



Hamilton Health Care System's 2015 Community Benefit Report

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2015, Hamilton invested \$27 million in approved capital upgrades, \$7 million in new clinical and diagnostic equipment, and \$20 million in facilities enhancements.

Serving the Community

Hamilton takes great pride in our community. In 2015, Hamilton contributed almost \$38 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 \$25.7 million, plus other below-cost payments of \$10.2 million.

New and Enhanced Services

Hamilton Medical Center Opens Redesigned Medical Intensive Care Unit

The Bandy-McCutchen Medical Intensive Care Pavilion, Hamilton Medical Center's Medical Intensive Care Unit (MICU) was recently redesigned to provide patients and their family members with larger and more technically advanced patient care areas and a new and enlarged patient family waiting area.

The unit now features 14 private, leading-edge intensive care rooms. Each room is spacious in order for the bed and medical equipment to be positioned according to each patient's specific needs. In addition, each room includes a private bathroom and a family alcove to allow family members to spend the night in the room with the patient.

Hamilton Medical Center Opens New Emergency Department Lobby

Hamilton Medical Center recently constructed a new Emergency Department lobby. The new lobby is four times larger than the previous one and features an easily accessible check-in area, as well as space available to accommodate separate sick and well areas if needed. The lobby is also equipped with free Wi-Fi access, comfortable seating, a variety of vending machines, and flat panel televisions.

Hamilton Diagnostics Center Offers Lung Screenings

Hamilton Diagnostics Center now offers low-dose computerized tomography (CT) scans to screen for early-stage lung cancer.

The screening consists of a CT scan that uses special X-ray technology to obtain images from different angles. These images are then combined to show a cross-section of the lungs. This type of low-dose CT scan administers 90 percent less radiation than a conventional CT scan and takes about 10 seconds to complete.

Hamilton Neurosurgery and Spine Center Introduces Spinal Cord Stimulation for Chronic Pain

Hamilton Neurosurgery and Spine Center now offers a procedure called spinal cord stimulation. Spinal cord stimulation bombards the dorsal columns with sensory stimulation – thereby disrupting the transmission of pain.

Hamilton Diagnostics Center Installs New Hybrid SPECT/CT Nuclear Medicine Camera

Hamilton Diagnostics Center recently purchased a new hybrid SPECT/CT nuclear medicine camera. The Discovery™ NM/CT 640 combines functional and anatomical imaging with high resolution detectors and innovative CT to deliver whole body bone scans in as little as 16 minutes, along with outstanding image quality, reduced radiation doses, and increased patient comfort.

Hamilton Medical Center Employs Germ-Zapping Robots

Hamilton Medical Center is the only hospital in the North Georgia region to employ Xenex germ-zapping robots to disinfect its hospital rooms, equipment, and surfaces.

Harnessing powerful pulsed xenon ultraviolet (UV) light and patented technology, the Xenex system efficiently destroys viruses, bacteria, mold, fungus, and bacterial spores in just five to 10 minutes per room without contact or chemicals. Intense broad-spectrum UV light penetrates pathogen cell walls, causing DNA to fuse instantly, rendering them unable to reproduce or mutate. This UV light is more intense than sunlight and is effective against even the most dangerous pathogens, including Ebola, Clostridium difficile (C. diff), norovirus, influenza, and staph bacteria, including Methicillin-resistant Staphylococcus aureus, better known as MRSA.

Hamilton's Xenex robots provide an extra layer of protection after each room has been cleaned by the Hamilton's Environmental Services team because they destroy the hard-to-kill germs in hard-to-reach places. In fact, the Xenex system disinfects 99.9 percent of dangerous contaminants.

Awards and Recognitions

Hamilton Health Care System continues to achieve awards, accreditations, and national recognition in a variety of areas.

Hamilton Medical Center Named One of the Nation's 100 Top Hospitals by Truven Health Analytics for 2015

Hamilton Medical Center was recently named one of the nation's 100 Top Hospitals® by Truven Health Analytics,™ a leading provider of data-driven analytics and solutions to improve the cost and quality of health care.

