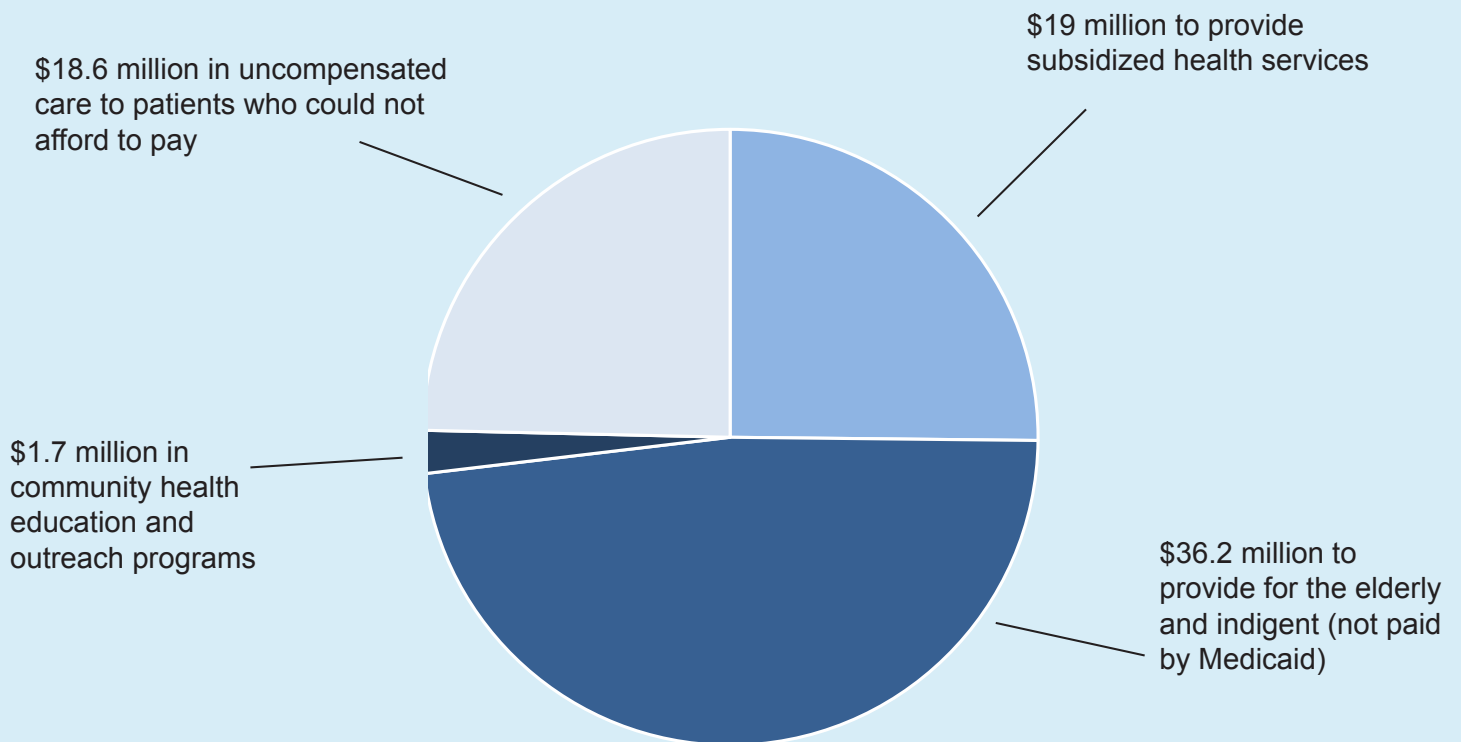


HAMILTON HEALTH CARE SYSTEM'S COMMUNITY BENEFIT REPORT 2023

Summary of Community Benefit Fiscal Year End September 30, 2023



\$75.5 million total in service to the community through direct patient care, education, screenings, and support activities.

The following community benefit report highlights the services Hamilton Health Care System provided to our community in 2023.

Serving the Community

Hamilton takes great pride in our community. In 2023, Hamilton contributed over \$75 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 \$54.9 million, plus other below-cost payments of \$19.0 million. Hamilton provided \$1.7 million to community health education and outreach programs.

Access to Care

As a part of our ongoing commitment to improving access to high-quality care, Hamilton recruited and employed 33 new physicians and nine new advanced practice providers in 2023. By increasing our medical staff, we aim to reduce wait times, offer a broader range of specialized services, and ensure that our community receives timely and comprehensive healthcare.

Investing in the Latest Technology

Hamilton Health Care System has earned a reputation for leading the way with the latest technological advances. In 2023, Hamilton invested \$72 million in capital upgrades, \$12 million in new clinical and diagnostics equipment, and \$60 million in facility enhancements.

