



Hamilton Health Care System's *2016 Community Benefit Report*

Hamilton Medical Center was established in 1921 to respond to our community's needs. This mission remains strong to this day. The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2016.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2016, Hamilton invested \$28 million in approved capital upgrades, \$12 million in new clinical and diagnostic equipment, and \$16 million in facilities enhancements.

Serving the Community

Hamilton takes great pride in our community. In 2016, Hamilton contributed over \$42 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 \$27.5 million, plus other below-cost payments of \$12.9 million.

New and Enhanced Services

Bradley Wellness Center Expansion Complete

Bradley Wellness Center recently completed a major expansion and renovation. The 11,000 square foot, \$5 million project included lobby upgrades, a new cycle studio, a new mind/body studio, a new LifeFit studio (high-intensity functional training), new exercise equipment, a new cardiac rehabilitation space, a new Hamilton Spine Health and Sport area with a biomechanics lab, and a new massage therapy space.

Hamilton Neurosurgery and Spine Center Opens a Practice in Calhoun

Hamilton Neurosurgery and Spine Center-Dalton expanded to open an office in Calhoun, Georgia, located at 1060 Red Bud Road. The practice offers 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 Begins New Discharge Prescription Service

Hamilton Medical Center patients may now have their prescriptions filled and delivered to their hospital room through

Hamilton’s new Meds2Go service. Receiving medications before being discharged is a welcome convenience for many patients.

Hamilton Medical Center Participates in Infant Safe Sleep Program

Hamilton Medical Center participates in the Georgia Safe to Sleep Campaign, a program that provides infant sleep safety education to parents. As part of the program, families of infants born at Hamilton receive an informational book and an infant gown that says “This side up” on the front side and “Please turn me over” on the back.

Hamilton Emergency Medical Services Implements New Cutting-Edge Resuscitation Technology

Hamilton Emergency Medical Services recently installed new Zoll X Series® monitor-defibrillators in all of its ambulances. The Zoll X is the first monitor/defibrillator with integrated Wi-Fi. It combines defibrillation, pacing, and CPR quality improvement with advanced monitoring parameters.

Awards and Recognitions

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

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 market (including the Chattanooga area) for medical excellence in Overall Hospital Care, Cardiac Care, Heart Failure Treatment, Interventional Coronary Care, Joint Replacement, and Major Orthopedic Surgery.

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 Emergency Medical Services Honored with Mission: Lifeline® EMS Achievement Award

Hamilton Medical Center recently received the Mission: Lifeline EMS Silver Award for

implementing specific quality 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 Medical Center Received Antibiotic Stewardship Honor Roll

The Georgia Department of Public Health, in association with the Georgia Healthcare Associated Infections Advisory Committee, awarded Hamilton Medical Center with membership in the Georgia Honor Roll for Antibiotic Stewardship for Acute Care Hospitals in honor of Hamilton’s educational program “Rethinking Antimicrobial Stewardship” presented by James Sizemore, MD, infectious disease specialist.

Hamilton Medical Center’s Lab Earned AABB Accreditation

Hamilton Medical Center’s blood bank received AABB accreditation for Blood Bank Transfusions and Tissue Implantation Services. Accreditation follows an intensive, on-site assessment by specially trained AABB assessors and establishes that the level of technical and administrative performance within the facility meets or exceeds the standards set by AABB.

Hamilton Medical Center Receives Award for Hamilton Health Magazine

Hamilton Medical Center received the Georgia Hospital Association’s Georgia Society for Healthcare Marketing and Public Relations Target Award for its Hamilton Health magazine. The magazine was recognized at the highest level in the External Newsletters and Magazines category.

Hamilton Medical Center Awarded Certification From The Joint Commission For Shoulder Replacement Program

Hamilton Medical Center earned The Joint Commission's Gold Seal of Approval® for shoulder replacement, 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.

