

In the Pursuit of Excellence



Drew Memorial Hospital, Inc
2013 Community Benefits Report

Our Commitment

Drew Memorial Hospital, Inc. (DMH) is a not-for-profit and tax-exempt organization that operates exclusively to serve residents of Drew County and its surrounding communities. Our mission is to deliver excellent healthcare services. For more than thirty-five years, in this location, we have been committed to providing our community with quality healthcare services.

Our community has grown in the last 30 years which has created challenges and opportunities for DMH in the provision of healthcare services for our residents. We continue to systematically expand our range of services and programs in order to meet our community's growing identifiable healthcare needs. Our community has responded with strong and continuing support of our organization. We are fully committed to giving back to the community that supports us. Service to the community is one of our Pillars of Excellence.

The 2013 Community Benefit Report is the executive summary of our community benefit plan and follows the guidelines outlined by the Catholic Health Association of the United States, VHA Inc. and the new guidance from the Internal Revenue Service (IRS). This report is a planned, managed and measured approach that demonstrates how Drew Memorial Hospital, Inc. – its physicians, staff, board, programs and services – responds to the healthcare needs of our community. The 2013 Community Benefits Report provides a review of programs and financial data for fiscal year 2012 (April 1, 2012 through March 31, 2013).

For fiscal year 2012, DMH reported \$475,403.20 in charity care costs, \$274,596.70 in unreimbursed Medicaid, and \$15,009.53 in community benefit programs. The total community benefit expense at cost for fiscal year 2012 was \$16,789.51. The community benefits provided at DMH go well beyond the financial contributions associated with charity care. It is impossible to accurately measure the value of the relationships between individuals, families and the DMH associates that care for them. Though the benefits gained through human interactions, in the process of providing care (caring, listening, teaching, helping, sharing and encouraging) to our customers are intangible, they are the essential foundation for healing.

DMH reinvests all profits back into facilities, equipment, physician and staff training, to continually improve patient care.

Our Vision: Investing in our Community

Our vision is to be the leading provider of quality healthcare services. We strive to meet our vision by pairing with physicians, community and other healthcare organizations to treat injury and disease, as well as, providing preventive and early intervention care to the community. We have six Pillars of Excellence that guide us in achieving our vision for DMH: Safe, Quality Care, Community Service, Customer Service, Financial Stability, Growth, and Employee satisfaction.

DMH Board of Directors

The DMH Board of Directors is comprised of independent community leaders dedicated to providing quality healthcare for our community. The Board of Directors is appointed by the County Judge and serve the community for seven years. The Board of Directors is:

- Jim Searcy, President
- Kelly Koonce
- Carl Lucky
- Wayne Owens
- Dr. Ryan Collins
- Jackie Pace
- Donnie Jackson

DMH Medical Staff

Medical staff privileges, in the hospital, are available to all licensed, qualified physicians as determined through a detailed credentialing process approved by both the active medical staff and the Board of Directors. There are 13 physicians with DMH as of 02/01/2013 with 7 Family Practitioners, 1 OB/GYN and 1 General Surgeon, 1 Ophthalmologist and 1 Radiologist on staff.

Drew Professional Services **870-367-3922**

750 H.L. Ross Drive
Monticello, AR 71655

Cheek, Mark, MD-Surgeon
Shrum, Kelly, MD- OB/GYN

870-367-9700

Monticello Medical Clinic PLC

870-367-6867

906 Roberts Drive
Monticello, AR 71655

Connelly, Jay R, MD
Fakouri, Michael, MD
Nicholson, Tim, MD
Simon, Sylvia, MD
Simon, Tim, MD

