



HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2022

The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2022.

Serving the Community

Hamilton takes great pride in our community. In 2022, Hamilton contributed over \$72 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 \$55.6 million, plus other below-cost payments of \$12.3 million.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2022, Hamilton invested \$34 million in capital upgrades, \$10 million in new clinical and diagnostic equipment, and \$24 million in facilities enhancements.

New and Enhanced Services

New CT Providing Highest Quality Images with Lower Doses

Hamilton Medical Center once again increased its state-of-the-art imaging technology with GE’s new Revolution Computed Tomography (CT) system. This advanced technology is designed with the patient and healthcare professionals in mind, delivering the highest quality imaging with groundbreaking speed and the lowest radiation exposure.

“The ability to explore inside the human body non-invasively is incredible,” said Brad Sidlo, Imaging Services director. “Being able to explore more effectively and provide

a whole new level of patient comfort is a game changer.” Located at the hospital’s CT suite, the Revolution CT is now available for all inpatient and emergency services as well as outpatient cardiac studies.

Community Telehealth Service

Hamilton Health Care System recently introduced Hamilton Community Health, a new way to connect with a healthcare provider. Same-day appointments are available. The service is available for new and established patients, and they may schedule their own appointments at their convenience online at HamiltonHealth.com/365telehealth or by calling 706.529.8862.

Pet Therapy Program at Hamilton Medical Center

Shaonia, a 9-year-old American Kennel Club registered American Staffordshire terrier, recently celebrated her 2,000th pet visit with Hamilton Medical Center. Shaonia has 2,840 volunteer hours as a therapy dog.

Hamilton Medical Center’s pet therapy dogs visit with patients, families, and associates throughout the campus, including patient rooms, Peeples Cancer Institute, the Emergency Department, the medical intensive care unit, and even administrative offices. The program, sponsored by Dalton Box, has been a unique part of Hamilton for more than a decade.

“Interaction with a gentle, friendly pet can have significant physical and mental benefits,” says Gay Ann Talley, Guest and Volunteer Services supervisor. Physical benefits of pet therapy include: lowering blood pressure, improving cardiovascular health, releasing endorphins (oxytocin) that have a calming effect, and diminishing overall physical pain.

Participants in the program include Joanne Davis, with Shaonia (American

Staffordshire terrier) and Sabrina (Boston terrier); Jill Durden, with Quigley (Australian shepherd); and Janie DuBose, with Buck (terrier mix).

Hamilton Medical Center Offers Day and Evening Classes at Certified Nursing Assistant (CNA) Training School

Hamilton Medical Center now offers day and evening classes for its certified nursing assistant (CNA) program. Classes are held at the Hamilton University Base in Dalton. Tuition reimbursement and scholarships are available to qualified individuals. Positions are available at Hamilton Medical Center, Hamilton Long Term Care facilities, and other areas of Hamilton Health Care System.

Free Heart Health Assessments

Hamilton provided free heart health assessments at various locations in Northwest Georgia during the month of February. February is American Heart Month, and Hamilton encouraged people to focus on their cardiovascular health. Assessments included cholesterol, glucose, and blood pressure checks.

Take it to Heart Program

Hamilton once again provided an educational seminar and a free cardiac risk assessment including blood pressure, calcium scoring, lab work.

Educational Events

Hamilton Hospice Grief and Bereavement Group

Hamilton Hospice hosts a new grief and bereavement group every fourth Thursday of the month. The group meets from noon to 1 p.m. at the Dalton-Whitfield County Library, 310 Capps Street in Dalton. Hamilton Hospice sponsors the grief group

because they have identified a gap in the community’s wellbeing as it relates to the grieving process.

CHAMP Webinars

Anna Shaw Children’s Institute (ASCI) holds monthly CHAMP (Classes to Help, Advise & Motivate Parents) webinars on Facebook.

Parent Support Group

ASCI hosts a parent support group on the second Tuesday of each month at 11:00 am. The group is held in-person and via video call. Visit www.bit.ly/asciparentgroup to join the call. All parents, grandparents, guardians, and other family members of children with special needs are invited to participate in this parent-led group.

Spanish-Language Latino Parent Support Group

ASCI hosts a Latino parent support group on the first Thursday of each month at 9:00 am. All parents, grandparents, guardians, and

other family members of children with special needs are invited to participate in this parent-led group.

North Georgia Autism Conference

ASCI hosted the seventh annual North Georgia Autism Conference at the Dalton Convention Center. The conference featured Neurodiversity Expert Haley Moss, Esq. and Jackie and Jordyn Moore.

