



*Editor's Note: Henry County Health Center's Annual Report provides information about financials, quality, service, patient safety, Auxiliary and Foundation activities for 2015-2016. Read this report to see how HCHC has worked toward our mission and vision this past year.*

## HCHC delivers more of what matters to patients

Katy Debler of Wellman has true appreciation and gratitude for Henry County Health Center. Following her surgery, Debler can personally attest to the compassionate and exceptional care delivered at the health center.

"I was seen elsewhere and had not received answers for the fever, nausea and severe abdominal pain I was experiencing. When I called Dr. Michelle Tansey, general surgeon at HCHC, she saw me that day and admitted me immediately. I stayed overnight for antibiotics and pain management, and when she evaluated me the next morning she determined I needed surgery," explained Debler.

Her gall bladder was the cause of her health issues. She was so grateful to Dr. Tansey because she finally received a correct medical diagnosis after suffering symptoms and receiving no answers. Since surgery, Debler has been pain free and symptom free and is thankful for Dr. Tansey and the personalized care she received at HCHC.

"I would recommend HCHC to anyone who needs medical care. Dr. Tansey is wonderful; she's very compassionate, caring, she took the time to listen to my concerns and treated me like family. She even called me the day I came home from surgery to check on me. My recovery was easy and I feel wonderful now," she said. "My night nurse and the surgery staff were absolutely wonderful as well. They checked on me frequently and made sure I had everything I needed."

For Debler, the personalized care that HCHC delivers is what makes the health center stand out compared to other healthcare facilities.



"I feel like it's better to come to Henry County Health Center because as a smaller hospital they treat you like family, you're not just a number. You are an actual person who they care about. I would never hesitate to come back to HCHC. I would recommend HCHC to everyone."

### ANNUAL REPORT JANUARY, FEBRUARY, MARCH 2016

MESSAGE FROM THE CEO..... 2

COMMUNITY BENEFITS ..... 3

QUALITY, SERVICE, PATIENT  
SAFETY ..... 4

FINANCIALS..... 5

AUXILIARY ..... 6

FOUNDATION ..... 7

TRUSTEES ..... 8

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



“I would also like to thank all of you, our patients and elders, for trusting us to meet your health care needs locally.”

Greetings everyone. All of us at the health center are pleased to present this year’s annual report. Health care in Iowa and nationally has continued to change and we expect further changes in the upcoming year. Everyone here at the health center is very thankful for the opportunity to care for you, your family and our communities. This year’s annual report provides an overview of the operations at the health center for this past fiscal year.

This past year we have been blessed to continue to see wonderful recognition of our associates and medical community. Henry County Health Center was recognized by iVantage Analytics as a Top 100 Critical Access Hospital (CAH) in the nation. This is a great honor as there are 1300 CAH in the United States. iVantage uses publicly reported data about hospitals for their analysis. The credit goes to our amazing associates and medical community who work so hard to care for our patients, elders and families. I greatly appreciate their dedication and passion to delivering the highest level of care. We were also recognized by the Health Finance Management Association (HFMA) as an Adopter of Patient Financial Communications Best Practices. Congratulations to CFO Dave Muhs and his team who have worked hard to improve transparency and communication regarding the cost of services we provide.

It was incredible to celebrate with Michele Birdsell when she was recognized by the Iowa Hospital Association (IHA) as a Hospital Hero for 2016. This is a wonderful and deserving award. Michele is one of our pharmacists and has made an impact on many patients, elders, associates

and pharmacy students’ lives during her career at HCHC. Michele is the first HCHC associate to be recognized by IHA. Lastly, at the annual IHA Governance conference, four of HCHC’s trustees became certified or were recertified through IHA Trustee Education Certification program. Congratulations to Robert Meyer and Sally Olson for becoming newly certified, as well as to Ron Clouse and Jan Towne for their recertification.

I would like to thank our tremendous associates and medical staff who provide services at the health center. These individuals realize each day we are given a wonderful opportunity to make a difference in someone’s life. In addition, we are very fortunate to have seven individuals who are committed to serving as our Board of Trustees. Thank you to Robert, Ron, Jan, Carmen, Sally, Kent and Joel for their efforts and leadership.

I would also like to thank 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.

