

Hamilton Health Care System's

2013 Community Benefit Report



Your Health is Our Mission.

Hamilton Medical Center was established in 1921 to respond to our community's needs. That same mission has expanded and is alive today. The following community benefit report highlights the services Hamilton Health Care System provided our community in 2013.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In order to provide the highest quality health care for the residents of Northwest Georgia, Hamilton invested \$19 million in approved capital upgrades, \$9 million in new clinical and diagnostic equipment, and \$10 million in facilities enhancements in 2013.

Serving the Community

Hamilton takes great pride in the investment of health. In 2013, Hamilton contributed over \$39 million in service to the community through direct patient care and education, screenings, and support activities. Every year Hamilton provides vital medical services to thousands of patients who are without the means to pay for the care they receive. This “uncompensated care” is defined as the sum of the health system’s non-reimbursed services and charity care of over \$29 million, plus other below-cost payments of \$8.4 million.

The commitment to serve all patients regardless of their ability to pay is a critical part of Hamilton’s mission. This responsibility demands fiscal discipline and careful planning.

New and Enhanced Services

Hamilton Medical Center’s Mashburn Cardiac Pavilion Expanded

Hamilton’s newly remodeled Mashburn Cardiac Pavilion now includes two cardiac catheterization labs with stent capabilities, a dedicated endovascular lab, a hybrid lab for cardiac or endovascular procedures, and a cardiovascular short stay recovery area.

Hamilton’s hybrid suite houses the Artis Zeego, the first multi-axis system with robotic technology. The suite is used for cardiac and non-cardiac procedures, including endovascular procedures. It enables physicians to see fine blood vessels and interventional devices in precise detail and from almost any angle. This advanced equipment allows for faster, more accurate diagnoses, improved outcomes for patients, and the lowest possible amount of radiation exposure.

Hamilton Medical Center’s Imaging Unit Remodeled

Hamilton Medical Center recently finished its yearlong imaging renovation project. A new reception space was designed, providing a distinct entrance to Imaging Services.

Nuclear Medicine moved into a renovated and spacious area near the Emergency Department. The area now has two camera rooms, an updated work area, and a new hot lab and patient waiting room.

Hamilton Convenient Care Adds Second Location

Hamilton Convenient Care added a new office located at 3957 Cleveland Highway in the Varnell Commons shopping center. Like the Hamilton Convenient Care location on the Hamilton campus, most insurance plans are accepted, including Medicare and Medicaid, and costs are lower than a typical emergency room visit.

Hamilton Neurosurgery and Spine Center Opens

Hamilton Neurosurgery and Spine Center, formerly Hamilton Spine Center, recently expanded its office space and added a second neurosurgeon. The practice, located in the Medical Plaza at 1107 Memorial Drive, Suite 100, in Dalton, now holds the offices of Timothy Bunker, MD, Michel Paré, MD, H. Harris Pittman, MD, and Tom Boers, PT.

H. Harris Pittman, MD, also sees patients each Tuesday at a secondary office located at 400 Timms Road in Calhoun.

Together the physicians offer a wide range of services focused on spine care, including diagnostics for early detection and prevention, as well as minimally invasive non-surgical and surgical options.

Hamilton Spine Health and Sport Opens

Inside Hamilton Neurosurgery and Spine Center in Dalton is a new physical therapy practice called Hamilton Spine Health and Sport. Head physical therapist Tom Boers specializes in the treatment of back and neck problems using some of the most advanced biomechanics technology available.

Hamilton Vascular Center Opens

Hamilton Vascular Center, located in the former Comprehensive Vascular Care office at 1109 Burleyson Road, Suite 202, in Dalton, offers treatment of vascular conditions as well as solutions for varicose and spider veins.

Hamilton Neurology Associates Opens

Hamilton Neurology Center, formerly North Georgia Neurological Institute, recently joined Hamilton Physician Group. The practice specializes in epilepsy/seizure disorders, headaches, sleep disorders, and nerve and muscle diseases. The office is located at 1505 Professional Court in Dalton.

