



**SUMMARY OF COMMUNITY BENEFITS  
PROVIDED BY: DeTar Healthcare System  
2nd Quarter 2014**

### **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 first quarter we began collaborating with the local FQHC for our chronic disease program. These shared patients are seen within the FQHC and are not charged for our services. The Pre-natal clinic has expanded to several counties in past quarters and we have begun working more intensively with local community organizations, such as WIC or pregnancy crisis centers, in an effort to improve delivery outcomes. Our IOP has flourished and we have seen an increase in enrollment.

### **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 2014 uncompensated care consisted of \$3,981,838 in charity write-offs, \$5,469,413 in self-pay write-offs, and \$12,571,779 in bad debts. The hospital also had Medicaid revenue of \$34,794,254.

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 10,811 visits to our emergency departments in the second quarter of 2014 were charity, self-pay, or Medicaid patients. The breakdown of these visits includes:

### **DeTar Navarro Emergency Department (Level III) 1<sup>st</sup> QTR 2014**

<b><i>Financial Class</i></b>	<b><i>Number of patients</i></b>
<b>Self-Pay</b>	<b>1,891</b>
<b>Medicaid</b>	<b>1,388</b>
<b>Combined Visit Total</b>	<b>3,279</b>

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

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	925
Medicaid	1,709
<b>Combined Visit Total</b>	<b>2,643</b>

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. Fifty-eight percent of our OB related admissions in the second quarter were self-pay or Medicaid patients. The breakdown for the first quarter 2014 includes:

### Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	7
Medicaid	188
Other	127
<b>Total</b>	<b>322</b>

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 second quarter of 2014, 49% 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>
<b>Self-Pay (Observations)</b>	12
<b>Medicaid (Observations)</b>	26
<b>Self-Pay (Inpatients)</b>	66
<b>Medicaid (Inpatients)</b>	77
<b>Total</b>	<b>181</b>

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 2014 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.
- During the second quarter DeTar took major steps toward patient safety with extension of EMR capability. CPOE was implemented on May 29 after extensive education of staff, physicians, and mid-levels. In addition patients are now afforded the opportunity to get their medical records on-line. This allows them to have permanent access to their hospital experience, laboratory values and x-ray results. A complete summary of their hospitalization and treatment is given to the next health care provider for continuity of care.
- DeTar was evaluated by The Joint Commission in full triennial survey and had only a few findings. Two of these were overturned in second quarter upon appeal, and DeTar received full accreditation until 2017. DeTar Emergency Department, North Campus, was also surveyed by the State for renewal of trauma designation. This ED is a Level IV Emergency Department and serves a large number of women and children, the majority of whom are funded by Medicaid. In May DeTar also was given the Award of Achievement Gold – from TMF for core measure results.

### **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***

- Began implementing CPOE within the hospital
- Fully implemented AMR in outreach clinics

#### ***Construction***

- DeTar continued the process of expanding its Emergency Department on the Navarro campus
- DeTar began the process of constructing a new Family Medicine Residency clinic. This new clinic will meet all the ACGME requirements and implement new ideas in regard to patient flow

#### ***Equipment***

- Began the process of adding an additional Davinci Robot to our Surgical Services.

#### ***Awards***

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

**Physician Recruitment** In the 2<sup>nd</sup> Quarter of 2014, DeTar began the recruitment of the following:

- One psychiatrist
- One Neurologist/Interventional Pain Management
- Third Faculty member for the Family Medicine Residency Program

### **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.

In June DeTar worked with AHEC and hosted over 20 students who are interested in pursuing health care careers. They spent one day at our facility in various departments learning the inner workings of an acute care hospital.