



Floyd Medical Center  
**Community Benefits Summary**  
FY 2018



# **Floyd Healthcare Management Inc.**

## **Community Benefits Summary for FY 2018**

### **Snapshot of Community Benefit**

For more than 75 years, Floyd Medical Center has served as the sole not-for-profit community hospital in Floyd County. Floyd provides services throughout Floyd County and surrounding counties at no cost or at a discounted cost that provide a direct benefit to the community, thus the term “Community Benefit.” In fiscal year 2018, Floyd provided \$87.92 million in community benefit services. This total represents the direct cost to Floyd of providing these services, and includes the following areas:

- Traditional charity care - \$12.49 million
- Unreimbursed Medicaid - \$18.93 million
- Floyd County Clinic operations - \$1.79 million
- Unreimbursed Medicare - \$31.75 million
- A percentage of bad debt attributed to individuals who cannot afford to pay for services - \$18.95 million
- Non-billed community services - \$2.13 million
- Medical education - \$1.87 million

### **About Floyd**

The Floyd health care system includes Floyd Medical Center, Polk Medical Center, Cherokee Medical Center, Willowbrooke at Floyd, Floyd Primary Care, Floyd Urgent Care, Floyd Outpatient Surgery Center, Floyd Physical Therapy & Rehab, Heyman HospiceCare, The Breast Center at Floyd and numerous ancillary services. Floyd is vital to its three-county primary 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 mission of Floyd Medical Center is to provide the communities we serve with a comprehensive and technologically advanced health care system committed to the delivery of care that is characterized by continually improving quality, accessibility,

affordability and personal dignity. This report outlines many of the community-focused programs and services that enable us to achieve our mission and improve the health of our community.

As a community, not-for-profit health care organization, we are committed to our responsibility to invest our resources into understanding and meeting the diverse health care needs of northwest Georgia and northeast Alabama. We continually strategize to ensure quality health care services are available to everyone, regardless of their ability to pay.

Floyd also is an economic engine in Northwest Georgia. The Georgia Hospital Association estimates that the Floyd health system generates more than \$705 million in economic activity in the state, including \$141.9 million in annual payroll and benefits, as well as purchases and other business relationships. The organization also is Floyd County's largest employer, with approximately 3,300 employees.

## **Summary of Services and Benefits**

### ***Patient Services: Meeting the Needs of Our Community 24/7/365***

Floyd's health care system provides a complete continuum of medical care to serve the health care needs of individuals in northwest Georgia and northeast Alabama. Our Primary Care network includes 49 physicians and 26 advance practice providers at 26 Primary Care and Urgent Care locations. Floyd also provides inpatient and outpatient diagnostic, hospice, behavioral health and hospital services.

At the hub of the health system is Floyd Medical Center, a 304-bed, full-service acute care hospital that provides Joint Commission-certified specialty programs in advanced palliative care, heart failure, inpatient diabetes, stroke care, hip replacement surgery, knee replacement surgery and spine surgery. In addition, Floyd Medical Center is a certified Chest Pain Center, 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. The health system also includes Polk Medical Center, a 25-bed critical access hospital in Cedartown, Ga., and 60-bed Cherokee Medical Center in Centre, Alabama. Floyd also operates Willowbrooke at Floyd, its behavioral health center in a management agreement with Tanner Health System. 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 Care
- 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

### ***Community Benefit Programs***

Our community benefit programs are extensions of many of these services into the community and cover a broad range of activities:

- Childbirth classes
- Community support and mentoring programs
- CPR and first-aid classes
- Diabetes education
- Discounted or free prescription drug programs
- Education for nurses and nursing students
- Education for other health care professions
- Education for physicians and medical students
- Emergency Medical Services at community events

- Free health clinics
- Health fairs
- Health screenings
- School-based health education programs
- Sports physicals for student athletes
- Speakers for schools and civic groups
- Support groups

### ***Our Community's Demographics***

Floyd Medical Center is committed to the health of members in our service area. Floyd completed its most recent Community Health Needs Assessment (CHNA) in May 2016 to provide a snapshot of the health of Floyd's primary service area. The assessment was developed in compliance with IRS 501(r) guidelines, incorporating input from community stakeholders and public health experts. The decision data used in the assessment was resourced from publicly reported aggregated health information and internally generated statistical information. The data was then extrapolated to identify the health needs of this community.

