

Health Update

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

MOUNT PLEASANT, IOWA
JANUARY—MARCH 2016

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 2014-2015. It also contains information about quality, service and patient safety. This report shows 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.

More of what matters. Just ask our patients.

Imagine a healthcare experience that is beyond satisfactory, an experience where every interaction is positive with care that surpasses expectations. For Swedesburg resident Emily Kann, this was her patient experience at Henry County Health Center.

After experiencing stomach pains, Kann went to see Laura Miller-Bjork, PA-C, at Family Medicine of Mt. Pleasant, P.C. When blood work and a CT scan confirmed a ruptured appendix, Kann was referred to HCHC General Surgeon Michelle Tansey, M.D., for immediate surgery.

"Despite my anxiety, I knew I would be in good hands with Dr. Tansey from praise I'd heard from former patients. The procedure was to be done laparoscopically, but because my appendix had ruptured, it was more complicated to remove. Part of my small intestine and colon also had to be removed because the area of infection extended beyond the appendix. The surgery lasted several hours and I was in the hospital recovering for a week," explained Kann.

Due to Kann's situation, she interacted with several departments at the health center. She was impressed with how seamlessly and quickly the diagnostic work was

performed. Staff kept her well-informed and comfortable with very little waiting time. She was impressed with the efficiency between physician offices and departments to coordinate surgery as soon as possible. One tremendous benefit she noted was the ability to receive all services without leaving the building.

"I was impressed with how thoroughly Dr. Tansey advised me about the procedure. The surgical staff and anesthesiologist also ensured that I was informed, comfortable and relaxed going into surgery," she said. "Every person who took part in my care personally introduced themselves. It may seem like a small gesture, but it makes a world of difference when you are feeling vulnerable and afraid."

While she was impressed with her pre-surgical experience, her post-surgical care exceeded all expectations. "Little things made my stay beyond satisfactory. I was impressed when Anesthesiologist Todd

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"I received the kind of care I would give my own family."



Message from CEO



Greetings everyone. All of us at the health center are pleased to present this year's annual report. This past year has gone by very fast. The health care industry continues to evolve locally, within the state and nationally. All of us at the health center are very thankful for the opportunity to care for you and our communities.

This year's annual report will provide an overview of the operations at the health center for this past fiscal year. You will see information on our performance on different quality and patient satisfaction metrics. We feel this is important to share in order to show our performance in some of the key metrics. In November, the Board of Trustees approved the Iowa Hospital Association's Principles of Transparency. For further information on this transparency initiative look for the article on page 6.

There continues to be significant challenges in providing health care in rural communities throughout the nation. Over the past five years there has been a substantial impact from different federal regulations which have impacted our health center and the patients we serve. Nationally, a concern over a rural health care crisis is becoming more mainstream. Since 2010, there have been 58 rural hospitals that have closed and another 283 hospitals that are at severe risk. Thankfully, our health center remains financially strong and is not having to work through the financial crisis that many other rural hospitals are having to work through. However, we will need to continue to progress and evolve to be sustainable. We will need to continue to provide outstanding care and service to our patients, while examining opportunities for growth and to control costs.

I would like to take this opportunity to thank our tremendous associates and medical staff who provide services every day here at the health center. We have amazing associates who realize each day that we are given such a wonderful opportunity to make a difference in someone's life. With our mission of enhancing the health of individuals and communities

we serve, we all take that responsibility 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 and we are fortunate to have these wonderful individuals here locally.

We are very fortunate to have seven individuals who are committed, engaged and caring to serve as our health center's Board of Trustees. These individuals represent our area communities and are committed to ensuring we are providing the highest level of service to all of our communities just as we have since 1921. Thank you goes to Kent, Ron, Jan, Carmen, Sally, Bob and Joel for your time and service in your role as a Trustee. Thanks for your leadership. It is an honor to work with you.

I would like to thank all of our patients for trusting us to meet your health care needs locally. At times I miss the direct patient care that I use to provide, but now what I find most enjoyable is witnessing the tremendous interaction between our patients, our associates and medical staff. Thanks to all of our communities for allowing us to care for you. As our new public relations campaign states, "More of what matters. Just ask our patients.", our goal is to provide an outstanding experience each and every single time we care for our patients.

