



# HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT **2018**

Big things are happening at Hamilton. The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2018.

## Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2018, Hamilton invested \$66 million in approved capital upgrades, \$8 million in new clinical and diagnostic equipment, and \$58 million in facilities enhancements.

## Serving the Community

Hamilton takes great pride in our community. In 2018, Hamilton contributed over \$51 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 \$32.4 million, plus other below cost payments of \$17.5 million.

## New and Enhanced Services

### Peoples Cancer Institute

Construction of Hamilton’s new comprehensive, state-of-the-art cancer institute is nearing completion. Named in honor of local philanthropists Shelby and Willena Peoples, this new, freestanding, four-story cancer institute will house a medical oncology practice, as well as radiation oncology, outpatient infusion, and breast and diagnostic imaging services.

### Hamilton Physician Group-Murray Campus Expands

Hamilton Physician Group-Murray Campus recently added 12 additional treatment rooms. Located at 800 G.I. Maddox Parkway in Chatsworth, the practice offers X-ray, EKG, ultrasound, and spirometry and allergy testing capabilities, as well as an in-house laboratory. Hamilton’s Murray Campus houses an internal and family medicine clinic, a Convenient Care practice that serves patients on a walk-in basis, and Hamilton Vascular Center. Hamilton Vascular Center also has a practice in the Medical Arts building on Burleyson Road in Dalton.

### New Intensivist Program at Hamilton Medical Center

Hamilton Medical Center now utilizes critical care physicians, also known as intensivists. Intensivists use a comprehensive approach to coordinate the services critically ill patients need while in an Intensive Care Unit (ICU).

### Hamilton Physician Group Opens Practice in Catoosa County

In 2018, Hamilton Physician Group opened a new physician practice in Ringgold, Georgia. The large campus offers both primary care and specialty care services, as well as imaging and laboratory services. Primary care services are available by appointment or by walk in with daytime, evening, and weekend hours. Specialty care services are provided by Hamilton Diabetes and Endocrinology Center, Hamilton Physician Group-Gastroenterology, Hamilton Physician Group-General Surgery, Hamilton Physician Group-Neurosurgery and Spine, and Hamilton Physician Group-Psychiatry. The practice is located at 45 College Park Drive next to Zaxby’s restaurant on Alabama Highway.

### Anna Shaw Children’s Institute Opens

Anna Shaw Children’s Institute is now open! The Institute provides specialized services for children from birth to age 11 with autism spectrum disorder, attention deficit/hyperactivity disorder, and other developmental delays. Children and families can receive diagnoses, treatment, therapy services, and support, all under one roof.

### Innovative Cardiac Care at Hamilton Medical Center

Rajiv Verma, MD, was recently the first in the Dalton/Chattanooga region to implant the world’s smallest pacemaker. Also, Ezad Ahmad, MD, is one of a very few physicians in the nation who regularly performs distal radial catheterizations. This catheterization technique is more comfortable for patients and allows for a quicker recovery time.

### Outpatient Joint Replacement Surgery at Hamilton Medical Center

Hamilton Medical Center now offers knee, hip, and shoulder replacement surgeries on an outpatient basis. Due to advanced surgical training, improved pain and anesthesia methods, and new rehabilitation practices, many joint replacement patients can return home from joint replacement surgery in less than 24-hours.

### Hamilton Physician Group-Calhoun Campus Opens

Hamilton Physician Group recently opened a new campus location in Calhoun, Georgia. Hamilton Physician Group-Calhoun Campus is located at 160 Curtis Parkway and features a primary care clinic and Hamilton Physician Group-Neurosurgery and Spine.



## COMMUNITY PROGRAMS

### Heart Health Assessments 188

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



### take it to heart 91

Hamilton presented Take it to Heart, a free two-part educational seminar and screening.



### Joint Moves 324

Hamilton conducted a free educational program on osteoarthritis and joint pain.

