



*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 2016-2017.*

## Providing benefit to Henry County residents



Henry County Health Center provides over \$1.7 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: \$51,895**

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.

### **Community Benefits Programs & Services: \$672,858**

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

### **Other expenses include Bad Debt, Medicare/Medicaid Losses: \$1,009,825**

- Bad Debt Expense: \$636,340  
*Services for which HCHC does not collect payment.*
- Medicare/Medicaid Losses: \$373,485  
*Care for the elderly not reimbursed by Medicare. When HCHC received payments less than the cost of caring for public program beneficiaries.*



### ANNUAL REPORT 2017

MESSAGE FROM THE CEO .....	2
SERVICE UPDATE .....	3
QUALITY, SERVICE, PATIENT SAFETY .....	4
FINANCIALS .....	5
FRIENDS OF HCHC .....	6
FOUNDATION .....	7
TRUSTEES .....	8

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



**“We are always working hard to provide a wonderful experience each and every time we care for you and your family.”**

Greetings everyone. All of us here at the health center are pleased to present this year’s annual report. Health care in Iowa and nationally this past year has continued to be very dynamic and at the forefront of debate with possible changes for all of us. This volatile landscape continues to present challenges for many of us as patients as well as for the health care providers caring for their communities.

This past year, the health center was significantly impacted by the decisions which have occurred at the state and federal level. In 2016, the state of Iowa made a decision to transition the Iowa Medicaid program to a Medicaid Managed Care program run by three different insurance companies. As this decision was made, the health center knew this was going to negatively impact HCHC along with impacting individuals in our communities who have Medicaid. The financial impact to the health center was significant. HCHC sustained nearly a \$1 million reduction in payment in this new Managed Care Medicaid approach for the same level of care and services which were provided in past years when the program was administered by the state of Iowa.

Unfortunately, the state of Iowa at the end of the past legislative session, in an effort to help offset revenue shortfalls, put in further reductions in payments and coverage for services provided for Medicaid recipients. These reductions will directly impact us here in Henry County. We have also been closely monitoring and advocating on what may occur at the federal level in terms of health care reform with the Affordable Care Act. All of the bills that were drafted both in the Senate and House would have negatively impacted the health center significantly.

As these challenges will continue, the board of trustees this past year invested a significant

amount of time on creating a new strategic plan in an effort to successfully move the health center forward. I believe this work will prove to be very key in the very near future as the health center will need to continue to be nimble, innovative and efficient in our effort to navigate the potential future challenges we will face from any federal or state changes to healthcare. I would like to thank Robert, Ron, Jan, Carmen, Sally, Kent and Joel for all of their efforts as trustees. Thank you for your leadership during these challenging health care times.

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. They are individuals who realize each day we are given such a wonderful opportunity to make a difference in someone’s life. Their commitment to excellence in quality and patient/elder satisfaction is demonstrated by our impressive performance in our patient/elder satisfaction and quality metrics. The health center and Park Place Elder Living are now both four star facilities. This is a testament to everyone’s hard work.

I hope you all find this year’s annual report informative and helpful in providing insight about the health center’s operations this past fiscal year. 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 thank all of you who have trusted in the health center to provide care to you and your loved ones. We are always working hard to provide a wonderful experience each and every time we care for you and your family.

Take care,  
Robb

# Did you know?

Henry County Health Center offers surgeries in the following specialties:

Ear, Nose, Throat  
Gastroenterology  
General Surgery  
Obstetrics/Gynecology

Ophthalmology  
Orthopedics  
Podiatry  
Urology



Let our experienced healthcare providers meet your surgical needs close to home!  
Call 319.385.6124 for more information or go to [www.hchc.org](http://www.hchc.org).

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## Glaucoma surgery offered at HCHC

Glaucoma patients don't have to travel outside of Henry County to find cutting-edge treatment. The CyPass Micro-Stent System for the treatment of Primary Open-Angle Glaucoma is the latest minimally invasive glaucoma surgery to be FDA approved, and is now offered at HCHC.