Hamilton Medical Plaza Imaging Opens

Hamilton’s imaging services recently expanded to offer X-ray services on the second floor of the Medical Plaza building located at 1107 Memorial Drive in Dalton. This addition provides an added convenience for patients who receive care from physicians in the Medical Plaza.

Hamilton Long-Term Care

Quinton Memorial recently completed a significant kitchen renovation, upgraded computer systems, and installed electronic information boards to enhance communication with patients and families.

Ridgewood Manor recently completed renovations to its beauty shop, spas, and several other areas. During 2013, they implemented a new dementia care education program for all staff members.

Hamilton Emergency Medical Services

Hamilton Emergency Medical Services (EMS) provides medical coverage free of charge at dozens of community events each year, including sport, race, and school events.

Royal Oaks

This year, Royal Oaks, northwest Georgia’s first retirement community, will celebrate 20 years of dedication to transforming and improving the lives of its residents.

A beautiful new yoga studio was recently created with balance bars set at different heights to provide added confidence to

residents during their stretching and balancing exercises. The studio also offers spectacular mountain and woodland views through its large picture windows.

Royal Oaks will soon offer a more relaxed and casual dining option. In the near future, residents will have the choice of eating their breakfast and/or lunch meals in a new bistro.

Royal Oaks' affordable apartments are comparable to high-end condominiums. The apartments have upgraded finishes and fixtures which make the spacious, elegant residences more charming than ever before.

Awards and Recognitions

In addition to providing the highest level of patient care, Hamilton Health Care System continues to achieve awards, accreditations, and national recognition in a variety of areas.

Ranked in the Top 3 Percent in the Nation for Overall Medical Care

Hamilton Medical Center earned a CareChex® 2014 Medical Excellence Award and was ranked in the top nine percent in the nation for Overall Medical Care.

CareChex is a medical quality rating service of Compario — one of the nation's largest privately held healthcare information service companies. Unlike other publicly available hospital quality ratings, CareChex provides a comprehensive evaluation of all components of medical quality including process of care, outcomes of care, and patient experiences.

Hamilton Medical Center and Hamilton Home Health Awarded Accreditation from The Joint Commission

The Joint Commission again recognized Hamilton Medical Center with a Gold Seal of Approval® for dedication to continuous compliance with their national standards for health care quality and safety, including infection prevention and control, leadership, and medication management.

Hamilton Medical Center Places on Quality Honor Roll

Hamilton Medical Center was again named to the Georgia Hospital Association's Partnership for Health and Accountability Core Measures Honor Roll. Hamilton is one of 18 hospitals in Georgia to be placed in the Presidential category. The honor roll is based on

clinical data provided by the federal Centers for Medicaid and Medicare Services. The data was collected from October 2011 to September 2012.

Hamilton Medical Center Named Hospital Engagement Network Safety Leaders Circle

Hamilton Medical Center was named to the Georgia Hospital Association's Hospital Engagement Network Safety Leaders Circle. Hamilton placed in the Elite Circle, the highest on the list.

Hamilton Medical Center Receives First Place VHA Leadership Award

The Hamilton Medical Center Emergency Department received a first place VHA Leadership Award at the 2013 VHA Leadership Expo.

Hamilton Medical Center Awarded Certification from The Joint Commission for Total Hip and Total Knee Replacement Program

Hamilton Medical Center earned The Joint Commission's Gold Seal of Approval® for Joint Moves, a total hip and total knee replacement program, by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in disease-specific care. The certification award recognizes Hamilton's dedication to continuous compliance with The Joint Commission's state-of-the-art standards.

According to The Joint Commission website, Hamilton is one of 17 hospitals certified in hip and knee replacement in Georgia, and the only hospital certified within a 40-mile radius, including the Chattanooga area.

Hamilton Ambulatory Surgery Center Wins National Top Performer Award

Hamilton Ambulatory Surgery Center has been named a 2013 Guardian of Excellence Award winner by Press Ganey Associates, Inc. The award recognizes top-performing facilities that consistently achieved the 95th percentile of performance in patient satisfaction. The award, previously named the Summit Award, has been presented to the center for eight years in a row.