Reinhart Family Health Care PLC

870-460-9777

777 Jordan Drive
Monticello, AR 71655
Reinhart, Jeffery, MD

Sheiron Family Practice

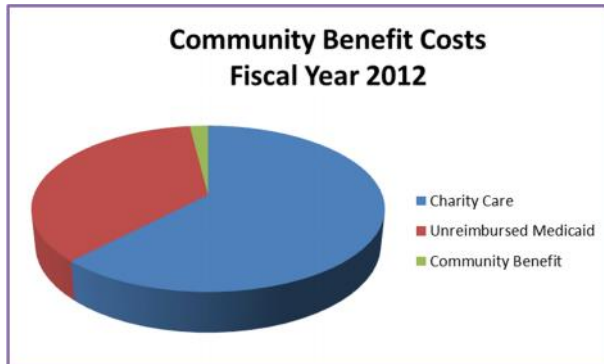
870-367-3246

733 Roberts Drive
Monticello, AR 71655
Sheiron, Sandra, MD

By the Numbers

Charity care is reported as the cost of care provided and does not include uncollectible charges that the hospital recorded as revenue by wrote off due to failure to pay by the patients. For fiscal year 2012, DMH reported \$475,403.20 charity care cost.

Medicaid shortfalls are created when a facility receives payments that are less than the cost of caring for the public program beneficiaries. For fiscal year 2012, DMH reported \$274,596.70 unreimbursed Medicaid.



Community benefit programs promote health and healing or provide, provide treatment, as well as providing preventive and earl intervention care as a response to identified community needs or local public health priorities and meet at one of these objectives: 1) enhances health of community, 2) improves access, 3) reduces burdens of government

or 4) advances healthcare knowledge. The cost of community benefit programs at DMH for fiscal year 2012 was \$15,009.53 direct cost.

Patient Financial Assistance Policy

DMH provides financial assistance to Drew County residents who meet the established eligibility requirements. At DMH, our guidelines indicate that **“medically indigent”** care is for a family who has an income that does not exceed 225% of the current Federal Poverty Guidelines (FPG) of the United States Department of Health and Human Service. However, a family that has unusual financial circumstances may qualify for charity care with a reduced patient liability.

The financial assistance policy and application is available at drewmemorial.org. DMH has experienced financial counselors to assist patients and their families with billing questions. Our financial counselors are also able to assist patient and their families with applications for federal, state, and local programs including Medicare, Medicaid and local medical assistance programs for which they may be eligible. To arrange an appointment with one of financial counselors, call 870-460- 4861 (8 a.m. – 6 p.m., Monday through Friday) or contact us via drewmemorial.org or mail inquiries to Drew Memorial Hospital, Financial Counselor, P.O. Box 348, Monticello, AR 71655.

Billing Services

DMH provides price estimates in advance of services and treatment at a patient’s request, In addition, our goal is to ensure that our medical bills are accurate and easy to understand. We are committed to finding ways to help every patient pay the portion of their bill they are responsible for without experiencing an overwhelming financial burden. Billing statements include information about how to contact financial representatives and arrange payment plans. If an individual has questions regarding

costs associated with services at Drew Memorial Hospital, Inc., they may contact financial counseling at 870-460-4861 (8 a.m. – 6 p.m. Monday through Friday).

Community Service Partnerships

As a founding and permanent member, DMH has actively participated with the Drew County Health Coalition for 13 years. This coalition is a county level organization with an executive committee of seven members. The executive committee members are comprised of county government, state government, services providers, corporate professional services and other community residents.

DMH collaborates with **Hope Place**, a non-profit, tax exempt organization that provides health support, education and guidance to any women or family facing a pregnancy decision. DMH also collaborates with **Hospice Home Care** and **Monticello High School EAST Program** to raise money for the **Susan G. Komen Foundation** which provides education, heightened awareness, early screening, diagnostic procedures and treatments for medically underserved women of Drew County. DMH serves in collaboration with the **Drew County Health Department** prior to flu season to educate and provide flu vaccine to Drew County residents. The **Drew County Health Department** partnered with DMH for a Senior Health Fair, in 2012, that provided education, blood pressure screenings, diabetic screenings and smoking cessation. Because of the rural nature of southeast Arkansas, DMH has also partner with **Bradley County Health & Fitness Expo** and **Lincoln County Health Fair** providing education and screening exams to surrounding county residents. DMH also partners with the **Relay for Life** through the **American Cancer Society** to provide education and heightened awareness of cancer and its effect on the patient and family, as well as, encouraging early screening exams for Drew County Residents. **Life Share Blood Centers** have partnered with DMH for numerous years to collect blood and blood by products to service Drew County and its surrounding communities.