The Truven Health 100 Top Hospitals study identifies hospitals and leadership teams

that provide the highest level of value to their communities, based on a national balanced scorecard. The 100 Top Hospitals balanced scorecard measures overall organizational performance across 11 key analytic measures including patient care, operational efficiency, and financial stability.

Hamilton Medical Center Named the Number One Mid-size Hospital in Georgia for 2015

Hamilton Medical Center was recently named the number one mid-sized hospital in Georgia by Georgia Trend magazine. The data used to compile the rankings was gathered from publicly available information from the Centers for Medicare and Medicaid Services on quality of care, patient satisfaction, mortality and readmission statistics, and hospital-acquired infections and conditions.

Hamilton Medical Center Receives Medical Excellence Awards from CareChex®

Hamilton Medical Center recently received several Medical Excellence awards through CareChex® – a division of Comparion®.

Hamilton Medical Center ranks number one in the Northwest Georgia and Chattanooga region for medical excellence in Overall Hospital Care, Overall Surgical Care, Cardiac Care, Heart Attack Treatment, Interventional Coronary Care, Joint Replacement, and Vascular Surgery according to CareChex®, a division of Comparion®. CareChex is an independent company that recognizes the nation's best performers on various measures of quality relating to process of care, outcomes, and patient satisfaction.

Hamilton Medical Center Again Receives Chest Pain Center with Primary PCI Accreditation

Hamilton Medical Center has again received full Chest Pain Center with Primary PCI Accreditation from the Society of Cardiovascular Patient Care.

SCPC's CPC Accreditation process ensures that hospitals meet or exceed an array of stringent criteria and undergo a comprehensive on-site review by a team of accreditation review specialists. Hospitals that receive SCPC CPC Accreditation status have achieved a higher level of expertise in dealing with patients who present with symptoms of a heart attack.

Hamilton Medical Center Honored with Mission: Lifeline Achievement Award

Hamilton Medical Center recently received the Mission: Lifeline® Bronze Receiving Quality Achievement Award. This was presented to Hamilton for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of heart attack patients.

Hamilton Medical Center Awarded National Stroke Care Recognition

Hamilton Medical Center recently received the American Heart Association/American Stroke Association's Get With The Guidelines—Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll. The award recognizes the hospital's commitment and success in ensuring that stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines.

Hamilton Receives American College of Cardiology Award

Hamilton Medical Center recently received the American College of Cardiology's NCDR ACTION Registry—GWTG Platinum Performance Achievement Award.

To receive this award, Hamilton consistently followed the treatment guidelines in the ACTION Registry—GWTG Premier for eight consecutive quarters and met a performance standard for specific performance measures.

Hamilton Emergency Medical Services Paramedic and Emergency Medical Technician Receive Tommy Gayler Medical Call of the Year Award

Randy Wilkes, paramedic, and Todd Bush, EMT, with Hamilton Emergency Medical Services recently received the Tommy Gayler Medical Call of the Year Award.

The two HEMS associates received the award due to their quick response time, protocol compliance, and effective resource utilization during a successful resuscitation of a patient in cardiac arrest.

Ridgewood Manor Administrator Receives ACHCA Eli Pick Facility Leadership Award

The American College of Health Care Administrators (ACHCA) recently honored Lorraine Tilstra, administrator of Ridgewood Manor Health and Rehabilitation, with a 2015 recipient of the ACHCA Eli Pick Facility Leadership Award.

The award, named in memory of visionary ACHCA member Eli Pick, recognizes administrators whose teams have achieved dimensions of organizational quality that few others have been able to reach. Eligibility for this award is based on three years of skilled nursing facility survey data, including the Health, Fire (Life Safety), and Complaint Surveys, as well as top quartile performance on designated Quality Measures.

Hamilton Medical Center Receives Excellence Award for Supply Chain Management from VHA Inc.

Hamilton Medical Center recently received an Excellence Award from VHA Inc., the national healthcare network. The award recognizes Hamilton for documenting one of the highest levels of improvement in cost performance for physician preference items within the VHA alliance.

