

2012-2013



## Community Report



Ephraim McDowell  
Health®

*Excellence is our only standard*

# Letter to the Community



I am pleased to have the opportunity to share with you the achievements that our health care system has realized over the past year.

As the president and chief executive officer of this great health care system, it is my responsibility to work with our Administrative Team and Board of Directors to position Ephraim McDowell Health to be a financially strong organization. One way we achieve that is to continually monitor what service lines are not being met in our community in order to provide those services that attract patients and generate revenue for our health system.

Over the past year, our health care system has continued to grow and expand our services to meet the needs of the communities we serve. As you will read in the following pages, we have greatly expanded our cardiology services and have added cancer care services under the umbrella of Ephraim McDowell Health. We now have 39 locations providing services to individuals in central Kentucky.

On top of that, our patient satisfaction scores remain high, which tells me that our health care system is providing the quality of care that patients expect and deserve. In fact, a marketing survey that we conducted last year revealed that Ephraim McDowell Regional Medical Center is the preferred hospital in our service area. That same study also showed that individuals count on us for compassionate and personalized care.

We continue to be recognized – both locally and nationally – for the excellent care that we provide. During the last two years, we have earned Top Performer status for our clinical processes that improve patient care, and this year our Hope Clinic and Pharmacy was recognized as a national model for providing care to those who have limited resources to obtain medical care.

As you are probably aware, health care is undergoing a major transformation across the nation as hospitals, health care systems and providers prepare to deal with the full implementation of the Affordable Care Act beginning in 2014. The future of health care is filled with uncertainties as we prepare to

navigate through the changes that are occurring due to health care reform. In addition to that, our reimbursements from the government for Medicare and Medicaid patients have decreased, and are likely to decrease further.

Despite those challenges, we continue to provide services to individuals who seek their medical care at one of our facilities even when those folks cannot afford to pay for that care. Last year alone, our health care system provided \$16 million in charity care. We will continue to provide that care because we are committed to ensuring the health of our communities. We also will continue to seek opportunities to grow and expand our services as we can, because you deserve to have the medical care you want right here in your own community.

Please take the time to review this Report to the Community and learn more about what our great health care system has accomplished this year.

A handwritten signature in black ink, appearing to read "Vicki A. Darnell".

**Vicki A. Darnell**

President &  
Chief Executive Officer





# Growth/New Services

## Emergency Departments verified as Trauma Centers

The Emergency Department at Ephraim McDowell Regional Medical Center is verified as a Level III Trauma Center while the Emergency Department at Ephraim McDowell Fort Logan Hospital is verified as a Level IV Trauma Center by the American College

of Surgeons' Committee on Trauma. This means that the Emergency Departments provide not only the hospital resources necessary for trauma care but also the entire spectrum of care to address the needs of all injured patients.



## Making huge strides in stroke care

To enhance the care provided to stroke patients, Ephraim McDowell Regional Medical Center now follows a "Stroke Alert" system when Emergency Medical Services

(EMS) picks up a patient believed to be having a stroke. Upon arrival at the hospital, the patient is met by a multidisciplinary stroke team and taken to the CT

scanner to determine if a stroke has occurred. If so, the team then determines the best treatment option for the patient. The new process has reduced the

length of time that a stroke patient is in the Emergency Department by an average of 40 minutes ... time that is critical for limiting damage to the brain.



## Setting record for surgeries at Ephraim McDowell Fort Logan Hospital

Ephraim McDowell Fort Logan Hospital's Surgery Department expanded its offerings with the addition of two physicians to the medical staff – Audrey Narducci, M.D., a board-certified general surgeon, and Stephen Meese, D.O., a board-certified obstetrician and gynecologist. Along with Gary Wortz, M.D., a board-certified ophthalmologist, these three physicians and others with hospital privileges performed a record number of surgeries at the hospital in September 2013.

# Cancer Center comes under umbrella of Ephraim McDowell Health



Cancer care services have been available in our service area for many years, but in April 2013, Commonwealth Cancer Center transitioned to Ephraim McDowell Commonwealth Cancer Center. As a result, the great care that patients have come to expect is now backed by a hospital nationally rated as one of the best for providing quality care. A 2012 survey rated Ephraim McDowell

Regional Medical Center as one of the two best hospitals in central Kentucky for the quality of cancer treatment provided to patients. Combine that with the excellent physicians and professional medical staff providing cancer care services, and Ephraim McDowell Commonwealth Cancer Center is positioned to become one of the best cancer diagnostic and treatment centers in Kentucky.