DMH serves on the Board of Directors for the **Drew County Chamber of Commerce**. The Drew County Chamber of Commerce is responsible for Business Development, Promotion and Advertising, Community Recognition, Special Events, Economic Development, Leadership Development and Education with Drew County Small Businesses.

DMH is involved with state and county government agencies including Arkansas Department of Health and Human Services, Arkansas Hospital Association, Arkansas State Police, Drew County Sheriff's

Department, Monticello Police Department, Arkansas Department of Emergency Services, Options, Inc., Monticello Public Schools and Drew Central Public School System.

DMH works with national agencies which have local Chapters including the American Heart Association, American Red Cross, March of Dimes, American Stroke Association, American Cancer Society, American Diabetes Association and Salvation Army.

Our Mission: Improving Community Health

Beyond our hospital's commitment to providing medical care to all persons, regardless of their financial status, we endeavor to provide services and programs focused on educating the public and improving

the health status of our community. As a not-for-profit organization, our commitment remains firm despite the fact that some of these services and programs are provided at a financial loss.

In 2010, our hospital conducted a community health needs assessment in collaboration with **National Center for Rural Health Works Oklahoma State University and Center for Rural Health** and **Oklahoma Office of Rural Health** and assistance from **Community Health Needs Assessment, National Advisory Team**.

The health needs assessment provides a snapshot of our community in the area of demographics including: population, economics, education, housing, labor, transportation and public assistance, as well as, providing five year trend data measuring mortality and hospital morbidity rates by disease states, select notifiable disease and maternal/infant health. The information contained in the needs assessment is compiled from reports obtained from Arkansas Division of Public Health, U.S. Census Bureau, Centers for Disease Control and Prevention, The Arkansas Department of Health and Human Services, and the U.S. Department of Health and Human Services' Healthy People 2020 objectives are also included in the Health Status Report.

In addition to the published report, our steering committee assisted DMH to identify 11 community health needs for Drew County:

- ✚ More Specialists
- ✚ Continue to Expand Healthcare Provisions
- ✚ Stroke Program for DMH ***
- ✚ Transportation for the Elderly (Transport Van) ***
- ✚ Medicaid Office at DMH for Accessibility
- ✚ Education for Residents in Prevention of Poverty
- ✚ Grants for Projects (United Community)
- ✚ County Smoking Cessation Program ***
- ✚ Safe Driving Course from Arkansas Children's Hospital ***
- ✚ Immunization Clinic
- ✚ Autoimmune Assistance (Dr. Alsebi)

***DMH will be focusing on four areas of concern voiced from the Steering Committee: 1) Transportation for our patients; 2) County Smoking Cessation Program; 3) Safe Driving Course; 4) Stroke Program.

The community benefit plan will be updated every three years. This plan describes how the hospital and support facilities address identified community health needs. Each year programs will be evaluated for efficiency, effectiveness, outcomes and community collaboration. Then, administration prioritizes how the organization meets community needs through department budgeting for each community benefit program. DMH's Community Health & Wellness Committee is tasked with building the 2013 DMH Community Benefit Report and will update the plan every three years, in accordance with the IRS. The plan is then reviewed and approved by the Management Counsel and presented to the DMH Board of Directors for input, review and approval.

