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Support Services*

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ROANOKE RAPIDS, NC 27870
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halifaxregional.org



2017 Annual Report

**YOUR
PARTNER IN
A HEALTHIER
COMMUNITY**

OUR MISSION:

Placing patients first by providing excellent and compassionate healthcare.

OUR VISION:

Halifax Regional will continue to be a leading partner in a healthier community.





OUR PEOPLE

Within any organization, **people are the most valuable asset**. It's essential to recruit and retain the most-qualified and highly skilled people to help us meet our mission. Our team members are the most important piece to providing an exceptional customer experience. Their commitment to quality and compassion for patients is the foundation of our culture of caring.



NEW PHYSICIANS

Dr. Todd Duggan, Pulmonologist
Dr. Merari Cruz-Colon, Internist

NEW MANAGEMENT STAFF

Erin White, Rehabilitation Program Director

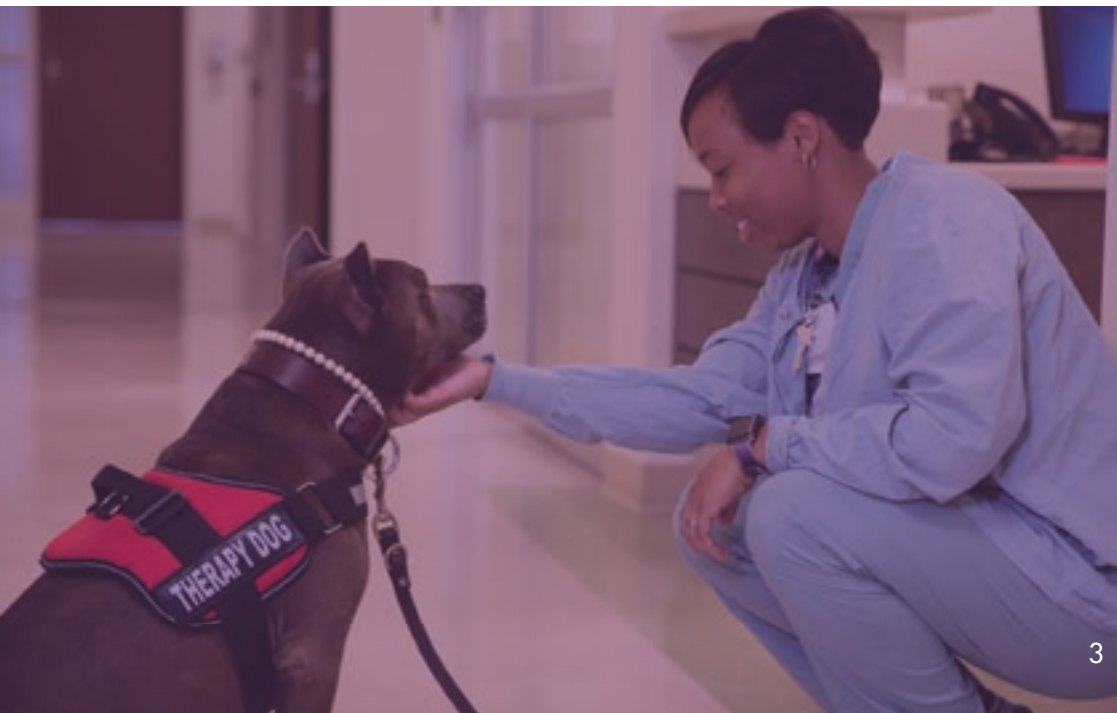


VOLUNTEERS

Our volunteers continue to play a vital role in the mission of Halifax Regional by helping patients, visitors and employees. Our team of about 60 volunteers provided more than 7,840 hours of service last year. Additionally, the Auxiliary awarded \$1,000 in college scholarships and \$300 each to two area high school health science programs.

SIGNIFICANT ACCOMPLISHMENTS

- Halifax Regional extended its Management Services Agreement with Adept Health for 10 years with performance measures
- Performed assessment and implemented recommendations to reduce Hospital Acquired Infections or Conditions (HACs)
- Began operating Roanoke Valley Surgical Associates, formerly owned by Dr. Fred Wier, and installed Athena Health practice management software
- Opened Halifax Pulmonology Clinic with Dr. Todd Duggan on the Medical Center campus and converted practice management software to Athena Health
- Expanded Halifax Works to provide urgent care services for not only occupational health clients, but all patients
- Dr. Joey Thomas began offering new treatment for lumbar spinal stenosis
- Reduced readmission rates
- Completed a total website redesign
- Introduced MEDITECH's MHealth App to help patients better manage care
- Implemented conversion from computed radiology (CR) to digital radiology (DR) for all radiology equipment
- Achieved American College of Radiology (ACR) reaccreditations for all radiology services
- Created leaders at all levels of the organization focused on a culture of engagement and alignment



QUALITY

Through continual quality improvement initiatives, Halifax Regional is working to provide patients with quality care and treatment. We strive for excellence and have achieved state and national accreditation and recognition for our patient care.