The three-county primary service area encompasses 1,144 square miles in northwest Georgia. The predominantly rural area of Floyd, Polk and Chattooga counties has a population of 164,468 (2017). The residents of the primary service area are ethnically and linguistically diverse, with wide variations in socioeconomic level. Minority and low-income residents are disproportionately affected by the social and economic context in which they live.

*Demographic Characteristics:* Racial and ethnic diversity varies across the counties in the primary service area with the majority of the population identifying as white, black or Hispanic.

*Poverty, Income and Employment:* Although unemployment rates are improving, industry, especially in Chattooga and Polk counties, is lagging, leading to commuter communities. Community strengths and assets include community cohesion, civic engagement and

availability of neighborhood resources; however, the reach of these services is limited by a lack of awareness and funding.

*Community Awareness:* Despite the challenges noted previously, residents and stakeholders describe a “sense of community” where neighbors were “friendly” and where residents and organizations work together.

*Community Resources:* In addition to myriad neighborhood resources available — such as playgrounds, parks and community centers, and outdoor assets such as the Silver Comet and Pinhoti trails and Rome’s Riverwalk – the business community was identified by several participants as an asset.

*Social Service Resources:* There is a robust social service sector and invaluable support and services provided by non-profit, faith-based and community-based organizations. There is, however, a gap in the awareness of available services. There is general concern that there is a lack of broad-based impactful communication, transportation and general access to these services.

*Education:* Area schools and colleges are assets with good access to a quality education from preschool through college. Educational attainment across the counties varies. The high school graduation rates for the three-county service area are as follows:

- Floyd County – 77%
- Chattooga County – 75%
- Polk County – 68%

The rates of residents with a bachelor’s degree in the three counties are as follows:

- Floyd County – 18%
- Chattooga County – 8%
- Polk County – 12%

Statistically, black and Hispanic residents graduate at lower rates than their white and Asian counterparts. Programs such as the College and Career Academy and Phoenix Learning Center have been developed in Rome, Floyd County and Polk County school systems to address the graduation rate.

## ***Summary of Community Health Needs***

By viewing the prevalence of chronic diseases in relation to indicators (e.g., poor diet and exercise) and outcomes (e.g., high rates of obesity and diabetes), causal associations emerge, allowing a better understanding of how certain community health needs may be addressed. In reviewing these alongside secondary data sources, surveys and focus groups, community health needs emerge:

- Access to care
- Cardiovascular disease
- Mental and behavioral health
- Nutrition and wellness

*Access to Medical Care and Prevention Services:* Access to care is a primary concern. Despite the expansion of health care coverage, financial, transportation and linguistic barriers prevent some residents from receiving care in a timely and consistent manner. A significant portion of the population does not qualify for Medicaid coverage and does not have the resources to purchase health care insurance on the federal exchange. Transportation prevents residents from getting to appointments. And, there are gaps in the awareness of available services to assist with access.

*Cardiovascular Disease:* Coronary heart disease is the most common type of heart disease, causing nearly 400,000 deaths per year and costing over \$100 billion overall in health services, medication, and lost productivity. Approximately 5.6% of adults, or 7,405 individuals aged 18 and older in the service area have been diagnosed with coronary heart disease or angina. Coronary heart disease is a leading cause of death in the United States. Contributing factors include obesity, tobacco use, high blood pressure, high cholesterol levels and lack of physical activity. The age-adjusted death rate (per 100,000) for the report area is 241.09, indicating there are opportunities for education, awareness and programming to affect these contributing factors. The mortality rate for African American residents for major cardiology disease in the Floyd service area is shockingly higher than the state average:

- Floyd County – 355.8 per 100,000 (76.5 higher than the state average)
- Polk County – 387.4 per 100,000 (108.1 higher than the state average)
- Chattooga County – 460.3 per 100,000 (181 higher than the state average)

And, cost of care for patients requiring open heart surgery is a prohibitive obstacle. The only provider of open heart surgery in the three-county primary service area has rates that are the third-highest in the state (\$76,596 higher than the state average) and are recognized by the Department of Community Health as a significant barrier to open heart surgery.