I hope this year's annual report is informative and helpful in providing some 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 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	83.1%	89.37%	100% (higher the score the better) (this includes volunteers)
Surgical site infection rate	N/A	1.2%	0% (lower the score the better)
Pneumonia patients readmitted within 30 days	16.9%	17.30%	15% (lower the score the better)
Heart failure patients readmitted within 30 days	22.0%	22.70%	20.10% (lower the score the better)
Elective deliveries between 37-39 weeks	N/A	0%	0% (lower the number the better)
Adverse drug events	N/A	1.6%	0% (lower the number the better)
Falls w/ injury rate	N/A	.82%	0% (lower the number the better)
Park Place Elder Living <i>(3-star facility is the national average)</i>			★★★☆☆

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%	83% (higher the score the better)
Nurses communicate well with patients*	79%	81%	87% (higher the score the better)
Explanation of medications before giving them*	65%	66%	71% (higher the score the better)
Pain was "always" well controlled*	71%	72%	79% (higher the score the better)
Patients given information about at home recovery*	86%	88%	87% (higher the score the better)
"Always" received help as soon as they wanted*	68%	71%	78% (higher the score the better)
Room and bathroom "always" clean*	74%	79%	83% (higher the score the better)
Area around room "always" quiet at night*	62%	65%	75% (higher the score the better)
Patients who gave hospital a rating of 9 or 10*	71%	76%	76% (higher the score the better)

Annual Report

Statistics

	Fiscal Year 2015	Fiscal Year 2014	Fiscal Year 2013	
ADMISSIONS	Inpatient Admits	547	649	663
	Births	111	128	130
	Long Term Care Admits	50	55	51
	TOTAL ADMISSIONS	708	832	844
DAYS	Inpatient Days	2,067	2,000	2,209
	Newborn Days	264	242	263
	Long Term Care Days	15,980	16,955	16,537
	TOTAL DAYS	18,311	19,197	19,009
PATIENT ENCOUNTERS	Ambulance	1,658	1,420	1,537
	Inpatients	708	832	844
	ER Visits	9,168	8,663	8,468
	Surgery	1,759	1,709	1,966
	Wayland/Winfield Clinics	3,088	2,891	2,944
	Other Diagnostics	34,111	32,704	31,034
	Total Patient Encounters	50,492	48,219	46,793

HCHC reports low tax levy rate

In Fiscal Year 2015, 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 37th, which is the sixth lowest in the state in total dollars levied, which stands at \$605,156. 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 is ranked below HCHC for tax dollars levied.

Broadlawns has the highest tax at \$60,371,548, while the lowest tax in Iowa comes in at \$291,976. The average tax levy for hospitals with levy rates higher than HCHC (excluding Broadlawns) is \$1,172,177. The average tax levy for the five hospitals below HCHC is \$435,006. In addition, HCHC has only raised the tax levy twice in the past 15 years, with the levy remaining constant over the past seven years.

continued from page 1 More of what matters. Just ask our patients.

Ralls visited to check on my recovery, and CEO Robb Gardner said hello as I was walking the halls. Everyone was extremely courteous, from food service and custodial staff, to the nurses who went the extra mile to inquire about how I was feeling and listen thoughtfully. I never felt rushed or bothersome."

The nursing care was also impressive. Even though Kann is a private, independent person, she felt at ease, never awkward or embarrassed. She believes this assisted in her recovery as she felt part of "the team" in the healing process. She stated that she felt at home so she was able to focus on getting better.

"Dr. Tansey followed-up with me on a regular basis, keeping me and my family informed every step of the way. Her bedside manner is exactly what I desire from a physician. Each discussion was a two-way conversation on my level. I was encouraged to actively ask questions and be a key part of my healing," Kann said. "My discharge process went smoothly and the nursing staff followed up with me at home to ensure I continued to recover. I knew

help was only a phone call away. To put it simply, as a working mom of two, I felt pampered, even a bit spoiled. I received the kind of care I would give my own family."

Kann realized what makes HCHC unique was the very personal and respectful approach all staff took in her care. Each person introduced themselves, asked how she was doing, and fully answered her questions and addressed her concerns. Staff was equally as kind and courteous to her visitors. No staff entered the room without knocking and asking to come in. "Little gestures make the difference and that is certainly the case at HCHC. I felt I was treated extra special, but I realize that is how everyone at HCHC is cared for," Kann said.

