



**SUMMARY OF COMMUNITY BENEFITS
PROVIDED BY: DeTar Healthcare System
2012**

Background

Throughout the year 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.

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 2012 uncompensated care consisted of \$11,515,833 in charity write-offs, \$14,256,998 in self-pay write-offs, and \$41,141.995 in bad debts. The hospital also had Medicaid revenue of \$117,606,328.

This uncompensated care resulted in uncovered costs of \$1,525,000 for charity patients and \$5,448,285 for self-pay patients. Uncovered Medicaid costs were \$6,675,447.

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 55.61% of all visits to our emergency departments are made by charity, self-pay, or Medicaid patients. The breakdown of these visits includes:

DeTar Navarro Emergency Department (Level III)

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	5,647
Medicaid	4,883
Combined Visit Total	10,530

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

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	2,809
Medicaid	7,282
Combined Visit Total	10,091

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. Eighty-five percent of our deliveries are self-pay or Medicaid patients. The breakdown for 2012 includes:

Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	264
Medicaid	947
Other	219
Total	1,430

DeTar has a hospitalist program that provides inpatient treatment to patients who often have no primary care provider 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. 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 2012, 49.7% of the hospitalists' observation patients and 30% of their inpatients were Medicaid or self-pay.

Hospitalists

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay (Observations)	219
Medicaid (Observations)	100
Self-Pay (Inpatients)	425
Medicaid (Inpatients)	265
Total	1,009

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 include:

- Monthly diabetes management education at a "Lunch Bunch" seminar
- Provide educators and presentations for multiple health fairs in Victoria and surrounding communities

- 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
- Teach exercise, nutrition and wellness classes on invitation to area elementary schools and Dow Chemical
- Publish nutritional advice column weekly in The Victoria Advocate newspaper.
- Provide CPR instruction for:
 - Boy Scout group and Industrial High School students
 - CPR courses for coaches and bus drivers of Industrial School District
 - Weekly instruction for parents who have had infants in neonatal ICU
 - Community at large on 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 assistance on projects for Habitat for Humanity.
- Provide leadership to THA Council on Policy Development
- Provides four staff to serve on the Golden Crescent Regional Advisory Council (GCRAC) and lead the injury prevention program
- 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
- Sponsored Rope to Remember
- Presenting Sponsor of Alzheimer's Walk
- Platinum sponsor for Health-a-Rama community health fair

- Quarterly speaker series at South Texas Electric Co-op

- Provide health screenings (BP, BMI, Glucose, Cholesterol)
South Texas Electric Co-op
Refugio Medical Center
Goliad ISD
Dow
- Sponsored Boot Fest 2012 where we distributed 7,500 water bottles labeled with Signs and Symptoms of Heart Attack
- Sponsored Victoria Area Nurse Practitioners' Gala
- Sponsored Texas Mission of Mercy—Dental care for area uninsured
- Sponsored Alzheimer's Symposium; provided speaker on local resources
- Sponsored American Diabetes Association's Stop Diabetes Day
- Sponsored American Cancer Society's Bras for the Cause event
- Sponsored Muscular Dystrophy Association's Biking event
- Sponsored Hospice of South Texas Living in the Light walk.

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. This past year we invested in the following areas:

Information Systems

- Invested in system (Sentri 7) to rapidly identify infections, the most effective drugs to treat infections, and optimal dosing schedules. Justification: Control of MDROs, rapid, accurate response to outbreaks; cost control on most effective drugs at most reasonable costs
- Dedicated team to Meaningful Use compliance
Updated two servers and multiple UPS backup systems to protect data integrity and system operations.

Equipment

- Surgical lights for all the rooms
- Video towers for North and Navarro
- S-I Robot for North Campus
- Electro-cautery Units all rooms.
- Telemetry Upgrade all med surgical units
- Sterilization system North O.R.
- Stress Test equipment.
- Expand Pyxis medication delivery system with storage cabinets, scanning, and computer system.
- Multiple defibrillators

Construction

- Improve helicopter receiving pad with new sidewalk approaches
- Expand psychiatry unit from 8 to 20-beds
- Start renovation of inpatient rehabilitation unit

Physician Recruitment

- Two anesthesiologists
- One Family Practice
- One Nephrologist
- One Emergency
- One Psychiatrist

Achievements

DeTar Healthcare System is interested in providing expert care and, to that end, had several noteworthy achievements in 2012:

- Platinum Award from the National Cardiovascular Data Registry—ACTION Registry 2012;
- Silver Award from American Heart Association for Chest Pain management
- Bronze Award for Heart Failure
- MISSION: Lifeline award
- Gold Plus Award for Stroke from American Heart Association Get With the Guidelines
- Joint Commission High Achievement Award for Core Measure success

In addition we are accredited by The Joint Commission for the Hospital, Stroke Certification, and Laboratory accreditation. We are a Chest Pain Center accredited hospital.