COMMUNITY RELATIONS AND PARTNERSHIPS

- Employee fundraising campaigns raised more than \$62,000 for the Halifax Regional Foundation and donated \$49,000 for needed equipment and improvements to the Medical Center
- Employees raised more than \$16,000 during our annual United Way campaign

GRANTS APPLIED FOR AND RECEIVED IN FY 2017:

Kate B. Reynolds Get Fit, Stay Fit Grant	\$	108,250
Halifax Regional Foundation Annual Contribution		30,476
Halifax Regional Auxiliary Annual Contribution		29,824
Access East – Medicare Community-Based Care Transitions Program		68,964
Susan G. Komen Grant		50,000
Kate B. Reynolds Diabetes Grant		93,500
Health Resources and Services Administration Grant		200,00
Total	\$	581,014

ADDITIONAL PARTNERSHIPS

- Halifax Regional provided free annual breast cancer screenings at the Roanoke Clinic in conjunction with the Roanoke Valley Breast Cancer Coalition (RVBCC).
- The Roanoke Valley Community Health Initiative (RV-CHI), funded in part by Halifax Regional, reached a total of 12,940 residents in Halifax and Northampton counties.
- RV-CHI co-sponsored 46 youth, family and community events including monthly Play Days, the annual Family Fest, bike-to-school days and Adventures in Nutrition.
- RV-CHI helped create a new play space in Garysburg, NC, and completed the Map of Play for Northampton County.
- RV-CHI was recognized in statewide publications such as the North Carolina Medical Journal and Tar Heel Nursing.

RECOGNITION

- Halifax Regional was named first in the nation to complete radiography to preserve tissue on a medical examiner's case.
- Halifax Regional achieved The Joint Commission's Gold Seal of Approval® for Patient Safety and Quality of Care.
- Halifax Regional was rated in Consumer Reports for successful surgical outcomes.
- Roanoke Clinic was named a Level 3 Patient-Centered Medical Home (PCMH).
- The Birthing Center® achieved North Carolina Maternity Center's Breastfeeding-Friendly Designation.
- The Joint Care Center achieved The Joint Commission's Gold Seal of Approval for Hip and Knee Replacement.
- The Wound Care Center earned "The Center for Distinction" Award from Healogics by achieving a wound healing rate of 93%.
- Amy Joseph, BSN, RNC-OB, was named one of North Carolina's "Great 100 Nurses" for her compassion, commitment to excellence and drive to provide exceptional nursing care.



A MESSAGE FROM OUR CEO

I'm honored to share with you a report of our progress at Halifax Regional during the past year to fulfill our mission of providing excellent and compassionate healthcare.

In 2017, Halifax Regional extended our relationship with Novant Health System through their shared services called Adept Health. They have continued to support our quality initiatives and help achieve valuable cost savings. We feel this continued partnership will allow us to improve overall quality of care, patient experience and value-based healthcare throughout the Roanoke Valley.

Last year was a year of development for Halifax Regional Medical Center in two important areas.

The first is the recruitment and growth of needed physicians. In most communities in America, the local hospital assesses the community need for the number and specialties of physicians. Then they work to recruit these physicians, sometimes working with private practices that need new physicians. There has been a growing shortage of physicians of all specialties, especially in rural areas. It requires a lot of time and resources to identify physician candidates, interview them and introduce them to the practice and our community.

Last year, Halifax Regional recruited six new physicians in the specialties of general surgery, pulmonology, emergency medicine and hospital medicine. In addition, Halifax Regional began operating two new practices; one is Roanoke Valley Surgical Associates and the other is Roanoke Valley Pulmonology. We will continue to recruit and retain high-quality physicians needed by patients in our region.

The second development last year was our entry into urgent care services, with the expansion of Halifax Works to provide urgent care for not only occupational health clients, but all patients. This reflects the new demand for consumer healthcare services. Higher copays and deductibles by insurance companies create new choices on where and how patients buy healthcare services. Our urgent care center, Halifax Works Healthcare Express, has been extremely well received and provides patients more control over their healthcare needs.

Halifax Regional continues to be a strong driver of value-based healthcare in the Roanoke Valley. Our physicians, staff, volunteers and board of directors understand the needs of our region and are committed to meeting those needs. We are working to transform the health of our community and ask for your partnership in this important and worthwhile initiative. As always, I welcome your feedback and suggestions on how we can better meet your needs as we look forward to being your hospital of choice for years to come.

William Mahone, President & CEO

2017 FINANCIAL REVIEW

Operating Revenue	\$	\$120,725,995
Bad Debt		(15,674,745)
Charity Care		(10,852,559)
Operating Revenue	\$	1,796,962
Net Operating Income	\$	95,995,653

EXPENSES

Salaries and Benefits	\$	49,799,586
Supplies		14,706,856
Depreciation on Building		4,328,346
Other Total Expenses		27,588,945
Total Expenses	\$	96,423,733
Available for Reimbursement	\$	(428,080)

2017 UTILIZATION



Admissions

5,422



Births

653



Surgical Cases

3,755



Emergency Visits

38,793

STRATEGIC GOALS FOR 2018

- Develop priority service lines and high-performing programs to meet the needs of our community
- Enhance our patient-first culture, focusing on high quality and safety
- Improve current financial performance to maximize sustainability and growth investment opportunities
- Align providers with Halifax Regional to drive performance and growth
- Create leaders at all levels of the organization focused on a culture of engagement and alignment