"I believe we are very fortunate to have such great care available in our backyard. HCHC's size is one of its greatest assets. Unlike larger hospitals, at HCHC you don't get lost in the hallways and you don't feel you are just another patient. And yet, HCHC offers a wide variety of quality of care and state-of-the-art technology. I would definitely recommend HCHC to others."

Annual Report

Financials for Fiscal Year 2015 (July 1, 2014 — June 30, 2015)

	Fiscal Year 2015	Fiscal Year 2014	Fiscal Year 2013	
Patient	\$56,881,833	\$50,764,335	\$49,667,528	REVENUE
Other	\$1,276,255	\$1,773,124	\$2,099,885	
Total	\$58,158,088	\$52,537,459	\$51,767,413	
<i>less; amounts not reimbursed</i>	<i>(\$25,251,765)</i>	<i>(\$21,426,714)</i>	<i>(\$20,550,077)</i>	
NET REVENUE RECEIVED	\$32,906,323	\$31,110,745	\$31,217,336	
Salary & Benefits	\$16,358,806	\$16,743,148	\$16,312,531	EXPENSES
Supplies	\$5,278,118	\$4,987,138	\$4,876,017	
Purchased Services	\$8,365,916	\$7,734,969	\$6,914,002	
Building Cost (Depreciation, Interest & Utilities)	\$4,115,974	\$3,620,759	\$2,916,079	
TOTAL EXPENSES	\$34,118,814	\$33,086,014	\$31,018,629	
INCOME FROM OPERATIONS	(\$1,212,491)	(\$1,975,269)	\$198,707	
Medicare	\$11,816,457	\$10,611,526	\$11,031,365	AMOUNTS (NOT REIMBURSED)
Medicaid	\$4,351,822	\$2,807,061	\$2,168,676	
Blue Cross/Other	\$8,115,700	\$6,372,913	\$5,874,748	
Bad Debt	\$887,195	\$1,435,666	\$1,336,434	
Charity Care	\$80,591	\$199,548	\$138,854	
TOTAL OF AMOUNTS NOT REIMBURSED	\$25,251,765	\$21,426,714	\$20,550,077	

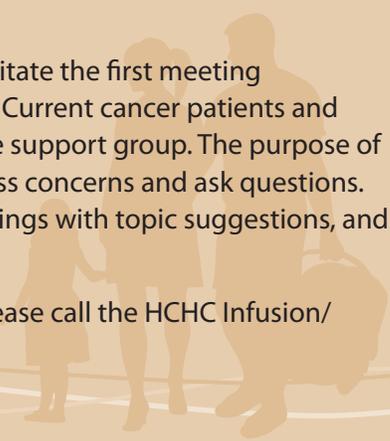
*Amounts not reimbursed=charges that were not collected and were written off because of third party contracts.

HCHC to offer Cancer Support Group

Henry County Health Center's Infusion/Chemotherapy Department provides cancer care that meets more than just the physical needs of our patients. Cancer is a disease that impacts lives emotionally as well. To meet the specific needs of cancer patients, HCHC has formed a Cancer Support Group.

Lara Andreasen, a nurse in HCHC's Infusion/Chemotherapy Department, will facilitate the first meeting scheduled for Thursday, January 21, at 7 p.m. in HCHC's Health Education Center. Current cancer patients and cancer survivors, whether treated at HCHC or elsewhere, are invited to attend the support group. The purpose of the group is to provide a safe and confidential environment for patients to express concerns and ask questions. The first meeting will be informal with open discussion, planning for future meetings with topic suggestions, and sharing by group members if time allows. Light refreshments will be served.

If you are interested in learning more about the HCHC Cancer Support Group, please call the HCHC Infusion/Chemotherapy Department at 319-385-6179.



Future of Healthcare

Future of healthcare

The healthcare industry has undergone dramatic changes in recent years, and healthcare continues to evolve at a rapid pace. These changes directly impact healthcare providers and consumers. Now more than ever, patients are asking questions about the price and quality of healthcare services they receive as they are asked to make more decisions and pay more out-of-pocket for their services.

