



**SUMMARY OF COMMUNITY BENEFITS
PROVIDED BY: DeTar Healthcare System
2nd Quarter 2013**

Background

DeTar Healthcare System provides healthcare services to residents of Victoria and surrounding counties, including inpatient and outpatient services in Victoria, health-centered educational opportunities, and a variety of community services. DeTar Healthcare System has two hospitals in Victoria, Texas. One is a general acute care facility, and the other is predominantly Women’s and Children’s focused, but it also has a psychiatric inpatient program for geriatric patients. We serve eight counties in South Texas. In the second quarter we opened the continuing care clinic in Victoria County as outlined in our DSRIPP plan, the maternity clinic in Victoria, and have done intensive planning and collaboration with our community on behavior health plan—IOP.

Community Services Provided by DeTar Healthcare System

DeTar Healthcare System provides a significant amount of uncompensated care to residents of Victoria and surrounding counties. In the second quarter of 2013 uncompensated care consisted of \$3,136,986.64 in charity write-offs, \$4,667,495.76 in self-pay write-offs, and \$19,756,581.00 in bad debts. The hospital also had Medicaid revenue of \$29,554,420.00.

DeTar Healthcare System recognizes the need to provide emergency services to all, including low-income and needy patients. We provide these regardless of patient ability to pay. We are a higher level of care than many surrounding hospitals, so we also provide care to low-income and needy patients who are transferred in from other facilities. As a result 54% of the 9,618 visits to our emergency departments in the second quarter of 2013 were charity, self-pay, or Medicaid patients. The breakdown of these visits includes:

DeTar Navarro Emergency Department (Level III) 2nd Q 2013

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	1,608
Medicaid	1,247
Combined Visit Total	2,854

DeTar North Womens and Children's Emergency Department (Level IV)

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	781
Medicaid	1,598
Combined Visit Total	2,379

DeTar is a community leader in obstetrics with emphasis on early prenatal care. We recognize that the state infant mortality rate exceeds 5% each year and DeTar is focused on reducing this rate. DeTar has supported Victoria Community Mother Child clinic which is designed for prenatal care for anyone. There is no waiting time for Medicaid eligibility and ability to pay is not a factor. Other maternity clinics are being opened in third quarter in other counties as part of the DSRIP program. Eighty-six percent of our OB related admissions in the second quarter were self-pay or Medicaid patients. The breakdown for the second quarter 2013 includes:

Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	84
Medicaid	198
Other	45
Total	327

DeTar has a hospitalist program that provides inpatient treatment to patients who often have no primary care provider, very often because they lack financial resources to pay for care. These patients come through the Emergency Department or they are referred from surrounding towns because they need a higher level of care than a smaller hospital can provide. To expedite transfers and avoid treatment delays, DeTar established a one-call transfer line that eliminates any potential barriers for the transferring hospital. The hospitalists provide inpatient care as needed to all payer sources and also assure each patient has a follow-up appointment. This requires significant effort because the majority of practices in this area exclude self-pay and/or Medicaid patients. The hospitalists also have social services arrange for outpatient prescriptions on discharge if the patient cannot afford these. By having a follow-up appointment close to discharge and medications filled, the likelihood of preventable re-admissions is decreased. As a DSRIP effort we have opened a chronic care clinic in Victoria County and will open one in Lavaca county in the third quarter. In addition, we call our inpatients within a few days of discharge to assure they understood their discharge instructions, had prescriptions filled, and know the date and time of their appointment. For the second quarter of 2013, 43% of the hospitalists' observation patients and 34.3% of their inpatients were Medicaid or self-pay.