Drew Memorial Hospital – The Facility

Drew Memorial Hospital – (DMH) is a 49 bed acute care facility located at 778 Scogin Drive, Monticello, Arkansas. DMH serves the residents of seven counties: Drew, Bradley, Ashley, Lincoln, Desha, Chicot and Cleveland County for over 35 years at our current location. There are five cities located in Drew County: Tillar, Monticello, Jerome, Wilmar, Winchester. Drew Memorial Hospital is centrally located on the outskirts of Monticello, Arkansas. Surrounded by five critical care access hospitals within 30-45 minutes, DMH stands out as the **5th leading employer in Drew County**. DMH serves a population of over 200,000 people in Southeast Arkansas.

At Drew Memorial Hospital, we dare to dream big dreams; we will accept nothing but the best of Health, for the people we serve. Our goal is to “improve the overall quality of life for our community and the people we serve throughout southeast Arkansas”. We do this by exceeding all customer expectations for medical service, providing top notch physicians, outstanding hospital employees, and volunteers: all who meet and exceed the highest standards of world class quality service.

Drew Memorial Hospital is currently expanding to meet the healthcare needs of our citizens and the region. As we move into the 21st century, Drew Memorial Hospital will meet the needs of our community by adding the latest technology, completing our building modernization and expansion program, growing our physician staff and adding new services- all part of an organization that “ puts the patient first” providing safe quality health care and world class customer serviceOur competitive advantage is superior quality and customer service excellence.

Drew Memorial Hospital has successfully completed **Phase I** of its \$40 million modernization plan in the Spring of 2012. The \$14 million dollar expansion included **49 state of the art Inpatient suites** and an **Allied Health Building** with a **Cancer Care and infusion Center**, a **4 bed Sleep Disorder Center**, a **Outpatient Geriatric Psychiatric Center**, and a **Rehabilitation Center**.

Drew Memorial Hospital is excited to move to **Phase II** of our modernization plan to be completed in 2014. **Phase II** is a \$16 million expansion that includes a new state of the art **Surgery Center** with three (3) operating rooms and one (1) special procedure room. Along with the surgery center, DMH will be building a twenty (20) bed **Inpatient Geriatric- Psychiatric Unit**.

At Drew Memorial Hospital, the **Emergency Department (ED)** features seven patient rooms, with nine (9) beds that include a trauma and cardiac room. We are equipped to care for emergent medical needs with a knowledgeable, caring staff. Our medical & nursing staffs are educated in Advanced Cardiac Life Support, Trauma Nursing, Pediatric Advanced Life Support, and Neonatal Resuscitation.

Our ED has access to support and diagnostic services including: laboratory, respiratory, and radiology with referrals to physical therapy, home health, dietary, education and community psychiatric services. We have a general surgeon and an obstetrical/gynecologist available on call in emergency situations. DMH also partners with **UAMS** for the **AR SAVES, Stroke Program**. Twenty-five percent of the admissions to the facility are referred through the ED.

Our ED physicians are available 24 hours a day, 365 days a year and are committed to providing quality care for emergency medical needs. No one requiring emergency care is denied treatment. The total number of patients seen in the emergency department was 9,784 for fiscal year 2012.

At Drew Memorial Hospital, the **Labor & Delivery Department** features four (4) Labor/Delivery/Recovery (**LDRs**) rooms. Our knowledgeable and supportive staff is available to offer outstanding services to all obstetrical and newborn patients. We deliver 310 babies each year. Our medical staff includes: Dr. Julia Nicholson, Dr. Jeffrey Reinhart, and Dr. Kelly Shrum. With the addition of two nurse anesthetists, our support team is growing to meet the needs of our obstetric clientele.

Our new **Cancer/Blood/Infusion Center** was completed in Phase I of DMH's Modernization & Expansion Plan. The Cancer Center is an eight chair, multidisciplinary center offering all aspects of cancer care in one location. From counseling for cancer prevention and screening to diagnosis of cancers and treatments. Our team combines clinical excellence with compassionate care.