Hamilton Health Care System Summary of Community Benefit

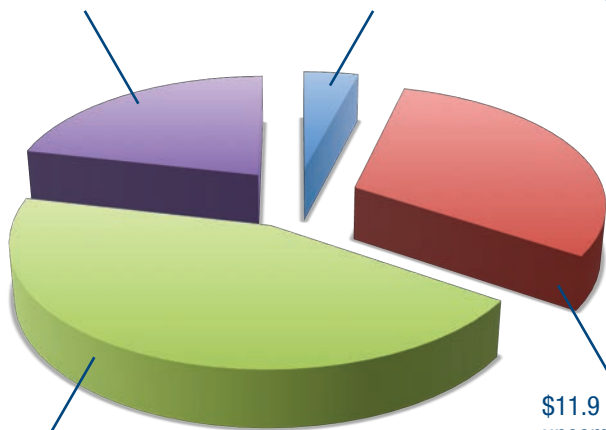
Fiscal Year Ended September 30, 2013

More than \$8.4 million to provide subsidized health services

\$1.6 million in community health education and outreach programs

Nearly \$17.3 million to provide care for the elderly and indigent (not paid by Medicaid)

\$11.9 million in uncompensated care to patients who could not afford to pay



Hamilton Long-Term Care Receives Multiple Awards

Regency Park recently received the 2013 Ethica Health and Retirement Communities Gold Award for Excellence and the Georgia Quality Award. The center was also recognized by the American Healthcare Association (AHCA) as being one of the top 50 nursing centers in the nation for customer service.

Ridgewood Manor recently received the 2013 Ethica Health and Retirement Communities Bronze Award for Excellence. In addition, the center's director of nursing, Peyton McDaniel, RN, received the Ethica Health and Retirement Communities Director of Nursing (DON) of the Year award.

Wood Dale recently earned a zero-deficiency survey by the Georgia Office of Regulatory Services.

Community Programs

Dare to Care: 121

A free two-part cardiovascular disease program for men and women over the age of 60 and to those over the age of 50 with specific vascular risk factors. The free screening includes a blood pressure check and a non-invasive ultrasound examination of the carotid arteries, abdominal aorta, and the circulation of the legs.

Take it To Heart: 168

A free two-part educational seminar and cardiac risk assessment for anyone who has a family history of heart disease and who is not currently being treated by a cardiologist.

Back On Track: 20

A free program that educates participants about resources available to treat and alleviate back pain. Each participant qualifies for a discounted bone density scan.

Joint Moves: 50

A free program that provides education on osteoarthritis and joint pain.

Think First: 1,500

A free program that provides education to children on preventing spine and head injuries.

Health Fairs: 18

(Approximately 5,800 participants)

Hamilton Health Care System regularly participates in health fairs across the region.

Hamilton Health Care System Statement of Operations

Fiscal Year Ended September 30, 2013
(dollars in thousands)

AMOUNT GENERATED FOR SERVICES AND PROCEDURES TO OUR PATIENTS AND RESIDENTS	\$707,406
---	------------------

We were unable to collect these amounts for our patients covered by:

Medicare	(228,037)
Medicaid	(83,159)
Other private insurers	(78,395)

We wrote off this amount for patients who were unable to pay for their care	(84,526)
---	----------

Total amount of uncompensated care	(474,117)
------------------------------------	-----------

AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES	\$233,289
---	------------------

Amount of operating income we received from other sources	9,190
---	-------

TOTAL OPERATING REVENUE FOR THE YEAR	\$242,479
---	------------------

Amount paid to provide the nursing and support staff for our patients and residents	118,159
---	---------

Amount paid for supplies, utilities, fees, and other services	96,789
---	--------

Additions to plant and equipment	19,440
----------------------------------	--------

Repayment of long-term debt	3,502
-----------------------------	-------

TOTAL OPERATING EXPENDITURES DURING THE YEAR	\$237,890
---	------------------

AMOUNT AVAILABLE FOR FUTURE EXPANSION, RENOVATIONS, AND PROPERTY REPLACEMENT	\$4,589
---	----------------