"This is perhaps one of the more powerful or potent surgeries at lowering eye pressure which is the goal of glaucoma surgery. Compared with older types of more invasive surgery there are significantly fewer major side effects with the CyPass," explained Alex Cohen, M.D., Ph.D., of Eye Physicians and Surgeons, LLP.



This small glaucoma drainage device is placed in the supraciliary space of the eye to provide a new area for fluid to drain. The surgery is approved only in combination with cataract surgery now; however, work is underway to get it approved as a stand-alone procedure.

Dr. Cohen explained that glaucoma is a disease that leads to blindness and usually starts with peripheral vision loss. The only way to treat glaucoma is to lower the eye pressure.

"The surgery lowers eye pressure and may allow patients to reduce eye drops they take to control glaucoma. If eye drops, laser or other surgeries are not effective enough, the CyPass is another potential avenue to help patients," Dr. Cohen said.

HCHC is pleased to offer eye surgeries by these ophthalmologists:

### OPHTHALMOLOGISTS PROVIDING EYE SURGERIES AT HCHC INCLUDE:

#### **Bouchey Eye Surgery**

407 South White Street, Suite 105  
Mt. Pleasant, IA  
319-385-6775

Reed Bouchey, M.D.

#### **Eye Physicians & Surgeons, LLP**

301 W. Monroe Street  
Mt. Pleasant, IA  
319-385-9534

Alex Cohen, M.D., Ph.D.

Chris Watts, M.D.

Lucas Wendel, M.D.

# 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	88%	94%	99% (higher the score the better; includes volunteers)
Surgical site infection rate	2.8%	N/A	0% (lower the score the better)
Pneumonia patients readmitted within 30 days	16.9%	N/A	15.2% (lower the score the better)
Heart failure patients readmitted within 30 days	11.9%	N/A	8.5% (lower the score the better)
Elective deliveries between 37-39 weeks	2%	1%	0% (lower the score the better)
Adverse drug events	2.74%	2.57%	2.28% (lower the score the better)
Falls w/ injury rate	N/A	N/A	0% (lower the score the better)
Park Place Elder Living (3-star facility is the national average)			★★★★☆

## 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%	86% (higher the score the better)
Nurses communicate well with patients*	80%	82%	82% (higher the score the better)
Explanation of medications before giving them*	65%	67%	73% (higher the score the better)
Pain was “always” well controlled*	71%	72%	73% (higher the score the better)
Patients given information about at home recovery*	87%	89%	86% (higher the score the better)
“Always” received help as soon as they wanted*	69%	72%	71% (higher the score the better)
Room and bathroom “always” clean*	75%	80%	80% (higher the score the better)
Area around room “always” quiet at night*	63%	66%	69% (higher the score the better)
Patients who gave hospital a rating of 9 or 10*	73%	78%	67% (higher the score the better)

