



Editor's Note: Henry County Health Center's Annual Report provides information about financials, quality, service, patient safety, Friends of HCHC and HCHC Foundation activities for 2017-2018.

HCHC makes positive impact on county residents

Henry County Health Center provides over \$1.8 million in community benefits to Henry County, according to an assessment by the Iowa Hospital Association (IHA). Community benefits improve health status and increase access to health care.

The survey accounts for programs and services implemented in direct response to the needs of individual communities, entire counties and regions. Many of these programs and services would not exist without HCHC's support and leadership. HCHC continues to implement strategies that increase value to patients and communities which include programs to improve the health of area residents and better meet the health care needs of our communities.

Charity Care: \$60,251

Charity care is free or discounted health services provided to persons who cannot afford to pay and who meet HCHC's financial assistance policy criteria.

Bad Debt Expense: \$902,382

Services for which HCHC does not collect payment.

Community Benefits Programs & Services: \$768,570

Includes: Community Benefit Operations, Community Building Activities, Community Health Improvement Services, Financial and In-Kind Contributions, Health Professions Education, and Subsidized Health Services.



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HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.



“Our medical staff is incredible. We have a very talented, committed, and compassionate medical community who provides and cares for our communities.”

Greetings everyone. We are pleased to present this year’s annual report. Henry County Health Center’s annual report will provide you an overview of the operations at the health center for this past fiscal year. The information will display HCHC’s performance on different quality, patient satisfaction and financial metrics. All of us here at the health center are very thankful for the opportunity to care for you and our communities.

During the recent general election, health care was one of the top concerns for voters. This is an indicator of how much health care is now a part of all of our lives. The health care industry continues to have many twists and turns. There has been significant discussion in Iowa and nationally how policy, regulations and cost impacts us all. This past year, the health center endured many of those concerns and had a very challenging fiscal year. Tough decisions were implemented. Ongoing assessment continues of how the health center needs to further evolve in the future in order to continue to be able to deliver high quality health care locally for the communities we care for. Throughout the past year, the Board of Trustees utilized the strategic plan as a road map to guide HCHC forward. The plan emphasizes access, efficiencies, technology, regionalization and being the health care provider and employer of choice. The hard work in 2017 on the strategic plan is proving very valuable for the health center today.

Despite all of the challenges, HCHC continues to provide excellent health care. Our performance, as demonstrated by the indicators in the annual report, is due to our tremendous associates and medical staff who provide services every day. We have amazing associates who realize we are

given such a wonderful opportunity to make a positive impact in someone’s life. With our mission of enhancing the health of individuals and the communities we serve, we all take that responsibility very seriously. Our medical staff is incredible. We have a very talented, committed, and compassionate medical community who provides and cares for our communities. They work many long hours caring for our patients and elders. I am very thankful we have these wonderful individuals here locally.

We are very fortunate to have seven caring and engaged individuals who serve as our Board of Trustees. These individuals represent our area communities and are committed to the health center providing the highest level of service to all of our communities just as the health center has done since 1921. Much thanks goes to Robert, Kent, Jan, Carmen, Sally, Joel and Carla for all of your leadership, time and service in your role as a trustee.

I hope you all find this year’s annual report informative and helpful in providing insight about the health center. I would like to thank 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 would have ideas on ways we can improve our annual report, please let us know.

I would like to close by thanking all of you – our patients and elders - for trusting us to meet your health care needs locally. We hope we always achieve our goal of providing an outstanding experience each and every time we care for you and your family.

Take care and thank you,
Robb

PHYSICIANS & CLINICS *of* HCHC

Physicians & Clinics of HCHC is pleased to offer family practice, OB/GYN and women's health services for all ages and stages of life. Clinics are located in Mt. Pleasant, Wayland and Winfield.

Mt. Pleasant Clinic

407 S. White Street, Suite 103
Mt. Pleasant, IA 52641
319.385-6770

Clinic Hours:

Mondays-Thursdays:
9 a.m. – Noon; 1 p.m.-5 p.m.
Fridays: 9 a.m. – Noon

Joel Ryon, M.D., Family Practice
Michael Ryskin, M.D., OB/GYN
Kendra Bonnesen, ARNP, FNP, CNM
Kari Payne, ARNP, CNM

Wayland Clinic

227 W. Main, Suite 1
Wayland, IA 52654
319.256.7100

Clinic Hours:

Mondays & Thursdays:
8:30 a.m.-Noon; 1 p.m.-5 p.m.
Wednesdays: 8:30 a.m.-11:30 a.m.

