

Health Update

HENRY COUNTY
HEALTH CENTER
CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA
JANUARY—MARCH 2013

Henry County Health Center programs benefit community

Editor's Note: This annual report for Henry County Health Center gives information about HCHC's revenue, expenses, tax levy rate, admissions, and patients served in 2011-2012. Information is also given about quality, service and patient safety at HCHC. This material demonstrates how the health center is working toward our mission to enhance the health of individuals and our communities through high quality, effective and efficient services.

Henry County Health Center provides over \$7 million in community benefits to Henry County, according to an assessment of those programs and services by the Iowa Hospital Association (IHA). Based on 2011 figures, a portion of this money includes \$980,440 in free or discounted community benefits that HCHC specifically implemented to help Henry County residents.

Community benefits are designed to improve health status and increase access to health care. Along with uncompensated care (which includes both charity care and bad debt), community benefits include such services and programs as health screenings, support groups, counseling, immunizations, nutritional services and transportation programs.

The results for HCHC are included in a statewide report by IHA that shows Iowa hospitals provided community benefits in 2011 valued at more than \$1.4 billion. All 118 of Iowa's community hospitals participated in the survey.

HCHC's mission to enhance the health of individuals and our communities through high quality, effective and efficient services makes it a natural fit for HCHC to offer programs to improve the health

of area residents. Examples of these programs include HCHC providing athletic training and ambulance services for area high school sporting events, and the availability of Henry County Community Health programs and services that have positively impacted the health of our communities for years.

In addition, great emphasis is being placed both nationally and locally on the importance of managing chronic conditions like heart disease, high blood pressure, diabetes, arthritis, and more. HCHC offers programs to assist individuals in managing these conditions, like the "Better Choices, Better Health" workshop series designed to teach adults how to effectively become self-managers of their chronic health conditions.

"The programs and services accounted for in the survey were implemented in direct response to the needs of individual communities as well as entire counties and regions. Many of these programs and services simply would not exist without hospital support and leadership."

IHA President/CEO Kirk Norris

Iowa hospitals continue to implement strategies that increase value to their

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Annual Report

Quality, Service And Patient Safety

Henry County Health Center is committed to providing high quality, effective and efficient services. As a result, the organization measures quality scores annually on the services it provides to our patients. Listed below is a sample representation of those measures.

	NATIONAL	IOWA	HCHC
Hospital staff who got the flu shot	76.9%	93.84%	99.15% (higher the score the better)
Heart failure patients readmitted within 30 days	24.7%	23.7%	21.4% (lower the score the better)
Blood infection due to MRSA	N/A	0.2%	0.00% (lower the score the better)
MRSA surgical site infection rate	N/A	0.35%	0.00% (lower the score the better)
Bloodstream infection after surgery	N/A	0.88%	0.00% (lower the score the better)
Pneumonia patients readmitted within 30 days	18.5%	17.9%	17.5% (lower the score the better)

HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS)

HCAHPS is a national, standardized survey of hospital patients created to publicly report the patient's perspective of hospital care. The survey asks recently discharged patients about important aspects of their hospital experience.

% OF PATIENTS WHO ANSWERED "ALWAYS"	NATIONAL	IOWA	HCHC
Patients' overall rating of hospital communication	75.75%	78.25%	80.5% (higher the score the better)
Doctors communicate well with patients	81%	84%	86% (higher the score the better)
Nurses communicate well with patients	77%	80%	80% (higher the score the better)
Explanation of medications before giving them	62%	64%	68% (higher the score the better)
Patients given information about at home recovery	83%	85%	88% (higher the score the better)
Patients overall rating of hospital	69.5%	74.5%	71% (higher the score the better)
Patients recommendation of hospital to friends/family	70%	75%	76% (higher the score the better)
Patients overall rating of staff care	67.5%	70%	73% (higher the score the better)
How often did patients receive help quickly	65%	69%	77% (higher the score the better)
How often was patients' pain well controlled	70%	71%	69% (higher the score the better)

PATIENT SAFETY

HCHC is committed to patient safety, and every associate in the organization makes patient safety a top priority. Administration rounds weekly to different departments to speak with staff to discuss any enhancements to the care or the environment for the communities we serve. The organization also takes an annual patient safety survey of its staff to identify any opportunities for improvement. As a result, the organization continues to make progress in achieving its vision of being the healthcare provider and employer of choice in the region.