*Mental and Behavioral Health:* Mental health services are a pervasive community health need. Diagnoses range from stress and depression to attention deficit disorders and schizophrenia. Delays in mental health treatment can lead to increased morbidity and mortality, including the development of various psychiatric and physical comorbidities. In addition, it can lead to the adoption of life-threatening and life-altering self-treatments that can lead to substance abuse.

*Nutrition:* Good nutrition is vital to good health, disease prevention and healthy growth and development of children and adolescents. A lack of access to healthy foods is a barrier to healthy eating habits, and low-income and underserved areas often have limited access to healthy foods. In addition, people living farther away from grocery stores are less likely to have access to healthy food options and, thus, are more likely to consume less healthy, more convenient food options. This is exacerbated in the summer months when children do not have daily access to school breakfast and lunch programs. In the primary service area 54.6% of the population has moderate access to healthy foods, and 12.46% of the low-income population has low food access. An estimated 57,524, or 80.8%, of adults over the age of 18 are consuming less than five servings of fruits and vegetables each day. Of consideration is that 65.9% of the population has easy access to fast-food establishments. This combination provides a relevant indicator of current and future health as unhealthy eating habits may cause significant health issues, such as obesity and type 2 diabetes.

### ***An Entire System Working Together***

Access to care, cardiovascular disease, mental health services and healthy nutrition are significant concerns. The distribution of behaviors and health outcomes consistently follow social and economic patterns. Furthermore, some barriers to accessing care prevent current programs and initiatives from reaching the populations in need. These challenges

present important opportunities for the future. As Floyd moves forward as an integrated community of health care, social service and community leadership, the organization can leverage community assets to improve the health of residents in Floyd, Polk and Chattooga counties. Following are the key community health needs identified by Floyd that will serve as the guide for this implementation plan.

#### *Access to Care Identified Resources*

- *Floyd Medical Center:* The hospital annually provides more than \$25 million in free medical services to uninsured and underinsured patients. As the region's trauma center and neonatal intensive care provider, Floyd offers emergency care and intensive care to patients regardless of their ability to pay. In addition, Floyd offers discounted medical services including financial counseling, indigent prescriptions and operation of the Floyd County Clinic for the county's uninsured and underemployed population.
- *Floyd Family Medicine Residency Clinic:* The clinic provides a county clinic available to specific low-income and uninsured populations and We Care program participations along with a large number of Medicaid/Medicare patients.
- *Mobile Mammography Coach:* The Mobile Mammography Coach travels to businesses, industry and medical practices throughout the service area to provide onsite screening mammography. Mammography scholarships are available to qualifying individuals through Floyd Healthcare Foundation.
- *Health Care at school:* Floyd manages the school nurse programs in Floyd and Polk counties with 27 nurses, reaching 24,000 students. In addition, Floyd has placed athletic trainers in 14 high schools and colleges in the three-county area, providing care on the sidelines and in schools to athletes in every competitive sport offered.
- *Dental care:* Floyd Medical Center provides surgery space for patients seen through the Floyd County Health Department's dental program, which is available to Floyd County residents in need of dental care and who do not have dental insurance.

#### *Cardiovascular Disease Management Identified Resources*

- *Corporate Health:* Floyd Corporate Health works with business and industry to develop and hardwire corporate wellness programs specific to the needs of each industry. This has

resulted in successful reduction of lost time and benefits cost-savings for companies in our service area.