Jessie Anderson, DNP, ARNP

Winfield Clinic

110 W. Pine
Winfield, IA 52659
319.257.6211

Clinic Hours:

Tuesdays & Fridays:
8:30 a.m.-Noon; 1 p.m.-5 p.m.
Wednesdays: 1 p.m.-4 p.m.

Tess Judge-Ellis, DNP, ARNP
Jessie Anderson, DNP, ARNP

HENRY COUNTY HEALTH CENTER ORTHOPEDIC & GENERAL SURGERY *Clinics*



Henry County Health Center's Orthopedic & General Surgery Clinics have moved to a new clinic location!

Joseph Tansey, M.D., Orthopedic Surgeon, and Michelle Tansey, M.D., General Surgeon, take both direct appointments and referrals at 319.385.5374.



The clinics are located at Henry County Health Center, 407 S. White Street, Suite 21, Mt. Pleasant. Office hours are Mondays-Fridays 9 a.m.-noon and 1 p.m.-5 p.m.

CARE YOU TRUST. COMPASSION YOU DESERVE.

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	86%	94%	99% (higher the score the better; includes volunteers)
Patients readmitted within 30 days to any hospital (Under HCHC, reflects percentage of patients discharged from HCHC & readmitted 30 days later to another hospital compared to national & state percentages.)	15.3%	8.1%	5.8% (lower the score the better)
Patients readmitted within 30 days to same hospital (Under HCHC, reflects percentage of patients discharged from HCHC & readmitted to HCHC compared to the state percentage.)	N/A	5.3%	2.5% (lower the score the better)
Elective deliveries between 37-39 weeks	2%	1%	0% (lower the number the better)
Adverse drug events	2.37%	1.58%	0% (lower the number the better)
Falls w/ injury rate	.20%	.25%	0% (lower the number the better)
Average time patients in ED before seen by provider	20 min.	18 min.	20 min. (lower the number the better)
Park Place Elder Living (Medicare star rating)			★★☆☆☆

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.)

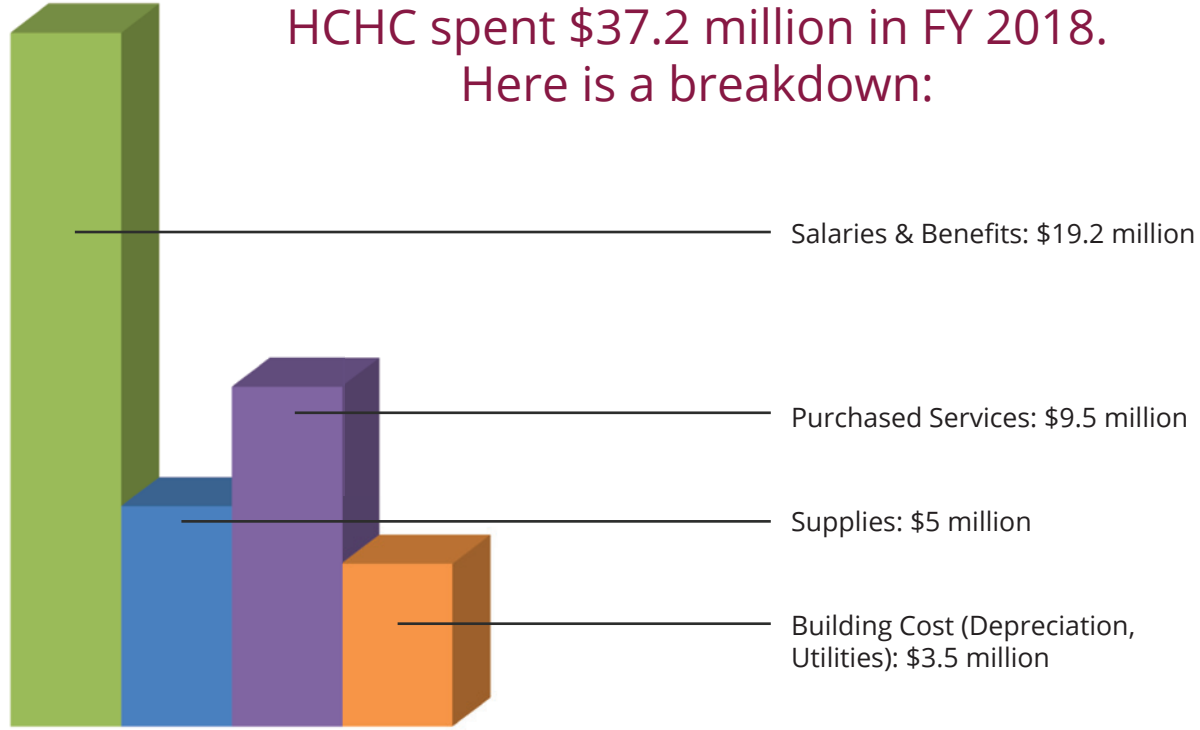
% OF PATIENTS WHO ANSWERED "ALWAYS"	NATIONAL	IOWA	HCHC
Doctors communicate well with patients*	82%	83%	87% (higher the score the better)
Nurses communicate well with patients*	80%	82%	83% (higher the score the better)
Explanation of medications before giving them*	66%	67%	68% (higher the score the better)
Patients given information about at home recovery*	87%	88%	88% (higher the score the better)
"Always" received help as soon as they wanted*	70%	72%	79% (higher the score the better)
Room and bathroom "always" clean*	75%	80%	84% (higher the score the better)
Area around room "always" quiet at night*	62%	66%	78% (higher the score the better)
Patients who gave hospital a rating of 9 or 10*	73%	78%	85% (higher the score the better)