Hospitalists

<i>Financial Class</i>	<i>Number of patients</i>
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Self-Pay (Observations)	44
Medicaid (Observations)	42
Self-Pay (Inpatients)	120
Medicaid (Inpatients)	57
Total	259

In addition to providing care at the hospital regardless of ability to pay, DeTar Healthcare System provides many community health services. Some of these initiatives in second quarter 2013 included:

- Monthly diabetes management education at a “Lunch Bunch” seminar
- Support groups provided for:
 - Persons who have had bariatric surgery in Victoria and Jackson County
 - Diabetes support group
 - Insulin pump support group
 - Stroke support group
- Publish nutritional advice column weekly in The Victoria Advocate newspaper.
- Provide CPR instruction for community at large and upon request.
- Regularly scheduled Lamaze classes for the community
- Provide DeTar leaders to serve on Board of Directors/Advisory Boards for
 - Victoria Economic Development
 - Performing Arts Center
 - The Victoria College health programs (LVN, RN, PT, MLT)
 - South Texas Board of Nursing Excellence
 - Texas Organization of Nurse Executives
 - Wharton Junior College Advisory Board for Radiologic Technology
 - Hospice of South Texas
 - Victoria Chamber of Commerce
 - The University of Houston Victoria Presidents Advisory Board
 - Gulf Bend Mental Health Center Advisory Board
 - Texas Workforce Advisory Board
 - VISD Health and Science Programs
 - United Way Allocation Board
 - Victoria Educational Foundation
- Provide quarterly education programs to community groups on stroke prevention, recognition of signs and symptoms, and interventions
- Provide quarterly education programs to communities on heart care, recognition of early heart attack symptoms, and interventions
- Work with Victoria Fire Department Critical Care Partnership
- Golden Crescent Hurricane and Disaster conference planning committee
- Sponsor monthly Lunch and Learns for Senior Circle program; Health focused meetings
- Present monthly Healthy Woman education programs
- Work with EMS in Victoria and surrounding communities to continually improve emergency care. Tools include case review, performance improvement, and STEMI performance/process improvements.

- Provided education to approximately 75-volunteers on safety while in the hospital and steps toward high reliability organization.
- In this quarter opened chronic care clinic and maternity clinics as outlined in DSRIP plans to provide access of care regardless of payment ability. Goal is to reduce readmissions, teach patients to care for their chronic diseases, and encourage early prenatal care, follow-up care, and reduce low birth weight deliveries.
- DeTar also supported our community of elementary, mid-level, and high school students who participate in 4-H. We participate in the Livestock show and purchase animals that they have raised to encourage ongoing responsibility and interest in this endeavor.

Expenditures

In order to continually meet the needs of our community DeTar Healthcare System provides resources that will maintain the highest possible care to our citizens. During this quarter we have:

Information Systems

- Worked on meaningful use projects reviewing all order sets and preparing documents that will lead to physician order entry.
- We are in process of developing a portal for professionals on health care team to be able to access from any location at any time to assure up-to-date information and patient status. This will assist in prescribing treatments and planning care. While there is access in a similar program, the new version will be more robust and intuitive to the treatment team.
- We are developing the infrastructure for an ED system that is more sophisticated and integrated than what we currently have. This system will take several months planning, and the goal is to activate the program in early November. It will allow integration with other systems for better communication on activities in the ED.

Construction

- As part of DSRIP planning to increase access to care construction is underway for an outpatient psychiatric program.
- DeTar Healthcare System has the only inpatient rehabilitation and renovation was completed to provide a state-of-the-art 12 bed Rehab Center.
- With the death of a popular oncologist, citizens of Victoria and surrounding counties found themselves without a treatment option for their cancer. DeTar recruited oncologists and

construction is underway for an infusion center to provide chemotherapy to this population.

Equipment

- Standardized equipment for intubation throughout the hospital including blades and handles.
- Warmers and resuscitation equipment purchased for Nursery and NICU.
- Oxygen blenders purchased for newborns
- Gastroenterology equipment including ERCP and Pedi-Colon scopes
- A public street was purchased to plan expansion of our emergency department at DeTar Navarro.
- EKG machines

Awards

- During this Quarter DeTar applied for Chest Pain Center reaccreditation. After a successful survey, we were awarded Chest Pain Center status.
- DeTar also applied for Mission Lifeline certification and partnered with hospitals in other communities for rapid transfer and treatment of their heart attack patients. We met all requirements and are certified by Mission Lifeline.

