

An in-depth look at...

Columbus Community Hospital 2017-2018

Where your health matters.



Columbus Community Hospital (CCH) moved to its current location more than 15 years ago. Since 2002, the community has grown and the hospital's services have followed suit. In 2012, we completed construction on a 30,000 square foot addition to expand services in the Emergency Department, increase patient privacy in the registration area and create a women's imaging center. In 2015, we collaborated with the YMCA to open the Columbus Wellness Center, adjacent to CCH. In 2017, we built the Child Care Center, which can serve more than 100 children and gives CCH employees a convenient child care option.

Our facility is constantly evolving to keep up with the demand, and more changes are yet to come. One of the biggest accomplishments in our 2017-18 fiscal year was planning for a \$35 million renovation project. The renovation will primarily impact Surgical Services, Maternal Child Health and Radiology, causing several structural and departmental adjustments.

The changes are intended to bring the hospital to the next level. Construction is expected to begin in 2019, with the entire project slated for completion by 2021. We look forward to growing and continuing to provide the best care to our patients.

Mission:

Our Mission is to improve the health of the communities we serve.

Vision:

Our Vision is to compassionately deliver the state's highest quality patient care.

Values:

Integrity

Compassion

Accountability

Respect

Excellence



COLUMBUS
COMMUNITY HOSPITAL



Michael Hansen, FACHE
President/CEO

A Message From Our CEO:

At Columbus Community Hospital, it is our mission to improve the health of the communities we serve. Each year, we strive to provide the best care to our patients, while also providing wellness events and activities that are easily accessible to community members.

We're proud of our role within the community, not just as a caregiver, but as a financial pillar of success. We are thankful that we are able to provide health care, jobs and community support for our neighbors. It isn't about profit when we plan our growth. As a not-for-profit hospital, it is our duty to be fiscally responsible as we evaluate and meet the needs of the people we serve.

We understand our value to Columbus, and for those reasons, we treat our patients like the family, friends and neighbors that many of them are. We are diligent about putting our resources back into the community.

A great example of this is the wellness events we offer. We want to be here to treat illness and disease, but we also want to be an advocate for prevention.

Over the years, the Community Health Needs Assessment pinpointed various issues within our community that needed attention. Among others, the top issues identified were access to health care and obesity. In response, we have created several programs such as our Complete Health Improvement Program (CHIP), which is an affordable, lifestyle enrichment program designed to reduce disease risk factors. This program, along with several others offered through our nutrition services department, is designed to help you live your healthiest life.

Please take a moment to read about the exciting initiatives we have been a part of from May 1, 2017 to April 30, 2018 and the many ways we are helping our community build a healthier tomorrow.

Strategic Planning:

A strategic plan gives us a road map for our future. It incorporates all aspects of our operation, so it also acts as a check and balance for what we do each year. Because of that, we take our 5-Year Strategic Plan very seriously, and put a lot of thought into where we are right now and what we need to do to achieve our future goals. Our mission is "to improve the health of the communities we serve." To do that, we must concentrate on our patients and the surrounding communities. First and foremost, we will focus on maintaining our commitment to improving facilities and equipment. We also need to position ourselves to treat the aging Baby Boomer population, as the generation's rate demand for health care will increase. Over the next five years, Columbus Community Hospital will sustain and grow our core services to be a leading regional provider, drive higher quality care and provide a full range of services close to home.

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CCH Foundation

During the fiscal year of May 1, 2017 through April 30, 2018, the CCH Foundation provided funding for several CCH projects and programs, including:

- Lifesaving equipment such as a Wide Bore MRI and LUCUS 2 Compression device
- Chairs for the Infusion Center
- Funding of the Parkinson's Support Group
- CCH Cares – Employee Relief Fund
- Scholarships for students and CCH Employees
- Compression garments for lymphedema patients
- Support for several programs such as Thrive Cancer Rehabilitation Care, Hospice, Volunteer Services, Wiggles & Giggles Therapy for Kids™ and many others.



Columbus Community Hospital has a strong commitment to responding to the needs of our physicians and patients. We are committed to actively recruiting and developing long-term relationships with physicians to meet the growing needs of the communities we serve. In the 2017 calendar year, a total of 27 providers were successfully recruited. This includes full-time, midlevel and satellite providers in areas such as Family Practice, Neurology, Radiology and Cardiology, among others.

Looking for a doctor or specialist? Check out the Find a Physician feature on our website to get more information on medical specialties, board certifications and clinical interests to help you make an informed decision.

www.columbushosp.org/findadoc

Columbus Community Hospital, local physicians and other providers are working closer than ever to coordinate care, keep patients healthy and provide the highest quality care and service, while reducing unnecessary expenses.