Henry County Health Center
(Medicare star rating)

★★★★☆

Financials for Fiscal Year 2018 (July 1, 2017 – June 30, 2018)

HCHC spent \$37.2 million in FY 2018.
Here is a breakdown:



Health Center expenses exceeded income in the fiscal year 2018 resulting in a negative operating margin of \$1,729,425.

HCHC ranks 33rd out of 41 county hospitals that receive tax dollars, the eighth lowest in the state in total dollars levied which stands at \$943,010.

Department Statistics

Emergency Room Visits	8,787
Ambulance Calls	1,717
Surgeries Performed	1,913
Lab Tests Performed	133,602
Radiology Procedures	17,517
Physical Therapy Treatments	27,352
Infusion Visits	1,856
Respiratory Treatments	5,345
Other procedures/treatments	3,666
Hospital Based Clinics	6,718
Wayland/Winfield Clinic Visits	2,922

Revenue by Payor

Medicare	45%
Medicaid	1%
Other Government	17%
Insurance	30%
Self Pay	6%

Inpatient Stats

Hospital Admissions	538
Hospital Patient Days	1,789
Long Term Care Days	15,515
Babies Delivered	120

Last Year, we absorbed

Patients who could not pay	\$1,017,256
Services not fully reimbursed by Payors	\$26,885,053

Friends of Henry County Health Center

Friends of Henry County Health Center plays an instrumental role in the health center. This group contributes to the success of HCHC in several ways with 155 members and 55 active volunteers.

In Fiscal Year 2018, HCHC volunteers donated approximately 5,500 hours. These individuals gave generously of their time and talents staffing the Information Desk and Gift Shop, knitting and crocheting newborn hats, sponsoring the Lifeline program, and spending numerous hours fundraising at events like the Annual Soup Supper, jewelry sales and more.

Proceeds from the Gift Shop and fundraisers are used to support HCHC services, programs and equipment which assist the health center in providing the highest quality health care to our friends and neighbors.

Lifeline

Another important program of Friends of HCHC is Lifeline. Friends has operated Lifeline since 1985 and currently has 121 subscribers. Lifeline was established at HCHC as a service that provides a personal emergency response system that helps seniors and those with disabilities stay in their homes. It gives the families of those subscribers peace of mind knowing that if they need assistance it is only a button push away.

For more information about Lifeline, please call 319-385-6164.

Here are the Friends of HCHC activities over the past year:

- Donated \$34,004.53 for new wardrobes for Park Place Elder Living.
- For the 2018 school year, awarded a total of \$5000 in scholarships to students pursuing healthcare careers.
- Contributed \$100 to the Iowa Hospital Education Research Foundation for a regional healthcare scholarship program.
- Provided every baby born at HCHC with a knitted or crocheted hat, a sleep sack and a smoke/carbon monoxide detector.
- During the month of December, gave each baby a handmade Christmas stocking.
- Presented gifts to the New Year's Baby.
- Provided stuffed animals for children receiving tests or services at HCHC and the Immunization Clinic.
- Delivered carnations to Park Place residents.

For more information about Friends of HCHC and how you can become involved, call 319-385-6524.

