

HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2021

The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2021.

Serving the Community

Hamilton takes great pride in our community. In 2021, Hamilton contributed over \$63 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 \$46.8 million, plus other below-cost payments of \$13.1 million.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2021, Hamilton invested \$30 million in capital upgrades, \$15 million in new clinical and diagnostic equipment, and \$15 million in facilities enhancements.

Hamilton Diagnostics Center First in State to Install 3T MRI System

Hamilton Diagnostics Center is the first location in Georgia to begin using the MAGNETOM Lumina 3T MRI. The system accommodates patients’ anatomical and physiological differences and

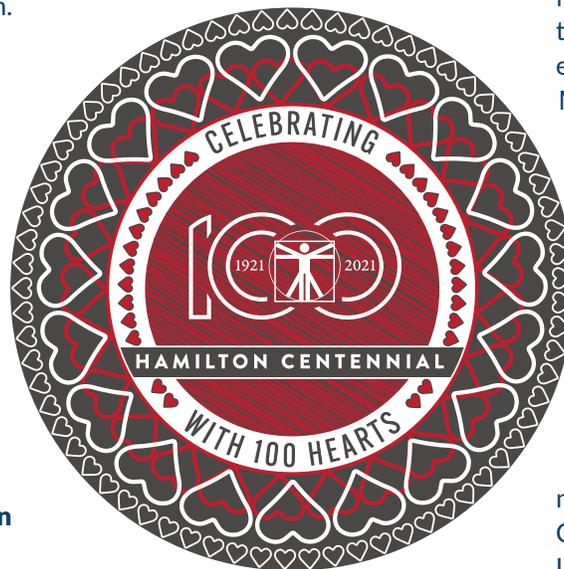


decreases the need for rescans, and increases scan consistency across a diverse patient population.

New and Enhanced Services

Hamilton Medical Center Offers Total Ankle Replacement Surgery

Hamilton Medical Center recently began offering total ankle replacement surgery. The surgery conducted by D.J. Goss, DO, can help reduce ankle pain, increase joint stability and improve overall mobility.



Hamilton Medical Center Celebrates Over 100 Heart Surgeries Performed

In February 2021, the first open heart surgery was conducted at Hamilton Medical Center. As of December 2021, more than 100 open heart surgeries had been performed at the hospital.

Hamilton Medical Center Implements the Use of MAXAIR® Controlled Air-Purifying Respirator System

Hamilton Medical Center recently began using MAXAIR® controlled air-purifying respirator systems to provide protection and comfort for healthcare workers.

Hamilton Medical Center Implements the Use of New Hemolung Technology to Help Patients with Severe Cases of COVID

Hamilton Medical Center’s Medical Intensive Care Unit (MICU) recently began using a new therapy to help severely ill COVID-19 patients. The Hemolung RAS works similar to a kidney dialysis machine, except it removes carbon dioxide waste molecules to support the lungs instead of the kidneys.

Hamilton Medical Center Using Technology to Clean Air Within Hospital

Needlepoint bipolar ionization (NPBI) technology has been installed in every air handler system in Hamilton Medical Center. NPBI complements the already existing air filtration within the hospital. Third-party testing has shown the NPBI technology dramatically reduces viruses and bacteria in the air.

Hamilton Medical Center Opens Certified Nursing Assistant (CNA) Training School

Hamilton Medical Center now offers a three-week certified nursing assistant (CNA) program. Classes are held at the Hamilton University Base in Dalton. Tuition reimbursement and scholarships are available to qualified individuals. “We have job opportunities we can offer to graduates of this program,” says Mickie Hollis, Director of Clinical Development. Positions are available at Hamilton Medical Center, Hamilton Long Term Care facilities, and other areas of Hamilton Health Care System.

Hamilton Physician Group Practices Become Certified as Patient-Centered Medical Homes

Hamilton Physician Group-Primary Care-Dalton, Hamilton Physician Group-Murray Campus, and Hamilton Physician Group-Calhoun Primary

Care earned Patient-Centered Medical Home (PCMH) certification through the National Committee for Quality Assurance (NCQA).

Peoples Cancer Institute Offers Smoking Cessation Program

Peoples Cancer Institute now offers an 8-week smoking cessation program. An American Lung Association certified facilitator oversees the program, which is held in-person and online.

Hamilton Medical Center Holds Virtual Symposium for Nursing Students

Hamilton Medical Center recently hosted its annual student symposium for senior nursing students. "Hamilton enjoys hosting this event yearly," said Mickie Hollis, director of Clinical Development Services. "It serves our community, local nursing schools, and nursing students."

Hamilton Physician Group-Gastroenterology Hosts Virtual Webinar on Colon Health

Brandee Albert, DO, a gastroenterologist at Hamilton Physician Group-Gastroenterology, presented a webinar on colon health and colon cancer.

Hamilton Hosts Virtual Joint Moves Event

Mitch Frix, MD, and Nick Reed, MD, recently presented a Hamilton Medical Center joint pain webinar. The presentation focused on advancements in shoulder replacement surgery and how the Mako robot and virtual 3D models are used to personalize hip and knee replacements.

Educational Events

CHAMP Webinars

ASCI holds monthly CHAMP (Classes to Help, Advise & Motivate Parents) webinars on Facebook. Recent topics have included "The Power of Play: Gross Motor Skills, Pretend Play and Favorite Toys" and "Pediatric Therapies: The Importance of Seeing a Pediatric Trained Therapist."

