

North Carolina Hospital Community Benefits Report

Hospital Name	Hugh Chatham Memorial Hospital
Time Period	FY 2018
Community Benefits	
A. Estimated Costs of Treating Charity Care Patients*	\$1,609,345
B. Estimated unreimbursed costs of treating Medicare patients*	\$9,877,797
C. Includes an adjustment in this period's Medicare revenues for extraordinary adjustments ¹ of:	\$1,336,784
D. Without this Medicare adjustment, Medicare losses would have been (B + C):	\$11,214,581
E. Estimated unreimbursed costs of treating Medicaid patients*	-\$649,316
F. Includes an adjustment in this period's Medicaid revenues for extraordinary adjustments ¹ of:	\$0
G. Without this Medicaid adjustment, Medicaid losses would have been (E + F):	-\$649,316
H. Estimated unreimbursed costs of treating patients from other means-tested government programs *	\$0
I. Includes an adjustment in this period's other means-tested government program revenues for extraordinary adjustments ¹ of:	\$0
J. Without this adjustment, other means-tested gov. program losses would have been (H + I):	\$0
K. Community health improvement services & community benefit operations	\$591,889
L. Health professions education	\$141,190
M. Subsidized health services ²	\$0
N. Research costs	\$0

O. Cash and in-kind contributions to community groups	\$13,970
P. Community Building Activities ³	\$18,736
Q. Total Community Benefits¹ with Settlements and Extraordinary Adjustments (A + B + E + H + K + L + M + N + O + P)	\$11,603,611
R. Total Community Benefits¹ without Settlements and Extraordinary Adjustments (A + D + G + J + K + L + M + N + O + P)	\$12,940,395
Bad Debt Costs	
S. Estimated costs of treating bad debt patients*	\$6,954,030

Notes:

(1) *Notes about prior period adjustments*

(2) *Notes about Subsidized health services*

(3) *Notes about Community building activities*

Hugh Chatham Memorial Hospital is focused on providing community support, consistent quality, excellent service and a remarkable work environment for our staff. HCMH has over 800 employees in all. The hospital is committed to improving the health of our communities in the Yadkin Valley region of North Carolina, one person at a time. It offers a full continuum of emergency, medical, surgical, rehabilitative and behavioral health services. Top programs include cancer services, cardiology, general surgery, behavioral, gastroenterology, imaging, neurology, obstetrics and gynecology, orthopedic and sports medicine, urgent care clinics located in the neighboring counties, pulmonology and rehabilitation services. The hospital also has a certified primary stroke center that has outreach activities. One example was providing baseline concussion screenings for the athletes from three local high schools. (Elkin City

Schools, Starmount High School, and Surry Central High School), for a variety of sports including basketball, cheerleading, football soccer, and tennis. Our Orthopedists serve on the sidelines to assist with first aid and to assess injuries for every football game at Elkin High School. Throughout the year, to teach people to recognize stroke warning signs that often come on suddenly, HCMH educated the public about a new acronym called BE FAST. Balance off, Blurred Eyes, Face drooping, Arm Weakness, Speech difficulty, and Time to call 9-1-1. HCMH also supported community organizations such as Project Lazarus Surry Coalition by allowing the group to meet at the hospital and by providing hospital staff as participants. It also provided hands-only CPR and AED use instruction to members of the community. The hospital also subsidized expenses for Grace Clinic of the Yadkin Valley, a free clinic located in Elkin, North Carolina that sees patients ages 18-64 with no medical insurance and who fall under the income at or less than 200 percent of the federal poverty level. A free, monthly series of classes is taught by a registered dietitian and certified diabetes educator were held at the hospital to educate adults about how to keep diabetes under control. Weight loss classes were also added by our dieticians this year. Other community outreach included birthing classes and lactation classes. Additionally our aquatic and wellness center acquired new and improved equipment and added many new classes. These are offered at very low cost to community, encouraging good health and wellbeing.

