

Health Update

HENRY COUNTY
HEALTH CENTER
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MOUNT PLEASANT, IOWA
JANUARY—MARCH 2015

HCHC positively impacts area residents and local economy

Editor's Note: Henry County Health Center's Annual Report gives information about HCHC's revenue, expenses, tax levy rate, admissions, and patients served in 2013-2014. It also contains information about quality, service and patient safety. This Annual Report 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.

Henry County Health Center has a long history of providing high quality healthcare services to area residents. HCHC services and programs benefit our communities' health and positively impact our county's fiscal health.

This year's Iowa Hospital Association (IHA) economic impact and community benefit reports show the positive impact HCHC has on our county. The economic study shows that HCHC generates 349 jobs that add \$19,264,536 to Henry County's economy. Furthermore, HCHC associates spend \$4,690,399 on retail sales and contribute \$281,424 in state sales tax revenue.

"In addition to employing a large number of area residents, the health center and associates purchase goods and services from local businesses. All of this positively impacts Henry County's economy," explained HCHC CEO Robb Gardner. "HCHC plays a vital role in attracting new business, industry and residents to our area. It is crucial that we provide high quality health care services to keep our economy moving forward and to ultimately work toward

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

COMMUNITY BENEFITS

The health center also provided \$2,203,420 in community benefits to Henry County. That amount, based on 2013 figures, includes \$1,230,678 in charity care and bad debt, as well as \$972,742 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.

"HCHC is committed to improving the health of area residents and meeting the health care needs of our communities, and we offer programs aimed at achieving that."

HCHC CEO Robb Gardner

The programs and services accounted for in the survey were implemented in direct response to the needs of individual

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



Message from CEO



Greetings. All of us here at the health center are pleased to present HCHC's annual report. I am amazed another year has already passed since we prepared last year's report. This past year, HCHC has been busy with multiple projects in addition to adjusting to a very dynamic health care landscape.

The health center has been very fortunate to be recognized with several honors this past year. This is possible because of our amazing associates, medical staff, Auxilians and Board of Trustees. I remember the moment when the National Rural Health Association informed us that we had been selected as the 2014 Rural Health Organization of the Year. What an amazing honor and a wonderful testament to the hard work that occurs each and every day. We are privileged the honors didn't stop there. Earlier in the fiscal year, we learned we had won an International Gold award for our hospital intranet portal, an internal electronic communication tool. We are very honored and humbled to be named along with very successful and world renowned organizations like The Mayo Clinic and Coca-Cola. The recognitions continued as we received several other awards within the health center. A list of HCHC's awards from the past year can be found on page 6.

Another huge success this past year was the completion of the three year building project. I would like to thank all of you for your patience and understanding as we completed the project. We have received very positive feedback from our community about the enhancements that were made to the services our patients and families receive. The project was a success as we delivered the desired outcome for the facility and stayed within budget for the project. This was possible because of the strong leadership of our Board of Trustees; the wonderful teamwork between our leaders and construction manager, architect and prime contractors; as well as the support and patience of our communities, associates and medical community. I would also like to say a big thank you to the HCHC Foundation Board.

They embarked on a \$2 million capital campaign to assist the health center with the expenses of the building project. It is with great appreciation that the Foundation was able to achieve its goal of raising \$2 million in September 2014. We are all very humbled and honored that so many of you have given of your resources to this project. We believe these positive changes have aligned perfectly with the strategic and innovative changes that have occurred for the health center over its rich 93 year history.

During the past year, we were also impacted by federal regulations along with further implementation of the Affordable Care Act. Many of the new federal regulations resulted in the modification of services we provide for our patients. With these changes the health center experienced the most challenging fiscal year we have had in the last decade. Despite those challenges, we have made positive changes over the last several months by adapting our services to these changes. We were also fortunate to recruit key new providers to our medical community. As a result, our current Fiscal Year 2015 has been much stronger.

No matter the legislation or how we are impacted, we will continue to be focused on our mission of enhancing the health of individuals and our communities through high quality, effective and efficient services.

I hope you all find this year's annual report 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 would 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,

A handwritten signature in black ink that reads "Robb Gardner". The signature is written in a cursive style.

