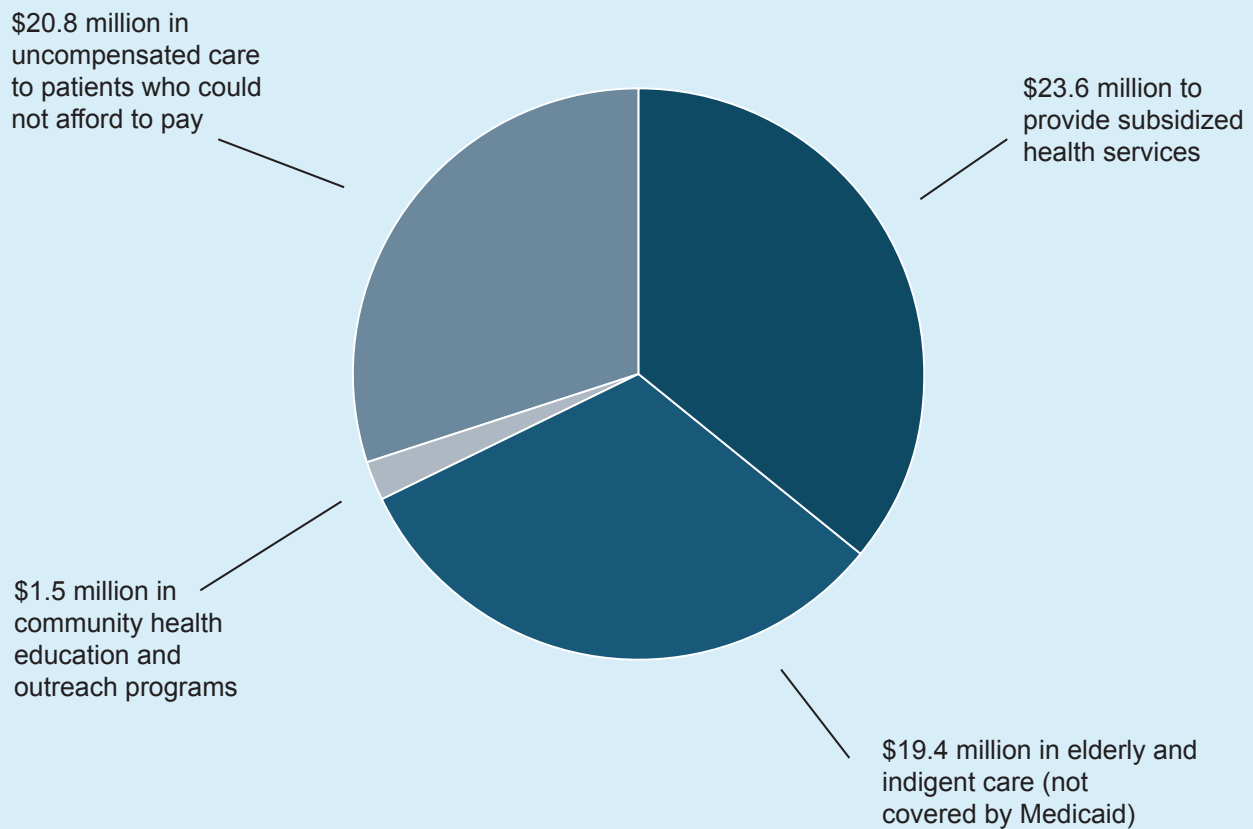


HAMILTON MEDICAL CENTER'S COMMUNITY BENEFIT REPORT 2024

Summary of Community Benefit Fiscal Year End September 30, 2024



\$65.3 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 Medical Center provided to our community in 2024.

Serving the Community

Hamilton takes great pride in our community. In 2024, Hamilton contributed over \$65.3 million in service to the community through direct patient care and education. 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. Hamilton provided \$19.4 million in elderly and indigent care (not covered by Medicaid) and charity care of over \$20.8 million, plus other below-cost payments of \$23.6 million. Hamilton provided \$1.5 million to community health education and outreach programs.

Access to Care for our ongoing commitment to improving access to high-quality care, Hamilton recruited and employed 46 new physicians and twelve new advanced practice providers in 2024. 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.

Hamilton Hearing & Pediatric Rehab

Hamilton continued strengthening its pediatric services with the introduction of Hamilton Hearing Center and Hamilton Pediatric Rehabilitation, expanding access to specialized hearing evaluations and therapy in our region.