- *Education programs:* Floyd provides numerous education programs at every level, from preschool through senior adulthood. Our Speakers Bureau is available to provide experts to speak about health, safety and resources available to the community.
- *Patient Centered Medical Home:* The Floyd Primary Care network, which has physician offices in all three counties in the primary service area; as well as locations in the secondary service area, follows the Patient Centered Medical Home philosophy, providing intensive disease management to patients.
- *Medicaid Shared Savings Plan Accountable Care Organization:* In 2016, the Accountable Care Organization of Floyd Medical Center LLC, was approved to participate in the Center for Medicare and Medicaid Services' Medicare Shared Savings Program. Accountable Care Organizations are designed to follow specific Medicare patient populations and to help them manage chronic diseases, including cardiovascular disease and its related diseases, preventing or reducing costly readmissions and providing better outcomes for compliant patients.
- *Partnership with local gyms:* Floyd and the Rome-Floyd County YMCA partner to provide health education opportunities to YMCA members and residents of the service area who attend educational opportunities at the Y.
- *Health screenings:* Floyd participates in health fairs organized by the Northwest Georgia Regional Cancer Coalition, 100 Black Men of Rome and other entities, providing diabetes, wound care, high blood pressure, cholesterol and many other screenings free of charge or at cost.
- *High blood pressure:* Floyd routinely offers blood pressure screenings at health fairs and to community groups upon request.
- *Diabetes:* Floyd routinely offers type 2 diabetes screenings at health fairs and to community groups upon request.

#### *Mental Health Services Identified Resources*

- *Willowbrooke at Floyd:* Willowbrooke at Floyd, the organization's 53-bed behavioral health hospital, provides inpatient adult psychiatric care to patients with a range of diagnoses such as depression and substance abuse. The facility also provides Partial

Hospitalization and Intensive Outpatient programs for adults with psychiatric needs and hosts weekly on-site meetings of Alcoholics Anonymous.

#### *Nutrition Support Identified Resources*

- *Rockmart Farmers' Market:* Polk Medical Center, an affiliate of Floyd Medical Center, works with the Rockmart Farmers' Market, which aims to make fresh produce available to members of the community at a central location. WIC participants can take advantage of a one-for-two credit system enabling them to further their food dollars while bringing nutritionally better options into their kitchens.
- *Rome and Floyd County Schools:* Both schools systems offer summer nutritional support for students, whose access to food is hampered when school is not in session. Floyd supports these efforts through donations and providing health care support at special nutrition distribution events. Floyd also manages the school nurse programs for Rome City and Floyd County schools, providing 17 school nurses who oversee the care of the systems' 17,000 students.

#### ***Providing a Helping Hand: Charity Care and Community Benefits***

Perhaps most significant is the continuing commitment of Floyd to provide comprehensive health care services to all individuals regardless of ability to pay. In FY 2018, \$83.92 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 \$87.92 million.

In Georgia, indigent care is the care provided to individuals who live in a family whose combined income falls below 125 percent of the federal poverty level for a family of a specific size. Currently, a family of four with a total annual family income of less than \$31,375 is eligible for indigent care. Patients who qualify as indigent receive their hospital services at no cost to them.

Charity care is the medical care provided to low-income patients at a discounted rate. Floyd Medical Center discounts hospital charges on a sliding scale for patients whose combined family income falls between 125 percent and 325 percent of the federal poverty

level for uninsured families of a specific size. The limit for insured families is 235 percent of the federal poverty level. For example, an individual living in an insured family of four with a total annual family income of \$36,450 is eligible for a discount of 80 percent.

Patients who come to Floyd Medical Center, Polk Medical Center or our behavioral health facility with no health insurance coverage or a low annual income meet with a financial counselor to determine if they are eligible for government assistance or for indigent or charity care. In FY 2018, Floyd financial counselors assisted 637 low-income residents in seeking eligibility for Medicaid programs including presumptive eligibility in fiscal year 2018. 19,412 individual Medicaid patients were treated at Floyd Medical Center for a total of 40,285 encounters, and 5,432 individual Medicaid patients were treated at Floyd Polk Medical Center for a total of 11,311 encounters. Also, 365 Medicaid patients were treated at Willowbrooke at Floyd for a total of 505 encounters.