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%	98.5% (higher the score the better)
Surgical site infection rate	N/A	5.5	0.00 (lower the score the better)
Surgical Inpatients who develop VTE (blood clots)	N/A	.60	0.00 (lower the score the better)
Catheter-Associated Urinary Tract Infections	N/A	.37	0.00 (lower the score the better)
Pneumonia patients readmitted within 30 days	18.5	17.9	15.6 (lower the score the better)
Heart failure patients readmitted within 30 days	24.7	23.7	20.3 (lower the score the better)
Stage III, IV Pressure Ulcer rate	N/A	0.02	0.00 (lower the score the better)
Unplanned All-Cause, 30-day Readmissions	N/A	7.21%	4.3% (lower the score the better)
Elective deliveries between 37-39 weeks	N/A	2.26	0.00 (lower the number the better)
Medication errors <i>(Rate, not percentage. Rate based on total medication errors/doses x 10,000)</i>	N/A	4.1	4.40 (lower the number the better)
Park Place Elder Living <i>(4-star facility denotes PPEL is above average nationally)</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%	84%	78% (higher the score the better)
Nurses communicate well with patients*	79%	81%	76% (higher the score the better)
Explanation of medications before giving them*	64%	66%	64% (higher the score the better)
Patients given information about at home recovery*	85%	88%	84% (higher the score the better)
Patients who gave hospital a rating of 9 or 10*	71%	75%	69% (higher the score the better)
Room and bathroom "always" clean*	73%	79%	74% (higher the score the better)
Area around room "always" quiet at night*	61%	63%	72% (higher the score the better)

Annual Report

Statistics

		Fiscal Year 2014	Fiscal Year 2013	Fiscal Year 2012
ADMISSIONS	Inpatient Admits	649	663	616
	Births	128	130	146
	Long Term Care Admits	55	51	104
	TOTAL ADMISSIONS	832	844	866
DAYS	Inpatient Days	2,000	2,209	2,257
	Newborn Days	242	263	296
	Long Term Care Days	16,955	16,537	15,121
	TOTAL DAYS	19,197	19,009	17,674
PATIENT ENCOUNTERS	Ambulance	1,420	1,537	1,399
	Inpatients	832	844	866
	ER Visits	8,663	8,468	8,450
	Surgery	1,709	1,966	2,137
	Wayland/Winfield Clinics	2,891	2,944	2,833
	Other Diagnostics	32,704	31,034	31,408
	Total Patient Encounters	48,219	46,793	47,093

continued from page 1 HCHC positively impacts area residents and local economy

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

“The health center’s participation in state quality initiatives and process improvement efforts demonstrate our belief that we must continue to be innovative and pursue strategies that add value for our patients and area residents.”

HCHC CEO Robb Gardner

“We are committed to enhancing quality of service and implementing activities that provide value to our communities and improve customer satisfaction. We are dedicated to increasing the quality, safety, and the overall experience of healthcare for our patients.”

HCHC reports low tax levy rate

In Fiscal Year 2014, 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, which is the seventh lowest in the state in total dollars levied, which stands at \$605,141. 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.

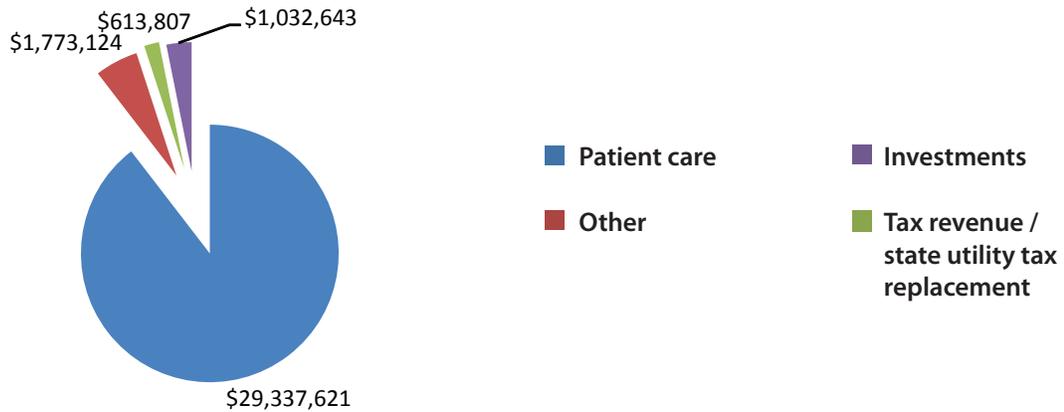
Broadlawns has the highest tax at \$54,971,307, while the lowest tax in Iowa comes in at \$291,636. The average tax levy for hospitals with levy rates higher than HCHC (excluding Broadlawns) is \$1,093,650. The average tax levy for the six hospitals below HCHC is \$402,322. In addition, HCHC has only raised the tax levy twice in the past 14 years, with the levy remaining constant over the past six years.