I hope this annual report is 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 have ideas on ways to improve our annual report, please let us know.

Take care and thank you,

Robb



# Providing benefit to Henry County Residents

Henry County Health Center provides over \$2.67 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 the public. Many programs and services would not exist without HCHC's support and leadership. HCHC implements strategies that increase value to patients and communities and meet the health care needs of our communities.

## Charity Care: \$102,254

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

## Community Benefits Programs & Services: \$771,035

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

## Other expenses include Bad Debt, Medicare/Medicaid Losses: \$1,803,559

- Bad Debt Expense: \$996,424  
*Services for which HCHC does not collect payment.*
- Medicare/Medicaid Losses: \$807,135  
*Care for the elderly not reimbursed by Medicare.  
When HCHC received payments less than the cost of caring for public program beneficiaries.*



# 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 is a sample representation of those measures.

	NATIONAL	IOWA	HCHC
Hospital staff who got the flu shot	79%	90%	100% (higher the score the better)
Surgical site infection rate	.96%	.94%	0% (lower the score the better)
Pneumonia patients readmitted within 30 days	N/A	16.9%	14.6% (lower the score the better)
Heart failure patients readmitted within 30 days	N/A	22%	21.3% (lower the score the better)
Elective deliveries between 37-39 weeks	3%	1%	0% (lower the score the better)
Adverse drug events	N/A	5.04%	1.81% (lower the score the better)
Falls w/ injury rate	2.55%	.56%	0% (lower the score the better)
Park Place Elder Living			★★☆☆☆

## 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.

% OF PATIENTS WHO ANSWERED "ALWAYS"	NATIONAL	IOWA	HCHC
Doctors communicate well with patients	82%	84%	81% (higher the score the better)
Nurses communicate well with patients	80%	82%	89% (higher the score the better)
Explanation of medications before giving them	65%	66%	73% (higher the score the better)
Pain was “always” well controlled	71%	72%	77% (higher the score the better)
Patients given information about at home recovery	87%	89%	88% (higher the score the better)
“Always” received help as soon as they wanted	69%	72%	74% (higher the score the better)
Room and bathroom “always” clean	74%	80%	83% (higher the score the better)
Area around room “always” quiet at night	62%	66%	61% (higher the score the better)
Patients who gave hospital a rating of 9 or 10	72%	77%	76% (higher the score the better)

