

# Health Update

HENRY COUNTY  
HEALTH CENTER  
CARE YOU TRUST. COMPASSION YOU DESERVE.

MOUNT PLEASANT, IOWA  
JANUARY—MARCH 2014

## Henry County Health Center directly benefits community

*Editor's Note: This annual report for Henry County Health Center gives information about HCHC's revenue, expenses, tax levy rate, admissions, and patients served in 2012-2013. It also contains information about quality, service and patient safety. This material demonstrates how the health center is working toward our mission to enhance the health of individuals and our communities through high quality, effective and efficient services.*

In addition to providing high quality healthcare services, Henry County Health Center provides \$2,092,138 in community benefits to Henry County. According to a recently completed assessment of those programs and services, that amount, based on 2012 figures, includes \$1,029,125 in charity care and bad debt, as well as \$1,063,013 in free or discounted community benefits that HCHC specifically implemented to help Henry County residents.

Community benefits are activities designed to improve health status and increase access to health care. Along with uncompensated care (which includes both charity care and bad debt), community benefits include such services and programs as health screenings, support groups, counseling, immunizations, nutritional services and transportation programs.

The results for HCHC are included in a statewide report by the Iowa Hospital Association (IHA) that shows Iowa hospitals provided community benefits

in 2012 valued at nearly \$1.6 billion, including more than \$641 million in charity care. All 118 of Iowa's community hospitals participated in the survey.

*"HCHC is committed to our mission to enhance the health of individuals and our communities through high quality, effective and efficient services."*

Robb Gardner, CEO

"This includes offering programs that will improve the health of area residents and better meet the health care needs of our communities. Examples of these efforts include activities like community health fairs, educational presentations for the public, programs like 'Better Choices, Better Health' that assist individuals in managing chronic health conditions, as well as the many programs and services offered by Henry County Community Health," explained HCHC CEO Robb Gardner.

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Pictured are a few ways HCHC was involved in the community this past year.



# Message from CEO

## Celebrate the past, focus on the future



As I sat and reflected on the past year to write a brief summary for this annual report, I am reminded of how much was accomplished and the work which still needs to be done for the upcoming years. The healthcare industry, like all of the other industries in our great country and this global economy, is very dynamic and fluid. I would like to share some of my reflections with you all and talk about what lies ahead for the health center.

This past year the health center has been very fortunate to be recognized multiple times. I would like to say this is only possible because of our amazing associates, medical staff, Auxiliary and Board of Trustees. The recognitions range from earning an **International Gold Award** for our hospital intranet that we utilize for internal communications, to our **Health Finance MAP Award** and our **Top 100 Hospital of Choice Award** to name just a few.

We are continuing to build on the rich history of care and compassion that we have been known for over the past 92 years. During this time, HCHC has benefitted from outstanding leadership, associates, medical staff and volunteers who continue to make HCHC a place we can all be very proud of.

Our journey continues as we near completion of the building project. Over the last two years we have added an energy center and our new surgery department. We are excited to be utilizing these two spaces as we hope these will provide enhanced value of the services our patients need. We look forward to this spring as we complete the work in many of our outpatient areas on the main floor.

These enhancements will provide for an improved experience for the patients and families we serve.

We will continue to work on meeting all of these expectations, and will continue to address and adapt to the ever-changing healthcare environment. This includes the impact on the health center from our federal debt, the Affordable Care Act, and increasing regulations, as we continue to strive to provide high quality, effective and efficient services.

*The one thing which is certain is that we have an amazing team here at HCHC which will continue to adapt and evolve to be the healthcare provider of choice in your community.*

I hope you all find this year's annual report informative and helpful in providing more insight about the health center. I would like to give thanks to all of the associates who helped provide information for the report, as well as a special thank you to Shelley Doak for putting it all together. If you or others have ideas on ways we can improve our annual report, please let us know. I wish you all the very best for the upcoming year.