## Cardiology services expand with opening of Ephraim McDowell Heart & Vascular Institute

Our cardiology services expanded yet again with the addition of four new board-certified interventional cardiologists, a board-certified electrophysiologist and the opening of the Ephraim McDowell Heart & Vascular Institute. Patients are provided

a full range of diagnostic services for the assessment of cardiac and vascular problems. At the Ephraim McDowell Heart & Vascular Institute, our seven-physician team (five cardiologists, an electrophysiologist and a vascular surgeon) with their staff are able to provide the most

cutting edge treatment for diseases of the cardiac and vascular systems in Kentucky. In addition to their offices in Danville, our physicians are also on the road providing care at clinics in Harrodsburg, Lancaster, Liberty, Springfield and Stanford.

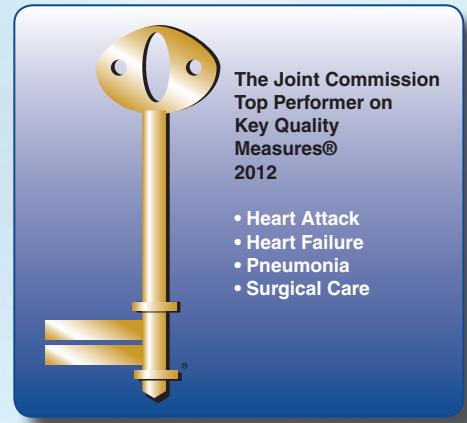


# Recognition/Certification

## EMRMC named Top Performer hospital

For two consecutive years, Ephraim McDowell Regional Medical Center has been named by The Joint Commission as one of the nation's Top Performers on Key Quality Measures. This recognition is for exemplary performance in using evidence-based

clinical processes that are shown to improve care for heart attack, heart failure, pneumonia and surgical care. In 2012, we were one of 620 hospitals in the nation to earn this distinction while we were one of 1,099 earning the distinction in 2013.



## Information Services department picks up more awards

Ephraim McDowell Regional Medical Center's Information Services Department continued to earn recognition the past two years. In 2012, our team was ranked ninth overall from hospitals its size across the nation while we improved that ranking to fifth overall in 2013. The recognition was bestowed by Healthcare IT News as part of its efforts to determine the best hospital IT workplaces in the country.

Our health system was also named a Most Wired hospital in Health Care's Most Wired Survey due to our investments in technology to improve patient documentation, advance clinical decision support and evidence-based protocols, reduce the likelihood of medication errors and rapidly restore access to data during a disaster or outage. In addition, Ephraim McDowell Fort Logan Hospital was one of 11 health care organizations in the state to be named a Kentucky Health IT Fellow with the Kentucky Regional Extension Center.



## Hope Clinic earns national recognition

We were one of only five hospitals in the nation to be recognized in 2013 by the American Hospital Association. The NOVA Award recognizes the collaborative efforts that have made the Hope Clinic and Pharmacy a national symbol for health care providers and communities seeking to fill the gaps between those who have

access to medical care and those who do not. Besides our health system, other partners supporting the Hope Clinic are the Ephraim McDowell Health Care Foundation, The Salvation Army, Heart of Kentucky United Way, the Presbyterian Church of Danville and the Boyle County Health Department.

# Quality Award from Kentucky Hospital Association

For the second time in three years, Ephraim McDowell Regional Medical Center was recognized in 2013 with the Kentucky Hospital Association's Quality Award for the high quality of care given to knee and hip replacement patients and for spine and laminectomy

surgical care. We previously won the KHA Quality Award in 2010 for excellence in our total knee and total hip replacement program. The Quality Award honors hospital leadership and innovation in quality, safety and commitment to patient care.



## Pharmacy named Institution of the Year



Ephraim McDowell Regional Medical Center's Pharmacy was recognized in 2012 by the Kentucky Society of Health System Pharmacists (KSHP) with the Institution of the Year Award.