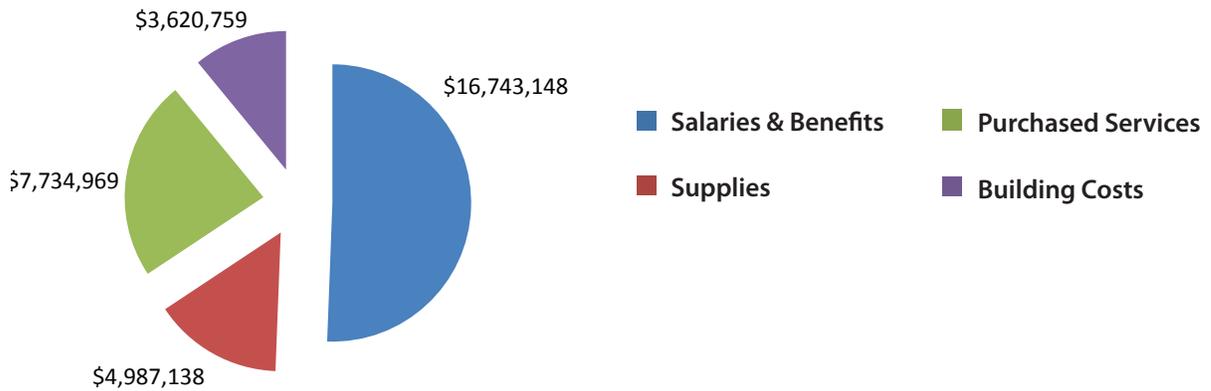
Annual Report

Financials for Fiscal Year 2014 (July 1, 2013 — June 30, 2014)

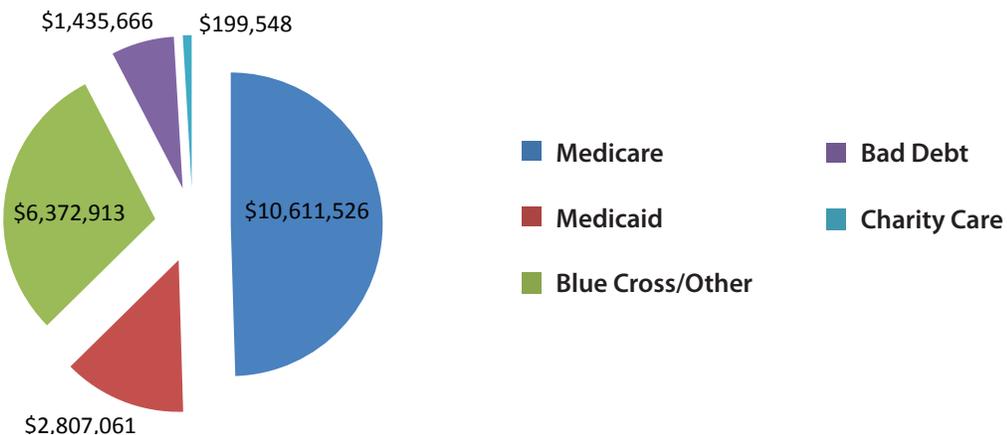
REVENUE



EXPENSES



AMOUNTS NOT REIMBURSED



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

Awards & Recognitions



HCHC Awards and Achievements

Henry County Health Center and our associates have received several awards and recognitions during fiscal year 2014. These awards demonstrate how our community hospital is a leader in health care, and show our commitment to HCHC's mission to enhance the health of individuals and our communities through high quality, effective and efficient services.

OUTSTANDING RURAL HEALTH ORGANIZATION

HCHC was selected for the 2014 Outstanding Rural Health Organization Award by the National Rural Health Association. This award recognizes a community-based group or organization that has improved access to health services and information for rural people through innovative, comprehensive approaches. Organizations were evaluated in the areas of outreach, preventive health and education, quality and efficiency of care, and strong community support and involvement.

TOP 10 HOSPITAL OF CHOICE

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. The award identifies America's most customer-friendly hospitals, recognizing the best hospitals in customer service delivery. In 2012, HCHC was a Top 100 Hospital, advancing the next year as a Top 10 Hospital of Choice. HCHC attained second place on the Top 10 list, earning runner-up for the 2013 Hospital of the Year Award.

