

DeTar HEALTHCARE SYSTEM

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

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 first quarter of 2013 uncompensated care consisted of \$4,509,248 in charity write-offs, \$3,182,178 in self-pay write-offs, and \$9,166,024 in bad debts. The hospital also had Medicaid revenue of \$33,353,519.

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 59.3% of all visits to our emergency departments in the first quarter of 2013 were charity, self-pay, or Medicaid patients. The breakdown of these visits includes:

DeTar Navarro Emergency Department (Level III) 1st Q 2013

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	1,848
Medicaid	1,139
Combined Visit Total	2,978

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

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	2,053
Medicaid	962
Combined Visit Total	3,015

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 OB related admissions in the first quarter were self-pay or Medicaid patients. The breakdown for the first quarter 2013 includes:

Obstetrics - Deliveries

<i>Financial Class</i>	<i>Number of patients</i>
Self-Pay	51
Medicaid	247
Other	56
Total	354

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 the first quarter of 2013, 42% 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>
Self-Pay (Observations)	71
Medicaid (Observations)	18
Self-Pay (Inpatients)	98
Medicaid (Inpatients)	72
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 first 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.

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.

Construction

- In response to insufficient numbers of beds for psychiatric patients, DeTar Healthcare System expanded its geriatric mental health unit to 20-beds.

DeTar Healthcare System has the only inpatient rehabilitation center and this area is being renovated to better meet the needs of the physically handicapped patient. One section of the new building was approved by the State and this project will continue through second quarter. The final result will be 12-inpatient rehab beds that are state of the art for physical rehabilitation.

Equipment

- Capnography for more accurate recording of oxygen levels in patients.
- Infant blenders for better support of respiratory system in newborns.
- Security new PACS technology for better images and communication of x-ray technology to other care-givers.
- Anesthesia machines for Labor and Delivery areas.
- Pulmonary Function Machines
- ERCP and Pediatric endoscopes

Physician Recruitment

- One Hospitalist (committed)
- One Pediatrician (committed)
- One Oncologist (committed)

Achievements

DeTar Healthcare System is interested in providing expert care and, to that end we continue to hold the following awards/accreditations:

- 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.

Our Skilled Nursing facility underwent inspection in late December with no clinical findings.

Community

Victoria and surrounding counties had only two oncologists, and one of these died unexpectedly. DeTar was able to help the community by appealing to former oncologists who are partially filling the absence so interruption in care is minimal. We also have commitment from an oncologist to relocate to Victoria.

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.