Physician

Recruitment

- One Hospitalist (committed)
- One Pediatrician (committed)
- Two Oncologist (committed)
- One Family Practice

Community

DeTar hosts a community advisory group of approximately 12 members of Victoria and surrounding counties who advise us on the health needs that need to be met. They are integral in the planning of health care and participate in our strategic planning every year.

DeTar Healthcare System works closely with EMS and participates in clinical case review. As a Level III Trauma Center we continually seek opportunities to improve care.

DeTar hosted approximately 30-high school students involved with AHEC to help them determine a future career in medicine. They are given the opportunity to see and experience the various medical opportunities available to them as career choices. This encourages ongoing replacement of health care workers as they leave this area or retire from medical positions.



**SUMMARY OF COMMUNITY BENEFITS
PROVIDED BY: DeTar Healthcare System
4th Quarter 2013**

Background

DeTar Healthcare System provides healthcare services to residents of Victoria and surrounding counties, including inpatient and outpatient services in Victoria, health-centered educational opportunities, and a variety of community services. DeTar Healthcare System has two hospitals in Victoria, Texas. One is a general acute care facility, and the other is predominantly Women's and Children's focused, but it also has a psychiatric inpatient program for geriatric patients. We serve eight counties in South Texas. In the fourth quarter we opened the continuing care clinic in Victoria County as outlined in our DSRIPP plan, the maternity clinic in Victoria, and have done intensive planning and collaboration with our community on behavior health plan—IOP.

Community Services Provided by DeTar Healthcare System

DeTar Healthcare System provides a significant amount of uncompensated care to residents of Victoria and surrounding counties. In the fourth quarter of 2013 uncompensated care consisted of \$5,189,572 in charity write-offs, \$5,064,062 in self-pay write-offs, and \$11,619,359 in bad debts. The hospital also had Medicaid revenue of \$31,484,685.00.

DeTar Healthcare System recognizes the need to provide emergency services to all, including low-income and needy patients. We provide these regardless of patient ability to pay. We are a higher level of care than many surrounding hospitals, so we also provide care to low-income and needy patients who are transferred in from other facilities. As a result 54.4% of the 10,712 visits to our emergency departments in the fourth quarter of 2013 were charity, self-pay, or Medicaid patients. The breakdown of these visits includes:

DeTar Navarro Emergency Department (Level III) 2nd Q 2013

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	1,841
Medicaid	1,353
Combined Visit Total	3,194

DeTar North Womens and Children's Emergency Department (Level IV)

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	838
Medicaid	1,954
Combined Visit Total	2,792

DeTar is a community leader in obstetrics with emphasis on early prenatal care. We recognize that the state infant mortality rate exceeds 5% each year and DeTar is focused on reducing this rate. DeTar has supported Victoria Community Mother Child clinic which is designed for prenatal care for anyone. There is no waiting time for Medicaid eligibility and ability to pay is not a factor. Other maternity clinics are being opened in third quarter in other counties as part of the DSRIP program. Eighty-six percent of our OB related admissions in the second quarter were self-pay or Medicaid patients. The breakdown for the fourth quarter 2013 includes:

Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	52
Medicaid	224
Other	74
Total	350

DeTar has a hospitalist program that provides inpatient treatment to patients who often have no primary care provider, very often because they lack financial resources to pay for care. These patients come through the Emergency Department or they are referred from surrounding towns because they need a higher level of care than a smaller hospital can provide. To expedite transfers and avoid treatment delays, DeTar established a one-call transfer line that eliminates any potential barriers for the transferring hospital. The hospitalists provide inpatient care as needed to all payer sources and also assure each patient has a follow-up appointment. This requires significant effort because the majority of practices in this area exclude self-pay and/or Medicaid patients. The hospitalists also have social services arrange for outpatient prescriptions on discharge if the patient cannot afford these. By having a follow-up appointment close to discharge and medications filled, the likelihood of preventable re-admissions is decreased. As a DSRIP effort we have opened a chronic care clinic in Victoria and Lavaca Counties and will open clinics in Goliad, Jackson, and Refugio counties in 2014. In addition, we call our inpatients within a few days of discharge to assure they understood their discharge instructions, had prescriptions filled, and know the date and time of their appointment. For the fourth quarter of 2013, 21.4% of the Hospitalists patients (inpatients and observation patients) were either self-pay indigent or Medicaid insured.

