



HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2017

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 2017.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2017, Hamilton invested \$30 million in approved capital upgrades, \$3 million in new clinical and diagnostic equipment, and \$27 million in facilities enhancements.

Serving the Community

Hamilton takes great pride in our community. In 2017, Hamilton contributed over \$49 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 \$34.3 million, plus other below-cost payments of \$13.9 million.

New and Enhanced Services

Hamilton Physician Group to Open a Practice in Catoosa County

Hamilton Physician Group will soon open an office in Ringgold, Georgia. The facility offers specialty care services and primary care services through a Convenient Care practice with daytime, evening, and weekend hours. The practice will be located at 45 College Park Drive next to Zaxby’s restaurant on Alabama Highway.

Hamilton Physician Group-Primary Care Opens a Practice in Calhoun

Hamilton Physician Group-Primary Care opened an office in Calhoun, Georgia. The practice offers a wide range of services with a focus on personalized care.

Hamilton Physician Group Acquires a Gastroenterology Practice

Hamilton Physician Group recently acquired a Dalton-area gastroenterology practice, now known as Hamilton Physician Group-Gastroenterology. The practice remains in its previous location, 302 North Point Place in Dalton.

Hamilton Begins Construction on the New Peeples Cancer Institute

Hamilton recently began construction on a new comprehensive, state-of-the-art cancer institute to be named the Peeples Cancer Institute in honor of local philanthropists Shelby and Willena Peeples. Integrating Hamilton’s cancer care services into one building will improve patient access and further build upon Hamilton’s reputation for excellence in integrated physician collaboration.

Hamilton Begins Construction on the New Anna Shaw Children’s Institute

Hamilton recently began construction on a world-class children’s institute to be named the Anna Shaw Children’s Institute in honor of the late Anna Sue Shaw. The Institute will provide specialized services for children with autism spectrum disorder, attention-deficit/hyperactivity disorder, and developmental delays.

Hamilton Diagnostics Center Designated as the Region’s First Accredited Lung Cancer Screening Center

Hamilton Diagnostics Center was recently designated as an accredited lung cancer screening center by the American College of Radiology. Hamilton Diagnostics Center was the first imaging provider in the Dalton/Chattanooga region to receive this designation. In order to obtain this elite distinction, Hamilton Diagnostics Center underwent a rigorous review of its lung cancer screening protocols and processes.

Hamilton Offering Full-Spectrum Endoscopy Procedure for Increased Visualization of Colon

Hamilton Medical Center recently invested in a new endoscopy technology called Fuse. With Fuse, physicians can examine twice the anatomy with a wide 330-degree view.

Hamilton Emergency Medical Services Uses Innovative Disinfection Device

Hamilton Emergency Medical Services (EMS) invested in an innovative disinfection device called a RDS 3110. It is environmentally friendly and produces no harmful by-products for the environment, contains no volatile organic compounds (VOCs), and is 100 percent biodegradable. Proven effective against many pathogens, it kills germs that can spread MRSA, HIV-1, Hepatitis B, Hepatitis C, Ebola, E. coli, Norovirus, H1N1, Salmonella, mold, mildew, and more. The device is used to clean EMS equipment and vehicles.

COMMUNITY PROGRAMS

Heart Health Assessments 172

During the month of February 2017, 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.



44

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

Joint Moves 293

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

Education and health screening events 6 (615 participants)

Health Fairs 12 (Approximately 6,200 participants)

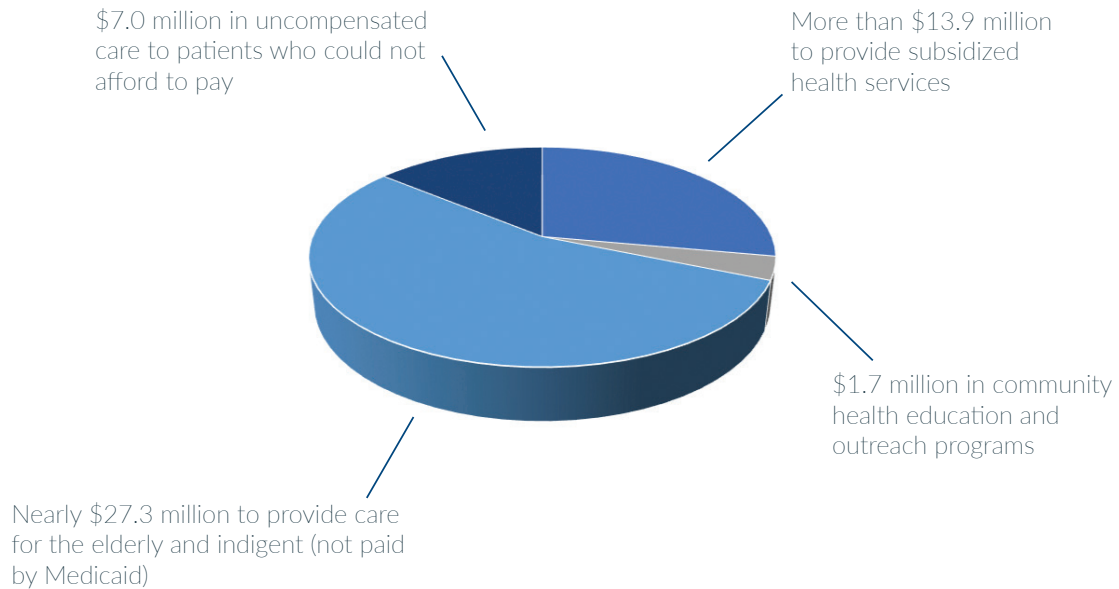
Hamilton Health Care System regularly participates in health fairs across the region.