### **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 FY2018, the organization's outreach into the community, along with the provision of trauma and neonatal intensive care services resulted in more than 151,000 touch points through educational programs and screenings, physical examinations for athletes, childbirth classes, support groups and publications. Floyd co-workers and volunteers contributed 146,354 hours to community endeavors at an expense of \$2,133,506.

- Floyd offers 8-week, weekend and online childbirth classes to help expectant parents be better prepared for labor, delivery and caring for their baby. Some insurances and government health coverage programs pay for childbirth education. Expectant parents who do not have coverage for these classes are not denied participation. In FY2018, 116 individuals learned about childbirth, breastfeeding and newborn care through these childbirth education classes at a cost to the organization of \$4,907.
- Cardiopulmonary resuscitation and First Aid educators provide CPR and First Aid training to Floyd employees, employees of other companies and to members of the public. In

addition, Floyd's Chest Pain program provides hands-only CPR training in the community. In FY2018, 749 individuals received CPR and/or First Aid training from Floyd staff members at a cost to the organization of \$7,063.

- Diabetes educators meet with patients in the hospital to help them manage their disease, but they also provide education about prediabetes, diabetes management and other related topics to individuals in the communities we serve. In FY2018, 1,220 individuals received free diabetes education from Floyd educators at a cost to the organization of \$7,555.
- One of the largest non-billed services expenses at Floyd lies in our efforts to support schools and colleges in training nurses, doctors, nurse practitioners, physician assistants and other health professionals with real-life training opportunities while shadowing or being mentored by Floyd employees in their respective fields. In FY2018, working with 426 nursing students, Floyd staff members provided 56,480 hours of clinical education at a cost of \$364,918 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. In addition, 422 allied health students received 44,628 hours of training from Floyd staff members at a cost to the organization of \$287,804. And, 58 medical students studying to become physicians trained at Floyd. Floyd staff members provided 7,603 hours of clinical education to medical students not in our residency program at a cost of \$49,104.
- Recognizing that a significant number of individuals do not have family physicians or routinely go for annual physical examinations, Floyd provides screenings and information at health fairs throughout the area. In FY2018, 1,630 individuals received health information at health fairs at a cost to the organization of \$2,125.
- Floyd Emergency Medical Services, supplemented by other Floyd departments, is a fixture at community events throughout the year, providing onsite ambulance back up, First Aid stations and medical support when it is needed. In FY2018, 120,020 people benefitted from medical care and support at community events at a cost of \$134,418 to the organization.
- Floyd is heavily invested in local schools. In addition to the 24,000 students who are covered by the 27 school nurses provided in every Floyd County, Rome City and Polk County schools, Floyd provides health and safety training programs and career day

speakers to students throughout the area. In FY2018, 9,264 students benefitted from school-based education programs presented by Floyd departments at a cost of \$25,232. In addition, Floyd supplies Certified Athletic Trainers at every high school in the three-county area. Providing Athletic trainers to schools cost the organization \$1.24 million in the past fiscal year. These trainers, working with family medicine residency physicians, also provide free physical examinations to student athletes throughout the three-county area. In FY2018, 425 student athletes received free sports physicals at an additional cost to the organization of \$1,151.

- Floyd often provides speakers on various health-related topics to community groups. In FY2018, Floyd speakers spoke to 781 individuals at a cost to the organization of \$10,983.
- The Floyd County Clinic, which Floyd Medical Center operates through the Family Medicine Residency program, had 1,676 outpatient visits in FY 2018. 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 FY 2018, 195 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.
- 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 FY 2018, Floyd provided 17,032 prescription pharmaceuticals to 815 low-income, uninsured patients at a cost of \$421,627. The Polk Medical Center pharmacy provided \$1,874 in prescription pharmaceuticals to low income, uninsured patients.
- Floyd helped to create, contributed supplies and provided seed money to fund the Faith and Deeds Clinic of Rome, a local organization that provides free primary medical care to low income, uninsured patients in our community. The clinic traces its roots to a volunteer mission effort to provide basic medical care services to Floyd County's homeless community. Now housed in its own facility, patients schedule appointments with volunteer physicians, dentists and nurses and receive free lab tests and assistance with prescription medications. During FY 2018, physicians from the Floyd Family

Medicine Residency program provided 53 hours of volunteer care to 130 Faith and Deeds Clinic patients at a cost to the organization of \$1,738.