### Education and Health Screening Events 10 (1,267 participants)

### Health Fairs/Community Events 28 (Approximately 6,750 participants)

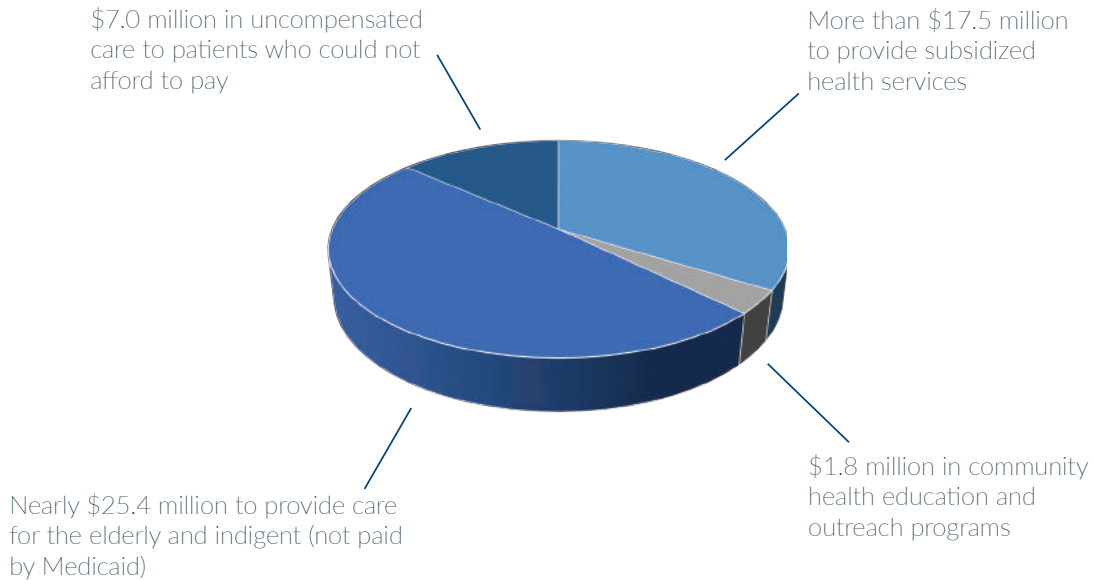
Hamilton Health Care System regularly participates in health fairs and community events across the region.

### Student Career Days 19 (Approximately 5,765 students)

Hamilton Health Care System visits schools across the region to educate students on college pathways and career opportunities in healthcare.



## Hamilton Health Care System Summary of Community Benefit Fiscal Year Ended September 30, 2018



Cheryl Vaughn & Shelia Baker at an associate event honoring employees for awards & national recognition



# AWARDS AND RECOGNITIONS

*Hamilton Health Care System consistently receives awards, accreditations, and national recognition in a wide variety of areas.*

## Hamilton Medical Center Ranks #1

Hamilton Medical Center has again been recognized with multiple medical excellence and patient safety awards by CareChex®—an information service of Quantros, Inc. Hamilton is ranked as number one in the Dalton, Chatsworth, Chattanooga, and Cleveland market in Medical Excellence in Overall Hospital Care, Chronic Obstructive Pulmonary Disease, Gastrointestinal Care, Gastrointestinal Hemorrhage, and Vascular Surgery. Hamilton is also ranked in the top 100 in the nation in Medical Excellence in Chronic Obstructive Pulmonary Disease and in the top 10 percent in the nation in Overall Hospital Care, Overall Medical Care, Chronic Obstructive Pulmonary Disease, and Orthopedic Care.

For Patient Safety, Hamilton is ranked as number one in the Dalton, Chatsworth, Chattanooga, and Cleveland market in Cancer Care, Gastrointestinal Care, General Surgery, Major Bowel Procedures, Orthopedic Care, Trauma Care, and Vascular Surgery. Hamilton is also ranked in the top 10 percent in the nation in Patient Safety in Cancer Care, Chronic Obstructive Pulmonary Disease, and Pneumonia Care.

## Hamilton Medical Center Named One of the Top Large Hospitals in the State

Hamilton Medical Center was recently named one of the Top Large Hospitals in the state of Georgia by *Georgia Trend* magazine. Hospitals were ranked based on their Total Performance Score, a measure calculated by the Centers for Medicare and Medicaid Services and based on clinical process, patient experience, outcome, and efficiency.

## Hamilton Health Care System Recognized for Leadership Excellence

Vizient MidSouth recently recognized Hamilton Health Care System with a Leadership Excellence award. Hamilton has received this award for three years in a row and is the only hospital to do so. Hamilton is also the only hospital to score in the top quartile in each of the evaluated areas.

## Hamilton Medical Center Earned Stroke Award

Hamilton Medical Center received the American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Plus Quality Achievement Award. Hamilton also received the association's 2018 Target: Stroke<sup>SM</sup> Honor Roll Elite Plus award. To qualify for this recognition, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

## Hamilton Emergency Medical Services Earns Advanced Certification

Hamilton Emergency Medical Services received accreditation from the Commission on Accreditation of Ambulance Services. Hamilton is one of only eight ambulance services to be accredited in Georgia.

## Hamilton Medical Center Named Best Hospital in North Georgia

Hamilton Medical Center was named the Best Hospital in North Georgia in the 2018 Chattanooga Times Free Press Best of the Best North Georgia Awards.



Ernie Elemento, Mike Allen, Jeff Myers, Sandy McKenzie, Teresa Ingle & Jeff Hughes accept Medical Excellence and Patient Safety awards from Carechex