Parent Support Group

ASCI hosts a parent support group on the second Tuesday of each month at 6:30pm. 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 second Friday of each month at 8:30am. All parents, grandparents, guardians, and other family members of children with special needs are invited to participate in this parent-led group.

6th Annual North Georgia Autism Conference

ASCI hosted the sixth annual North Georgia Autism Conference at the Dalton Convention Center. The conference featured Temple Grandin, an internationally known spokesperson with autism. Grandin's story was featured in "Temple Grandin," a movie about living with autism and using her unique talents to revolutionize

practices for the humane handling of livestock. A 4-H workshop featuring Dr. Grandin was held the evening before the conference.

Social Skills Workshop

Anna Shaw Children's Institute (ASCI) held a 12-week social skills workshop for parents of children with autism. Sessions included a caregiver group and children's groups for ages 5 to 7 and children ages 8 to 11.

Strategies for Behavior Management Workshop

Pediatric psychologist Evan Anderson, PhD, of ASCI, recently presented a workshop on behavior management for parents, grandparents, and guardians.

Peoples Cancer Institute Hosts Breast Cancer Support Group

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

Hamilton Hosts 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.

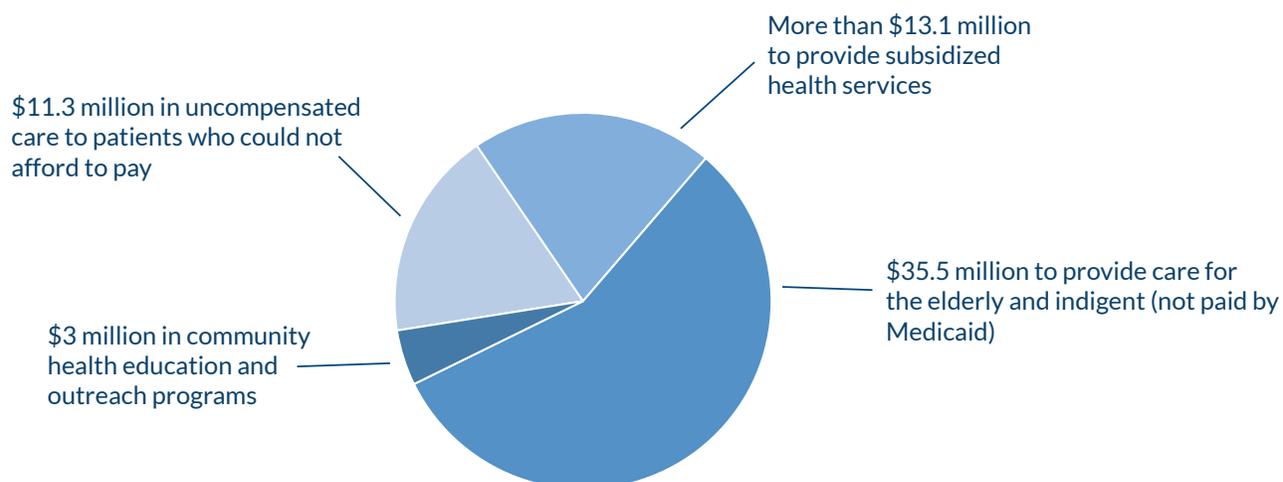
Hamilton Celebrates Centennial Anniversary

Hamilton celebrated their 100 year anniversary with a community concert at Burr Park in downtown Dalton. The event included giveaways, refreshments, door prizes, and free blood pressure checks.



Hamilton Health Care System Summary of Community Benefit

Fiscal Year Ended September 30, 2021



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®. The awards are based on a comprehensive quality scoring system that compares inpatient quality performance across general, acute, and non-federal U.S. hospitals.

Hamilton Medical Center was recognized in the following categories:

- Top 100 in the nation for Medical Excellence in Interventional Coronary Care
- Top 10 percent in the state for Patient Safety in Cancer Care
- Top 10 percent in the state for Patient Safety in Cardiac Care
- Number one in the market for Patient Safety in COPD Care
- Top 10 percent in the state for Patient Safety in Heart Attack Treatment
- Number one in the market for Patient Safety in Heart Failure Treatment
- Number one in the market for Patient Safety in Interventional Coronary Care
- Number one in the market for Patient Safety in Major Neurosurgery
- Top 10 percent in the nation for Patient Safety in Orthopedic Care
- Top 10 percent in the nation for Patient Safety in Sepsis Care

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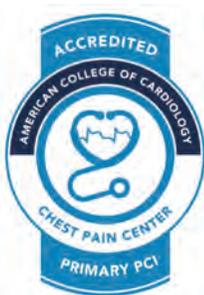
Hamilton Medical Center Earns Stroke Awards

Hamilton Medical Center again 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.



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 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 Medical Center Receives National Recognition for Support of Perioperative Nursing Certification

Hamilton Medical Center recently earned the CNOR® Strong designation from the Competency & Credentialing Institute (CCI). The Certified Perioperative Nurse (CNOR) credential is the only accredited certification for perioperative registered nurses. Earning the CNOR is a mark of distinction and demonstrates a commitment to upholding the highest standards in patient safety.

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."