Hamilton Volunteer Pam Ackerman Receives Statewide Hospital Hero Award

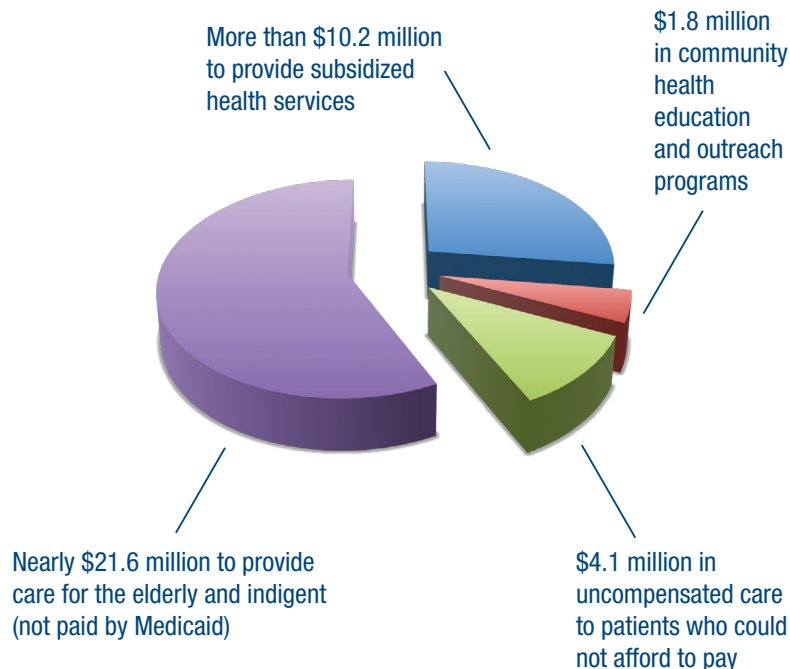
Hamilton Medical Center Volunteer Pam Ackerman was recently awarded the Georgia Hospital Heroes Award. Pam was recognized for her support of patients, families, and hospital staff through her work as a volunteer.

Don Thomas, MD, Receives Distinguished Service Award

Hamilton Medical Center Physician Don Thomas, MD, recently received one of the Georgia Hospital Association's highest honors, the Distinguished Service Award. He was recognized for his more than five decades of service to the residents of Dalton and surrounding communities.

Hamilton Health Care System Summary of Community Benefit

Fiscal Year Ended September 30, 2015



Community Programs

Dare to Care: 79

Dare to Care is a free two-part cardiovascular disease program for men and women with two or more 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: 97

Take it to Heart is a free two-part educational seminar and cardiac risk assessment for anyone who has two or more risk factors of heart disease and who is not currently being treated by a cardiologist.

Joint Moves: 81

Joint Moves is a free program that provides education on osteoarthritis and joint pain.

Health Fairs: 12

(Approximately 3,100 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, 2015

(dollars in thousands)

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| AMOUNT GENERATED FOR SERVICES AND PROCEDURES TO OUR PATIENTS AND RESIDENTS | \$898,417 |
| We were unable to collect these amounts for our patients covered by: | |
| Medicare | (305,142) |
| Medicaid | (109,550) |
| Other private insurers | (112,125) |
| We wrote off this amount for patients who were unable to pay for their care | (99,021) |
| Total amount of uncompensated care | (625,838) |
| AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES | \$272,579 |
| Amount of operating income we received from other sources | 9,580 |
| TOTAL OPERATING REVENUE FOR THE YEAR | \$282,159 |
| Amount paid to provide the nursing and support staff for our patients and residents | 138,164 |
| Amount paid for supplies, utilities, fees, and other services | 103,262 |
| Additions to plant and equipment | 26,782 |
| Repayment of long-term debt | 4,116 |
| TOTAL OPERATING EXPENDITURES DURING THE YEAR | \$272,324 |
| AMOUNT AVAILABLE FOR FUTURE EXPANSION, RENOVATIONS, AND PROPERTY REPLACEMENT | \$9,835 |