



**SUMMARY OF COMMUNITY BENEFITS
PROVIDED BY: DeTar Healthcare System
1st Quarter 2017**

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. We collaborate with the local FQHC for our chronic disease program. These shared patients are seen within the FQHC by our nurse practitioner and are not charged for our services. The Pre-natal clinics are located in several counties we work with local community organizations, such as WIC or pregnancy crisis centers, in an effort to improve delivery outcomes. Our IOP continues to provide intensive therapy sessions for our community five days a week.

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 1st quarter of 2017 uncompensated care consisted of \$3,166,325 in charity write-offs, \$9,938,974 in self-pay write-offs, and \$14,013,563 in bad debts. The hospital also had Medicaid revenue of \$46,617,806.

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. The breakdown of these visits includes:

DeTar Navarro Emergency Department (Level III) 1st QTR 2017

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	1543
Medicaid	1483
Combined Visit Total	3026

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

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	686
Medicaid	2,278
Combined Visit Total	2,964

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 supports 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. 54% percent of our OB related admissions in the 1st quarter were self-pay or Medicaid patients. The breakdown for the first quarter 2017 includes:

Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	2
Medicaid	164
Other Payor Source	141
Total	307

DeTar has a hospitalist program that provides inpatient treatment to patients who may not a 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. 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 opened a chronic care clinic in Victoria and Lavaca Counties and will open clinics in Goliad, Jackson, and Refugio counties in 2014 which continue to operate and see patients regardless of ability to pay. 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 1st quarter of 2017, 30% of the Hospitalists patients (inpatients and observation patients) were either self-pay indigent or Medicaid insured.

Hospitalists

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay (Observations)	7
Medicaid (Observations)	18
Self-Pay (Inpatients)	132
Medicaid (Inpatients)	52
Total	209

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 first quarter 2017 included:

- Cooperative program with City of Victoria and Texas A&M for diabetes education
- 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

- Work with EMS in Victoria and surrounding communities to continually improve emergency care. Tools include case review, performance improvement, and STEMI performance/process improvements.
- Continue to operate the Joint Center and hip fracture program that decreases length of stay and provides more rapid and complete recovery for select orthopedic patients.

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

- Used newly installed software that allows the public to come to ED and doctors' offices at their convenience without waiting.

Construction

- DeTar completed building out an 8-bed Observation Unit.
- Worked with engineers and architects' on building a 30-bed ICU unit. We are denying transfer of ICU patients on occasions because of lack of bed capacity.
- Began designing the expansion of our North Emergency Department
- Begin designing the remodel of our L&D/Women's Service

Equipment

Installed water decontaminator for safer patient care.
Purchased and installed a washer sterilizer with state-of-the art capabilities for surgical patients.
Upgraded fire equipment to assure the safest environment possible for our patients.

Physician Recruitment

In the 1st Quarter of 2017, DeTar began the recruitment of the following:

- 2 NP
- 1 IM
- 1 FP
- 6 new FP Residents

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.