Take care and thank you,

Robb Gardner, CEO



# Annual Report

## Quality, Service And Patient Safety

*Henry County Health Center is committed to providing high quality, effective and efficient services. As a result, the organization measures quality scores every year on the services we provide to our patients. Listed below is a sample representation of those measures.*

	NATIONAL	IOWA	HCHC
Hospital staff who got the flu shot	76.9%	94.7%	99.1% (higher the score the better)
MRSA surgical site infection rate	N/A	0.28%	0.00% (lower the score the better)
Blood infection due to MRSA	N/A	0.28%	0.00% (lower the score the better)
Bloodstream infection after surgery	1.57% (in 2010)	0.88%	0.00% (lower the score the better)
Pneumonia patients readmitted within 30 days	18.5%	17.9%	17.5% (lower the score the better)
Heart failure patients readmitted within 30 days	24.7%	23.7%	21.4% (lower the score the better)
Injury to baby during birth process	2%	1.89%	0% (lower the score the better)
C-section rate	30%	29.96%	13.98% (lower the score the better)
Medication errors	N/A	4.6	4.14 (lower the number the better)

*(Rate, not percentage. Rate based on total medication errors/doses x 10,000)*

### HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS)

HCAHPS is a national, standardized survey of hospital patients created to publicly report the patient's perspective of hospital care. The survey asks recently discharged patients about important aspects of their hospital experience. *(The \* denotes that the number of surveys may be too low to reliably assess hospital performance.)*

% OF PATIENTS WHO ANSWERED "ALWAYS"	NATIONAL	IOWA	HCHC
Doctors communicate well with patients*	81%	84%	85% (higher the score the better)
Nurses communicate well with patients*	78%	81%	77% (higher the score the better)
Explanation of medications before giving them*	63%	66%	62% (higher the score the better)
Patients given information about at home recovery*	84%	86%	81% (higher the score the better)
Patients who gave hospital a rating of 9 or 10*	70%	75%	69% (higher the score the better)
Patients recommendation of hospital*	71%	75%	71% (higher the score the better)

### PATIENT SAFETY

HCHC is committed to an organizational environment where patient safety is a top priority among every associate. This culture goes hand-in-hand with HCHC's vision to be the healthcare provider and employer of choice in the region. At the core of patient safety is patient centered care which supports active involvement of patients and their families in decision-making about individual options for treatment. Some initiatives that currently help ensure patient safety include medication verification, fall prevention, awareness and prevention of adverse drug events, and diligence in monitoring and improving processes that directly impact patient safety. A future initiative that the health center looks forward to implementing is the engagement of Community Advisory Group members in select hospital-based committees.

# Annual Report

## Statistics

		Fiscal Year 2013	Fiscal Year 2012	Fiscal Year 2011
ADMISSIONS	Inpatient Admits	663	616	678
	Births	130	146	138
	Long Term Care Admits	51	104	89
	<b>TOTAL ADMISSIONS</b>	<b>844</b>	<b>866</b>	<b>905</b>
DAYS	Inpatient Days	2,209	2,257	2,423
	Newborn Days	263	296	280
	Long Term Care Days	16,537	15,121	16,100
	<b>TOTAL DAYS</b>	<b>19,009</b>	<b>17,674</b>	<b>18,803</b>
PATIENTS SERVED	Ambulance	1,537	1,399	1,517
	Inpatients	844	866	905
	ER Visits	8,468	8,450	9,016
	Surgery	1,966	2,137	2,256
	Wayland/Winfield Clinics	2,944	2,833	3,659
	Other Diagnostics	31,034	31,408	32,359
	<b>Total Patients Served</b>	<b>46,793</b>	<b>47,093</b>	<b>49,712</b>

**continued from page 1** HCHC directly benefits community

Iowa hospitals continue to implement strategies that increase value to their patients and communities by offering high-quality care to individuals, addressing the health needs of identified populations and implementing process improvements that bend the cost curve. By seeking ways to raise quality, reduce waste and increase safety, Iowa hospitals have become value leaders.

"Through process improvement techniques, HCHC's commitment to enhancing quality of service while reducing waste and cost is evident. This is the future of healthcare, and process improvement allows us to reduce variations and activities that have no value, while improving customer satisfaction. Our partnership with the Iowa Healthcare Collaborative and participation in the Partnership for Patients program is evidence of a program that is specifically designed to increase the quality, safety, and affordability of healthcare for our patients," explained Gardner.