The Institution of the Year Award acknowledges an institution that develops and implements state-of-the-art processes to improve

patient care and contributes to the practice of pharmacy.

Our pharmacy team was recognized for its commitment to best practices including their innovative Concierge Discharge service, which offers hospitalized patients delivery of prescriptions ordered at discharge right to their room.

## Other recognitions earned

- Ephraim McDowell Regional Medical Center's Cardiovascular Department achieved re-accreditation by the Intersocietal Commission for the Accreditation of Vascular Laboratories and accreditation in echocardiography by the Intersocietal Accreditation Commission.
- The Respiratory Departments at both Ephraim McDowell Regional Medical Center and Ephraim McDowell Fort Logan Hospital have earned Quality Respiratory Care Recognition by the American Association of Respiratory Care.
- The Laboratories at both Ephraim McDowell Regional Medical Center and Ephraim McDowell Fort Logan Hospital earned accreditation from the Accreditation Committee of the College of American Pathologists.
- Our Diabetes Self-Management Program was awarded the American Diabetes Association Education Recognition Certificate.

# Foundation Report

## Technology investments improve patient care



The Ephraim McDowell Health Care Foundation supports health care needs throughout the Ephraim McDowell Health family of services and provides health care for those unable to afford physician care and medications. The Foundation uses every penny received as donations to meet those

purposes. During the last two years, the Foundation has invested more than \$1 million in technology to improve the care provided to patients.

Nearly \$50,000 was invested to purchase Alaris Smart IV pumps for administering cancer treatment medication

to patients at Ephraim McDowell Commonwealth Cancer Center. An estimated \$46,000 was spent on 25 state-of-the-art Burdick Holter monitors used by cardiac patients at Ephraim McDowell Regional Medical Center, Ephraim McDowell Fort Logan Hospital and the Ephraim McDowell Diagnostic Center.

Through a collaborative effort with Boyle County Emergency Medical Services, the Foundation provided for the installation of wireless electrocardiogram (EKG) devices in ambulances. These devices will enable the transmission of EKGs at the first point of medical contact with the patient, affording quicker care for treatment of a heart attack.

## Community Service Outreach

Our Community Service Department has gained a reputation in the communities we serve for providing important health screenings to individuals. In 2012, more than 8,000 individuals were served by these screenings held as part of 148 events at 58 sites. We enrolled 223 patients into our Heart Health Study and 48 patients

into a Stroke Risk Assessment funded by our Healthy People: Healthy Communities program. Through our Woman-to-Woman program, we provided 6,328 screening tests to 425 women in six counties. In addition, the Hope Clinic and Pharmacy conducted 880 patient visits and filled more than 6,842 prescriptions to those in need.

## Happy Heart Luncheon another success

The Ephraim McDowell Health Care Foundation held its annual Happy Heart Luncheon in February to increase awareness of heart disease among women. The event raised nearly \$10,000 to support cardiac projects at Ephraim McDowell Health.

The cardiologists and staff from the Ephraim McDowell Heart & Vascular Institute attended the luncheon, visiting with the 175 attendees as they enjoyed a heart-healthy meal. Ephraim McDowell Health cardiologist Gary Grigsby, M.D. presented on heart disease risk factors and prevention, followed by a cooking segment by EMH registered dietitian Janet Fluty.

The lunch finished off with a rousing fitness routine demonstration that could be duplicated at home by attendees. The routine was led by McDowell Wellness Center Associates and director Dee Coffey. Those who attended the luncheon were given a gift bag that included the recipes for the food they ate during lunch and the cooking demonstration.

# Good Works Fund benefits from annual Golf Tournament

The Ephraim McDowell Health Care Foundation's annual golf tournament was held in May at the Danville Country Club. The event raised nearly \$55,000, due to the generosity of golf sponsors and others who supported the tournament through non-playing sponsorships and with donated items for the gift

bags. All monies raised went to the Foundation's Good Works Fund, which allows the Foundation to support its mission where the need is greatest.

This year's tournament attracted 108 golfers representing 37 different sponsors.