Annual Report

Statistics

		Fiscal Year 2012	Fiscal Year 2011	Fiscal Year 2010
ADMISSIONS	Inpatient Admits	616	678	737
	Births	146	138	131
	Long Term Care Admits	104	89	67
	TOTAL ADMISSIONS	866	905	935
DAYS	Inpatient Days	2,257	2,423	2,535
	Newborn Days	296	280	286
	Long Term Care Days	15,121	16,100	17,103
	TOTAL DAYS	17,674	18,803	19,924
PATIENTS SERVED	Ambulance	1,399	1,517	1,414
	Inpatients	866	905	935
	ER Visits	8,450	9,016	8,526
	Surgery	2,137	2,256	2,273
	Wayland/Winfield Clinics	2,833	3,659	3,405
	Other Diagnostics	31,408	32,359	30,662
	Total Patients Served	47,093	49,712	47,215

continued from page 1 HCHC programs benefit community

patients and communities by offering high-quality care to individuals, addressing the health needs of identified populations and implementing process improvements that bend the cost curve. By seeking ways to raise quality, reduce waste and increase safety, Iowa hospitals have become value leaders, as shown in multiple studies by the Dartmouth Atlas of Health Care and the Commonwealth Fund.

“The largest emphasis in the future for healthcare is to enhance quality of service while reducing waste and cost. HCHC does this through process improvement techniques that are utilized throughout the hospital to improve workflow by reducing waste. When we engage in process improvement we use a teamwork approach to look at our jobs in a more efficient and safe environment. This allows us to reduce variations, reduce activities that have no value, and improve customer satisfaction. In addition, HCHC partners with the Iowa Healthcare Collaborative Partnership for Patients program. This program is designed to enhance the quality, safety, and affordability of healthcare for all Americans,” explained Robb Gardner, HCHC CEO.

These efforts, along with IHA’s ongoing advocacy to create fairer payment methodologies from Medicare and Medicaid, help ensure the financial stability of hospitals, making it possible for them to provide the services and programs most needed by their communities.

HCHC reports low tax levy rate

In Fiscal Year 2013, HCHC ranks as having one of the lowest tax levy rates in the state of Iowa. Of the 42 county hospitals that receive tax dollars, HCHC ranks 36th, the seventh lowest in the state in total dollars levied, which stands at \$582,724. This number includes the amount for tax dollars levied for HCHC’s ambulance service, a service that not all county hospitals provide. Only one hospital with an ambulance service ranked below HCHC for tax dollars levied.

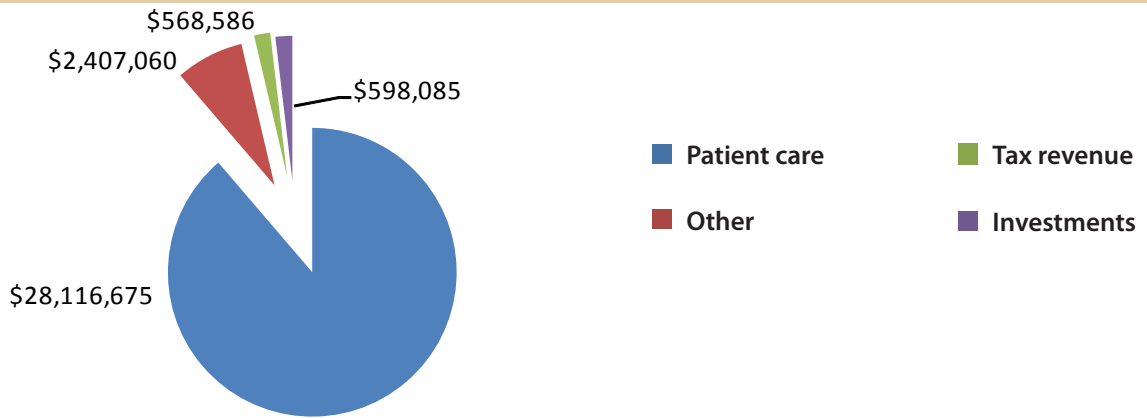
Broadlawns Medical Center has the highest tax at \$52,966,321, while the lowest tax in Iowa comes in at \$291,303. The average tax levy for hospitals with levy rates higher than HCHC (excluding Broadlawns) is \$1,044,104. The average tax levy for the six hospitals below HCHC is \$389,032. In addition, HCHC has only raised the tax levy twice in the past 13 years, with the levy remaining constant over the past five years.



