



HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2020

The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2020.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2020, Hamilton invested \$46 million in approved capital upgrades, \$31 million in new clinical and diagnostic equipment, and \$15 million in facilities enhancements.

Serving the Community

Hamilton takes great pride in our community. In 2020, Hamilton contributed over \$62.7 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 \$44.9 million, plus other below-cost payments of \$16.5 million.

New and Enhanced Services

Hamilton Medical Center Offers Open Heart Surgery

Hamilton Medical Center began offering open heart surgery in February 2021. Hamilton Medical Center’s premier heart care team includes board-certified cardiovascular surgeon Richard Morrison, MD; board-certified critical care physician, Noah Jentzen, MD; board-certified anesthesiologist, Scott Hill, MD; interventional and structural

cardiologist, Y. Grant Kim, MD; board-certified interventional and structural cardiologist, Jim Stewart, MD; board-certified anesthesiologist, Nathan Schatzman, MD; chief perfusionist David Middleton, CCP; and an entire comprehensive heart team, skilled in cardiovascular surgical procedures.

Hamilton Medical Center Opens Internal Medicine Clinic and Hamilton Family Medicine Clinic

Hamilton Medical Center recently opened two new physician practices. The clinics are a component of Hamilton’s new internal medicine and family medicine physician residency programs. Resident physicians treat patients at the clinics under the supervision of attending physicians. Resident physicians have graduated from medical school and are involved in on-the-job training in a specialized area of medicine.

Services provided at the clinics include physical examinations, diabetes management, hypertension treatment, and other healthcare services.

Hamilton Health Care System Produces New *Health for Life* and *Salud de por Vida* Podcasts and Radio Shows

Hamilton Health Care System recently introduced two new podcasts and radio shows. To listen to the podcasts, visit HamiltonHealth.com/podcast. You can subscribe to the podcasts on Apple Podcasts, Amazon Music, Google Podcasts, or Spotify. The radio shows air on Tuesdays, Wednesdays, and Thursdays at 9:30am and 2:30pm on Mix 104.5, 98.3 The Mountain, News Talk 1340, News Talk 1230, and on Que Buena 101.9 and 93.9 at 11:30am and 4:00pm.

Hamilton Medical Center Offers Robotic Joint Procedures

Hamilton Medical Center recently began using an innovative robotic technology that allows surgeons to personalize total knee and total hip replacement procedures. The highly advanced robotic technology, Stryker’s Mako System, transforms the way joint replacement surgery is performed, enabling surgeons to have a more predictable surgical experience with increased accuracy.

The Mako Total Knee application is a knee replacement treatment option designed to relieve the pain caused by joint degeneration due to osteoarthritis. Through CT-based 3D modeling of bone anatomy, surgeons can use the Mako System to create a personalized surgical plan and identify the implant size, orientation, and alignment based on each patient’s unique anatomy.

Hamilton Offers New COVID-19 Treatment

A COVID-19 treatment offered by Hamilton Medical Center, helps certain patients from developing a more severe case of the virus. The drug uses monoclonal antibodies, laboratory-made proteins that mimic the immune system’s ability to fight off harmful pathogens, such as viruses. The treatment must be given within 7 days of the first symptom, and the earlier, the better.

Talk With Me Baby Book Project

All parents of babies born at Hamilton Medical Center now take home a *Talk With Me Baby* book. Hamilton participates in Talk With Me Baby, a national program designed to help young parents and family members understand the importance of talking and communicating with their newborn babies. The hardcover books show families in various everyday settings interacting with their children while folding clothes, during bath time, out on a walk, or other activities.