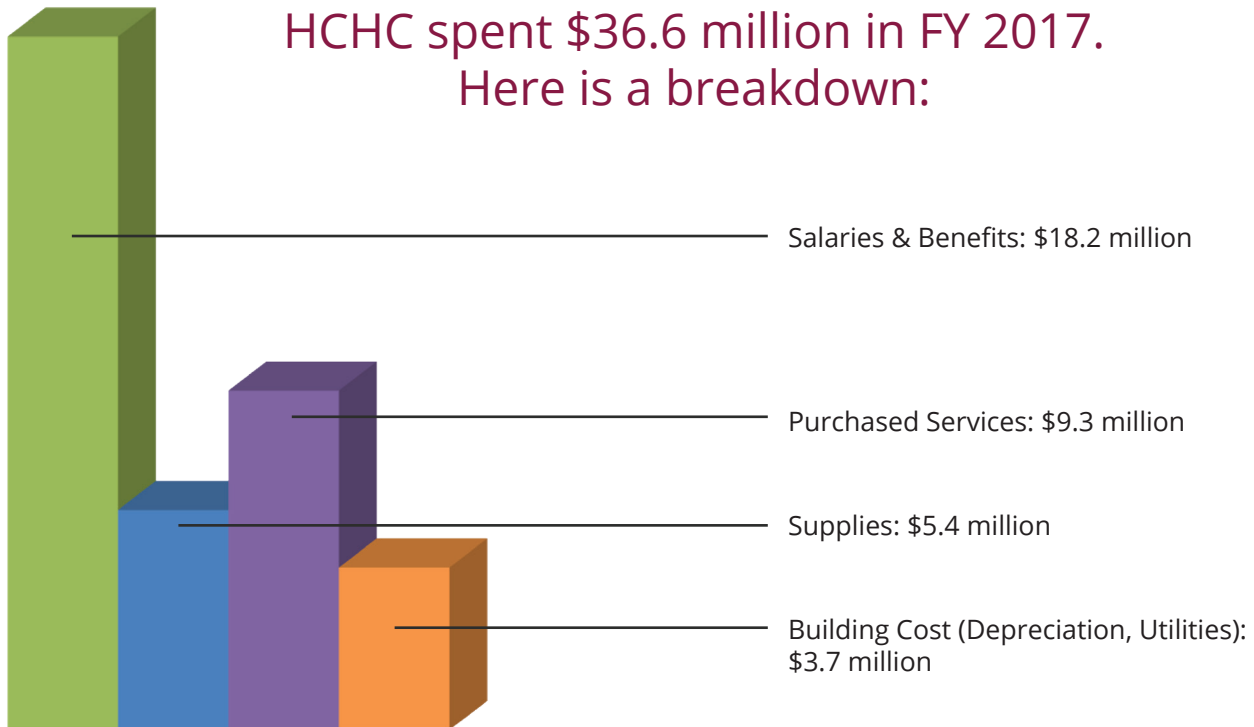
## Henry County Health Center

(4-star facility is above average)



# Financials for Fiscal Year 2017 (July 1, 2016 – June 30, 2017)

HCHC spent \$36.6 million in FY 2017.  
Here is a breakdown:



Health Center expenses exceeded income in the fiscal year 2017 resulting in a negative operating margin of \$1,620,227.

HCHC ranks 34th out of 42 county hospitals that receive tax dollars, the eighth lowest in the state in total dollars levied which stands at \$936,543.

## Department Statistics

Emergency Room Visits	9,059
Ambulance Calls	1,626
Surgeries Performed	1,872
Lab Tests Performed	129,983
Radiology Procedures	19,759
Physical Therapy Treatments	27,355
Oncology Visits	1,755
Respiratory Treatments	3,124
Other procedures/treatments	3,575
Hospital Based Clinics	7,232
Wayland/Winfield Clinic Visits	3,217

## Revenue by Payor

Medicare	46%
Medicaid MCO	15%
Traditional Medicaid	2%
Other Government	2%
Insurance	30%
Self Pay	5%

## Inpatient Stats

Hospital Admissions	572
Hospital Patient Days	1,994
Long Term Care Days	16,221
Babies Delivered	129

## Last Year, we absorbed

Patients who could not pay	\$968,163
Services not fully reimbursed by Payors	\$26,771,816

# Friends of Henry County Health Center

Friends of Henry County Health Center, formerly known as the HCHC Auxiliary, plays a vital role at the health center. This group significantly impacts the success of HCHC with 155 members and 55 active volunteers.

In Fiscal Year 2017, HCHC volunteers donated nearly 6800 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 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.