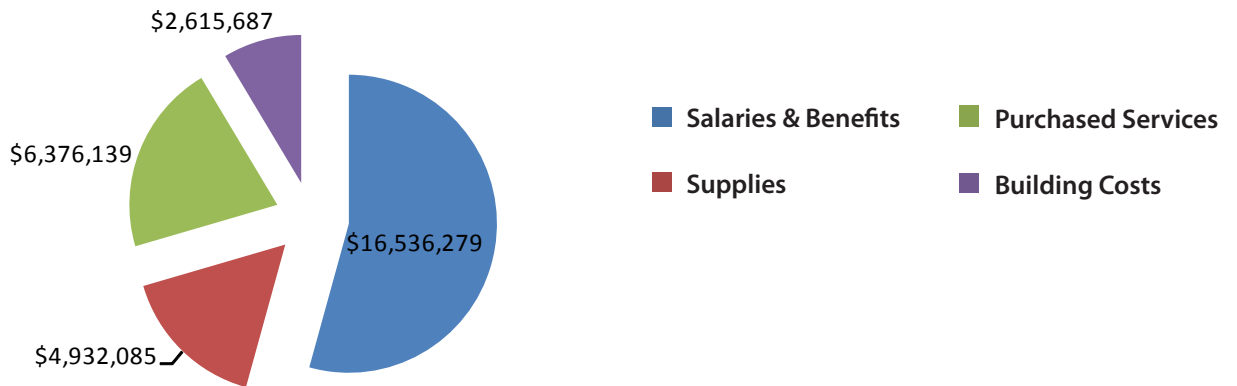
Annual Report

Financials for Fiscal Year 2012 (July 1, 2011 — June 30, 2012)

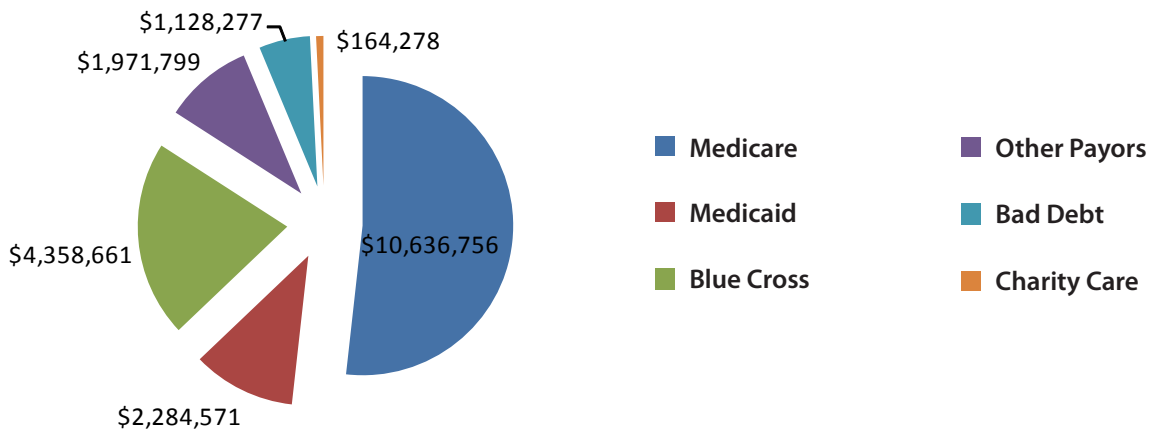
REVENUE



EXPENSES



AMOUNTS NOT REIMBURSED



*Amounts not reimbursed=charges that were not collected and were written off because of third party contracts.

Foundation



HCHC Foundation presents to area organizations

The Henry County Health Center Foundation is available to speak to organizations and service groups throughout the community about the Foundation's *Close To Home Campaign*. The presentation provides an overview and insight on HCHC's current building project.