Our new **Outpatient Geriatric Psychiatric Center, Transitions**, is a premier provider of outpatient counseling services designed especially for senior adults. Our program offers services during the day which allows patients to return to their homes in the afternoon. We provide three group therapy sessions that incorporate fun and friendliness while discussing life's victories and challenges. A relaxed, comfortable environment is provided where patients are encouraged to achieve their individualized treatment goals. All participants are served a warm and delicious lunch. Services are approved and monitored by a Physician.

Drew Memorial Hospital Rehabilitation is the premier provider of physical therapy, occupational therapy, and speech therapy across southeast Arkansas. For pediatrics to geriatrics and everyone in between, we provide outpatient, inpatient, and home health services. Our patients can be confident they are putting their body and health in the hands of some of the most caring, qualified, experienced, and progressive specialists in the field of rehabilitation, fitness and performance. We have physical, occupational, and speech therapists with over 20 years of experience. DMH has recently added a 5000 square foot rehabilitation center with state-of-the-art equipment and facilities to assure your satisfaction.

Drew County Residents

Drew County is located in southeast Arkansas and in 2011, 54% of the county population was rural. This is the largest county in the state of Arkansas by land mass (828.18 square miles of land mass) with a population of more than 17,369 residents in 1990. The Rural Hospital Performance Improvement Project/Mississippi Delta Project projected population will increase by 18% in 2015.

Drew County was formed in 1846 and named for Thomas S. Drew who served as Governor of Arkansas from November 1844 to 1849. Monticello serves as the county seat. The landscape of Drew County is rich, flat, delta farmland in the eastern half and rolling hills in the western half. Sixty of its buildings are on the National Register of Historic Places. The economic base for the county is the timber industry, manufacturing of boats, carpets, furniture, and by other service industries. A branch of the University of Arkansas is located in Monticello. Bayou Bartholomew, the longest bayou in the world, runs the length

of the eastern side of the county. As of the 2000 census, Drew County had a population of 18,723 residents.

At DMH, we believe that Drew County residents from all life stages, racial, ethnic, gender or economic groups deserve quality healthcare. The population has become more racially and ethnically diverse with representation from across the nation and around the world. In 2010, the U.S. Census Bureau estimated the Drew County population to be 68.8% non-Hispanic whites, 27.8% non-Hispanic blacks, 2.5% Hispanic and .09% other. There has been a 38% increase in the Hispanic population in Drew County from 2000-2010.

Overall, Drew County has a young population with the median age of the total population in 2010, 36.9 years of age. In 2010, 59.33 percent of Drew County's population was under the age of 45, 25.9 percent was between the ages of 46-64 and 14.8 percent was over the age of 65.

The Drew County Public School system includes two school districts and other educational facilities. Of the Drew County population age 25 or older, 17% have not completed high school or passed the General Education Development test (GED). With a 7% dropout rate in Drew County and 2% non-English speaking population, Drew County has a 15.6 percent illiterate population. Fifty-six percent of the Drew County population have had some college, with 19.4% achieving a bachelor's degree or higher.

According to the Centers for Medicare and Medicaid Services, the average number of Medicaid recipients in 2010 were 30.34 percent or (2,722 residents) of the county's population.

The lack of health insurance coverage is a significant barrier to accessing needed healthcare. In 2010, 32 percent of Drew County residents were without health insurance, 17 percent of the adult population in Drew County was without health insurance, compared to 21.3 percent of adult Arkansans without health insurance according to the CDC Behavioral Risk Factor Surveillance System. Fifteen percent of Drew County's children were without health insurance in 2010.

The U.S. Census Bureau's American Community Survey 5-Year Estimates for 2006-2010 provided a representation of average characteristics of the population. From these surveys, the following information has been made available about the Drew County residents.

