

Floyd Healthcare Management Inc.
Community Benefits Summary

FY 2016



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The Floyd health care 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 the three-county service area of Chattooga, Floyd and Polk counties, as well as the additional three counties that make up Floyd's secondary service area: Bartow and Gordon counties in Georgia and Cherokee County, Alabama.

The Georgia Hospital Association estimates that Floyd generates more than \$628.7 million in economic activity in the state, including a \$124.3 million annual payroll and benefits, as well as purchases and other business relationships. The organization also is Floyd County's largest employer, with approximately 2,900 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 47 physicians and 16 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 Advanced Palliative Care, Heart Failure, Inpatient Diabetes, Primary Stroke Center, Hip Replacement Surgery, Knee Replacement Surgery and Spine Surgery. 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
- Urgent Care
- Vascular Surgery

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:

- 2016 Healthgrades[®] Patient Safety Excellence Award
- 2016 CareChex[®] Top 10% in the nation and Number 1 in Market for Patient Safety in Overall Hospital Care
- 2016 CareChex[®] Top 100 Hospital in the nation for Patient Safety in Overall Surgical Care
- 2016 CareChex[®] Top 10% in the nation and in Georgia for Medical Excellence in Overall Hospital Care
- 2016 CareChex[®] Top 10% in the nation and Number 1 in Market for Medical Excellence in Overall Surgical Care
- 2016 CareChex[®] Top 100 Hospital in the nation for Patient Safety in Cancer Care
- 2016 CareChex[®] Top 100 Hospital in the nation for Medical Excellence in Cancer Care
- 2016 CareChex[®] Top 10% Hospital in the nation for Cardiac Care
- 2016 CareChex[®] Top 10% Hospital in the nation for Heart Attack Treatment

- 2016 Joint Commission's Gold Seal of Approval and the American Heart Association's Heart-Check mark for Advanced Certification in Heart Failure.
- 2016 Get With The Guidelines® Stroke Gold Plus Quality Achievement Award with Target Stroke Honor Roll.
- 2016 Joint Commission Certificate of Distinction for Primary Stroke Center.
- 2016 and 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.
- 2016 CareChex® Top 10% Hospital in the nation for Medical Excellence in Overall Surgical Care, Major Neuro Surgery, Major Orthopedic Surgery, Pulmonary Care, Spinal Fusion and Spinal Surgery.
- 2016 CareChex® for patient safety in General Surgery, Spinal Surgery and Spinal Fusion.
- 2016 Best in Show Target Award from the Georgia Society of Healthcare Marketing and Public Relations for The Breast Center's Paper Doll Parade initiative.
- 2016 Gold Target Awards from the Georgia Society of Healthcare Marketing and Public Relations for the Paper Doll Parade in the Digital Advertising, Total Integrated Campaign and Social Marketing categories, and a Gold Target Award for the I Am Floyd employee orientation program in the Printed Materials category.

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 FY2016, \$60.34 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 \$64.37 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 FY2016, the organization's outreach into the community, along with the provision of trauma and neonatal intensive care services touched more than 39,000 people through educational programs and screenings, physical examinations for athletes, childbirth classes, support groups and publications. Floyd co-workers and volunteers contributed 158,255 hours to community endeavors at an expense of \$1,386,756.

- 120 individuals learned about childbirth, breastfeeding and newborn care through childbirth education classes at a cost to the organization of \$8,907.
- 170 individuals received CPR and/or First Aid training from Floyd staff members at a cost to the organization of \$2,964.
- 360 individuals received free diabetes education at a cost to the organization of \$1,270.
- Working with 845 nursing students, Floyd staff members provided 64,783 hours of clinical education at a cost of \$385,366 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 441 clinical students in such areas as physical therapy, nutrition services and the pharmacy as well as nurse practitioners and physician assistants, Floyd staff members provided 51,139 hours of clinical education at a cost of \$305,375.
- Working with 93 medical students studying to become physicians, Floyd staff members provided 28,966 hours of clinical education at a cost of \$172,081.
- 2,080 individuals received health information at health fairs at a cost to the organization of \$5,750.
- 38,895 people benefitted from medical care and support at community events at a cost \$43,778.

- 3,916 students benefitted from school-based education programs presented by Floyd departments at a cost of \$12,399, and another 1,305 student athletes received free sports physicals at a cost to the organization of \$1,264.
- 195 individuals benefitted from free grief support services provided by Heyman HospiceCare at Floyd at a cost to the organization of \$9,482.
- Floyd employees serving on workforce development initiatives in the community served more than 100 hours in the community at a cost to the organization of \$1,687.

