The Floyd healthcare system, which, for the purposes of this report, includes Floyd Medical Center, Polk Medical Center, Floyd Behavioral Health Center, Floyd Primary Care, Floyd Urgent Care, Floyd Outpatient Surgery Center, Floyd Physical Therapy and Rehab, Heyman HospiceCare and numerous ancillary services, is vital to Rome, Floyd County and the entire Coosa Valley.

The Georgia Hospital Association estimates that Floyd generates more than $620.1 million in economic activity in the state, including a $146.3 million annual payroll and benefits, as well as purchases and other business relationships. The organization also is Floyd County’s largest employer, with approximately 2,800 employees.

Services
Floyd’s health care system provides a complete continuum of medical care to serve the healthcare needs of individuals in northwest Georgia and northeast Alabama. Our Primary Care network includes 45 physicians and 15 mid-level providers at 25 Primary Care and Urgent Care locations. Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub is Floyd Medical Center, a 304-bed, full-service acute care hospital and regional referral center that includes Joint Commission-certified specialty programs in stroke care, hip replacement surgery, knee replacement surgery, spinal surgery, inpatient diabetes care and palliative care. In addition, Floyd is a designated Bariatric Surgery Center of Excellence and The Breast Center at Floyd is a Breast Imaging Center of Excellence and a Quality Breast Center of Excellence. Floyd also is home to a state-designated level II Trauma Center, a level III Neonatal Intensive Care Unit and has specialty centers for Pediatrics and Wound Care and Hyperbarics. In 2012 Polk Medical Center, a 25-bed critical access hospital in Cedartown, Ga., became part of the Floyd family under a management agreement. Through these locations Floyd is
uniquely positioned to provide the full circle of care, including the following medical specialties:

- Alcohol and Chemical Dependency Services
- Bariatric Medicine, Surgery and Aftercare
- Behavioral Health
- Cardiac Catheterization
- Cardiology
- Cardiac Rehabilitation
- Diabetes Care
- Diagnostic Radiology
- Echocardiography
- Emergency Care
- Family Medicine
- Family Medicine Residency Program
- Gynecology
- Hospice
- Hospitalist
- Hyperbarics and Wound Care
- Intensive Care
- Interventional Cardiology
- IV Therapy
- Laboratory Services
- Level III Neonatal Intensive Care Unit
- Level II Trauma Care
- Maternity Services
- Neurology
- Neuropsychology
- Neurosurgery
- Neonatal care, intermediate and intensive
- Occupational Medicine
- Oncology
- Orthopedics
- Palliative Care
- Pediatrics
- Pediatric Intermediate Care
- Pharmacy, Inpatient and Outpatient
- Radiology
- Inpatient Rehabilitation Services
- Outpatient Rehabilitation Services
- Senior Enrichment Program
- Sleep Disorders
- Sub-Acute Rehabilitation
- Surgery, Inpatient and Outpatient
Industry leader

Floyd is a recognized state and national leader in customer engagement, and our comprehensive health care services have earned Floyd regional, state and national accolades and certifications. Over the past fiscal year, Floyd Medical Center and its affiliates received state, national and international recognition:

- 2015 Wound, Ostomy and Continence Nursing (WOCN) Certification Board Employer Recognition Award for support of the certification of WOCN certification.
- 2015 Hospice Honors Elite award for Heyman HospiceCare at Floyd, recognizing hospice organizations that continuously provide the highest level of satisfaction through their care as measured from the caregiver’s point of view.
- 2015 Target Awards from the Georgia Society of Healthcare Marketing and Public Relations for total integrated campaign, social media marketing and direct mail (Floyd’s Got Heart initiative), writing (Outstanding Story of Care: People are Not Disposable), web sites (floyd.org), employee communication (GreenLink, Floyd’s employee intranet) and issues management (floydstraightforward.org).
- 2015 Telly Awards for videography efforts in three categories.
- 2015 American Heart Association/American Stroke Association Get With The Guidelines® Stroke Gold Plus Quality Achievement Award and Target StrokeSM Honor Roll, recognizing Floyd’s success in ensuring stroke patients receive the most appropriate treatment.
- 2015 Patient Safety Excellence Award Winner Healthgrades, based on data gathered from 2011 to 2013 from the federal Centers for Medicare and Medicaid Services.
- 2015 Women’s Choice Awards for Patient Experience, Patient Safety and Best Stroke Centers.
- 2014 Georgia’s 10 Best Value Hospitals by Verras Healthcare International.
Indigent Care