- ✚ In 2010, the median household income was \$32,558 annually. Adults with household incomes less than \$35,000 are less likely than those with higher incomes to have health insurance.
- ✚ According to the U.S. Census Bureau and the Monticello Chamber of Commerce, 4,368 Drew County residents live at or below 200 percent of the poverty level.
- ✚ There were 7,337 households in Drew County. The average household size was 2.46 with 48.7 percent of households being single-parent households.

- ✚ Of the residents of Drew County, the percentage of foreign born persons has risen from 1.7% to 3.5% from 2006 to 2010. Along with this increase of foreign born person, the percentage of residents that speak a language other than English at home rose from 2.4 percent to 3.5 percent.
- ✚ Eight-nine percent of the population, sixteen years of age and older are in the labor force, with a 10.9 percent unemployment rate.
- ✚ For those who commuted, the average travel time to work was 22.2 minutes. Eighty-two percent of the labor force drives to work alone.
- ✚ Seventy-nine percent of the population in Drew County is a licensed driver. In 2011, there were 14,697 licensed drivers in Drew County.

Identified Community Health Needs

Health needs for our community are assessed using hospital morbidity data associated with the leading causes of hospitalization (not including emergency department visits) from the CPSI database. We also assess the leading causes of premature death because these statistics evaluate many health issues that may be preventable and occur in individuals below the age of 75. By combining these data sources, DMH has identified community health needs and provides healthcare services to address diseases and behavioral risks associated with these conditions, as well as, health services for other disease states.

In our organization, some identified health needs have more programs than others. The top ten leading causes of death in Drew County for the years 2004-2007 were cardiovascular disease (heart conditions and strokes), cancer, unintentional injuries, chronic lower respiratory diseases, (asthma, COPD, flu and pneumonia), diabetes mellitus, Alzheimer’s disease and septicemia. We have long-standing community education available at DMH for Diabetes Mellitus. With the expansion of services possible related to our 2012 Modernization and Expansion Plan, DMH has organized educational opportunities for cardiovascular disease (CHF support Group) and cancer (Cancer Support Group) and partnerships with American Cancer Society, Arkansas Department of Health for cessation of smoking program.

With the Modernization and Expansion Plan looking forward to the needs of our service population, DMH is currently progressing with a \$16 million surgical care center and 20-bed Gerio/Psych Unit.

The leading causes of hospitalization in Drew County from 2007-2011 that corresponded to the leading causes of death were respiratory diseases, #1 cause; cardiovascular diseases #5 cause; diabetes mellitus #7 cause; cerebrovascular disease, #9 cause and cancer, #10 cause of hospitalization. The #1 leading cause of hospitalization in Drew County is pregnancy (antepartum and childbirth). Community education for obstetric patients has been an established benefit delivered by DMH. The Education Department provides childbirth classes, breastfeeding classes, infant CPR and first aid.

Rural Hospital Teleconferences also provides community outreach events, continuing education for physicians, nurses, pharmacists, and other healthcare professionals.

Our Values: Service to the Community

A hospital service meets and identified community need if it is reasonable to conclude that if the hospital no longer offered the service, the service would be unavailable in the community. The community's capacity to provide the service would be below the community's need; or the service would become the responsibility of the government or another tax-exempt organization.

In our community, we have found the most effective way to meet the needs of providing community health education, self-help, preventive health and wellness programs, health screenings and support groups is by providing these services at community health fairs, one-on-one, and schedule appointments with the education nurse.

Discharge planning begins at admission with a licensed RN serving as case manager for our patients. Our goal is to meet the need of our patients both within the hospital setting and at home. Our case managers work closely with the patient, family, nurses and physicians to insure the best outcomes for our patients.

The AR SAVES, Stroke Program is located in the Emergency Department and Intensive Care Unit at DMH and is certified through UAMS with teleconferencing ability, at the bedside (24 hour/365 days a year), by qualified neurosurgeons from UAMS in Little Rock, AR.