Hospitalists

Financial Class	Number of patients
Self-Pay (Observations)	16
Medicaid (Observations)	10
Self-Pay (Inpatients)	64
Medicaid (Inpatients)	46
Total	136

In addition to providing care at the hospital regardless of ability to pay, DeTar Healthcare System provides many community health services. Some of these initiatives in fourth quarter 2013 included:

- Monthly diabetes management education at a “Lunch Bunch” seminar
- Support groups provided for:
 - Persons who have had bariatric surgery in Victoria and Jackson County
 - Diabetes support group
 - Insulin pump support group
 - Stroke support group
- Publish nutritional advice column weekly in The Victoria Advocate newspaper.
- Provide CPR instruction for community at large and upon request.
- Regularly scheduled Lamaze classes for the community
- Provide DeTar leaders to serve on Board of Directors/Advisory Boards for
 - Victoria Economic Development
 - Performing Arts Center
 - The Victoria College health programs (LVN, RN, PT, MLT)
 - South Texas Board of Nursing Excellence
 - Texas Organization of Nurse Executives
 - Wharton Junior College Advisory Board for Radiologic Technology
 - Hospice of South Texas
 - Victoria Chamber of Commerce
 - The University of Houston Victoria Presidents Advisory Board
 - Gulf Bend Mental Health Center Advisory Board
 - Texas Workforce Advisory Board
 - VISD Health and Science Programs
 - United Way Allocation Board
 - Victoria Educational Foundation
- Provide quarterly education programs to community groups on stroke prevention, recognition of signs and symptoms, and interventions
- Provide quarterly education programs to communities on heart care, recognition of early heart attack symptoms, and interventions
- Work with Victoria Fire Department Critical Care Partnership
- Golden Crescent Hurricane and Disaster conference planning committee
- Sponsor monthly Lunch and Learns for Senior Circle program; Health focused meetings
- Present monthly Healthy Woman education programs

- Work with EMS in Victoria and surrounding communities to continually improve emergency care. Tools include case review, performance improvement, and STEMI performance/process improvements.
- Provided education to approximately 75-volunteers on safety while in the hospital and steps toward high reliability organization.
- Through our chronic care clinic, IOP, and maternity clinics as outlined in DSRIP plans provided access of care regardless of payment ability. Goal is to reduce readmissions, teach patients to care for their chronic diseases, and encourage early prenatal care, follow-up care, and reduce low birth weight deliveries. The IOP helps support those with behavioral disorders and prevent their inappropriate use of emergency departments and/or jail incarcerations.
- DeTar also supported our community of elementary, mid-level, and high school students who participate in 4-H. We participate in the Livestock show and purchase animals that they have raised to encourage ongoing responsibility and interest in this endeavor.

Expenditures

In order to continually meet the needs of our community DeTar Healthcare System provides resources that will maintain the highest possible care to our citizens. During this quarter we have:

Information Systems

- Successfully met meaningful use requirements in our physician practices.
- In 4th we prepared for EMAR and bedside scanning and installed new ED system
- Fully implemented AMR in outreach clinic

Construction

- DeTar began the process of expanding its Emergency Department on the Navarro campus
- DeTar began the process of constructing a new primary care center on the Navarro campus that is expected to be complete in late 2014

Equipment

- Initiated use of disposable laryngoscopes and blades that are standardized throughout the facility. This is another layer of protection from infection as well as safety initiative.

Awards

- Received Joint Commission Top Performer on Key Quality Measures for the second consecutive year.

Physician Recruitment In the 4th quarter of 2013, DeTar began the recruitment of the following:

- Two Family Practice
- One OB/GYN
- Program Director for Family Medicine Residency program

Community

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DeTar hosted approximately 30-high school students involved with AHEC to help them determine a future career in medicine. They are given the opportunity to see and experience the various medical opportunities available to them as career choices. This encourages ongoing replacement of health care workers as they leave this area or retire from medical positions.