Additional Information:

*Additional support received for any community benefit activities.
These amounts have not been netted from Total Community Benefits.*

\$0

URL with additional information about this community benefits report

[The Community Health Needs Assessment is published on the Hospital website.
http://www.hughchatham.org](http://www.hughchatham.org)

Other Notes

The Hugh Chatham Health System Hugh Chatham Memorial Hospital has an enviable reputation for excellence. The organization's Vision, to be the best community hospital in the nation with service as the guiding principle, declares that every member of the staff subscribes to the highest level of achievement. Nationally recognized for providing exceptional quality care, Hugh Chatham makes a difference every day for local citizens and employers. The nonprofit health care network has recently received many prestigious awards that underscore its commitment to excellence in every facet. The Women's Choice Award for Region's Best Hospital for Surry, Wilkes, Alleghany, Yadkin, Davie, Alexander and Iredell counties in North Carolina for Patient Safety. In addition, Hugh Chatham's Stroke Center is also ranked as one of the best in the country. Our Primary Stroke Center received the 2018 Get with the Guidelines Stroke Gold Plus award and Target: Stroke Honor Roll Elite recognition from the American Heart Association/American Stroke Association confirming our dedication to fostering the best possible outcomes. Based on a national survey conducted by two leading health care organizations, Hugh Chatham earned 'Most Wired' status as one of America's health leaders in information technology. Our 'link and sync' capability enables us to better coordinate patient care and reduce the likelihood of medical error. The organization celebrated its 9th consecutive A Grade from the Leapfrog Hospital Safety Group. This national survey represents how well the Hospital protects patients from errors, injuries and infections. Patient safety continues to be at the center of all care at Hugh Chatham. The Triad Business Journal voted Hugh Chatham as a finalist in the Best Places to Work initiative, which engages employees regarding their satisfaction with

their vocations. We were also pleased that our highest number of employees ever completed the Human Resources employee engagement survey at 72% taking the survey. Our Home Health Agency, Yadkin Valley Home Health, had a tremendous year being recognized with the Premier Performer Award. They expanded into 6 additional counties, with now an active census of over 400 patients. And most impressive of all is that they earn the Superior Home Health Performer award for ranking in the top 5% in patient satisfaction in the nation. In an effort to provide improved patient access to clinical services and to enhance healthcare coordination for residents of Alleghany County, Wake Forest Baptist and Hugh Chatham partnered to ensure the future of Alleghany Memorial Hospital. Under the agreement, the two created a 50-50 joint venture called Alleghany Health. The agreement formalized collaborative and population health-focused efforts among the three facilities in Elkin, Sparta, and Winston-Salem to improve healthcare in northwestern NC communities. The Hugh Chatham Women's Imaging Center recently brought Genius 3D Mammography to Elkin over the summer. This state-of-the-art technology brings the newest standards of breast imaging to our communities. 3D mammography aids in earlier detection of cancers, resulting in better treatment options and a higher probability of cure. Hugh Chatham saw growth within its medical practices. Thirteen new providers joined our team in 2018 across several specialties. Among these were primary care, neurology, orthopedics, pulmonology, and neonatal care. The Hugh Chatham Foundation is a deeply rooted non-profit arm of the organization with a mission to support and enhance services and equipment. 2018 has proven to be the most successful year ever for the groups key fundraising events. The Yadkin Valley Wine Auction netted \$47,500 and the Golf Classic netted \$46,000. This year's focus was an extremely successful campaign to provide area nursing students with scholarships. Five deserving students

received \$5,000 this year. With a shortage of nurses nationally, this is clearly an investment in the Hospital's future. Our volunteers complete our organization. With a cadre of more than 100 volunteers, every patient, visitor and employee is greeted with a warm smile each and every day. We have volunteers at all of our information desks and gift shop and serving as patient-family liaisons in surgery, imaging, emergency, and rehab. Some even enjoy assisting non-clinical departments with office work. There is a volunteer position to fit everyone. Like our employees, our volunteers are the shining stars of our organization. Financial viability is both a must for continuing to provide healthcare to the residents of the Yadkin Valley and it is imperative for the wellness of the region. Hugh Chatham employs more than 800 team members which includes a medical group of more than 70 providers across 30 locations and 7 counties. In service to our communities, Hugh Chatham is a leader in using technology to coordinate patient care and to ensure that healthcare is more accessible and cost-effective. A complete listing of services within our continuum of care is available on the health system's website at www.HughChatham.org. We also enjoy an active social media venture where we have many, many followers. Visit us today.

*** Footnotes:**

The costing methodology or source used to determine payer costs is:

- The ANDI methodology, which uses a facility-wide ratio of cost to charges as described in NCHA Community Benefits Guidelines.
- An internal cost accounting system, adjusted for community benefit reporting.
- An internal cost accounting system, adjusted for community benefit reporting, for all items except bad debt and charity care, which use in internal cost-to-charge ratio approach that is

based on the methodology specified in the NCHA Community Benefits Guidelines.

_____ An internal cost-to-charge ratio approach that is based on the methodology specified in the NCHA Community Benefits Guidelines.

All costing methodologies do not double-count expenses reported in other community benefit items. For example, amounts reported in Subsidized Health Services do not also appear in Medicaid losses.

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