DMH's Diabetic Education program provides both inpatient and outpatient services at DMH. The education nurse schedules appointments for outpatients to either come to the hospital for training and/or goes to the home, depending on the patient's needs. Outpatient services include an American Diabetes Association accredited diabetes education program. In addition, insulin pump training, nutrition, weight management consultations are offered. The education nurse is a registered nurse with access to a registered dietician who is a certified diabetes educator. As a resource to the community, the center strives for adequate access to and excellence in diabetes and nutrition education that positively impacts lives. The education department maintains partnerships with physician, community groups, and other hospital departments to insure the best diabetic training to our clients.

The UAM Mobile Unit is a mobile mammography unit that provides low cost breast health screenings throughout Drew County. The unit distributes educational literature and provides a video on breast care to help further the education and awareness among the participants. Working together with the breast health program, the UAM Mobile Unit participates in health fairs and travels to underserved areas throughout Drew County and surrounding areas. This service addresses the need of accessibility and prevention by providing screenings to those who otherwise would not have had access to regular testing.

DMH also offers a yearly health fair with discounted mammograms and PSA testing to county and surrounding area residents. During the yearly health fair, literature for cancer, diabetes, blood testing

for hyperlipidemia and obesity are addressed. Participants receive information from licensed nurses; have the blood pressure checked, weight and BMI assessed and instructions for any abnormal findings.

Cancer Center's mission is to offer the citizens of our community compassionate cancer care in partnership with our patients and physicians through a network of integrated services and programs promoting the delivery of health and wellness. The Oncology nurse followed 178 patients through the new DMH Cancer/Blood/Infusion Center.

DMH expanded square footage and equipment to the new Rehabilitation Department that provides cost effective care that will restore strength, mobility and function in order to facilitate a safe return to the client's daily activities. The highly-qualified staff of physical, speech and occupational therapists offers comprehensive assessment and treatment of all types of physical injuries and diagnoses. Specialty programs include orthopedic/sports medicine, senior wellness, ADL training, pediatrics, hand therapy, neck/back rehab and home health. Customized treatment plans are designed to address the specific needs of the individual.

The Wound Treatment Clinic is an outpatient program at DMH that is dedicated to the treatment of both acute and chronic non-healing wounds. The center's specialized approach to wound management integrates current assessment, treatment, technology and education to develop a plan of care that is individualized to each patient's needs. The center had 2,119 visits in fiscal year 2012. This service addresses identified needs to increase care and education about a variety of wounds and the need to avoid further and unnecessary complications through proper wound care.

The Education & Quality Departments coordinate health professional educational training for the hospital and clinics. Our organization is presently associated with 7 academic institutions including: University of Arkansas at Monticello, UAM Vocational School at McGehee, UAM Vocational School at Crossett, SEARK , UAMS Medical School, SEARK at JRMHC, School of Radiology, SouthArk Community College, Eldorado, School of Phlebotomy. The education department also serves the community through CPR classes, First Aid classes and partnership with county health departments and schools.

Volunteering and Philanthropy

The DMH Ladies Auxiliary had more than 39 volunteers supplying 11,157 donated hours of staff support annually. While the organization doesn't count volunteer monetary contributions as community benefit, the efforts of this group demonstrates how community members utilize the hospital as a vehicle to connect with and contribute to individuals and the overall community.

The Southeast Arkansas Health Foundation (SEAHF) is a not-for-profit philanthropic organization that supports Drew Memorial Hospital. The SEAHF activities are governed by a Board of Directors, consisting of eleven volunteers who serve terms of three years. The Foundation employs one Director. The Foundation raises money for Drew Memorial Hospital's capital equipment purchases and expansion needs.

