical access hospital, HMM can typically transfer critically ill patients to tertiary hospitals. Because of the demand on healthcare systems everywhere, we were unable to find beds at other facilities, so patients stayed in our care. This meant making significant adaptations very quickly. What I found remarkable was the incredible teamwork I witnessed as providers adapted to accommodate this new normal. Several clinicians are involved in each COVID

patient's care, so the need to collaborate is constant and includes daily meetings with the hospitalist as well as connecting with department directors from our pharmacy, lab, patient care unit, emergency department, materials and performance improvement and the infection preventionist who provided COVID statistic updates. This constant information share allowed the team to be proactive, flexible and make informed decisions to provide the best care available. It is one of many examples of the exceptional professionalism I saw throughout 2021.

The past year has shown us many things, but what stands out most is how—in the spirit of teamwork and devotion to our community's well-being—our providers and staff overcame tremendous challenges to provide quality, compassionate care when our patients needed it most.

I look forward to a bright future for Howard Memorial Hospital, and whatever 2022 has in store for this resilient team, I am confident that we will face it as we always have—together.

2021: a year of adaptations, advancements and innovations

Better prepared to ensure the best patient care

Howard Memorial Hospital was much better prepared in the second year of the ever-changing COVID-19 pandemic. From funding and purchasing, to planning and implementation, all successes—and there were many—were the result of a true team effort. Because of continued commitment for one another—and to keeping patients and communities safe—advancements made helped our organization with additions including:

Pediatric Therapy Center

The HMH Pediatric Therapy Center is a separate facility where kids receive specialized care to meet physical, occupational and speech therapy goals. The center is customized to kids—created for fun and function—and easily accessible for parents and caregivers. Having facilities separated from the HMH campus also helps protect young patients from potential contact with COVID-19-positive patients.



Telehealth virtual visits

To offer convenient care that healthcare providers across the nation have added to their services, HMH introduced telehealth in 2021—virtual visits between patient and provider. This innovative approach to receive quality care allows patients to stay in the comfort of their homes and use their computer, tablet or smart voice for one-on-one visits with providers they know and trust.



By the Numbers

Average Daily Census	6.7
Average Length of Stay	3.48
Diagnostic Imaging Procedures	19,666
Emergency Department Visits	9,673
Patient Days	2,438
Discharges	644
Laboratory Tests	113,670
Rehabilitation Services Visits	18,960
Surgeries	1,105
Days Cash on Hand	215.1

Bad Debt	\$1,669,946
Charity	\$849,069
Discounts to Uninsured	\$1,676,944
Days in A/R	28
Gross Revenue	\$76,350,101
Contractual (excluding charity)	\$47,665,666
Net Revenue (excluding bad debt)	\$29,561,350
Private Pay Revenue	5.4%
FTE's	189.58
Days in Accounts Payable	35



Innovation and advancements

Continued growth—surgical excellence

Howard Memorial Hospital welcomes new surgeon and first-ever, full-time anesthesiologist



DR. BERTRAND FONJI



DR. FAWAD WALAJAHI

Even in a year where resources were directed toward the ongoing COVID-19 crisis, Howard Memorial Hospital celebrated accomplishments and growth—like adding experts to strengthen its already accomplished surgical services team.

Howard Memorial Hospital welcomed **Dr. Bertrand Fonji**, an accomplished surgeon with nearly a decade of experience offering leading-edge robotic procedures. **Dr. Fawad Walajahi** was also hired as the healthcare system's first-ever, on-staff anesthesiologist. Not only does Dr. Walajahi bring 38 years of experience to an already accomplished team, the addition of an on-staff anesthesiologist offers patients continuity of care from the same, trusted provider—from pre-operative interview through the procedure and post-op care. Having an on-staff anesthesiologist also creates a complete, consistent surgical team—so scheduling is easier, faster and more convenient so patients can get the care they want where—and when—they need it.

New Olympus laparoscopic technology = expert care, exceptional capabilities

Howard Memorial Hospital is dedicated to combining state-of-the-art capabilities with the personalized, compassionate care our community expects—and deserves. In 2021, HMM enhanced its surgical services offerings by adding new, leading-edge Olympus laparoscopic equipment. The cutting-edge tools, combined with decades of surgical experience of our skilled team, enhances the HMM surgical suite offering some of the latest advancements in minimally invasive procedures and services. As laparoscopy technologies evolve, so do its benefits to patient care. People often experience even better overall surgical experiences which often translates into less pain, minimal scarring and faster recoveries to return to the life they enjoy sooner—and healthier.



Howard Memorial hospital



Locations

Main Phone: 870-845-4400

Central Scheduling: 870-845-8156

Howard Memorial Hospital

130 Medical Circle
Nashville, AR 71852

Howard Memorial Hospital Medical Clinics

110 Medical Circle
Nashville, AR 71852

Howard Memorial Hospital Surgical Clinics

132 Medical Circle, Suite 200
Nashville, AR 71852

Howard Memorial Pediatric Therapy Center

1315 S. 4th Street
Nashville, AR 71852

Howard Memorial Hospital Specialty Clinics

132 Medical Circle
Nashville, AR 71852

119 Medical Circle
Nashville, AR 71852

Compass Geriatric Behavioral Health

122 Medical Circle
Nashville, AR 71852



Services

Inpatient Services (Hospitalist) 870-845-6900
- Swing Bed Program

Surgical Services 870-845-6978
- General
- Cataract
- PICC Lines
- Injections & Infusions

Radiology 870-845-8070
- CT (128 Slice)
- 3D Mammography
- Ultrasound (diagnostic, vascular and ABI)
- Nuclear Medicine
- Mobile MRI
- Mobile PET/CT
- Bone Density Testing

Inpatient & Outpatient Rehabilitation 870-845-8161

Pediatric Therapy Center 870-845-8059

Clinical Laboratory & Blood Bank 870-845-8062
- Blood Transfusions

Cardiopulmonary 870-845-6942
- EKG
- Pulmonary Function Testing
- Arterial Blood Gases
- EEG
- Sleep Lab

Cardiac/Pulmonary Rehab 870-845-8026
- Exercise Stress Testing

**Geriatric Behavioral Health -
Compass** 870-845-6069

Allergy Clinic 870-845-8095

Wound Care 888-835-6946

Registered Dietitian Nutritionist 870-845-6935