Perhaps most significant is the continuing commitment of Floyd to provide comprehensive health care services to all individuals regardless of ability to pay. In FY2015, $57.84 million in unreimbursed care was delivered to individuals in the form of traditional charity care and through public programs and services. The value of all community benefit activities combined totaled $61.5 million.

While these statistics represent our best efforts to quantify the myriad services Floyd and its employees provide, the numbers in this report cannot fully tell the story of Floyd and its community service.

Community Service

Individually and corporately, Floyd continues to be actively involved in the communities where we have a presence, lending leadership, time and other valuable resources to efforts to improve the quality of life for families in Northwest Georgia and Northeast Alabama.

In FY2015, the organization’s outreach into the community, along with the provision of trauma and neonatal intensive care services touched more than 70,000 people through educational programs and screenings, physical examinations for athletes, childbirth classes, support groups and publications. Floyd co-workers and volunteers contributed 134,444 hours to community endeavors at an expense of $946,626.

- 148 individuals learned about childbirth, breastfeeding and newborn care through childbirth education classes at a cost to the organization of $7,341.
- 2,098 indigent or charity individuals received free or reduced cost prescriptions at a cost to the organization of $92,017.
- Working with 697 nursing students, Floyd staff members provided 50,775 hours of clinical education at a cost of $301,655 to the organization. Many of these students
eventually accept jobs in our service area, providing much-needed medical expertise in our primary and secondary service areas.

- Working with 326 clinical students in such areas as physical therapy, nutrition services and the pharmacy, Floyd staff members provided 48,181 hours of clinical education at a cost of $288,209.

- Working with 98 medical students studying to become physicians, Floyd staff members provided 31,788 hours of clinical education at a cost of $188,852.

- 900 individuals received information about diabetes at a cost to the organization of $861, and another 129 were screened for diabetes at a cost of $558.

- 45,670 individuals benefitted from the presence of Floyd Emergency Medical Services at community events at a cost to the organization of $46,199.

- 6,815 students learned about safety and health education in school-based health education programs at a cost of $10,282.

- 1,940 student athletes received free sports physicals at a cost to the organization of $1,579.
Outreach

As a community hospital, Floyd is continuously looking for opportunities to reach farther into our community to meet the needs of the full spectrum of individuals who seek medical care in Northwest Georgia. We currently have several outreach programs aimed at improving access to health care in our community.

Members of the Floyd team are committed to the community in many ways. In fiscal year 2015 Floyd co-workers loaned their talents and leadership skills to school, civic and professional organizations. A partial list of the leadership roles Floyd and our employees held during 2015 includes:

- President Elect, Georgia Society for Healthcare Materials Management
- Board Member, Georgia Hospital Association
- Georgia Association of Development Professionals
- At Large Member, Georgia Faith Community Nurse Board
- President for Georgia Hospital Association Managed Care
- Chair, VHA Georgia Revenue Cycle Council
- Floyd County March of Dimes Committee
- Child Abuse Protocol Committee
- Child Death Review Committee
- Georgia Northwestern Technical College Phlebotomy Program Advisory Board
- Dalton College Phlebotomy/Medical Lab Technician Advisory Board
- Blood Assurance Rome Advisory Board
- Polk County Local Emergency Planning Committee
- President Elect Georgia Society for Respiratory Care
- School Governance Committee, Pepperell Middle School
- Advisory Council for Floyd County Schools
- Respiratory Therapy Advisory Committee, Georgia Northwestern
- Respiratory Therapy Advisory Committee, Dalton State
- Respiratory Therapy Advisory Committee, Jacksonville State University
- Board Member for The Free Clinic of Rome
- Board Member for HIS Financial Services (part of VHA Georgia)
- Fellow and Georgia Past President, Healthcare Financial Management Association
- Coble Elementary School Board Member, Calhoun, GA
- Secretary for NW GONL district board June 2014-September 2014.
- Client Advisory Board, iVision
- Neonatal Resuscitation Program volunteer instructor.
- Program Chair for Rome chapter of Society of Human Resources.
• Chairman Polk County Schools Career and College Academy
• Challenger Sports Spring Formal PR Chairperson, Board Member
• Rome-Floyd Parks & Recreation Authority Board Member
• Challenger Sports Board Member and Coach
• Berry College PRSSA Professional Advisor
• Board Member, Floyd County College and Career Academy
• Board Member and Target Awards Chairman, Georgia Hospital Association Georgia Society for Healthcare Marketing and Public Relations
• President, Rome High School Parent Teacher Student Organization
• Board Member, Action Ministries Rome

**Floyd County and We Care program**
The Floyd County Clinic, which Floyd Medical Center operates through the Family Medicine Residency program, had 1,836 outpatient visits in FY2015. The Clinic provides assistance to financially and medically indigent patients in an effort to reduce their need for emergency and inpatient hospital care. The Floyd Medical Center pharmacy provided prescriptions to 312 Floyd County Clinic patients in FY2015. We Care, which is aimed at controlling and improving chronic conditions with preventive care, assists low-income patients without health insurance or governmental benefits. In FY2015, the We Care program provided prescriptions to 46 patients at a cost of $17,201.84.

**Indigent Outpatient Pharmacy Program**
Floyd provides maintenance prescription pharmaceuticals to low income uninsured outpatients at no or minimal cost to the patient through its hospital pharmacy. Any qualified, low-income patient under the care of the Family Medicine residency program may be eligible to receive the prescribed medications. In FY2015, Floyd provided over $195,000, of which $192,000 was recovered in replacement medicines from pharmaceutical companies, and Polk provided $1,239.61 in prescription pharmaceuticals to low income, uninsured patients.

**Free Clinic of Rome**
Floyd helped to create, contributed supplies and provided seed money to fund the Free Clinic of Rome, a local organization that provides free primary medical care to low income, uninsured patients in our community. The Free Clinic traces its roots to a volunteer mission effort to provide basic medical care services to Floyd County’s homeless community. Now housed at the Floyd County Health Department, patients schedule appointments with volunteer physicians, dentists and nurses and receive free lab tests (via the Floyd Medical Center laboratory) and assistance with prescription medications. During FY2015, physicians from the Floyd Family Medicine Residency program provided 34 hours of volunteer care to 120 Free Clinic patients at a cost to the organization of $1,098.

**Northwest Georgia Dental Clinic**

In caring for low-income, uninsured patients through our clinics and the We Care program, it became apparent that there is also a need for dental care for low-income, uninsured families in Rome and Floyd County. To help meet this need, Floyd partnered with the District Public Health office to plan and fund (in part by a Federal grant) the construction and operation of a comprehensive dental clinic for low-income residents of the region. In addition, Floyd makes its Outpatient Surgery Center facilities and staff available at no cost to dental clinic dentists to perform dental surgery on high risk patients.

**Mobile Mammography**

Floyd’s Mobile Mammography Coach, equipped with state-of-the-art digital mammography equipment, seeks to reach out to the mostly rural and underserved areas around Rome. This outreach program provided 2,810 mammograms to women in our service area in FY2015. Of those, 1,046 patients were past due for a mammogram, 195 women had never had a mammogram before and 269 screenings revealed an abnormality that required further testing. Eight women were diagnosed with cancer as a result of their visit to the mobile mammography coach. The goal of this program is to reach women who have never had a mammogram, in hope of reducing the breast cancer mortality rate in our region, which is among the highest in the nation. The coach
traveled 7,086 miles in FY2015 to women in six Georgia counties and two Alabama counties to make mammography and clinical breast exams convenient for them. This program seeks to provide services and education to these women with the goal of reducing that mortality rate and improving the lives of these women and their families.