Peoples Cancer Institute Breast Cancer Support Group

Peoples Cancer Institute (PCI) hosts a breast cancer support group on the first Thursday of each month at 5:30 pm in the PCI conference room.

Language Workshop

ASCI recently hosted a Language Acquisition through Motor Planning (LAMP) workshop. The program was held in conjunction with The Center for AAC & Autism.

Back-to-School Event

Hamilton Health Care System hosted back-to-school celebrations in several locations. Children in kindergarten through fifth grade received free school supplies and ice cream.

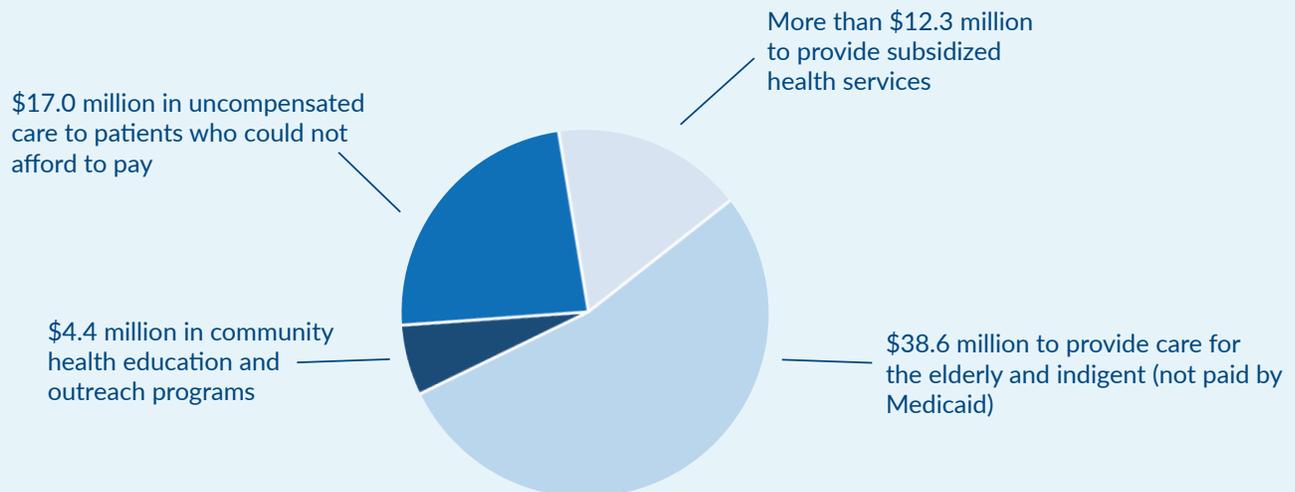
For Her Event

Hamilton hosted its “For Her” women’s event. The event included free health screenings, physician seminars, mini massages, giveaways, and more.

Men’s Event

Hamilton hosted its Men’s Health Event. The event included free health screenings including a prostate exam, a physician seminar, giveaways, and more.

**Hamilton Health Care System
Summary of Community Benefit
Fiscal Year Ended September 30, 2022**



AWARDS AND RECOGNITION

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

Hamilton Medical Center Earns Multiple CareChex® Awards

Hamilton Medical Center has again been recognized with multiple medical excellence and patient safety awards by CareChex®. The awards are based on a comprehensive quality scoring system that compares inpatient quality performance across general, acute, and non-federal U.S. hospitals.

For Medical Excellence, Hamilton Medical Center was recognized in the following categories:

- Cancer Care - Top 10% in the Nation

For Patient Safety, Hamilton Medical Center was recognized in the following categories:

- Cancer Care - #1 in the Market
- Cardiac Care - Top 10% in the State
- Major Cardiac Surgery - #1 in the Market
- Chronic Obstructive Pulmonary Disease - #1 in the Market
- Joint Replacement - Top 10% in the State & #1 in the Market
- Major Orthopedic Surgery - Top 10% in the State
- Pneumonia Care - Top 10% in the Nation
- Pulmonary Care - Top 10% in the Nation

Hamilton Medical Center's market includes:

- GA- Calhoun, Chatsworth, Dalton, and Fort Oglethorpe
- TN- Athens, Chattanooga, Cleveland, and Dayton

Hamilton Medical Center Earns Stroke Awards

Hamilton Medical Center again received the American Heart Association/American Stroke Association Get With The Guidelines-Stroke Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Additionally, Hamilton received the Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll awards. To qualify for the Stroke Honor Roll Elite 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. To qualify for Type 2 Diabetes Honor Roll recognition, hospitals must meet quality measures developed with

more than 90 percent compliance for 12 consecutive months for the Overall Diabetes Cardiovascular Initiative Composite Score.

