

An in-depth look at ...

Columbus Community Hospital 2016-2017

Where your health matters.



*Serving the Columbus Community
Since 1879*

View the video at: www.columbushosp.org

Columbus Community Hospital is a community-owned, not-for-profit hospital. We are constantly improving our services and capabilities to meet the needs of the community and adapt to changes in the health care industry.

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 fall 2015, we collaborated with the YMCA to open the Columbus Wellness Center, which is located adjacent to CCH. Most of the Rehabilitative Services department moved to the Columbus Wellness Center, as did the pediatric rehabilitation service, Wiggles & Giggles Therapy for Kids™. The newest facility on campus is the CCH-owned Child Care Center which opened in August 2017. It can serve up to 105 children and gives CCH employees a convenient child care option.

For over 150 years, the Columbus medical professionals have been committed to providing the best patient-centered care. Our dedication to the community enables us to provide the highest quality care to area residents.

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





Michael Hansen, FACHE
President/CEO

A Message From Our CEO:

At Columbus Community Hospital, it is our privilege to make a difference in the lives and health of our patients in and around Columbus. 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 are here to serve.

A great example of this is the Wide Bore MRI that was installed in October 2016. It is a \$1.5 million project that also received funding from the CCH Foundation. The Wide Bore MRI is a system that our radiologists believe is one of the best available. It allows us to provide the same level of care or even better care than larger cities nearby, meaning that our patients do not have to leave Columbus to receive high-quality MRI scans.

As we grow, so will our employment opportunities and community outreach. 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 in to the community, because we grow alongside Columbus. We've come a long way, but we want to go further.

Please take a moment to review this overview of the exciting initiatives we have been a part of from May 1, 2016 to April 30, 2017 and the many ways we are building toward a healthier tomorrow.

Strategic Planning:

We continually work to fill gaps in services and providers for our community. Our aim is to become a "regional referrer" so we can service their needs, while not shifting our focus from Columbus and its immediate surroundings. We define ourselves by our patient needs, so we will focus on maintaining our commitment to improving facilities and equipment. In our current health care environment, there is a transition for hospitals from volume of patients to value of care. This can create pressure on operating costs, especially as more patients shop around based on amenities, care and prices. There is more attention on our technology services than ever before and our Electronic Health Records and Health Information Exchange systems play a pivotal role in identifying opportunities and risks. Technology develops at a rapid pace, so we have to keep it at the front of our minds with any move we make.

Board of Directors 2016-2017

Brian Schmidt, Chairman
Clark Lehr, Vice Chairman
Brett Bonwell, Treasurer
Michael Hansen, Secretary
Stan Emerson
Jeffery Gokie
Jeffrey Gotschall, MD
Julie Haney
Bonnie McPhillips
Beth Przymus
Tim Tooley
Christian Van Kirk, MD, Medical Staff President,
May 1, 2016 – December 31, 2016
Dale Zaruba, MD, Medical Staff President,
January 1, 2017 - present



CCH Foundation

During the fiscal year of May 1, 2016 through April 30, 2017, the CCH Foundation provided nearly \$126,000 in funding for CCH projects and programs, to include:

- Scholarships for Diabetes Summer Camp, students and CCH employees
- Remodeling of ICU patient bathrooms
- Support for the 'A Time to Heal' cancer survivor program, Hospice, Parkinson's Therapy Wellness Program and SHAPEDOWN
- Thrive Cancer Rehabilitation Care
- Two adult ventilators for the Respiratory Therapy department
- Wiggles & Giggles Therapy for Kids™ outdoor playground
- Compression garments for lymphedema patients
- Books for pediatric patients
- Artwork for public and patient care areas of the hospital
- CCH Cares - Employee Relief Fund

Quick Facts:

Our People:

- Hospital leadership consists of an 11 member Board of Directors, President/CEO and 4 Vice-Presidents.
- Over 670 employees
- Over 230 volunteers
- Active medical staff of 45 physicians representing 14 medical specialties

New Services for 2016-2017:

- Child Care Center
- Columbus Health Connect
- National Diabetes Prevention Program
- Thrive Cancer Rehabilitation Care
- Wide Bore MRI

Our Facilities:

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

Physician Recruitment

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 calendar year 2016, a total of 11 new physicians and four Midlevel providers were successfully recruited to begin practice in our community in areas such as pediatrics, obstetrics/gynecology, orthopedics, oral surgery, dermatology, neurology and hospital medicine.

We've redefined our Find a Physician feature to provide more of the information you need in your physician search, including medical specialties, board certifications, and clinical interests, to help you make an informed decision.

<https://www.columbushosp.org/findadoc/>

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

Fiscal Year 2017:

Total Annual Admissions -

Inpatient Admissions: 2,724

Emergency: 12,131

Outpatient Procedures: 3,042

Inpatient Procedures: 666

Additional Statistics -

Respiratory Therapy: 14,032

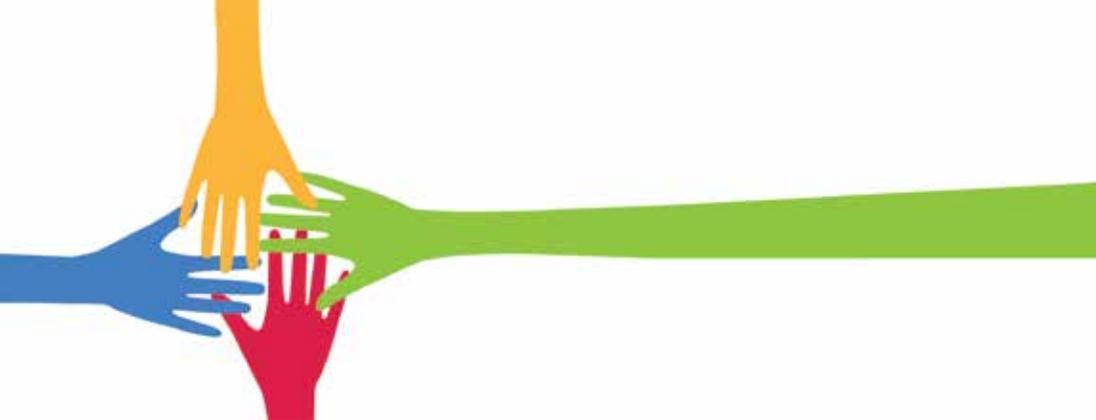
Mammograms: 4,083

Meals on Wheels: 15,740

Births: 621

Cardiopulmonary and Wellness program visits: 14,274

Physical, Occupational & Speech visits: 29,737



Child Care Center

Columbus Community Hospital's commitment to the community extends beyond our services and various clinics. It not only extends to the 670+ employees who work in the 40 departments at CCH, but to their families as well.

Because of an overwhelming need and CCH employees' concern about the lack of child care options in the community, a business case was developed that confirmed we could build our own facility and provide this additional benefit to employees.

In fall 2016, we broke ground on the 13,000-square-foot, state-licensed Child Care Center northeast of the hospital on Health Parkway Road. It has the capacity to care for 105 children from infants up to age 12. It will provide quick access for staff to leave the hospital and pick up their children.

In our ongoing commitment as an employer and community partner, we strive to provide a better life for the families in our community. We are confident the new child care facility will help do that, as it serves to alleviate the child care shortage in Columbus.

Community Benefit Summary

TRADITIONAL CHARITY CARE \$552,237

Health care services provided free of charge or at a discounted fee schedule to people who meet pre-determined 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.

- Meals on Wheels – over 15,000 people served
- Tune-Up for Life Health Fair
- Local business workshops hosted by Occupational Health Services
- Diabetes education and healthy lifestyle programs through registered dietitians
- Volunteer Services
- Healthy Families Network – offering educational support and resources to over 340 families

UNPAID COSTS OF PUBLIC PROGRAMS.....\$6,866,051

Medicare and Medicaid shortfalls, which 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

CASH AND IN-KIND DONATIONS..... \$48,717

- Community building activities
- Community benefit operations (Community Health Needs Assessment)
- Community sponsorships
 - Health organizations (American Heart Association, Alzheimer's Association, American Cancer Society, ALS in the Heartland)
 - Youth programs (Central Community College, Southeast Community College, Columbus Public Schools Foundation, Scotus Central Catholic)
 - Habitat for Humanity
 - Loup d' Loup End Polio Now Bike Ride
 - United Way
 - YMCA Foundation

TOTAL AMOUNT OF COMMUNITY BENEFIT\$8,283,309

Columbus Wellness Center



Through its first year of operation, Columbus Community Hospital's outpatient Rehabilitative Services has increased patient volume by over 60 percent in physical therapy, occupational therapy and speech therapy, and overall visits by more than 40 percent. This growth can be attributed to increased access and ease of access to therapy for patients, as well as the integration of services along the full continuum of care.

In the first 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.



Reviewing Our Year in Advancements

MEDICAL:

Thrive Cancer Rehabilitation Care was created in fall 2016. It encompasses the comprehensive services provided by CCH to patients diagnosed with and surviving cancer. These services include physical, occupational and speech therapies, oncology nursing, social work and registered dietitian services. Through our Rehabilitative Services department, we look to address a person's survivorship care plan by offering evidence-based treatment options for the impairments commonly faced by cancer patients.

A Wide Bore MRI was installed in October 2016, giving patients a more comfortable space during their MRI scan. For some, claustrophobia, pain, body size or other issues can make these scans difficult and unpleasant. Additionally, the increased speed and the higher quality images of the new system will result in better outcomes for our patients.

Our Sleep Lab completed its move from our south campus to the hospital in January 2017. In its new location on the second floor above the Emergency Department, the Sleep Lab has state-of-the-art technology to diagnose a wide variety of sleep disorders. Every advancement was made with the focus of providing patients with the highest quality of care. Its new location with the hospital has also increased access to these valuable resources.

ORGANIZATIONAL:

Our Health Information Exchange (HIE) was established to help patients and care providers share health information electronically. It is now called Columbus Health Connect. Columbus Community Hospital, Columbus Concussion Management Clinic, Columbus Orthopedic & Sports Medicine Clinic, Columbus Medical Center, Columbus Family Practice, Good Neighbor Community Health Center and Eye Physicians

have all adopted the HIE. We will continue to add more local clinics to Columbus Health Connect.

We began using LEAN initiatives in late 2016. Our core LEAN team of 12 individuals, from all levels of CCH, completed 24 hours of training in February and March of 2017. A LEAN Facilitator was hired in May 2017. They will help identify projects to increase operational efficiencies at CCH. Through LEAN initiatives, we will improve patient care, patient satisfaction, staff satisfaction and regulatory compliance, as well as reduce inventory, costs, mortality rates and morbidity rates.

COMMUNITY:

The 6th Annual We Can Run, Walk, & Roll event was held on October 15, 2016. 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.

To improve medication safety in our community, we partnered with local providers and together we are determined to produce and promote updated medication lists, as well as other educational materials. These materials have been well-received by nursing homes, assisted living facilities, pharmacies, home health care agencies, emergency services, physician's clinics and the hospital. This effort will be ongoing as we continue to promote the importance of tracking one's medications so that local providers have accurate records and are able to provide their patients with the best possible care.



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