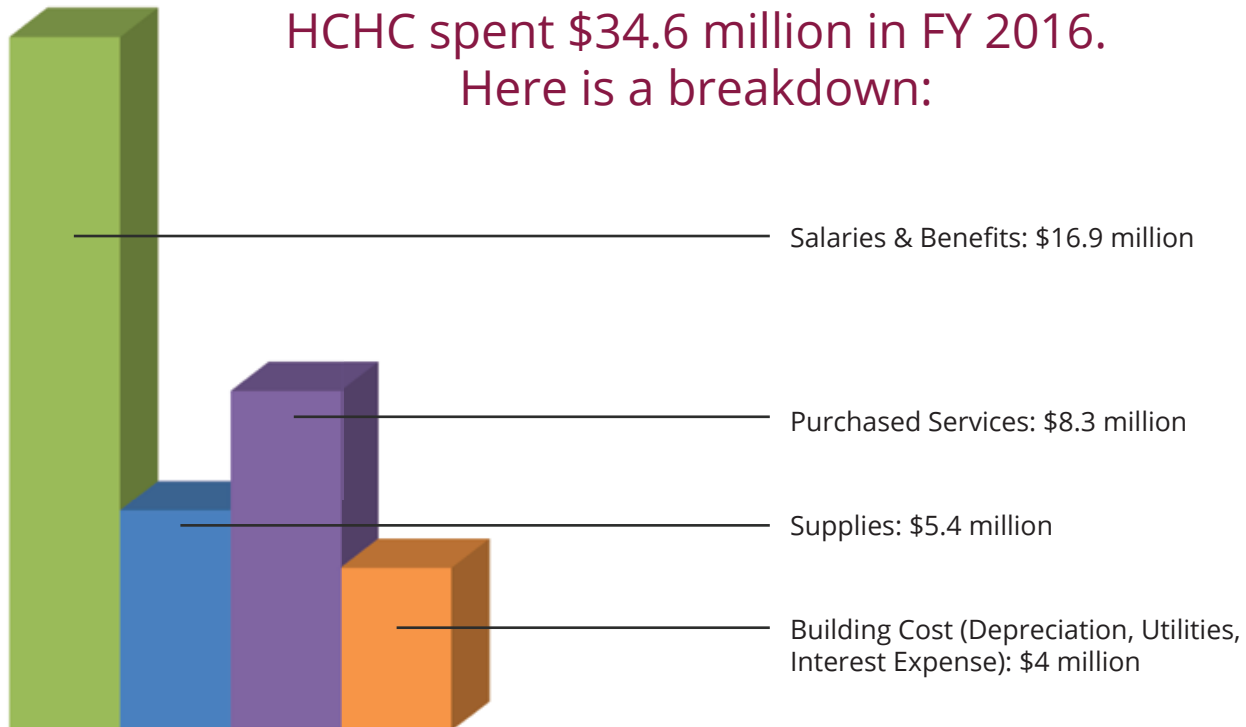
### Henry County Health Center

(HCAHPS 4-star facility is above average)

★★★★☆

# Financials for Fiscal Year 2016 (July 1, 2015 – June 30, 2016)

HCHC spent \$34.6 million in FY 2016.  
Here is a breakdown:



*Health Center expenses exceeded income in the fiscal year 2016 resulting in a negative operating margin of \$358,044.*

*HCHC ranks 37th out of 42 county hospitals that receive tax dollars, the sixth lowest in the state in total dollars levied which stands at \$612,813.*

## Department Statistics

Emergency Room Visits	8,675
Ambulance Calls	1,571
Surgeries Performed	1,698
Lab Tests Performed	125,839
Radiology Procedures	17,295
Physical Therapy Treatments	27,673
Oncology Visits	1,649
Respiratory Treatments	4,652
Other procedures/treatments	5,525
Hospital Based Clinics	7,285
Wayland/Winfield Clinic Visits	3,072

## Revenue by Payor

Medicare	43%
Medicaid	13%
Other Government	8%
Insurance	31%
Self Pay	5%

## Inpatient Stats

Hospital Admissions	689
Hospital Patient Days	2,469
Long Term Care Days	16,612
Babies Delivered	138

## Last Year, we absorbed

Patients who could not pay	\$1,098,678
Services not fully reimbursed by Payors	\$24,864,504

# Henry County Health Center Auxiliary

The HCHC Auxiliary plays a vital role at the health center. With 177 members and 81 active volunteers, this group significantly impacts the success of HCHC.

In Fiscal Year 2016, HCHC volunteers donated more than 7,800 hours. These individuals gave generously of their time and talents staffing the Information Desk and Gift Shop, knitting and crocheting newborn hats, installing Lifeline units, and spending numerous hours fundraising at events like the Annual Soup Supper and jewelry sales.

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

### Here are the Auxiliary's activities over the past year:

- Combined funds with Lifeline to donate \$25,000 for HCHC Foundation Close to Home Campaign. This completed the five-year pledge for a total of \$125,000 given to the construction project.
- For the 2016 school year, awarded a total of \$6500 in scholarships to seven 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.
- Presented gifts to the New Year's Baby.
- Provided stuffed animals for children receiving tests or treatments at HCHC as well as the Immunization Clinic during Immunization Month.
- Delivered carnations to Park Place residents.

**Membership dues for the Auxiliary are \$5, and we always welcome new members and volunteers! For more information about the HCHC Auxiliary and how you can become involved, call 319-385-6124.**

### Lifeline

Lifeline is another very important program of the HCHC Auxiliary. The Auxiliary has operated Lifeline since 1985 and currently has 139 subscribers. Lifeline provides a personal emergency response system that helps seniors and those with disabilities stay in their homes. It gives subscribers and their families 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.**

### FUNDRAISING EVENTS FOR THE 2015 FISCAL YEAR INCLUDED:

- No Bake-Bake Sale: \$1606.60
- Annual Soup Supper: \$1836.57
- Masquerade Jewelry Sale: \$2,849.00
- Lionne Jewelry Sale: \$652.80
- Cookie/Pastry Sale: \$1,441.00
- Gift Shop: \$12,000 from Gift Shop given for Auxiliary programs



# Henry County Health Center Foundation

## The Henry County Health Center Foundation had a successful year of fundraising for FY2016.



# FOUNDATION

The Capital Campaign led the way in donations totaling nearly \$150,000. Adding these donations together with previous collections allowed the Foundation to uphold their pledge commitment to Henry County Health Center for \$350,000 for FY16.

