

Annual Report to the Community 2021



HOUSTON HEALTHCARE

Message from Our CEO



During the last two years, the heroes of Houston Healthcare have exhibited great teamwork, passion, and resilience.

Since the beginning of the COVID-19 pandemic, teamwork has been the hallmark of Houston Healthcare's response. The entire staff rose to the occasion and performed valiantly throughout the pandemic. Whether it was the clinical staff working hard, long, and stressful hours, the support staff doing whatever needed to be done to supplement the mission, the medical staff stepping into new roles and delivery models, or the Incident Command Center, Houston Healthcare collectively rose to the occasion and proudly took care of the community during the pandemic.

It took teamwork to successfully treat patients in non-traditional areas of the hospitals just to keep up with unprecedented patient volumes. Teamwork to spark creative solutions, such as turning recovery rooms into ICUs if needed and flexing non-elective surgeries to the ambulatory surgery center to meet patients' needs—all done in real-time over the past two years.

While teamwork has been the backbone, passion has been the fuel. To do what we have accomplished as an organization over the past two years in the face of this pandemic has taken heart and more than a little passion from every staff member at Houston Healthcare. From the stressful nature of the situation to the toll it took on the hospitals and the teams, without heart and passion, I don't believe we would have it made through the multiple COVID surges. But through it all, our people handled the surges professionally and passionately.

Resilience is the soul of Houston Healthcare. The strength of our employees and our physicians in the face of daily challenges for the past two years has been awe inspiring and incredibly humbling to watch. Their ability to work together and their dedication to our patients—some while facing their own adversities—speaks volumes.

As we transition as a community back into a sense of normalcy, there remain real challenges within the healthcare industry and Houston Healthcare is no different. As we have done during the pandemic, Houston Healthcare is poised for success due to our continued focus on our mission of improving the healthcare of the communities we serve.

Charles Briscoe

Charles Briscoe
President and Chief Executive Officer

Our Mission

To improve the healthcare of the communities we serve by providing patient-focused, high quality, cost-effective services while promoting health and wellness.

Our Vision

"A caring health system dedicated to excellence - today and tomorrow."

Our Values

Respect - entails a high regard for worth of each person. It gives everyone a voice and promotes teamwork.

Integrity - promotes honesty and straightforwardness in dealing with each other in attempting to make our system work to its full potential.

Service Innovation - encourages creativity in seeking continuous quality improvements and in meeting customer requirements.

Excellence - fosters constant, continuous striving for quality service in duty and work done.

Connecting People, Community and Care.



Ways We Benefit Our Community

- Athletic Trainer Program** 952 student athletes
Spring Sports Physicals, Saturday Sports Clinics, community events, and sports medicine education
- SeniorCare Program** 2,150 senior contacts
Ongoing exercise and health education
- Perinatal Coalition** 28 female contacts
Case management and interpretation services for non-English speaking women with high risk pregnancies, gestational diabetes and case management
- Childbirth & Baby Education** 565 family member contacts
Education classes on early pregnancy, breastfeeding, older sibling roles, childbirth education, grandparenting, and baby care
- Diabetes Education** 1,008 contacts
Self-management education and support
- Community Health Improvement** 3,141 contacts
Glucose and blood pressure screenings, influenza immunizations, community and industrial health fairs, vulnerable population outreach, and health education

Financial Report

Annual Stats for 2021

Admissions (excluding newborns)	14,732
Patient Days (excluding newborns)	73,668
Emergency Department Visits	65,776
Births	1,879
Surgeries & Endoscopies	14,733
Med-Stop Visits	70,679
EMS Trips	25,751
Employees (Full & Part-time)	1,959

Financial Report for 2020 (audited)

Net Operating Revenue	\$302,488,000
Expenses	\$317,280,000
Net Operating Margin	\$(14,792,000)
Non-Operating Revenue	\$17,754,000
Excess of Revenue	\$2,962,000
Indigent, Charity Care & Implicit Price Adjustments at cost	\$21,257,619

Community Organizations and Partners

Including, but not limited to:

- Alzheimer's Association
- American Red Cross
- Central Georgia Technical College
- Habitat for Humanity
- Houston County Volunteer Medical Clinic
- Kids and Pros
- Middle Georgia State University
- Museum of Aviation
- Rainbow House Children's Resource Center
- United Way of Central Georgia



Our Family of Services

Houston Medical Center • Perry Hospital • Houston Heart Institute • The Surgery Center • Pavilion Diagnostic Center • Pavilion Family Medicine Center • Pavilion Rehab Center • Bonaire Med-Stop • Lake Joy Med-Stop • Pavilion Med-Stop • EduCare • Health Connections Cardiac & Pulmonary Rehab • Physician Referral & Health Information

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HOUSTON HEALTHCARE

www.hhc.org

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ATTENTION: Language assistance services, free of charge, are available to you. Call 478-975-5662 (Houston Medical Center) or 478-218-1635 (Perry Hospital).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llamen al 478-975-5662 (Centro Médico de Houston) o 478-218-1635 (Hospital de Perry).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 478-975-5662 (Houston Medical Center), 478-218-1635 (Perry Hospital) 번으로 전화해 주십시오.