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 FY2016 Floyd co-workers loaned their talents and leadership skills to school, civic and professional organizations. A partial list of the leadership roles Floyd employees held during this time includes:

- President Elect, Seven Hills Rotary Club
- Member, Georgia Association of Development Professionals
- Member, Rome-Floyd County YMCA Board of Directors
- Program and Hospitality Chair, Society of Human Resources Management, Greater Rome Chapter
- Member, Polk County Chamber of Commerce Business Development Committee
- Chairman, Rome-Floyd County Board of Adjustments
- President, Rome High School Touchdown Club
- Member, Rome Board of Education
- Member, Floyd County March of Dimes Board
- Member, Georgia Northwestern Technical College Phlebotomy Advisory Board
- Member, Dalton State Medical Laboratory Technician Advisory Board
- Member, Blood Assurance Advisory Board
- Co-Chair, Family Ministries Committee, Calhoun First United Methodist Church
- Member, Floyd County Schools College and Career Academy Board
- Member, Polk County Chamber of Commerce Board of Directors
- Member, Georgia Hospital Association Center for Rural Health Board of Directors
- Member, Administrative Board Sam Jones Memorial United Methodist Church

- Member, Staff Parish Relations Committee, Sam Jones Memorial United Methodist Church
- President, Georgia Society of Respiratory Care
- Member, Pepperell Middle School Governance Committee
- Member, Dalton State University Respiratory Care Advisory Committee
- Member, Doc Ayers-Ray Beck Foundation Board of Directors
- Past-President, Georgia Society for Managed Care Board of Directors
- Chairman, VHA Georgia Revenue Cycle/Managed Care Council
- Vice President, East Hampton Homeowners Association
- Member, Accelerate Church Board of Directors
- Member, Faith and Deeds Community Health, Inc. Board of Directors
- Board Member and Target Awards Chair, Georgia Society for Healthcare Marketing and Public Relations
- Vice President, Georgia Access Management Association
- Member, National Association of Healthcare Access Management
- Member and Sponsorship Committee Co-Chair, Georgia Healthcare Information Management Systems Society
- Member, Pregnancy Center of Rome Board of Directors
- Member, Rome-Floyd Communities in Schools Board of Directors
- President, Rome High School Parent Teacher Student Organization
- Member, Wound Ostomy Continence Nursing Certification Board Practice Committee

Floyd County Clinic and We Care program

The Floyd County Clinic, which Floyd Medical Center operates through the Family Medicine Residency program, had 1,565 outpatient visits in FY2016. The Clinic provides assistance to financially and medically indigent patients in an effort to reduce their need for emergency and inpatient hospital care. In addition, During FY2016 288 outpatient visits were recorded through Floyd's We Care Program, which helps low-income patients without health insurance or governmental benefits control and improve chronic conditions with preventive care.

Indigent Outpatient Pharmacy Program

Floyd provides maintenance prescription pharmaceuticals to low income uninsured outpatients at no cost to the patient through its hospital pharmacy. Any qualified, low-income patient under the care of the Family Medicine residency program or being discharged from Floyd Medical Center may be eligible to receive the prescribed

medications. In FY2016, Floyd provided 11,219 prescriptions to 761 patients at a cost of \$314,402.54, and Polk provided \$1,846 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 FY2016, physicians from the Floyd Family Medicine Residency program provided 34 hours of volunteer care to 115 Free Clinic patients at a cost to the organization of \$1,142.

Mobile Mammography

Floyd's newly remodeled Mobile Mammography Coach is equipped with state-of-the-art, digital mammography equipment and is used to reach out to the mostly rural and underserved areas around Rome. This outreach program reported lower volumes in fiscal year 2016 due to a 3-month hiatus during which the Mobile Mammography Coach was refurbished inside and out to ensure mobile screening services will be continue to be available in the communities we serve for years to come. The coach provided 2,281 mammograms to women in our service area in fiscal year 2016. Of those, 889 patients were past due for a mammogram, 188 women had never had a mammogram before and 201 screenings revealed an abnormality that required further testing. Nine 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 7,970 miles in FY2016 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 07/01/15 through 06/30/16
Classified as to Uninsured/Medically Indigent
and Broader Community

Category	Occasions	Total	Total	Offsetting	Net
	of Service	Net	Cost	Revenues	Community
BENEFITS FOR UNINSURED/ MEDICALLY INDIGENT		Revenues			Benefit
I. Traditional Charity Care:			\$12,731,854		\$12,731,854
II. Costs of Public Programs:					
A. Medicaid		\$46,130,038	\$58,164,695		\$12,034,657
B. Floyd County Clinic			\$1,269,149		\$1,269,149
III. Community Services:					
A. Non-billed Services					
IV. Bad Debt:			\$10,887,307		\$10,887,307
BENEFITS FOR BROADER COMMUNITY					
I. Costs of Medicare		\$100,670,068	\$124,086,011		\$23,415,943
II. Community Services:					
A. Non-billed Services	54,678		\$1,408,821	\$3,615	\$1,405,206
B. Medical Education		\$4,035,524	\$6,661,627		\$2,626,103
Grand Totals:					\$64,370,219

NOTE: Consolidated Numbers

Definitions

Bad Debt – Those amounts that are patient responsibilities that have been deemed uncollectable.

Cash/ In-kind Donations – This category includes any cash or in-kind donations made by Floyd Medical Center and its affiliates.

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

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.

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.

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

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

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.

Occasions of Service – The number of patient visits or number of people served.

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

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.

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