# Luminosity gala attendees have a ball while raising money

On a balmy August evening, 130 people attended Luminosity, where they danced, dined and bid on auction items. The gala raised more than \$52,000 for the Foundation's Good Works Fund. Projects supported in the past from this Fund include new smart IV pumps at Ephraim McDowell Commonwealth Cancer Center and new cardiac monitoring systems for both Ephraim McDowell Regional Medical Center and Ephraim McDowell Fort Logan Hospital. The attendees represented 23 sponsors as well as individuals, who wished to invest in the health of their communities. They listened to the notes of a big band as they ate their plated dinners. Following a rousing live auction, bidders watched their preferred items on the silent auction, hoping to be top bidder at the end of the night.



# Basket Auction raises money for Chaplain's Fund

Each year, Ephraim McDowell Regional Medical Center Associates support a Silent Auction that raises money for the Ephraim McDowell Health Care Foundation's Chaplain's Discretionary Fund. This Fund benefits about 75 patients each year who need assistance with short-term prescriptions or other essential items, such as

bandages and dressings.

The Fund also helps to offset the costs of medical expenses not covered by Medicare, Medicaid or other insurance. In 2012, more than 75 baskets were created by departments throughout EMRMC and sold during the auction, bringing in more than \$6,000 for the Fund.



# Community Benefit

## Community Interventions

Adult screening tests.....	11,366	Stroke risk screening.....	992
Percent tests out of recommended range...47		Percent with primary care provider .....	54
Lipids (cholesterol).....	1,251	Heart risk screening.....	70
Triglycerides .....	807	Screen for tobacco use.....	1,702
High density lipids.....	811	RN consults.....	1,702
Low density lipids .....	753	Referrals for follow-up within 5 days.....	380
Total cholesterol/HDL ratio.....	794	Events .....	80
Blood sugar .....	1,251	Counties served.....	23
Body mass index .....	1,220	Adults served .....	1,702
Blood pressure .....	1,342	Children encounters.....	3,292
Depression screening.....	109	Faith Community Nurses .....	79
Lung capacity .....	270	Health Ministry newsletter editions .....	11
Sleep disturbance .....	139	Speaker's Bureau .....	58
Stress scale .....	172	Hope Clinic visits.....	713
Bone density.....	.80	Prescriptions filled .....	7,509
Flu vaccine .....	441	Follow-up RN calls with CV Risk Research Program clients.....	800
Colorectal cancer screening kits.....	369	Sun safety education and sunscreen.....	3,277
Skin cancer screening .....	77	Community CPR/first aid students .....	177
Sun damage - DermaView .....	50		

Ephraim McDowell Health provides medical care to all patients regardless of ability to pay. In 2012, we provided \$16 million in charity care. This includes a community benefit of \$1.5 million provided through health screenings, subsidized patient care and services at the Hope Clinic and Pharmacy.

We offer a variety of financial assistance programs designed to screen applicants at varying income levels and household size. Our financial assistance program applies to all medically necessary services with financial assistance determination made on an individual basis.

The charity programs we offer include Medicaid, the Kentucky Hospital Care Program (KHCP), our internal charity programs, payment plans and prompt pay discounts. Patients who are denied participation in the Medicaid or KHCP programs may qualify for our internal charity care program, which is available for applications under \$1,000 and those over \$1,000. Federal poverty guidelines are used to determine eligibility.

Our self-insured patients are referred to financial counselors if unable to pay their bills after receiving four statements, or 150 days from date of service.

Charity Care	Unreimbursed Medicaid & Bad Debt	Total
EMRMC	\$5,024,450	\$16,466,740
EMFLH	\$1,145,104	\$2,146,212
<b>TOTAL</b>	<b>\$6,169,554</b>	<b>\$18,612,952</b>
		<b>\$24,782,506</b>

### Year-end Statistics FY 2012

	EMRMC	EMFLH	EMHR	Total EMH
Acute Care Admissions	7,512	762		8,274
Outpatient Visits	93,465	26,221		119,686
ER Visits	29,071	12,085		41,156
Clinic Visits			121,291	121,291
Surgeries	5,155	472		5,627
Births	626	316		942
Full-time Equivalent Employees	949	142	204	1,295

EMRMC = Ephraim McDowell Regional Medical Center, EMFLH = Ephraim McDowell Fort Logan Hospital, EMHR = Ephraim McDowell Health Resource, EMH = Ephraim McDowell Health

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