In conclusion, Floyd and Polk’s commitment to our role as an excellent community hospital may be best illustrated by the extraordinary acts of kindness and compassion that permeate our culture. We believe that it is important to always keep our values and our mission in front of us. On a daily basis, the employees of Floyd realize that each encounter is an opportunity to put our mission into action. Our commitment to our values and to high levels of employee and patient satisfaction enables a culture of high performance.
### Floyd Healthcare Management Inc. (FMC, FBH)

#### Summary of Quantifiable Benefits

For period from 07/01/14 through 06/30/15

Classified as to Uninsured/Medically Indigent and Broader Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Occasions</th>
<th>Total of Service</th>
<th>Total Net Revenues</th>
<th>Total Cost</th>
<th>Offsetting Revenues</th>
<th>Net Benefit</th>
<th>Community of Service</th>
<th>Net Revenues</th>
<th>Cost</th>
<th>Benefit</th>
<th>Offset</th>
<th>Net Community</th>
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<tr>
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<td>I. Traditional Charity Care:</td>
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<td>II. Costs of Public Programs:</td>
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<td>III. Community Services:</td>
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<td><strong>BENEFITS FOR BROADER COMMUNITY</strong></td>
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<td>II. Community Services:</td>
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</table>

**NOTE:** Consolidated Numbers
Floyd Healthcare Management, Inc.
Summary of Quantifiable Benefits
For Period from 07/01/14 through 06/30/15
Classified as Uninsured/Medically Indigent and Broader Community

Category Description

**Occasions of Service** - The number of patient visits or number of people served.

**Total Charges** - The total charges for patient services.

**Total Expenses/ Write-Offs** - Expenses are the total expenses for providing health care services. Write-offs are considered Bad Debts and Allowances. Bad Debts are those amounts that are patient responsibilities that have been deemed uncollectable. Allowances are those amounts that are prohibited by federal regulation to be collected from patients.

**Offsetting Revenues** - Cash or grants received to offset the cost of a particular program.

**Net Community Benefit** - The total net benefit provided to the community.

**Benefits for Uninsured or Medically Indigent**

Traditional Charity Care - This category includes services that have been provided to patients determined to be indigent according to the federal poverty guidelines.

II. Other Public Programs

A. Medicaid - Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It can cover children, adults, elderly and disabled citizens.

B. Floyd County Clinic - The clinic provides services to approved indigent patients that are residents of Floyd County.

III. Community Services

A. Non-billed Services - This category includes those services provided by Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include free sports physicals for youth, community health screenings and health education programs.

B. Cash/ In-kind Donations - This category includes any cash or in-kind donations made by Floyd Medical Center and its affiliates.
II. **Bad Debt**- Those amounts that are patient responsibilities that have been deemed uncollectable.

**Benefits for Broader Community**

I. **Medicare**- Medicare is health insurance for people ages 65 and over, along with those that have certain disabilities.

II. **Community Services**

A. **Non-billed Services**- This category includes those services provided by Floyd Medical Center and its affiliates that are outside the normal patient care services. Examples include community health screenings for blood pressure, glucose, stroke, etc.; support groups; health education seminars; ambulance stand-bys for first aid treatment; and free or low-cost health education classes and programs.

B. **Medical Education**- This category includes medical education provided by Floyd Medical Center and its affiliates. The key components of this category are the Family Medicine Residency Program and Medical Clerkships to third and fourth year medical students.

C. **Cash/ In-kind Donations**- This category includes any cash or in-kind donations made by Floyd Medical Center and its affiliates. Cash donations include United Way of Rome and in-kind donations were given to several local organizations and Rome and Floyd County Schools.