



# HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2019

We are here for you. The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2019.

## Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2019, Hamilton invested \$78 million in approved capital upgrades, \$13 million in new clinical and diagnostic equipment, and \$65 million in facilities enhancements.

## Serving the Community

Hamilton takes great pride in our community. In 2019, Hamilton contributed over \$55 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 \$38.6 million, plus other below-cost payments of \$14.9 million.

## New and Enhanced Services

### Peoples Cancer Institute

Hamilton’s new comprehensive, state-of-the-art cancer institute opened January 2020. The new freestanding, four-story cancer institute houses a medical oncology practice, as well as radiation oncology, outpatient infusion, and breast and diagnostic imaging services.

### Bandy Endoscopy Center at Hamilton Medical Center Opens

The new Bandy Endoscopy Center opened July 2019. The state-of-the-art center adjoins Hamilton Medical Center and has both its own entrance and convenient parking at the corner of Memorial and Broadrick drives. With the addition of the new center, Hamilton doubled the number of procedure suites and added 16 private patient rooms. Both gastrointestinal endoscopy and bronchoscopy procedures are performed at the center.

### Hamilton Medical Center Granted Certificate of Need for Open Heart Surgery

Hamilton Medical Center was granted a Certificate of Need (CON) to develop an open heart surgery program by Georgia’s Department of Community Health. With an ever-increasing growth rate of cardiovascular disease in the region, this service will save lives and better the health of our community.

### Anna Shaw Children’s Institute

Anna Shaw Children’s Institute opened in April 2019. The Institute provides specialized services for children from birth to age 11 with autism spectrum disorder, attention-deficit/hyperactivity disorder, and developmental delays. Children and families can receive diagnoses, treatment, therapy services, and support all under one roof.

### Hamilton Physician Group Opens New Practice

Hamilton Physician Group opened a new practice named Hamilton Physician Group-Specialty Care which houses multiple specialties including infectious disease and pulmonology. It is located at 1243 Broadrick Drive in Dalton.

### Hamilton Vascular Center Opens at Hamilton Physician Group-Murray Campus

Hamilton Vascular Center opened a practice inside Hamilton Physician Group-Murray Campus. Hamilton Vascular Center develops treatment plans for those with vascular disease. Treatments include lifestyle changes, medication, and, if needed, surgical procedures to repair an aneurysm or restore blood flow.

### Hamilton Medical Center Expands Capabilities with EkoSonic® Endovascular System Treatment

Hamilton Medical Center recently began using a procedure called EkoSonic® Endovascular System (EKOS) to treat pulmonary embolisms, allowing patients to receive the advanced care close to home. EKOS helps to treat pulmonary embolisms and deep vein thrombosis (DVT).



## COMMUNITY PROGRAMS

### Heart Health Assessments

(6 events; 164 participants)

Hamilton Health Care System offered free screenings and assessments to the community to detect potential signs of heart disease. The screenings included cholesterol, glucose, and blood pressure.



(2 events; 75 participants)

Hamilton presented a two-part cardiovascular education and screening program. The program included a physician lecture on heart disease prevention and risks, and the free screenings included CT cardiac score, LDL and HDL cholesterol, body mass index, and blood pressure.

### Community Education and Health Screening Assessments

(61 events; 13,347 participants)

Hamilton regularly hosted or participated in community health events across the region. Our contribution included staffing, simple health screenings, and educational materials on community health needs including nutrition and lifestyle, diabetes, cardiovascular disease, hypertension, cancer, mental health, and access to care.

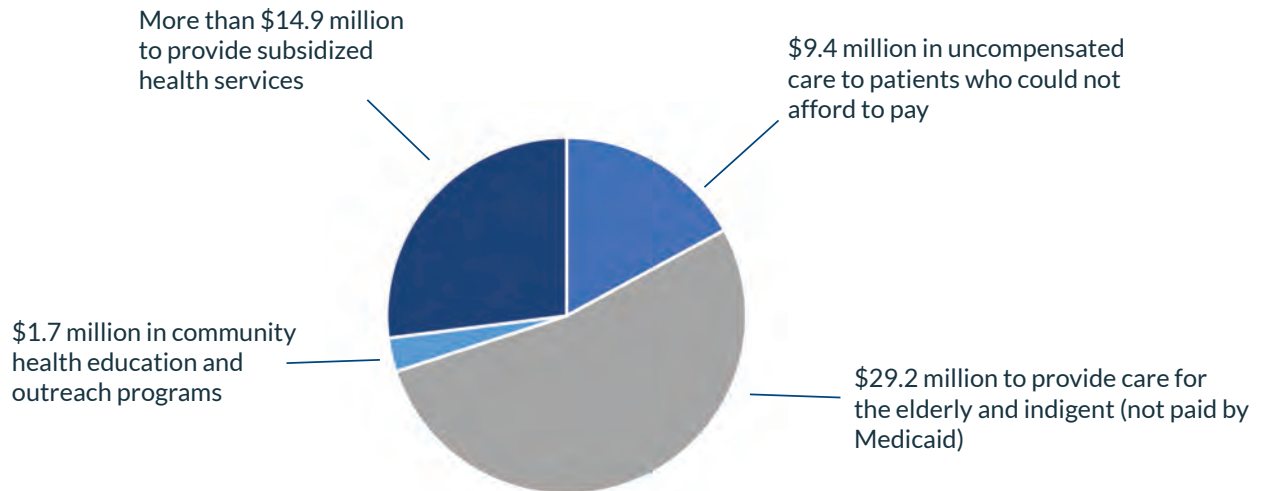
### Student Career Days

(15 events; 6,649 students)

Hamilton regularly 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, 2019



Freda Hoffman, Rita Harris, and Annette Daniel enjoy Pink Day 2019.





# AWARDS AND RECOGNITIONS

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

## **Hamilton Medical Center Ranks Among Top Hospitals in the Nation**

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 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's Anna Shaw Children's Institute Building Awarded for Best Design, Architecture**

Healthcare Design awarded Anna Shaw Children's Institute and ESa with the Award of Merit (highest award) for best

design and architecture in the healthcare industry in their 2019 Healthcare Design Showcase.

## **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 2019 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 Awarded with American Heart Association's Mission: Lifeline EMS Gold Plus Recognition Award**

Hamilton Emergency Medical Services received the American Heart Association's Mission: Lifeline® EMS Gold Plus Award for implementing improvement measures for the treatment of patients who experience severe heart attacks.

## **Hamilton Medical Center Again Earns Chest Pain Center Accreditation with Primary Care Percutaneous coronary intervention Distinction**

Hamilton Medical Center once again earned the Chest Pain Center Accreditation with Primary Care Percutaneous Coronary Intervention (PCI) Distinction. This means that Hamilton has proven exceptional competency in treating patients with heart attack symptoms and has primary PCI available 24 hours a day, seven days a week, every day of the year.

## **Hamilton Health Care System Awarded for Excellence in Marketing and Public Relations**

Hamilton Health Care System recently received two Gold awards and one Silver award from the Georgia Society of Healthcare Marketing and Public Relations. Hospitals across the state were judged on creativity, layout and design, functionality, message effectiveness, production quality, and overall appeal.

## HAMILTON WELCOMES PHYSICIANS



**Danielle Epanchin, DO**  
Family Medicine  
Hamilton Physician Group-  
Primary Care-Dalton



**Eric Turner, MD**  
Oncology/Hematology  
Peoples Cancer Institute



**Shuang Qin Zhang, MD**  
Oncology/Hematology  
Peoples Cancer Institute

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Eric Manahan, MD  
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