## HCHC reports low tax levy rate

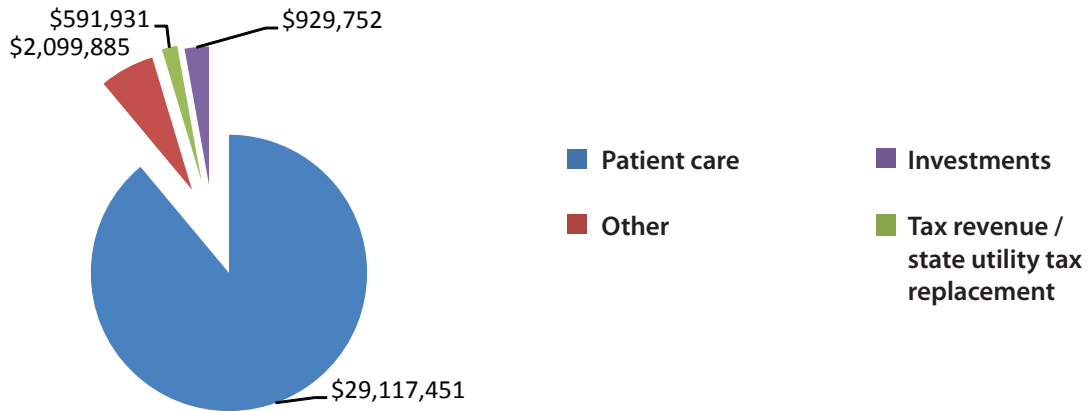
In Fiscal Year 2013, HCHC ranks as having one of the lowest tax levy rates in the state of Iowa. Of the 42 county hospitals that receive tax dollars, HCHC ranks 36th, the seventh lowest in the state in total dollars levied, which stands at \$582,724. This number includes the amount for tax dollars levied for HCHC's ambulance service, a service that not all county hospitals provide. Only one hospital with an ambulance service ranked below HCHC for tax dollars levied.

Broadlawns Medical Center has the highest tax at \$52,966,321, while the lowest tax in Iowa comes in at \$291,303. The average tax levy for hospitals with levy rates higher than HCHC (excluding Broadlawns) is \$1,044,104. The average tax levy for the six hospitals below HCHC is \$389,032. In addition, HCHC has only raised the tax levy twice in the past 13 years, with the levy remaining constant over the past five years.

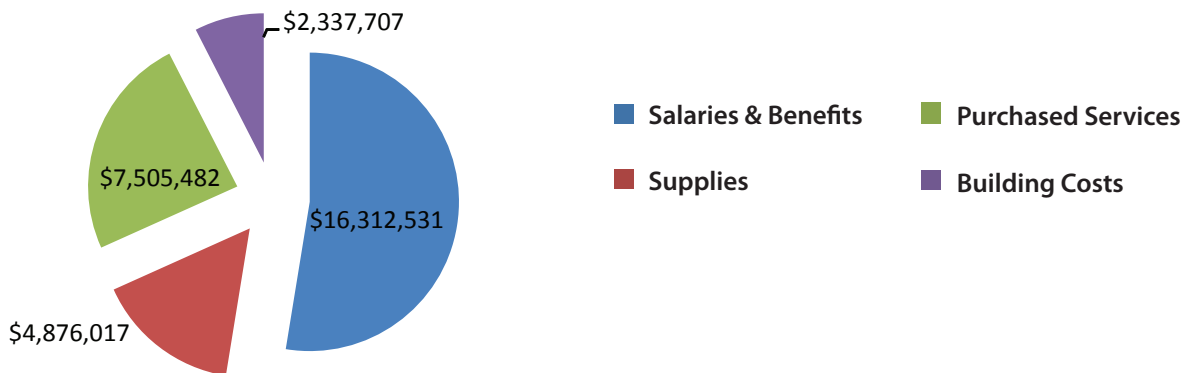
# Annual Report

Financials for Fiscal Year 2013 (July 1, 2012 — June 30, 2013)