- Floyd's 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. The coach provided 2,854 mammograms to women in our service area in fiscal year 2018. Of those, 812 patients were past due for a mammogram, 159 women had never had a mammogram before and 225 screenings revealed an abnormality that required further testing. And, 15 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 9,226 miles in FY 2018 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 the mortality rate and improving the lives of these women and their families.
- 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 FY2018, 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 Society of Volunteer and Retail Professionals Board of Directors
- Member, Floyd Against Drugs Program Committee
- Secretary, Model High School Band Boosters
- Promotions Committee Chair, Rome Downtown Development Association Board of Directors
- Member, Greater Rome Convention and Visitors Bureau

- Member, Coosa River Basin Initiative Board of Directors
- Vice Chairman, Polk County College and Career Academy
- Treasurer, College of Pastoral Supervision and Psychotherapy, Lovejoy Chapter
- Member, Georgia Society of Healthcare Chaplains Board of Directors
- Chair, Georgia Chapter of American Academy of Pediatrics, Early Career Physicians Section
- Associate Professor, Medical College of Georgia, Pediatrics
- Member, George Faile Foundation Board of Directors
- Coordinator, Pediatric Brain Tumor Foundation's Tumor Trooper Run
- Member, Georgia Society of Health Care Engineers Board of Directors
- President, Haven Health Care Board of Managers
- Mentor, Berry Center for Integrity In Leadership
- Vice President of Finance, Woodland Band Booster Association
- Staff Parrish Relations Committee, Sam Jones Memorial United Methodist Church
- Member, Georgia Hospital Association Center for Rural Health Board of Directors
- Member, Healthcare Financial Management Association Board of Directors
- Member, Seven Hills Rotary Club
- Member Floyd Felines Board of Directors
- Member, St. Mary's School Advisory Board
- Member, Georgia Society for Healthcare Marketing and Public Relations Board of Directors
- Member, Free Clinic of Rome Board of Directors
- Member, HIS Financial Services Board of Directors
- Member, First Baptist Church of Rome Budget Committee
- Member, Change Healthcare Revenue Cycle Management Customer Service Council
- Member, Healthcare Financial Management Association Mentor Committee
- Member and Web Chair, Georgia Access Management Association Board of Directors
- Sunday School Teacher, Second Avenue United Methodist Church
- Team Captain, Coosa Valley Tennis Association
- Member and Co-Chair of Annual Conference Committee, Healthcare Information and Management Systems Society Board of Directors

- President, Georgia Access Management Association
- President-Elect, Georgia Organization of Nurse Leaders
- Adjunct Faculty, Georgia Highlands College RN to BSN program
- Member, Georgia Society of Certified Public Accountant
- Member, American Institute of Certified Public Accountants
- Member, Healthcare Roundtable for Chief Financial Officers
- Member, Exchange Club of Rome
- Member, Rotary Club of Rome
- Member, Georgia Society for Healthcare Human Resources Administration Board of Directors
- Chairman, Distribute Cooperative Inc. Board of Directors
- Member, American Physical Therapy Association
- Member, Physical Therapy Association of Georgia
- Member, Berry College Campbell School of Business Executive Roundtable
- Elder, First Presbyterian Church
- Elder, HBC Rome
- Member, Healthcare Roundtable for Managed Care Executives
- Member, Georgia Association of Healthcare Executives
- Member, Medical Group Management Association
- Member, American Health Lawyers Association
- Member, Health Care Compliance Association
- Member, Georgia Academy of Healthcare Attorneys

In conclusion, Floyd's commitment to its 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.