Quick Facts:



Our People:

- Over 740 employees
- Active medical staff of 48 physicians representing 14 medical specialties
- Additional 20 specialty services brought to the community on an intermittent basis by visiting physicians
- More than 230 Volunteers

Our Facilities:

- Our Hospital offers inpatient and outpatient care, surgery and 24-hour emergency care.
- Two aquatic therapy locations with Rehabilitative Services at the Columbus Wellness Center and Premier Physical Therapy.
- The Hospital's south campus houses offices for medical outreach services of Home Health and Hospice, Healthy Families and Occupational Health Services.

TOTAL ANNUAL ADMISSIONS

Inpatient Admissions:	2,679
Emergency Visits:	11,898
Outpatient Procedures:	3,569
Inpatient Procedures:	686



Community Benefit Summary

TRADITIONAL CHARITY CARE\$552,286

Health care services provided free of charge, or at a discounted fee schedule, to people who meet predetermined financial criteria. As required for government reporting, this figure is based on calculated costs, not charges to patients.

COMMUNITY HEALTH EDUCATION AND OUTREACH.....\$216,718

Includes activities carried out to improve community health and health care services that are subsidized because they meet an identified need in the community.

- First Steps prenatal program, baby care and breast-feeding classes
- Meals on Wheels – over 11,000 people served
- Tune-Up for Life Health Fair
- Local business workshops hosted by Occupational Health Services
- Diabetes education and healthy lifestyle programs taught by registered dietitians
- Volunteer Services
- Healthy Families Network – which offers educational support and resources to more than 340 families
- Free interpreter services

UNPAID COSTS OF PUBLIC PROGRAMS.....\$6,866,625

Medicare and Medicaid shortfalls are deficits created when Columbus Community Hospital receives payments from the government that are less than the cost of care for public programs.

HEALTH PROFESSIONAL MEDICAL EDUCATION\$599,586

Scholarships and funding for health professionals' education.

TOTAL AMOUNT OF COMMUNITY BENEFIT\$8,235,215

Healthy Lifestyle Programs

Dietitians at Columbus Community Hospital are hoping to help lower the prevalence of obesity, diabetes and other health conditions by offering low cost educational events to community members. This includes monthly cooking classes and a program called Ask the Dietician.

The Healthy Cooking Classes are held the third Tuesday of each month. For \$15, community members can learn a collection of easy and healthy recipes. Dietitians also give participants advice on how to cut down on unhealthy ingredients like fat and sodium.

CCH dietitians also offer free Ask the Dietitian sessions. These sessions give community members the opportunity to get one-on-one time with a dietitian every week. They are held in the Columbus Wellness Center's multipurpose room Fridays from 11:30 a.m. to 12:30 p.m.

Each session includes an educational discussion, followed by a question and answer segment.

CCH dietitians can answer questions about diabetes, weight loss, heart health, healthy cooking and much more.

Improving the health of the communities we serve

In March, Columbus Community Hospital, along with the East Central District Health Department (ECDHD) and other agency partners, presented the results of the 2017 Comprehensive Community Health Needs Assessment (CHNA). The goal of the assessment is to describe the health status of our population, identify areas for health improvement and determine factors that contribute to health issues.

In terms of improvement, five priority issues were identified for Platte County:

- Access to health care
- Obesity
- Family support
- Substance abuse
- Mental health

Over the next three years, CCH will continue to work with the ECDHD and other health and business-related

agencies to address these issues through the Community Health Improvement Plan (CHIP).

Through CHIP, coalitions of passionate community members will work to create new programs to fill gaps currently identified in our area. The coalitions meet throughout the year to address different issues and implement plans to improve the community as a whole.



Reaching Milestones

Since 1879, Columbus medical professionals have been committed to providing the best patient-centered care. Columbus Community Hospital's dedication to the community enables them to provide the highest quality care to area residents.

During the 2017-18 fiscal year, Columbus Community Hospital was proud to celebrate its 15th anniversary in its current location at 4600 38th Street in Columbus.

To commemorate this milestone, a video was created to showcase how the hospital was established and some of the ways it continues to grow to meet the needs of the community.

For example, in the past year, collaborative services for medically-based wellness and general community wellness have grown, thanks to new exercise groups, staff integration and training, patient to member referral and transition visits, as well as increased healthy lifestyle education.

To watch the video, go to www.columbushosp.org.