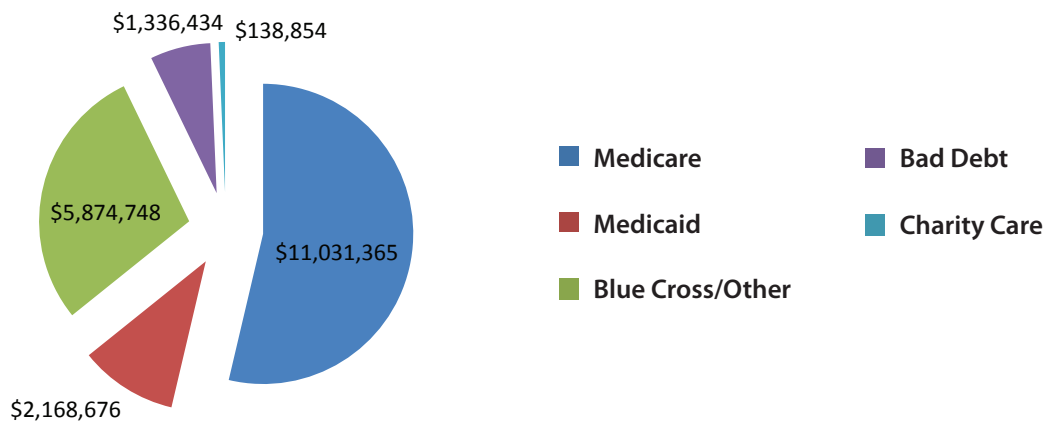
## REVENUE



## EXPENSES



## AMOUNTS NOT REIMBURSED



\*Amounts not reimbursed=charges that were not collected and were written off because of third party contracts.

# National Awards

## Excellent customer service earns HCHC awards

*Henry County Health Center received two significant awards this fall for customer service and patient satisfaction. HCHC was recognized by the American Alliance of Healthcare Providers (AAHCP) as one of the top 10 hospitals in the nation to receive the Hospital of Choice Award for 2013. HCHC was also named a HealthStrong™ Award winner for Excellence in Patient Satisfaction by iVantage Health Analytics.*

### TOP 10 HOSPITAL OF CHOICE

The Hospital of Choice Award is designed to identify America's most customer-friendly hospitals, recognizing the best hospitals in customer service delivery. In 2012, HCHC was named as a Top 100 Hospital. This year, HCHC advanced to achieve recognition as a Top 10 Hospital of Choice and attained second place on the Top 10 list. The Hospital of Choice Awards Selection Committee selected HCHC from more than 1600 hospital reviews. The Choice Awards are based on customer service practices and techniques, and includes service delivery competencies in communication, collaboration, education, teamwork and good citizenship.

"We are honored to once again be selected for an award that is based on excellence in customer service. Representatives from the American Alliance of Healthcare Providers visited last June to survey HCHC and meet with staff to discuss several topics relevant to healthcare delivery and customer service at the health center. These individuals also served as 'secret shoppers' to gauge customer service skills of front line staff as well as to assess the opinions of the community regarding the health center," explained Robb Gardner, HCHC CEO.

"Our selection as a Hospital of Choice and runner-up for the 2013 Hospital of the Year Award is a testament that our board of trustees, medical staff, associates and volunteers recognize the importance of customer service. This award shows our commitment to our organization-wide values of quality, service, teamwork, accountability, respect and trust. Our required annual Service Excellence training for all associates, along with the Hospital of Choice Award, shows that this education and emphasis on customer service is important to our patients and their families and does not go unnoticed."

The Hospital of Choice Awards identify hospitals that excel in service delivery and maintain a complete dedication to patient satisfaction. Choice Hospitals are selected based on their competence, public communication, reputation, good citizenship, and customer service skills exhibited by staff members. The Alliance evaluates about 1600 hospitals for consideration of the Hospital of Choice Award each year, and selects a top 100 and top 10 annually. The goal is to ensure patients and family members that their hospital experience will be as comfortable as possible in a safe, effective, and friendly environment.

### EXCELLENCE IN PATIENT SATISFACTION

HCHC was also recently recognized by iVantage Health Analytics as a HealthStrong™ Award winner for Excellence in Patient Satisfaction, reflecting top quartile performance among all acute care hospitals in the nation.

*"This recognition for excellence in patient satisfaction, along with the Top 10 Hospital of Choice Award, shows our commitment to patient satisfaction and the important role of customer service in healthcare," commented Gardner.*

"The announcement of this award was made in conjunction with National Rural Health Day. Customer service is vital in the delivery of healthcare, but we must also remember how fortunate we are to have local access to quality healthcare services. The fact that these services are offered close to home, by healthcare providers you know and trust, ensures the personalized, quality care that you expect and deserve."

# Construction Update

## Expanding to meet your needs

### HCHC ENHANCEMENT PROJECT CONTINUES

In November 2011, HCHC embarked on the first phase of the multi-phased facilities master plan designed to meet our communities' current and future healthcare needs. Now in January 2014, we celebrate the completion of a new energy center, surgery department, laboratory and Health Education Center, and anticipate expansion of the outpatient and specialty clinic areas to be completed this April.

One visible change that alters the internal appearance of the health center is the new main hallway. This hall offers a more direct route and decreases the number of steps it takes to get from one end of campus to the other. A new skylight has also been added to provide natural light in the hallway. In addition, two of the three restrooms by the front lobby have been eliminated due to construction. The one remaining has been changed to a unisex restroom. The two eliminated restrooms will be out for the remainder of the construction, and will be replaced with expanded restrooms sometime in April. In the interim, there are signs directing visitors to the new restrooms located in the new hallway between the Specialty Clinic and the cafeteria.