The *Close To Home Campaign* is designed to support the construction of HCHC's new Surgery Center and enhancements to the Outpatient and Specialty Clinic areas. The campaign seeks to raise \$2 million to assist with the \$15.8 million multi-phased facility renovation plan. Over \$1 million has already been pledged by donors. HCHC's three-phase building project is designed to serve our communities' healthcare needs for many years to come.

Groups interested in scheduling a presentation should contact Foundation Director Michelle Rosell at 319.385.6541 to set up a date.

HCHC Auxiliary shows everlasting support

From the Auxiliary's early beginnings in 1962 of sewing groups, patient tray favors and the first donation of six ice-water jugs for patient bedside tables, to now donating a lead gift of \$125,000 for the HCHC Foundation *Close to Home Campaign*, the Auxiliary's support of Henry County Health Center has spanned more than five decades and truly represents a generous spirit and full commitment to the health of our communities. At a recent meeting, Auxiliary representatives posed for a photo with HCHC Foundation Director Michelle Rosell in recognition of the Auxiliary's generous donation to the campaign.



(front, l-r): Sharon Smith, Director Michelle Rosell, Martha Hayes, Mary Boal; (back, l-r): Ardis Harnagel, Sandy Eiffert, Carol McCulley, Jan Roth, Donna Matheney.

HCHC Foundation's *Close to Home Campaign* supports facility enhancement

Henry County Health Center is undergoing some important facility renovations and updates. To assist with the upgrades, HCHC Foundation is embarking on a *Close to Home Campaign* to raise a minimum of \$2 million dollars in private philanthropic funding. These facility enhancements will include a new surgery department with individual pre-post-operative recovery rooms, a renovated laboratory, an expanded outpatient and specialty clinic area along with a new Women's Health Center in Radiology. Together we have raised just over \$1,270,000 of our \$2 million goal.

Just as you need us, we need you. HCHC is committed to being here for you and your loved ones for many years to come. Your gift to the *Close to Home Campaign* is not just an

investment in your local healthcare system; it is an investment in your future health, and the future health of your loved ones and of our communities.

Let's work together to provide quality patient care, state of the art technology and build a healthier community for all. Please consider making a donation to HCHC Foundation today. Visit us online at www.hchc.org or call 319/385-6541 for more information. Thank you.

-\$2 million
-\$1.75 million
-\$1.5 million
-\$1.25 million
-\$1 million

Construction Update

Building for the Future

PROGRESS MADE ON HCHC CONSTRUCTION PROJECT

Henry County Health Center is making continued progress on its multi-phased facilities project that is designed to serve our communities' future healthcare needs. The first two phases of the project included construction of a new Energy Center, and populating the Energy Center with equipment. Currently, phase three is now well underway.

In October, HCHC broke ground on the new Surgery Center which started the third phase of the project. Construction crews have made great strides with this phase. Following is an overview of the work completed, and a preview of the construction schedule for January, February and March:

- **DECEMBER:** Concrete has been poured for the basement walls and floor. The basement beams have also been installed along with the decking on the basement beams. The main floor has been poured on the decking. The foundation work has started for the new elevator in the current basement and doorways from the current basement have been cut. Backfilling the basement is complete and work on the main floor foundation has begun.
- **JANUARY:** It is anticipated that the main floor structure and deck should be completed and stud walls erected.
- **FEBRUARY:** The roof membrane, along with insulation and utilities work will be done.
- **LATE FEBRUARY/MARCH:** The main floor slab-on-grade will be poured, partitions and interior frame walls will be erected.

It is estimated that the new Surgery Center will be ready for use in the fall of 2013. When the surgery addition is complete, remodeling will begin for Outpatient and Specialty Clinic areas. All of this building and remodeling is being done to enhance the patient experience while receiving services at HCHC.



