

2018

Annual Report



About Scotland Health Care System

MISSION

The Mission of Scotland Health Care System is to work with our health care partners to create and operate a patient-centered, integrated system to provide Safe, High Quality, Compassionate, and Sustainable health care to the people we serve.

VISION

Scotland Health Care System will be recognized and chosen by patients and their families throughout our region for the quality and value of services we provide. This value will be demonstrated through the highest level of Quality and Service, along with the Safest environment. We will lead efforts to improve the health and well-being of the citizens in our region.



VALUES

We accept and are proud of our role as the safety net provider of essential services for our region.

- As a community-owned health care system, we believe in transparency and accountability to our community for the decisions we make. These decisions will be made collaboratively and with the utmost integrity.
- Our associates, physicians, other providers, and volunteers are our most important assets. We treat one another, along with our patients and families, with care, compassion, dignity, and respect at all times.
- We carry out all these principles in a financially prudent and sustainable manner to ensure we stay focused on our Mission.

SAFE AND HIGH QUALITY

- Reduced patient falls rate by more than **50 percent**, receiving a Bronze Award from Atrium
- Renewed focus on **patient identification processes** to ensure appropriate care to the right patient
- Strengthened Women's Services patient and employee safety with **new visitor identification process**
- Integrated employee safety into **quality service** line
- Expanded **daily safety call** to weekends
- Maintained **B rating** from Leapfrog's nationally recognized quality organization
- Sustained **four-star CMS facility** designation for the third year in a row
- Was **top performer in Atrium** for diabetes management
- Hired a **community health director** and educator
- Increased spread of **department huddles** to open lines of communication
- **Executed key Lean events** including Nuclear Medicine patient flow improvement; preadmission testing, Emergency Center, and Scotland Physicians Network
- **Reduced** readmission rates
- **Decision to transition to Epic**, a premier comprehensive health record
- **Successfully passed** CAP and Joint Commission accreditation with surveyors citing they could feel staff pride
- **Committed** to virtual critical care

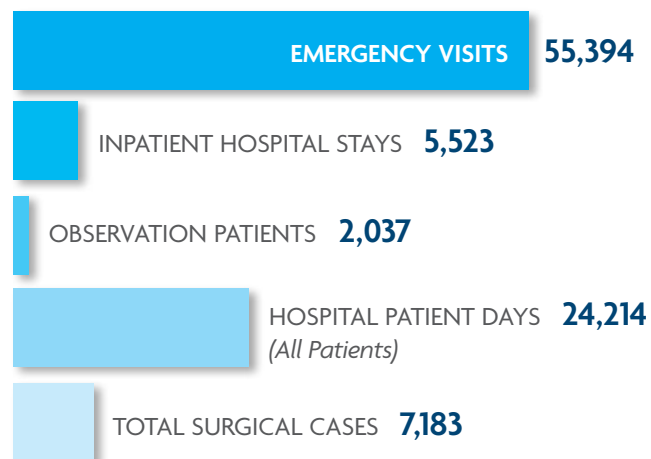
COMPASSIONATE AND SUSTAINABLE

Expanding Our Medical Care in Our Community

We recently welcomed new specialists in Family Medicine, ENT, Urology, Nephrology, Oncology, Pediatrics, Hospitalist, OB-GYN, and other areas.

- Primary care providers: 21
- Specialist providers: 18
- Practices added into Scotland Physicians Network: 2

HOSPITAL SERVICES *Fiscal Year 2018*



SCOTLAND PHYSICIANS NETWORK VISITS





2018 COMMUNITY BENEFIT

CHARITY CARE COSTS	\$3,582,000
MEDICARE AND MEDICAID LOSSES	\$11,185,000
BAD DEBT AND UNINSURED COSTS	\$10,932,000
CASH AND IN-KIND DONATIONS	\$53,000
TOTAL COMMUNITY BENEFIT	\$25,752,000