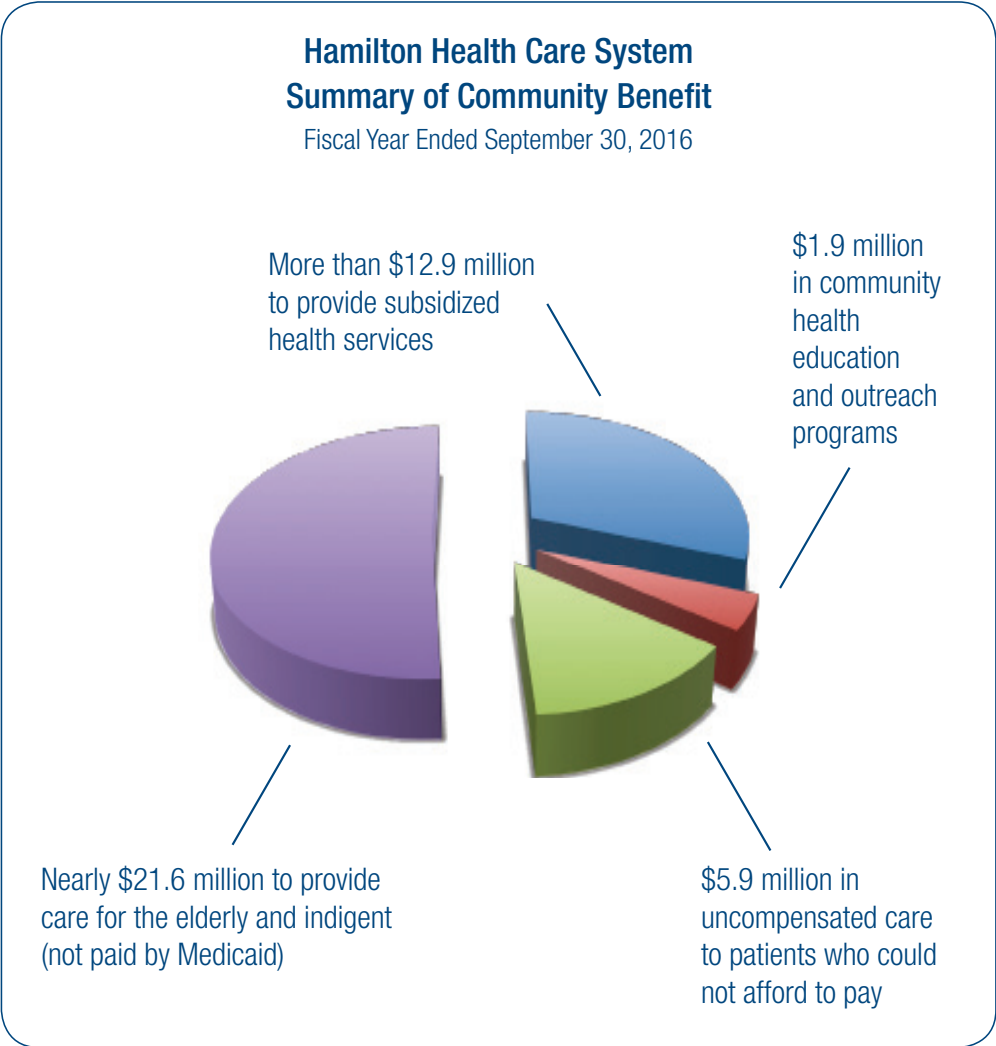
Shoulder replacement is part of Hamilton's Joint Moves program. Hamilton also holds The Joint Commission certification for hip and knee replacement.

Wood Dale Health and Rehabilitation Recognized For Outstanding Workforce Satisfaction

Wood Dale Health and Rehabilitation recently received the Excellence in Action award from My InnerView by National Research Corporation for high workforce satisfaction scores. This honor is awarded to post-acute care centers that achieve overall workforce satisfaction scores within the top 10 percent of the My InnerView product database. The database is the largest source of long-term care and senior living satisfaction metrics in the nation.

Regency Park Health and Rehabilitation Center and Ridgewood Manor Health and Rehabilitation Center Earn 2016 Silver National Quality Awards

Both Regency Park Health and Rehabilitation Center and Ridgewood Manor Health and Rehabilitation Center earned 2016 Silver Achievement in Quality Awards by the American Health Care Association and National Center for Assisted Living. The award recognizes providers across the nation that have demonstrated their commitment to improving of care for residents and patients in long-term and post-acute care centers and communities.



Community Programs

Heart Health Assessments: 135

During the month of February, Hamilton Health Care System offered free screenings to the community to detect potential signs of heart disease. The screening includes cholesterol and blood pressure checks, as well as a heart health assessment.

Take it To Heart: 83

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: 25

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

Health Fairs: 9

(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, 2016

(dollars in thousands)

AMOUNT GENERATED FOR SERVICES AND PROCEDURES TO OUR PATIENTS AND RESIDENTS	\$963,346
We were unable to collect these amounts for our patients covered by:	
Medicare	(334,948)
Medicaid	(117,021)
Other private insurers	(127,463)
We wrote off this amount for patients who were unable to pay for their care	(98,586)
Total amount of uncompensated care	(678,018)
AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES	\$285,328
Amount of operating income we received from other sources	12,747
TOTAL OPERATING REVENUE FOR THE YEAR	\$298,075
Amount paid to provide the nursing and support staff for our patients and residents	148,921
Amount paid for supplies, utilities, fees, and other services	106,667
Additions to plant and equipment	27,725
Repayment of long-term debt	4,287
TOTAL OPERATING EXPENDITURES DURING THE YEAR	\$287,600
AMOUNT AVAILABLE FOR FUTURE EXPANSION, RENOVATIONS, AND PROPERTY REPLACEMENT	\$10,475