Hamilton Health – Calhoun

Hamilton expanded services with the opening of **Hamilton Health – Calhoun**, a 34,000-square-foot facility offering Walk-In Care, primary care, and multiple specialty services. This new location increases convenience, reduces travel barriers, and provides faster access to coordinated care for

families in Gordon County and surrounding communities.

Investing in the Latest Technology

Hamilton has earned a reputation for leading the way with the latest technological advances. In 2024, Hamilton invested \$247 million in capital upgrades, \$110 million in new clinical and diagnostics equipment, and \$137 million in facility enhancements.

MyChart Patient Portal

Hamilton implemented the MyChart patient portal, providing patients with secure, 24/7 access to their medical records, test results, and visit summaries. This system-wide rollout also added convenient features such as online appointment scheduling, prescription management, and direct messaging with care teams, improving communication, reducing wait times, and empowering patients to take a more active role in their health.

Heart & Vascular Care

Vitruvian Health Heart & Vascular strengthened its program with innovative technologies that improve diagnosis, expand minimally invasive treatment options, and enhance patient outcomes.

- **HeartFlow CT-FFR Analysis**

Implemented HeartFlow’s AI-driven CT-FFR platform, which creates a personalized 3D model of a patient’s coronary arteries to measure blockages with greater accuracy. This allows cardiologists to better evaluate coronary artery disease and develop more targeted, individualized treatment plans.

- **Leadless Pacemaker Implantation**

Hamilton’s electrophysiology team performed the region’s first leadless atrial and dual-chamber pacemaker implants, offering a less-invasive alternative to traditional systems.

These miniature devices require no chest incision, no device pocket, and greatly reduce risks such as infection and lead complications.

- **Inari ClotTrier XL for DVT Treatment**

Hamilton became the first in the area to treat deep vein thrombosis using the ClotTrier XL system, a minimally invasive procedure that removes clots without clot-busting drugs. Patients typically experience rapid symptom relief and can recover at home soon after treatment.

Workforce Development

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

HMC 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 HMC, Hamilton Long Term Care facilities, and other areas of Vitruvian 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 the future workforce by investing time and resources in elementary, middle, and high school students and healthcare programs. Hamilton attends career days, serves on healthcare sciences advisory boards, sponsors Future Health Professionals (HOSA) programs, and regularly welcomes school groups for tours or visits classrooms and school assemblies as guest speakers.

Community Outreach

Hamilton hosted or participated in 160 community events across the region reaching over 13,000 participants. Contributions included staffing, 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 154 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 comprehensive screenings 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 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 its 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 its annual free men's event and welcomed 70 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 VitruvianHealth.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 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 733 students from 16 local schools.

Stop the Bleed

HMC 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 and Vitruvian Health consistently receive 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

HMC Earns Stroke Awards

HMC 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.

HMC is recognized for excellence with Electrophysiology Accreditation

The American College of Cardiology has recognized HMC 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.

HMC Cardiac Cath Lab Receives Accreditation with PCI.

The American College of Cardiology has recognized HMC 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 on-site evaluation of the staff's ability to evaluate, diagnose, and treat patients who come to the cardiac cath lab.

HeartCARE Center National Distinction of Excellence

Hamilton Medical Center along with Vitruvian Health Heart & Vascular was recognized by the American College of Cardiology as a HeartCARE Center National Distinction of Excellence—the highest honor awarded for cardiovascular care. This elite designation reflects consistent achievement of top-tier outcomes, implementation of evidence-based practices, and a comprehensive, team-based approach to heart and vascular services. Only healthcare organizations demonstrating long-term commitment to quality, safety, and continuous improvement receive this distinction, placing Hamilton among the nation's leading heart care programs.

HMC Again Earns Chest Pain Center Accreditation with Primary Care Percutaneous Coronary Intervention Distinction

HMC 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 seven 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."

HMC 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 61 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 ten LAMP-certified professionals in the state of Georgia are therapists at ASCI. "To have 20 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 says Terri Woodruff, Executive Director of Anna Shaw Children's Institute."

HMC's Blood Bank Earns Reaccreditation

The blood bank at HMC 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, Executive Director Laboratory Director.



Our Mission:

We serve with compassion.

Our Vision:

To be the model for healthcare excellence.

Our Pledge:

Excellence. Every Person. Every Time.



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