Community benefit as a percent of net operating revenue: 15%

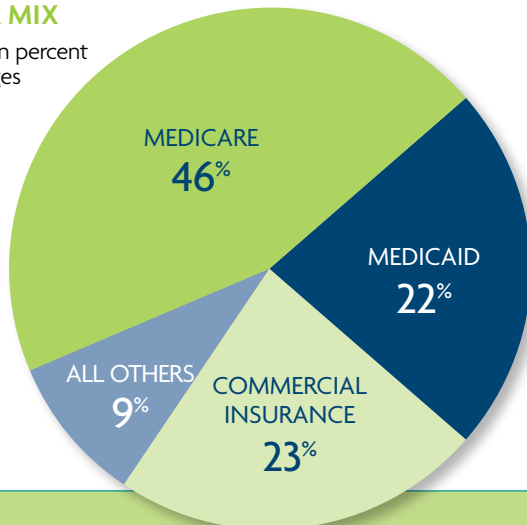
We take care of our patients regardless of their ability to pay.

In 2018, \$3,582,000 in Charity Care Standard & Poor's bond rating was upgraded to A-.

KEY FINANCIAL STATISTICS *Fiscal Year 2018*

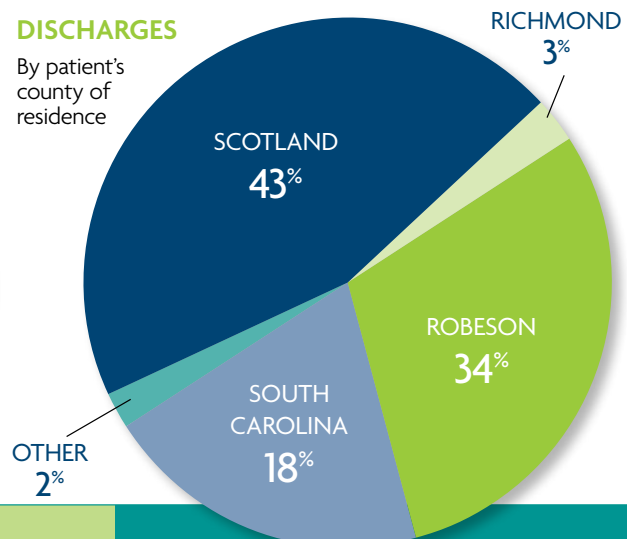
PAYER MIX

Based on percent of charges



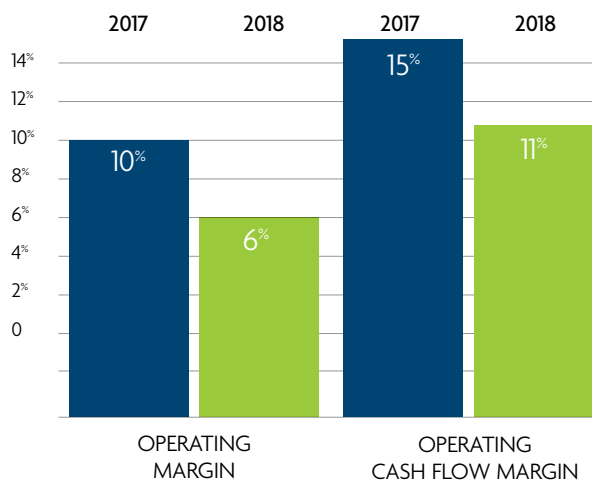
DISCHARGES

By patient's county of residence





2018 FINANCIAL RESULTS COMPARED TO 2017



OUR SERVICES

- Cancer Center–Duke Health Affiliate
- Cardio, Neurology, and Respiratory
- Cardiovascular Center
- Emergency Center
- Endoscopy Center/Colonoscopy
- General Surgery
- Hospice
- Hospitalist
- Imaging Services
- Inpatient Care
- Inpatient Rehabilitation
- Nephrology
- Occupational Medicine
- Orthopedics
- Rehabilitation Services
- Scotland Family Counseling Center
- Sleep Center
- Specialty Clinics
- Surgical Services
- Telestroke
- Urgent Care
- Urology
- Virtual Critical Care
- Women's Center
- Wound Healing Center

