

# Annual Report to the Community 2021



HOUSTON HEALTHCARE

## Message from Our CEO



During the last two years, the heroes of Houston Healthcare have exhibited great teamwork, passion, and resilience.

Since the beginning of the COVID-19 pandemic, teamwork has been the hallmark of Houston Healthcare's response. The entire staff rose to the occasion and performed valiantly throughout the pandemic. Whether it was the clinical staff working hard, long, and stressful hours, the support staff doing whatever needed to be done to supplement the mission, the medical staff stepping into new roles and delivery models, or the Incident Command Center, Houston Healthcare collectively rose to the occasion and proudly took care of the community during the pandemic.

It took teamwork to successfully treat patients in non-traditional areas of the hospitals just to keep up with unprecedented patient volumes. Teamwork to spark creative solutions, such as turning recovery rooms into ICUs if needed and flexing non-elective surgeries to the ambulatory surgery center to meet patients' needs—all done in real-time over the past two years.

While teamwork has been the backbone, passion has been the fuel. To do what we have accomplished as an organization over the past two years in the face of this pandemic has taken heart and more than a little passion from every staff member at Houston Healthcare. From the stressful nature of the situation to the toll it took on the hospitals and the teams, without heart and passion, I don't believe we would have it made through the multiple COVID surges. But through it all, our people handled the surges professionally and passionately.

Resilience is the soul of Houston Healthcare. The strength of our employees and our physicians in the face of daily challenges for the past two years has been awe inspiring and incredibly humbling to watch. Their ability to work together and their dedication to our patients—some while facing their own adversities—speaks volumes.

As we transition as a community back into a sense of normalcy, there remain real challenges within the healthcare industry and Houston Healthcare is no different. As we have done during the pandemic, Houston Healthcare is poised for success due to our continued focus on our mission of improving the healthcare of the communities we serve.

*Charles Briscoe*

Charles Briscoe  
President and Chief Executive Officer

### Our Mission

*To improve the healthcare of the communities we serve by providing patient-focused, high quality, cost-effective services while promoting health and wellness.*

### Our Vision

*"A caring health system dedicated to excellence - today and tomorrow."*

### Our Values

**Respect** - entails a high regard for worth of each person. It gives everyone a voice and promotes teamwork.

**Integrity** - promotes honesty and straightforwardness in dealing with each other in attempting to make our system work to its full potential.

**Service Innovation** - encourages creativity in seeking continuous quality improvements and in meeting customer requirements.

**Excellence** - fosters constant, continuous striving for quality service in duty and work done.

## Connecting People, Community and Care.





## Ways We Benefit Our Community

- Athletic Trainer Program** 952 student athletes  
*Spring Sports Physicals, Saturday Sports Clinics, community events, and sports medicine education*
- SeniorCare Program** 2,150 senior contacts  
*Ongoing exercise and health education*
- Perinatal Coalition** 28 female contacts  
*Case management and interpretation services for non-English speaking women with high risk pregnancies, gestational diabetes and case management*
- Childbirth & Baby Education** 565 family member contacts  
*Education classes on early pregnancy, breastfeeding, older sibling roles, childbirth education, grandparenting, and baby care*
- Diabetes Education** 1,008 contacts  
*Self-management education and support*
- Community Health Improvement** 3,141 contacts  
*Glucose and blood pressure screenings, influenza immunizations, community and industrial health fairs, vulnerable population outreach, and health education*

## Financial Report

### Annual Stats for 2021

Admissions (excluding newborns)	14,732
Patient Days (excluding newborns)	73,668
Emergency Department Visits	65,776
Births	1,879
Surgeries & Endoscopies	14,733
Med-Stop Visits	70,679
EMS Trips	25,751
Employees (Full & Part-time)	1,959

### Financial Report for 2020 (audited)

Net Operating Revenue	\$302,488,000
Expenses	\$317,280,000
Net Operating Margin	\$(14,792,000)
Non-Operating Revenue	\$17,754,000
Excess of Revenue	\$2,962,000
Indigent, Charity Care & Implicit Price Adjustments at cost	\$21,257,619

## Community Organizations and Partners

### Including, but not limited to:

- Alzheimer's Association
- American Red Cross
- Central Georgia Technical College
- Habitat for Humanity
- Houston County Volunteer Medical Clinic
- Kids and Pros
- Middle Georgia State University
- Museum of Aviation
- Rainbow House Children's Resource Center
- United Way of Central Georgia



## Our Family of Services

Houston Medical Center • Perry Hospital • Houston Heart Institute • The Surgery Center • Pavilion Diagnostic Center • Pavilion Family Medicine Center • Pavilion Rehab Center • Bonaire Med-Stop • Lake Joy Med-Stop • Pavilion Med-Stop • EduCare • Health Connections Cardiac & Pulmonary Rehab • Physician Referral & Health Information

*Working Together*

## Board of Trustees



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**HOUSTON HEALTHCARE**

[www.hhc.org](http://www.hhc.org)

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Houston Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION: Language assistance services, free of charge, are available to you. Call 478-975-5662 (Houston Medical Center) or 478-218-1635 (Perry Hospital).**

*Spanish:* ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llamen al 478-975-5662 (Centro Médico de Houston) o 478-218-1635 (Hospital de Perry).

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