Peoples Cancer Institute
Groundbreaking Ceremony
September 21, 2017

Hamilton Health Care System Summary of Community Benefit

Fiscal Year Ended September 30, 2017



Hamilton Health Care System Statement of Operations

Fiscal Year Ended September 30, 2017
(dollars in thousands)

AMOUNT GENERATED FOR SERVICES AND PROCEDURES TO OUR PATIENTS AND RESIDENTS	\$1,059,127
We were unable to collect these amounts for our patients covered by:	
Medicare	(390,415)
Medicaid	(129,905)
Other private insurers	(126,571)
We wrote off this amount for patients who were unable to pay for their care	(109,382)
Total amount of uncompensated care	(756,273)
AMOUNT OF ACTUAL PAYMENTS RECEIVED FOR PATIENT CARE AND RESIDENTIAL SERVICES	\$302,854
Amount of operating income we received from other sources	8,935
TOTAL OPERATING REVENUE FOR THE YEAR	\$311,789
Amount paid to provide the nursing and support staff for our patients and residents	163,256
Amount paid for supplies, utilities, fees, and other services	112,993
Additions to plant and equipment	29,699
TOTAL OPERATING EXPENDITURES DURING THE YEAR	\$305,948
AMOUNT AVAILABLE FOR FUTURE EXPANSION, RENOVATIONS, AND DEBT SERVICE	\$5,841

AWARDS AND RECOGNITIONS

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

Hamilton Medical Center Again Ranks #1

Hamilton Medical Center has again been recognized with multiple medical excellence and patient safety awards by CareChex® – a division of Comparion®. Hamilton is ranked as number one in the Dalton, Chattanooga, and Cleveland market in Medical Excellence in Overall Hospital Care, Overall Surgical Care, Gallbladder Removal, Gastrointestinal Care, Major Orthopedic Surgery, Spinal Surgery, and Vascular Surgery. Hamilton is also ranked in the top 10 percent in the nation in Medical Excellence in Overall Hospital Care, Overall Medical Care, and Heart Attack Treatment. For Patient Safety, Hamilton is ranked in the top 10 percent in the nation in Cancer Care, Chronic Obstructive Pulmonary Disease, Pneumonia Care, and Pulmonary Care. 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 Health Care System Earns Workplace Excellence Award

Hamilton Health Care System received the Workplace Excellence Award from the Bivarus Company (formerly The Jackson Group). This national award is based on an employee survey and is given to a select few companies that achieve high standards in workplace communication, employee satisfaction, and leadership excellence.

Hamilton Medical Center Receives Vizient MidSouth Brilliance Award for Leadership Excellence

Hamilton Medical Center received a Leadership Excellence award from Vizient MidSouth. This award recognizes member organizations that have achieved success in financial and operational excellence, clinical quality, and innovation.

Hamilton Medical Center Receives Vizient MidSouth Total Joint and Spine Top Performer Award

Hamilton Medical Center's orthopedic services program recently received a Top Performer award from the Vizient MidSouth Total Joint and Spine collaborative for its achievements in its 'Joint Moves' total joint and spine program.

Hamilton Medical Center's Primary Stroke Center Recognized for Stroke Care

Hamilton Medical Center was recognized by American Heart Association/American Stroke Association for achievement in the Get With The Guidelines–Stroke™ healthcare quality program. Hamilton is a Gold Plus Elite level recipient and included on the Target: Stroke Honor Roll.

Quinton Memorial Excels on State Survey

Quinton Memorial Health and Rehabilitation recently received a zero-deficiency rating in its annual recertification survey by the state of Georgia. The state average for deficiencies in Georgia is 4.4, and the national average is 6.5.

Hamilton EMS Professionals Awarded LIFE SAVER Award

Two Hamilton Emergency Medical Services (EMS) professionals, Matt Hyde and Melissa Walston, were presented with a Life Saver award and resolution by the Catoosa County Board of Commissioners for their successful efforts in saving a patient's life during cardiac arrest.

Hamilton Sports Medicine Athletic Trainer Named Southern States Athletic Conference Athletic Trainer of the Year

Sherman Howze, a certified athletic trainer for Hamilton Sports Medicine was named the Athletic Trainer of the Year by the National Association of Intercollegiate Athletics (NAIA) Southern States Athletic Conference. Sherman is stationed at Dalton State College and is one of 12 athletic trainers with Hamilton Sports Medicine. Hamilton provides athletic trainers to the following schools: Calhoun High School, Christian Heritage School, Coahulla Creek High School, Dalton High School, Dalton State College, Lafayette High School, Murray County High School, North Murray High School, Northwest Whitfield High School, and Southeast Whitfield High School.



Mike Allen, Stephen Rohn, MD, Jeff Myers, Terri Brown & Jeff Hughes