HCHC reminds patients and visitors of the following areas that are impacted by construction:

- **The Frontage Road (the street that runs between the health center and the parking lot) is closed. THERE IS NO ENTRY AND NO PARKING ON THAT ROAD. The parking lots can only be accessed from White Street.**
- **On White Street, a "Patient Parking" sign is posted at the entrance of the patient/visitor parking lot. This is the parking lot that is located the closest to the health center's main entrance. For patients who need to be dropped off/picked up at the main lobby door, drivers can turn into the entrance marked "Patient Parking" and access the circular drive located under the main entrance canopy.**
- **The front entrance doors to the lobby are accessible and open every day from 5 a.m.-9 p.m.**
- **Handicapped parking is located near the health center's main entrance. Patients may park in any of the parking lots that are closest to their destination, WITH THE HANDICAPPED SPOTS RESERVED FOR THOSE WITH HANDICAPPED STICKERS.**

Updates on the construction project can be found on HCHC's web site at www.hchc.org. On the homepage, either click on "Construction Project Updates" located to the left, or click on the building rendering found to the right. Also "like" us on Facebook at www.facebook.com/HenryCountyHealthCenter to receive updates. Important information will also be placed in area news media. If you have additional questions about the construction, please call HCHC's Public Information Department at 319.385.6124.

Construction Update

HCHC is in phase three of its construction project which will expand HCHC's Surgery Department and enhance the patient experience within Outpatient and Specialty Clinic areas. These are the areas that will be impacted in phase three:

- Improved patient registration area
- 10 private pre-operative, recovery rooms
- 2 operating rooms plus an endoscopy suite
- A separate surgery waiting room
- Remodeled outpatient services area
- A laboratory with private lab draw stations
- Room improvements for outpatient cardiopulmonary services
- Additional Specialty Clinic exam rooms for visiting specialists
- A Women's Center in Radiology
- A Health Education Center for educational classes and training
- Exterior canopy to shelter Radiology patients from adverse weather conditions



Financing the Project

As healthcare demands change, it is essential to constantly evaluate the services we offer to be certain that our communities' healthcare needs are being met now and in the future. HCHC embarked on this building project because we are committed to enhancing the health of individuals and our communities through high quality, effective and efficient services. Following is financial information on the project:

- The building project will be financed through a \$12.5 million bank placement loan and hospital cash reserves.
- County tax dollars cannot be used for this project. County taxes can only be used to support the areas of general maintenance upkeep, liability, FICA, IPERS and the ambulance service.
- HCHC has one of the lowest tax levy rates in Iowa. We are the seventh lowest in the state in total dollars levied.
- HCHC leaders continually review and analyze current operations and the impact that healthcare changes may have on the organization. This building project helps ensure the health center's future stability and success.





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Upcoming Events

CARDIAC/PULMONARY SUPPORT GROUP

Friday, February 22, Noon
"Health and Your Lungs",
Peggy Rust, CRT, RPSGT
Lunch provided
HCHC (room to be announced)

DIABETES 2-HOUR FOLLOW-UP CLASS

Thursday, January 3, 2-4 p.m.
Thursday, February 7, 2-4 p.m.
Thursday, March 7, 2-4 p.m.
Classroom A1, HCHC

DIABETES GROUP TRAINING

January 22 and January 29
February 19 and February 26
March 19 and March 26
Call 385-6518 to register
Classroom A1, HCHC

PRE-DIABETES CLASS

Thursday, March 21, 12-1 p.m.
Call 385-6518 to register
Classroom A2, HCHC

COFFEE CLUB

Thursday, January 10, 8-9 a.m.
Free social hour, discussing
diabetes and other health topics
Classroom A2, HCHC

BOOT CAMP FOR NEW DADS

Saturday, January 19, 9 a.m.-12 p.m.
Call 931-0067 to register
ISU Extension Office, Mt. Pleasant

HCHC AUXILIARY MEETING

Monday, January 14
Monday, February 11
Monday, March 11
9:00 a.m. Monthly Meeting
Classroom A1, HCHC

PHYSICIANS & CLINICS of HCHC

WAYLAND COMMUNITY CLINIC

Jessie Anderson, ARNP
227 W. Main
319.256.7100

Clinic held on Mondays and Thursdays
8:30 a.m.–Noon and 1 p.m.–5 p.m.
Wednesdays 8:30–11:30 a.m.

WINFIELD COMMUNITY CLINIC

Tess Judge-Ellis, DNP, ARNP
110 W. Pine
319.257.6211

Clinic held on Tuesdays (Tess)
and Fridays (Tess & Jessie)
8:30 a.m.–Noon and 1 p.m.–5 p.m.
Wednesdays (Jessie) 1–4:00 p.m.

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have a medical question, consult your medical professional.

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Editor: *Shelley L. Doak*
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