Hamilton Medical Center is recognized for excellence with Electrophysiology Accreditation

The American College of Cardiology has recognized Hamilton Medical Center for its expertise and commitment to treating patients who come to the electrophysiology (EP) lab for care. Electrophysiology labs provide care for patients with arrhythmias and may employ treatments such as cardiac ablation and implantable devices such as pacemakers and implantable cardioverter defibrillators.

Hamilton Medical Center Cardiac Cath Lab Receives Accreditation with PCI.

The American College of Cardiology has recognized Hamilton Medical Center for its demonstrated expertise and commitment in treating patients who come to the cardiac cath lab for care, including diagnostic catheterizations and percutaneous coronary intervention (PCI) procedures. The award process is based on rigorous onsite evaluation of the staff's ability to evaluate, diagnose, and treat patients who come to the cardiac cath lab.

Hamilton Medical Center Named Large Hospital of the Year by the Georgia Alliance of Community Hospitals

The Georgia Alliance of Community Hospitals recently named Hamilton Medical Center the Large Hospital of the Year for 2023! "Hamilton is committed to providing excellent healthcare for our community members," said Jeff Myers, president and CEO. "We serve with compassion, and at all times, we are committed to our pledge: Excellence. Every Person. Every Time."

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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 Emergency Medical Services Earns Advanced Recertification

Hamilton Emergency Medical Services (HEMS) has received reaccreditation from the Commission on Accreditation of Ambulance Services for its compliance with national standards of excellence. HEMS was initially certified in 2018. HEMS is one of only nine in Georgia to hold this certification. "Our staff has been key to our successful completion of the process," said Scott Radeker, HEMS Director. "Everyone here played a valuable role in our ability to meet the Commission's high standards."

Hamilton Medical Center Among Nation's Top Performing Hospitals for Treatment of Heart Attack Patients

Hamilton Medical Center recently received the American College of Cardiology's NCDR Chest Pain - MI Registry Gold Performance Achievement Award. Hamilton is one of only 81 hospitals nationwide to receive the honor. The award recognizes Hamilton's commitment and success in implementing a higher standard of care for heart attack

patients and signifies that Hamilton has reached the goal of treating these patients as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.



"Hamilton Medical Center named Large Hospital of the Year by Georgia Alliance of Community Hospitals. From left Julie Soekoro, Sandy McKenzie, Jeffery Myers, Lisa Lovelace, and Val Brantley."

Anna Shaw Children's Institute Receives LAMP Center of Excellence Distinction

ASCI is a Language Acquisition through Motor Planning (LAMP) Certified Center of Excellence and is the first in Georgia with this distinction. LAMP is an augmentative alternative communication (AAC) approach designed to give individuals who are nonverbal or have limited verbal abilities a method of independently expressing themselves through the use of a speech-generating device. Providers and patients at ASCI are using this high-tech communication system to allow patients to quickly relay messages to caregivers in order to meet immediate needs and improve ability to communicate beyond requesting by expressing emotions, negotiating, commenting, and engaging in meaningful interactions.

Two of the five LAMP-certified professionals in the state of Georgia are therapists at ASCI. They include

Hannah Cannon, Lead Pediatric Therapist, and Laurie Shaw, Speech Therapist. "Hannah and Laurie are stellar therapists," says Terri Woodruff, Executive Director of Anna Shaw Children's Institute. "To have forty percent of Georgia's LAMP-certified professionals providing care at Anna Shaw Children's Institute speaks to the dedication of our providers and the quality of services we offer."

Hamilton Medical Center Blood Bank Earns Reaccreditation

The blood bank at Hamilton Medical Center recently received reaccreditation for blood bank transfusions and tissue implantation services through the Association for the Advancement of Blood & Biotherapies (AABB). Accreditation follows an intensive on-site assessment by specially trained AABB assessors and establishes that the level of technical and administrative performance within the Blood Bank meets or exceeds the standards set by AABB. "It definitely takes a high level of collaboration to maintain a program of this quality," said Nikki Shoemaker, Laboratory Director.

Champ Baker, Jr. Young Professional Leadership Award Presented to Athletic Trainer Sherman Howze

Sherman Howze, Head Certified Athletic Trainer for Hamilton Sports Medicine, recently received the Champ Baker, Jr., Young Professional Leadership Award. "Sherman is one of the best athletic trainers I have had the privilege to work with," says Ryan Bonanno, Hamilton Sports Medicine Manager. "He is kind, caring, and driven to help people."