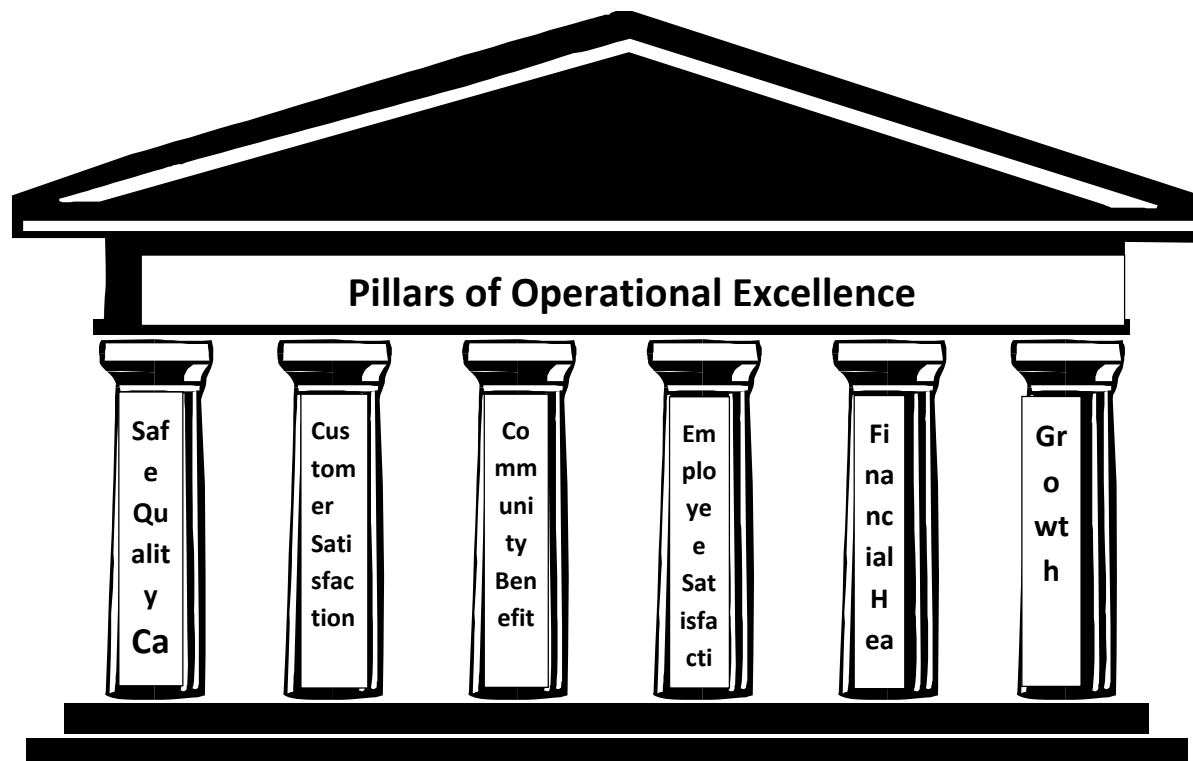
Conclusion

Drew Memorial Hospital is committed to transforming healthcare in our community. We continue to provide the quality of care and clinical excellence that this community has come to expect and strive to identify and plan for future needs.

The healthcare needs of the community continue to evolve with our changing demographics, and as an organization, we continue to adjust to meet these needs. DMH provides a wide range of services, to meet medical needs, whether wellness based services, acute illnesses or chronic conditions.

Patient safety and quality care are of the utmost importance and DMH has increasingly implemented measurements and systems to ensure these meet the highest standards in the nation. As DMH continues to face the financial challenges of operating a growing healthcare system with ever changing pressures of socioeconomic and governmental influences, we strive to be proactive.

Our community benefit plan continues to detail programs, while making the necessary adjustments in our reporting structure to meet the new documentation requirements of the IRS. Our community has grown in the last decade which has created challenges and opportunities for DMH. We continue to systematically expand our range of services and programs in order to meet our community's growing needs.



DMH's Management Counsel and Staff use the Pillars of Operational Excellence to guide decisions for the daily operations of our patients, hospital and its staff.

Notes