FUNDRAISING EVENTS FOR THE 2018 MEMBERSHIP YEAR (APRIL 1, 2017-MARCH 31, 2018) INCLUDED:

- No Bake-Bake Sale: \$1,435.00
- Annual Soup Supper: \$2,652.16
- Masquerade Jewelry Sale: \$2,217.00
- Cookie/Pastry Sale: \$963.50
- Linen Sale: \$900.00
- Pie Sales: \$146.00
- Valentine Carnation Sale: \$365.11
- Gift Shop: \$15,000 from Gift Shop given for Friends programs
- Miscellaneous Donations: \$751.74
- Membership Dues: \$890.00

Henry County Health Center Foundation

Fiscal Year 2018 Giving

The Henry County Health Center Foundation had a successful year of fundraising for fiscal year 2018.

Leading the way in donations is the Professional Recruitment Campaign. Over \$59,350 was raised to help recruit and retain providers to Henry County. In total, two MD's and one ARNP benefited from these gifts in FY 2018.

The Annual HCHC Foundation Golf Benefit was the largest single event fundraiser of the year. Funds were raised by selling various sponsorships, team participation, live and silent auctions. Seventy golfers and about 140 dinner guests attended the event at Mount Pleasant Golf and Country Club in August. HCHC Foundation added a new event in April called Music Through the Ages, a music trivia and costume contest. The event quickly sold out and was deemed a success. Combining the Golf Benefit and Music Trivia funds resulted in a total events amount of over \$42,000.

The generosity of our associates brought in nearly \$24,500 over the year. Funds raised by our associates are used for tuition reimbursement, certification testing fee reimbursement, and our in-house voucher program. Meanwhile our Capital Campaign decreased during 2018. The Capital Campaign was designated to run between 2012 and 2017. While many pledges to the campaign were completed during that time frame, other pledges were spread out over a longer period. This number represents our loyal donors who continue to honor their pledges.

Gifts of over \$12,500 were given during the Annual Appeal campaign and donations specifically for the General Fund, Endowments and Memorials totaled over \$33,300 in 2018. Contributions from the annual Book Fairs totaled just \$2,265 but were included in the Provider Recruitment Campaign numbers.

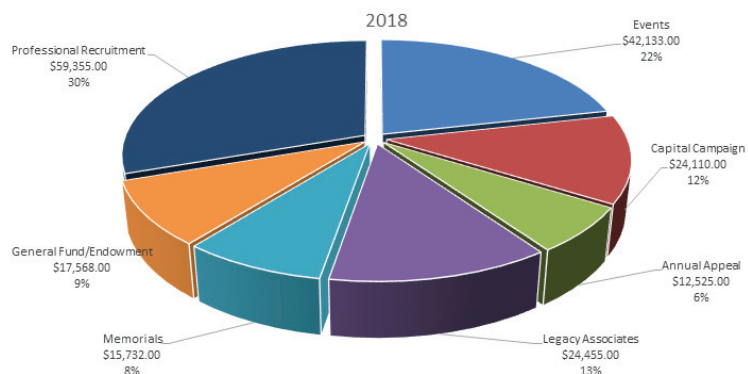
In addition, HCHC Foundation was able to secure a \$10,000 grant from Enhance Henry County Community Foundation for the Provider Recruitment project, and nearly \$1000 from Endow Iowa Fund.

All in all, nearly \$196,000 was raised by donations to HCHC Foundation in FY18.

Grants were made by HCHC Foundation to three separate entities for the year. \$1,300 was given to New London Community Childcare Center for the purchase of an AED. \$2,000 was granted to the Mount Pleasant Public Library to update their medical book collection and to create a new website. Finally, \$6,700 was awarded to the Mount Pleasant Community School District for the purchase of wearable heart rate monitors for their physical education students.

The HCHC Foundation's Mission: With integrity, responsible stewardship, transparency and capacity building, the HCHC Foundation will plan, promote, develop, fund and deliver important health related initiatives for the benefit of individuals and families of Henry County and surrounding areas.

The Henry County Health Center Foundation was governed by a Board of Directors which included Dr. Michelle Tansey, Heidi Ryon, Erica Pickle, Jill Daniel, Tom Holtkamp, Mike Vens, Debbie Leichty, Ron Clouse, Alan Wagner, David File and HCHC CEO Robb Gardner. The Foundation Director for FY 2018 was Mark Hempen.



HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

407 South White Street
Mount Pleasant, IA 52641

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U.S. Postage
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