The biggest event of the year, the annual HCHC Foundation Golf Event in August, rose nearly \$32,000. 72 golfers and about 130 dinner guests participated at Mount Pleasant Golf and Country Club. Funds were raised between team sponsorships, hole sponsorships and live and silent auctions.

Gifts of just over \$19,000 were given during the Annual Appeal campaign and donations specifically for the General Fund, Memorials, Endowments and contributions from the annual Book Fairs totaled nearly \$7,400 to the Foundation in FY2016.

The generosity of our associates brought in \$17,811 over the year. The money is used for tuition reimbursement, our voucher program and advance medical certification reimbursement.

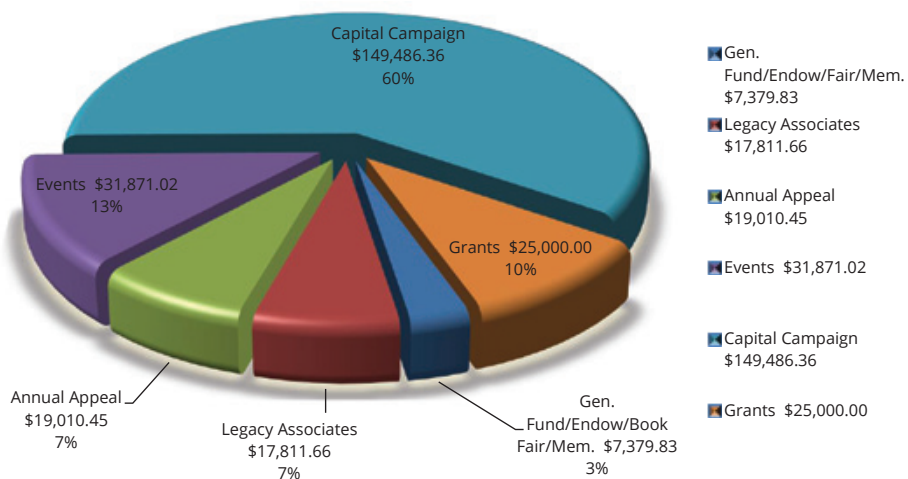
HCHC Foundation secured a \$25,000 grant from the Walmart Foundation for Healthy Henry County Communities' Care Links & Connections project that facilitates transportation to/ from medical provider services and improves care transitions from acute care to post-acute settings.

All in all, nearly \$252,000 was raised by donations to HCHC Foundation in FY16.

Grants were made by HCHC Foundation to three separate entities for the year. \$4000 was given to RSVP for their Medical Transportation program, \$4395 was granted to Iowa Wesleyan University for the purchase of laboratory microscopes, and \$2800 was given to Healthy Henry County Communities for their Your Plate. Your Health program.

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 is governed by a Board of Directors which includes Dr. Michelle Tansey, Sally Olson, Heidi Ryon, Diane Barton, Ed Longanecker, Pat Callaway, Erica Pickle, Jill Daniel, Tom Holtkamp, Mark Hempen, John Rode, Debbie Leichty, Ron Clouse and HCHC CEO Robb Gardner. The Foundation Director for FY 2016 was Michelle Rosell thru May 23rd, when Mark Hempen assumed the director position.



# HENRY COUNTY HEALTH CENTER

CARE YOU TRUST. COMPASSION YOU DESERVE.

407 South White Street  
Mount Pleasant, IA 52641

Non-Profit  
U.S. Postage  
PAID  
Cedar Rapids, IA  
PERMIT NO. 174

## HCHC Board of Trustees



Carmen Heaton



Jan Towne, Secretary



Joel Prottzman



Kent Severson



Robert Meyer, Chair



Ron Clouse, Vice Chair



Sally Olson