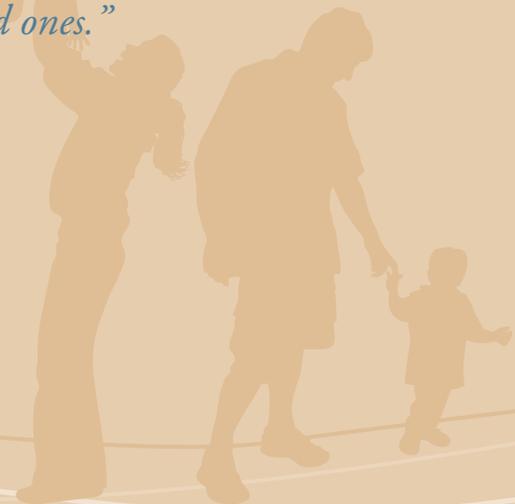
Taking all of this into consideration, transparency in healthcare is essential. The Iowa Hospital Association (IHA) recognizes this and developed a Transparency Action Plan and Principles focusing on transparency in the areas of hospital price, quality and patient friendly billing. IHA requested that each Iowa hospital and health system governing board adopt the Transparency Principles to highlight Iowa hospitals collective focus on leading in transparency. The HCHC Board of Trustees adopted the principles at its November board meeting, which states the following:

- **Support price and quality transparency and strive to communicate information that is useful to patients, families, and other healthcare purchasers.**
- **Lead in transparency by providing patients with information that encourages engagement in their health and health care regarding quality and price of services.**
- **Lead in transparency of billing practices by implementing strategies to communicate information to patients and other healthcare purchasers, and help patients better understand the total value of their care.**

In response to the adoption of these transparency principles, HCHC developed a Transparency Task Force to specifically address the ways HCHC will achieve transparency for its customers. Dave Muhs, HCHC's Chief Financial Officer, stated, "The purpose of this transparency initiative and task force is to equip our consumers with information regarding quality and cost so they can make informed decisions regarding their healthcare. We want to help our consumers understand their financial liability prior to engaging in the purchase of healthcare services."

Several major steps have already been taken at HCHC to bring this initiative to fruition. HCHC implemented a new communications training program to help staff gain insight into patients' financial concerns and communicate with them effectively and respectfully. In addition, Patient Access will implement a communication tool with patients to determine out-of-pocket cost for procedures prior to having the procedure. These programs, along with patient friendly billing, are the first of many processes that will assist HCHC with the transparency project.

"Just as important as knowing the price of healthcare is learning about the quality of healthcare services you are receiving," explained Muhs. "HCHC will also work to provide information to help our consumers make informed healthcare choices that are the right choices for them and their loved ones."



HCHC News

HCHC Service Stars

Henry County Health Center is committed to providing quality healthcare and customer service that our patients expect and deserve. One way that we measure patient satisfaction is through feedback from patient satisfaction surveys which measures our patients' experience while receiving services at HCHC.

A positive patient experience is extremely important to HCHC. Patient satisfaction scores are reviewed regularly, and in recognition of outstanding patient satisfaction, HCHC has the Service Star program. Departments that achieve the patient satisfaction goal of an 85 percentile ranking or higher over three consecutive months are recognized as Service Stars.

Departments recently named as Service Stars include Observation and Skilled in Inpatient Services, Maternity Services, Anesthesia & Pain Management, and Community Health. This is the third time that Inpatient Services has achieved this recognition, the second time for Maternity Services, and the ninth time for Anesthesia & Pain Management. Other departments recognized for providing outstanding service to patients and other departments were the Diabetes Education Center and Information Technology Department. (The departments pictured are first time Service Star recipients with the exception of Anesthesia who welcomes new team member Matt Miller, CRNA.)



Diabetes Education

(L-r): Vicki Stainbrook, Laura Williams, Elise Klopfenstein, Katie Westphal, CEO Robb Gardner.



Anesthesia & Pain Management

(L-r): Jodi Geerts, Matt Miller, Todd Ralls, Steve Park, Robb Gardner.



Information Technology

(L-r): Jason Fry, Stacey Speidel, Patrick Waters, Jonathan Hills.

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

Clinic held on Tuesdays (Dr. Judge-Ellis & Kendra Bonnesen, ARNP)

and Fridays (Dr. Judge-Ellis & Jessie Anderson, ARNP)

8:30 a.m.–Noon and 1 p.m.–5 p.m.

Wednesdays (Jessie Anderson) 1–4:00 p.m.



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“I consider HCHC first for my family’s care. It is just the perfect size to offer a more personal experience for their patients.”

More of what matters.



HCHC delivers more of what matters like healthcare you trust, compassion you deserve, personal care close to home, and more. We listen and provide care focused on your individual needs.

Just ask our patients.

HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

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