New Electron-Beam Computed Tomography (EBCT) Scanner

Hamilton Medical Center (HMC) once again increased its leading edge imaging technology with the latest in cardiovascular imaging. HMC’s EBCT scanner can take multiple images of

the heart within the time of a single heartbeat, providing much more detail about the heart’s function and structures, greatly decreasing the time required for a scan. EBCT can detect minimal amounts of calcium within the heart and the coronary arteries to diagnose early coronary artery disease in certain people, especially those with no symptoms of the disease. EBCT scans are available for all inpatient and emergency services as well as outpatient cardiac studies.

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

Hamilton Medical Center 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.

Emergency Medical Services Training

In partnership with Faithful Guardian Training Center Occupational Health & Safety Education, Hamilton EMS provides shift-friendly courses to progress participants through EMT, AEMT, and Paramedic certifications.

Healthcare Sciences in Education

Hamilton supports our future workforce by investing time and resources in elementary, middle, and high school students and healthcare programs. We attend career days, serve on healthcare sciences advisory boards, sponsor Future Health Professionals (HOSA) programs, and regularly welcome school groups for tours or visit classrooms and school assemblies as guest speakers.

Community Outreach

Hamilton hosted or participated in 155 community events across the region reaching over 11,000 participants. Contributions included staffing, simple health screenings, and/or educational materials on community health needs including nutrition and lifestyle, diabetes, cardiovascular disease, hypertension, cancer, mental health, and access to care.

Free Heart Health Assessments

Hamilton provided 295 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 provided a comprehensive screening for people at risk for heart disease and hypertension. The two-part cardiovascular program included an educational seminar and a free cardiac risk assessment including blood pressure, calcium-scoring CT, and lab work.

CHAMP Webinars

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

North Georgia Autism Conference

Anna Shaw Children’s Institute hosted the eighth-annual North Georgia Autism Conference for parents/caregivers, educators, healthcare professionals, young adults on the autism spectrum, self-advocates, and other interested individuals.

Peoples Cancer Institute Breast Cancer Support Group

As a part of our survivorship program, Peoples Cancer Institute hosted monthly breast cancer support groups.

Language Workshop

Anna Shaw Children's Institute hosted a Language Acquisition through Motor Planning (LAMP) workshop. The program was held in conjunction with The Center for AAC & Autism.

Back-to-School Events

Hamilton Health Care System hosted back-to-school celebrations in several locations. Families received free school supplies, ice cream, and health educational materials for heart disease and diabetes prevention as well as mental health awareness and resources.

For Her Women's Event

Hamilton hosted it's annual free women's event and welcomed over 400 women. The event included free health screenings, a physician lecture, health educational handouts, and health and wellness exhibitors.

Men's Event

Hamilton hosted it's annual free men's

event and welcomed 100 men. The event included free health screenings, a physician lecture, health educational handouts, and health and wellness exhibitors.

Health Education Podcast and Radio Show

Hamilton produced weekly episodes Health for Life and Salud de por Vida podcasts and radio shows to provide health education to the community. Podcasts are available at HamiltonHealth.com/podcasts as well as all other podcast streaming sites. 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.

Smoking Cessation

In partnership with the American Lung Association, Peoples Cancer Institute provides a quarterly Freedom From Smoking group clinic. The 8-week program offers a structured, systematic approach to quitting smoking.

Hamilton Sports Medicine

Hamilton Sports Medicine, a Hamilton Medical Center program, provides

athletic trainers for outreach athletic assistance at Dalton State College and local high schools, including Christian Heritage, Dalton, Northwest Whitfield, Southeast Whitfield, Murray County, North Murray, Coahulla Creek, and Calhoun. As part of the program, an athletic trainer is on-site at the schools and community sports events. Any athlete who needs care throughout the season can see them. Hamilton also worked with community providers to provide free sports physicals to 857 students from 21 local schools.

Stop the Bleed

Hamilton Medical Center provides free training to guide individuals or community groups on bleeding control techniques. Call 706.272.6154 to schedule a complimentary class for your community group.

Hands-Only CPR

Hamilton Medical Center demonstrates Hands-Only CPR at community events. Hands-Only CPR performed by a bystander is as effective as CPR with breaths in the first few minutes of an out-of-hospital sudden cardiac arrest for an adult victim.



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 been recognized again 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 Carechex 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, Hamilton Health Care System president and CEO. "We serve with compassion, and at all times, we are committed to our pledge: Excellence. Every Person. Every Time."

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.

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 to communicate 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 40 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's 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.



"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."

Our Mission:

We serve with compassion.

Our Vision:

To be the model for healthcare excellence.

Our Pledge:

Excellence. Every Person. Every Time.



Hamilton
Health Care System

HamiltonHealth.com