## **Quality 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.

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In 2018, CareChex, an information service of Quantros, Inc., honored Floyd Medical Center for being a Top 100 hospital in the nation in the following Medical Excellence categories:

- Overall Hospital Care
- Overall Surgical Care
- Gastrointestinal Care
- General Surgery
- Heart Attack Treatment
- Major Bowel Procedures
- Spinal Fusion
- Spinal Surgery

In 2018, CareChex recognized Floyd Medical Center for being in the top 10% of the nation in the following Medical Excellence categories:

- Overall Hospital Care
- Overall Medical Care
- Overall Surgical Care
- Cancer Care
- Chronic Obstructive Pulmonary Disease
- Gastrointestinal Care
- General Surgery

- Heart Attack Treatment
- Major Bowel Procedures
- Pneumonia Care
- Spinal Fusion
- Spinal Surgery

In 2018, CareChex also recognized Floyd Medical Center for being a Top 100 hospital in the nation in the following Patient Safety categories:

- Gastrointestinal Care
- General Surgery
- Major Bowel Procedures
- Spinal Fusion
- Spinal Surgery
- Vascular Surgery

In 2018, CareChex also honored Floyd Medical Center for being in the top 10% in the nation in the following Medical Excellence categories:

- Overall Hospital Care
- Overall Medical Care
- Overall Surgical Care
- Cancer Care
- Chronic Obstructive Pulmonary Disease
- Gastrointestinal Care
- General Surgery
- Heart Attack Treatment
- Heart Failure Treatment
- Major Bowel Procedures
- Pneumonia Care
- Spinal Fusion
- Spinal Surgery

In 2018, Healthgrades recognized Floyd Medical Center with the Patient Safety Excellence Award for the fifth consecutive year.

In 2018, Floyd also held the following certifications and accreditation from The Joint Commission:

- Hospital accreditation – Floyd Medical Center
- Hospital accreditation – Floyd Cherokee Medical Center
- Hospital accreditation – Floyd Polk Medical Center
- Behavioral Health Care
- Laboratory accreditation
- Advanced Palliative Care certification
- Heart Failure certification
- Inpatient Diabetes certification
- Primary Stroke Center certification
- Joint Replacement – Hip certification
- Joint Replacement – Knee certification
- Spine Surgery certification

In 2018, Floyd also held the following quality designations from other organizations:

- Comprehensive Bariatric Center accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- National Quality Measures for Breast Centers Certified Quality Breast Center of Excellence
- Hospice Honors Elite award for Heyman HospiceCare
- American Heart Association / American Stroke Association Get with the Guidelines Gold Plus Award for Stroke Failure Care
- American Heart Association Get with the Guidelines Gold Award for Heart Failure Care
- Press Ganey Guardian of Excellence Award for The Breast Center at Floyd
- Georgia Honor Roll for Antibiotic Stewardship

Floyd Healthcare Management Inc. (FMC,FBH)  
**Summary of Quantifiable Benefits**  
For period from 07/01/17 through 06/30/18  
Classified as to Uninsured/Medically Indigent and Broader  
Community

Category	Occasions of Service	Total Net Revenues	Total Cost	Offsetting Revenues	Net Community Benefit
<b>BENEFITS FOR UNINSURED/ MEDICALLY INDIGENT</b>					
<b>I. Traditional Charity Care:</b>		-	12,492,732		12,492,732
<b>II. Costs of Public Programs:</b>					
A. Medicaid		47,942,681	66,875,277		18,932,596
B. Floyd County Clinic			1,786,346		1,786,346
<b>III. Community Services:</b>					
A. Nonbilled Services					
<b>IV. Bad Debt*:</b>		-	18,953,712		18,953,712
<b>BENEFITS FOR BROADER COMMUNITY</b>					
<b>I. Costs of Medicare</b>		115,363,146	147,116,665		31,753,519
<b>II. Community Services:</b>					
A. Nonbilled Services	145,354		2,135,641	2,135	2,133,506
B. Medical Education		4,618,246	6,486,668	-	1,868,422
<b>Grand Totals:</b>					<b>87,920,833</b>

**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.