We have placed signs throughout the health center to assist our patients, families and visitors as they

navigate these new areas. Volunteers and associates are also available to help those who need assistance. If you are uncertain how to get to your destination, please ask the volunteers at the Information Desk located in the front lobby, or ask any associate. We are happy to walk you to the department you need.

We appreciate your understanding and patience during this construction project. When the project is finished, area residents will enjoy the following enhancements in addition to the new areas like the energy center, surgery, lab and the Health Education Center that have already been completed:

- **Improved patient registration area**
- **Remodeled outpatient services area**
- **Room improvements for outpatient cardiopulmonary services**
- **A Women's Center in Radiology**
- **Additional Specialty Clinic exam rooms for visiting specialists**
- **Exterior canopy to shelter Radiology patients from adverse weather conditions**



## PHYSICIANS & CLINICS of HCHC

Care you trust. Compassion you deserve.

### Joseph Tansey, MD

*Board Certified Orthopedic Surgeon*

- Offers broad spectrum of orthopedic procedures
- Treats wide range of orthopedic conditions
- Specializes as a Foot and Ankle Fellow
- Treats sports medicine injuries
- Sees patients for workers' compensation

### OFFICE HOURS

MONDAY-FRIDAY

9:00 am -12 noon,

1:00 pm -5:00 pm

Dr. Tansey takes direct appointments and referrals at 319-385-6770.

HENRY COUNTY HEALTH CENTER | ORTHOPEDIC SURGERY | 407 S. WHITE ST., SUITE 103  
MT. PLEASANT, IA | 319.385.6770 | WWW.HCHC.ORG



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# Upcoming Events

## CARDIAC/PULMONARY SUPPORT GROUP

Friday, February 21, Noon  
Presentation by Carmen Miyoshi,  
CDM-CFPP: *"Diet for Health"*  
**Free lunch provided**  
*Location to be announced, HCHC*

## DIABETES 2-HOUR FOLLOW-UP CLASS

Thursday, January 9, 2-4 p.m.  
Thursday, February 6, 2-4 p.m.  
Thursday, March 6, 2-4 p.m.  
*Diabetes Education Center,  
Suite 24, HCHC*

## COFFEE CLUB

Friday, January 10, 9:30-10:30 a.m.  
Free social hour discussing diabetes  
and other health topics  
*REC Center, Mt. Pleasant*

Friday, March 14, 8:30-9:30 a.m.  
*Diabetes Education Center,  
Suite 24, HCHC*

## DIABETES GROUP TRAINING

Tuesday, January 28  
Tuesday, February 18 & 25  
Tuesday, March 25  
Call 385-6518 to register  
*Diabetes Education Center,  
Suite 24, HCHC*

## PRE-DIABETES CLASS

Tuesday, February 11, 12-1 p.m.  
Call 385-6518 to register  
*Diabetes Education Center,  
Suite 24, HCHC*

## BOOT CAMP FOR NEW DADS

Saturday, February 22,  
9 a.m.-12 p.m.  
Call 319-931-0067 to register  
*REC Center, Mt. Pleasant*

## HCHC AUXILIARY MEETING

Monday, January 13  
Monday, February 10  
Monday, March 10  
9:00 a.m. Monthly Meeting  
*Classroom A1, HCHC*

## PHYSICIANS & CLINICS of HCHC

### WAYLAND COMMUNITY CLINIC

**Jessie Anderson, ARNP**  
227 W. Main  
319.256.7100

Clinic held on Mondays and Thursdays  
8:30 a.m.–Noon and 1 p.m.–5 p.m.  
Wednesdays 8:30–11:30 a.m.

### WINFIELD COMMUNITY CLINIC

**Tess Judge-Ellis, DNP, ARNP**  
110 W. Pine  
319.257.6211

Clinic held on Tuesdays (Dr. Judge-Ellis)  
and Fridays (Dr. Judge-Ellis &  
Jessie Anderson)  
8:30 a.m.–Noon and 1 p.m.–5 p.m.  
Wednesdays (Jessie Anderson) 1–4:00 p.m.

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have a medical question, consult your medical professional.

Chief Executive Officer: *Robb Gardner*  
Editor: *Shelley L. Doak*  
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