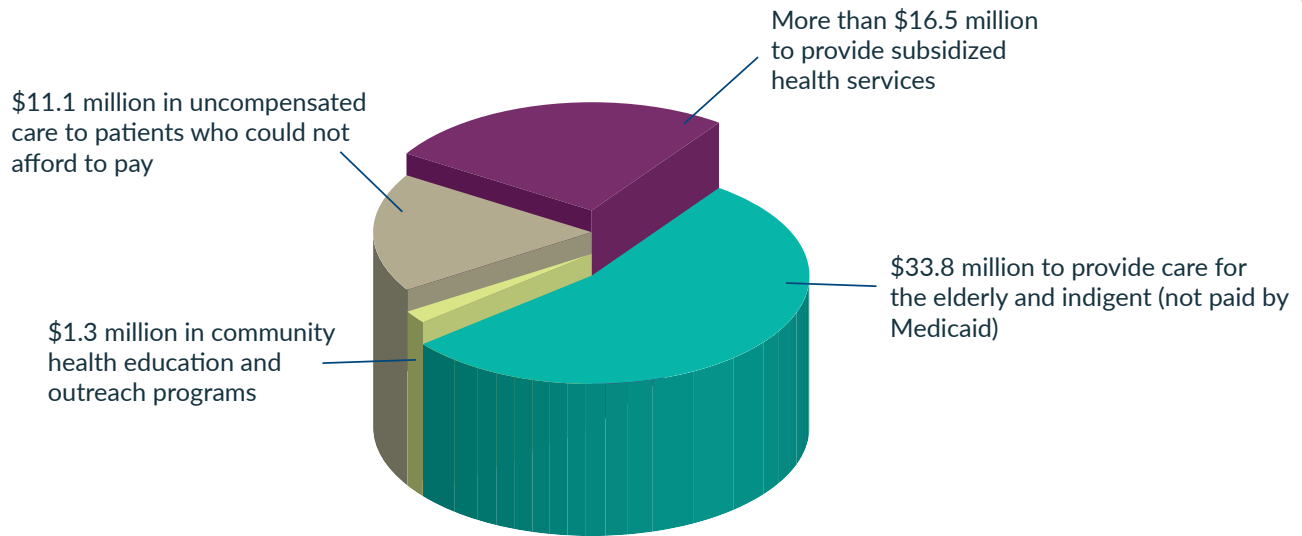
Hamilton is the first hospital system in Georgia to have its staff fully trained in Talk With Me Baby and the first to distribute books to parents. This awareness program is made possible by Hamilton Medical Center in collaboration with the Community Foundation of Northwest Georgia and the Early Childhood Initiative.



Julie King, RN; Melinda Edgeman, director of Women's Services at Hamilton Medical Center; Cilene Boyzo Diaz, new mother; Ethan Jaramillo Boyzo; and Suzanne Harbin, director of the Early Childhood Initiative in Dalton

Hamilton Health Care System Summary of Community Benefit

Fiscal Year Ended September 30, 2020



AWARDS AND RECOGNITION

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®. Hamilton is ranked in the top 10 percent in the nation in four categories.

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:

- Top 100 in the nation for Pneumonia Care
- Top 10 percent in the nation for Pneumonia Care
- Top 10 percent in the region for Pneumonia Care
- Top 10 percent in the region for Orthopedic Care
- Top 10 percent in the state for Orthopedic Care
- Top 10 percent in the state for Pneumonia Care
- Number one in the market for Interventional Coronary Care
- Number one in the market for Pneumonia Care

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

- Top 10 percent in the nation for Cancer Care
- Top 10 percent in the nation for Chronic Obstructive Pulmonary Disease
- Top 10 percent in the nation for Orthopedic Care
- Top 10 percent in the region for Cancer Care
- Top 10 percent in the region for Orthopedic Care
- Top 10 percent in the state for Cancer Care
- Top 10 percent in the state for Chronic Obstructive Pulmonary Disease
- Top 10 percent in the state for Pneumonia Care
- Top 10 percent in the state for Orthopedic Care
- Number one in the market for Cancer Care
- Number one in the market for Chronic Obstructive Pulmonary Disease

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Hamilton Medical Center Earns Stroke Awards

Hamilton Medical Center received the American Heart Association/American Stroke Association's 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.

Hamilton earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on managing their health, get a follow-up visit scheduled, as well as other care transition interventions.

Additionally, Hamilton received the Association's 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 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 quality 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, 7 days a week, every day of the year.

Quinton Memorial Health and Rehabilitation Earns AHCA/NCAL National Quality Award

Quinton Memorial Health and Rehabilitation achieved an AHCA/NCAL National Quality Award at the Bronze Commitment to Quality Award level for 2020. The AHCA/NCAL National Quality Award Program is a progressive, three-step process that encourages the continuous learning, development, and execution of integrated quality systems to achieve performance excellence.

The American Health Care Association and National Center for Assisted Living (AHCA/NCAL) represents more than 14,000 non-profit and proprietary skilled nursing centers, assisted living communities, sub-acute centers, and homes for individuals with intellectual and developmental disabilities. By delivering solutions for quality care, AHCA/NCAL aims to improve the lives of the nearly 5 million seniors and individuals with disabilities who receive long-term or post-acute care in our facilities each year.

HAMILTON WELCOMES PHYSICIANS



Adela Castro, MD
Rheumatology



Chelsea Forrester, DO
Family Medicine



Carol Gruver, MD
Non-Invasive Cardiology



Abhijit Kanthala, MD
Geriatric Medicine



Sumaiya Khondker, MD
Neuro Hospitalist



George Leef, MD
Non-Invasive Cardiology



Y. Grant Kim, MD,
MPH, FAAC
Interventional and
Structural Cardiology



Clark McDonough, DO
Intensivist/Critical Care



Richard Morrison, MD
Cardiac Surgery



Chukwuemeka I.
Nwokike, MD
IM Nocturnist/Hospitalist



Preethi Padmanaban, MD
Hospitalist



Jim Stewart, MD
Interventional and
Structural Cardiology

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