### Fundraising Events for the 2017 membership year (April 1, 2016-March 31, 2017) included:

- No Bake-Bake Sale: \$1641.00
- Annual Soup Supper: \$2,929.75
- Masquerade Jewelry Sale: \$2,998.00
- Cookie/Pastry Sale: \$1,388.25
- Gift Shop: \$15,000 from Gift Shop given for Friends programs
- Membership Dues: \$840.00

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

- Combined funds with Lifeline to donate \$25,000 for final year of HCHC Foundation Close to Home Campaign.
- Donated \$25,000 to purchase hydraulic Power-LOAD system for ambulance.
- Contributed \$5,000 for Maternity Services delivery room lights.
- For the 2017 school year, awarded a total of \$9000 in scholarships to six 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 treatments 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.**

## Lifeline

Another important program of Friends of HCHC is Lifeline. Friends has operated Lifeline since 1985 and currently has 124 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.**

# Henry County Health Center Foundation

## The Henry County Health Center Foundation had a successful year of fundraising for FY2017.

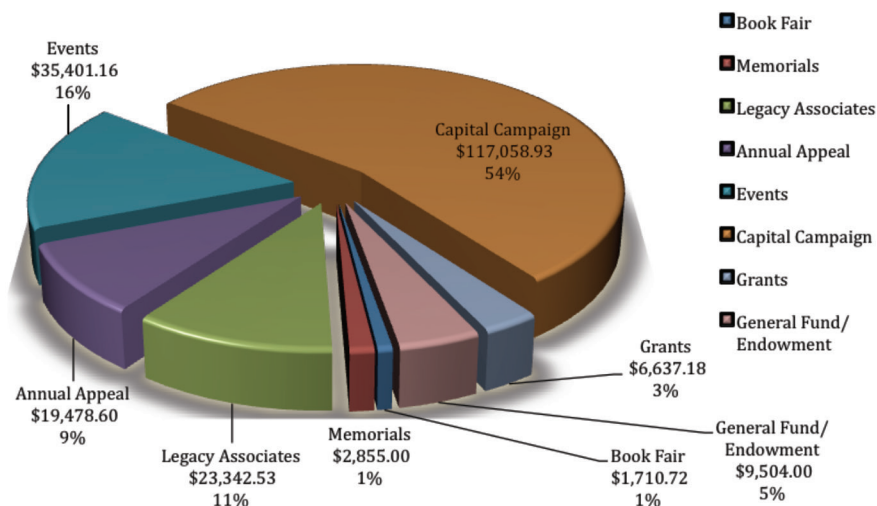
Again in 2017, the Capital Campaign led the way in donations totaling over \$117,000. Adding these donations together with previous collections allowed the Foundation to uphold their pledge commitment to Henry County Health Center for \$350,000 for FY17.

The biggest event of the year, the annual HCHC Foundation Golf Event in August, raised over \$35,000. There were 72 golfers and about 140 dinner guests who participated at Mount Pleasant Golf and Country Club. Funds were raised between team sponsorships, hole sponsorships, and live and silent auctions.

Gifts of nearly \$19,500 were given during the Annual Appeal campaign and donations specifically for the General Fund, Memorials, Endowments and contributions from the annual Book Fairs totaled just over \$14,000 to the Foundation in FY2017.

The generosity of our associates brought in over \$23,300 over the year. The money is used for tuition reimbursement, our voucher program and advance medical testing fee reimbursement.

HCHC Foundation was able to secure a \$5,000 grant from Enhance Henry County Community Foundation for the Provider Recruitment project, a \$1,000 individual grant and just over \$630 from Endow Iowa Fund.



All in all, nearly \$216,000 was raised by donations to HCHC Foundation in FY17.

Grants were made by HCHC Foundation to two separate entities for the year. \$3,000 was given to New London Community School District for their Health and Wellness Initiative, and \$3,000 was awarded to Midwest Old Threshers for the construction of a new First Aid pavilion.

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, Heidi Ryon, Erica Pickle, Jill Daniel, Tom Holtkamp, John Rode, Mike Vens, Debbie Leichty, Ron Clouse and HCHC CEO Robb Gardner. The Foundation Director is Mark Hempfen.



# HENRY COUNTY HEALTH CENTER

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Sally Olson

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