Life Changing Programs

The Complete Health Improvement Program (CHIP) has seen great success since it was implemented at Columbus Community Hospital. CHIP is an intensive educational program with 18 classes running over three months. During each class, participants are guided through various stages of lifestyle change.

The goals of the program are to help participants lower blood cholesterol, hypertension and blood sugar levels and reduce excess weight.

At various points, participants take part in blood draws and health risk assessments to track their progress and guide them on their health improvement journeys.

Participants can look forward to learning about heart health, cancer prevention, stress relief and other useful topics to help them lead a happy and healthy life.



Growing Our Health Care Services

In May 2017, Columbus Community Hospital joined forces with Columbus Otolaryngology Clinic to provide a wide range of high-quality and close-to-home otolaryngology services to Columbus residents.

Dr. Nila Novotny, along with Dr. James Weekly, Dr. Paul Sherrerd and a support staff of nine others provide a full range of otolaryngology services in Columbus. The staff welcomes new patients at 4508 38th Street, Suite #152, which is in the Healthpark Medical Office Building next to the hospital.

Reviewing Our Year in Advancements

MEDICAL:

The Surge Center at Columbus Community Hospital launched in April 2018. The goal of the program is to provide quality outcomes for people who elect to undergo hip, knee or shoulder replacement surgery. The program starts with education before surgery. After their procedure, patients are taken to the Surge Center, which is located on the hospital's second floor. During their stay, patients receive assistance from nurses and other staff members who specialize in joint care. They also participate in group activities with other joint replacement patients, including physical therapy. Patients are expected to return home in two to three days.

To better serve the needs of our community, Columbus Community Hospital added an on-call pediatric hospitalist program. It is available 24/7 and 365 days a year. The service provides care to inpatient and observation patients who are newborn up to 18 years old. The pediatric hospitalist's job is to help stabilize and improve a patient's health as quickly as possible. Pediatric hospitalists are available by request. Once a pediatric hospitalist has been requested, the hospitalist will follow the patient until discharge.

Columbus Community Hospital also added several new telehealth services to enhance our health care services such as the Telestroke Program, e-Mental Health Triage and Telestewardship Program. Each program gives our physicians access to specialists in Lincoln without leaving the hospital.

ORGANIZATIONAL:

In November 2017, Columbus Community Hospital created the Pain Management Task Force. The task force was convened at the direction of the Medical Executive Committee with a goal of delivering safe, compassionate, evidence-based pain management to the community of Columbus.

During the fiscal year, the task force developed guidelines for pain management and dispensing of opioids. It also added non-narcotic pain options to the pharmacy formulary and developed a non-medication comfort menu for patients, among other accomplishments.

These efforts were designed to change the way providers and patients think about pain management, reduce the number of opioid pills which become uncontrolled and make education easily assessable to everyone.

Columbus Community Hospital has also adopted a patient-centered methodology called Lean Healthcare. The ultimate goal behind Lean is to eliminate waste, improve processes and increase overall patient satisfaction.

Columbus Community Hospital has been working to create a culture surrounding these simple goals. Employees are encouraged to take part in the practice and share any ideas they have to improve quality of care in the facility. The hope is to improve patient care, patient satisfaction, staff satisfaction and regulatory compliance, as well as reduce inventory, costs, mortality rates and morbidity rates.

COMMUNITY:

The 7th annual We Can Run, Walk & Roll event was held on Saturday, October 7, 2017. The event is designed to celebrate the abilities of individuals with disabilities and to promote health and well-being in our community. Proceeds from We Can Run, Walk & Roll are used to purchase AmTrykes for those in our community who need the adapted tricycles and would not otherwise be able to purchase them. Since our first event in 2011, almost 30 AmTrykes have been given to individuals and families, in and around our community.

The 14th annual Tune Up for Life Community Health Fair was held Saturday, September 9, 2017. The health fair featured free health screenings for blood pressure, body composition, bone mineral density, colorectal cancer, flexibility, hearing, strength and vision. Discounted health tests and vaccines were also available, including atrial fibrillation, abdominal aortic ultrasound, peripheral arterial disease, carotid artery ultrasound, seasonal flu shots, pneumonia vaccinations and much more.

As a collaborative health care team, Columbus Community Hospital and local providers urged community members to think about medication safety. To this end, the team produced and promoted updated medication lists. These are lists people can carry with them in case of an emergency or take to a doctor's appointment. They help providers in our community make better informed decisions about their patients so patients can receive better quality care. The medication lists, pockets and brochures have been well received by nursing homes, assisted living facilities, pharmacies, home health care agencies, emergency services, physician's clinics and the hospital.