EXCELLENCE IN PATIENT SATISFACTION

HCHC received the HealthStrong™ Award for Excellence in Patient Satisfaction from iVantage Health Analytics, reflecting top quartile performance among all acute care hospitals in the nation. This award recognizes top performing hospitals based on key metrics critical to success in the new healthcare marketplace.

MATERNITY SERVICES

HCHC's Maternity Services Department was recognized for involvement in a statewide initiative to reduce Early Elective Deliveries. This initiative emphasizes the safety of moms and their babies, and goes hand-in-hand with HCHC's emphasis on patient safety. Iowa Healthcare Collaborative began this statewide initiative to eliminate all non-medically indicated early elective inductions (prior to 39 weeks).

PARK PLACE ELDER LIVING

Park Place Elder Living (PPEL) was honored with a Quality Program Award by the Iowa Health Care Association and Iowa Center for Assisted Living. The award recognizes programs that put quality into action within the long term care setting. This is PPEL's second consecutive year to receive the award. PPEL was also recognized by The Eden Alternative for achieving Milestone 3 category in their Eden journey. Park Place is the only facility in the nation to achieve this recognition.

INFORMATION TECHNOLOGY AWARDS

HCHC received the following awards in Fiscal Year '14 for information technology:

- Silver Award in the "2014 w3 Awards" for HCHC's Healthy Living App. "Best-in-Class Award" for HCHC's mobile website and Healthy Living mobile app.
- 2013 Summer/Fall Web Health Bronze Award for Healthy Living mobile app.
- Intranet Innovation Gold Level Award received for innovative uses of HCHC's intranet portal.
- 2014 Intranet Connection Award Top 3 Finalist for HospitalPortal.net.
- "Top 100 Most Wired Hospitals" by Hospitals & Health Networks magazine.

ASSOCIATE AWARDS

Two HCHC Associates were recognized over the past year with international and state awards:

- Carol Ruggles, Coordinator of Elder Events at Park Place Elder Living, was presented with the International Nancy Fox Leadership Award.
- Shelley Van Dorin, Community Health Nurse at HCHC, was selected as one of the 100 Great Iowa Nurses for 2014.

Construction Update

Three year journey ends

HCHC COMPLETES CONSTRUCTION PROJECT

After three years of construction and remodeling, Henry County Health Center celebrated the completion of its construction project this year. The finished product is a health center that more efficiently and effectively serves area residents and will continue to meet our communities' future healthcare needs.

PROJECT OVERVIEW

Phase One of this multi-phased facilities master plan began in November 2011 with the construction of a new Energy Center which was completed in summer 2012. The building provides the electrical, heating and cooling supply, allowing for future growth and sustainability of the health center. Phase Two included populating the Energy Center with equipment that provides the infrastructure to the organization.

Phase Three began in October 2012 with a ground breaking for the new Surgery Department which was completed in fall of 2013. This new department features 10 private, pre-operative, recovery rooms; two operating rooms plus an endoscopy suite; and a separate surgery waiting room. The Surgery Department plays an instrumental role in meeting the healthcare needs of future generations, and this project has expanded and improved the technology, comfort and privacy that patients receive.

In addition to the Energy Center and Surgery Department, the construction project also included the following areas:

- **Improved patient registration area**
- **Remodeled outpatient services area**
- **New laboratory with private lab draw stations**
- **Room improvements for outpatient cardiopulmonary services**
- **Additional exam rooms in Specialty Clinic**
- **A Women's Center in Radiology**
- **A new Health Education Center for educational classes and training**
- **Exterior Canopy to shelter Radiology patients from adverse weather conditions**

Many individuals contributed to the success of this project, including the HCHC Board of Trustees, medical staff, administration, associates, HCHC Foundation, volunteers and contractors. Additional positive news is that this \$15.6 million project stayed within budget.

"A very special thank you goes to everyone who worked so hard on making this project a success. My sincere appreciation also goes to those individuals who contributed money to the Close to Home Campaign to help us reach our \$2 million goal to help support this worthwhile project." HCHC CEO Robb Gardner

The final special touch to the construction project is new artwork featured in HCHC's hallways. These photographs were taken by A.M. "Pete" Wettach, father of retired HCHC medical staff and Family Medicine physician, Dr. Robert Wettach. A self-taught photojournalist who worked for the Farm Security Administration as a county supervisor in southeast Iowa during the 1930s and 1940s, his photographs portray the families and landscapes of the Midwestern farm communities during these years. Thank you to Dr. Wettach for allowing HCHC to feature his father's photos to enhance the overall appearance of our facility.





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