

ANNUAL REPORT OF COMMUNITY BENEFIT

2010

Reaching Out. Reaching You!



2009 Community Benefit Financial Summary

Subsidized Health Services.....	\$ 8,509,953
Charity Care.....	\$ 2,587,358
Community Health Services.....	\$ 491,153
Public Programs.....	\$ 4,036,356
Financial Contributions.....	\$ 94,718
Medical Education.....	\$ 596,394
Total Benefit.....	\$16,315,931
Payroll.....	\$67,800,000
Capital Investment.....	\$ 7,300,000
Total Purchases.....	\$30,000,000

NOTE: Hays Medical Center is a non-profit company and as such is required to reinvest any budget surpluses back into the organization to improve the level of services that it provides to the community.

Hays Medical Center Board of Directors

Nancy Curtis, Chair
 Dennis L. Bieker, Secretary
 Kenneth L. Beran, Treasurer
 Darrell D. Werth, MD
 Gene Argo
 Daniel F. Schippers
 Tom McDonski, MD
 Jim Black, DO
 Gary Sherman
 John Lloyd, MD
 January Fields, MD
 Ross Buckles, DO
 Jayme Clarke
 Sharon Dreher
 John H. Jeter, MD, President & CEO

Executive/Administration Team

John Jeter, MD – President/CEO
 Ken Lindsey, MD – Chief Medical Officer
 Dale Montgomery – VP/Support Services
 William Overbey – VP/Chief Financial Officer
 Jodi Schmidt – VP/Chief Development Officer
 Terry Siek – Chief Nursing Officer
 Bruce Whittington – VP/Human Resources
 Bryce Young – VP/Chief Operating Officer

Medical Executive Committee

John Lloyd, MD – Chief of Staff
 Ross Buckles, DO – Chief Designate
 Kurt Rider, MD – Secretary/Treasurer
 January Fields, MD – Past Chief of Staff
 Jeff Henry, MD – Member-at-Large
 Gary Benton, MD – Member-at-Large
 Sharon Ouster, MD – Medicine Department Chair
 Abdul Ahad Hakeem, MD – Surgery Department Chair
 John Jeter, MD – President/CEO
 Kenneth Lindsey, MD – Chief Medical Officer
 Terry Siek, RN – Chief Nursing Officer
 Gina Bangsil, Medical Staff Office/Recorder

To Those We Serve,



*John H. Jeter, MD
President & CEO*

Hays Med has always put a high priority on reaching out and giving back to the community it serves. We have invested in community health services, partnerships with other organizations and public programs to meet the healthcare needs of the area.

Each year we devote our resources to reaching out into the community with services and support programs that maintain and improve the quality of healthcare here and in the region.

One of the fundamental cornerstones at Hays Med is this commitment to our community. We maintain this commitment collectively as an organization and individually in our personal contributions.

All of our endeavors at Hays Med are designed to support our mission: To Help People Be Healthy. Our activities, programs, relationships with other hospitals – and even our campus transformations – are dedicated to achieving excellence in patient care both for the community we serve locally and the communities we serve regionally.

We are very proud of our successful efforts in reaching out to you, the community, with these services. We consider it a privilege to serve you and to play such a vital role in improving the health of area residents.

Patient Care

Number of patients visiting their primary care physician or specialist at Hays Med (total clinic visits)

131,235

Number of patients receiving outpatient care, outpatient procedures

166,480

Number of patients admitted to Hays Med

6,605

Number of Patients seen at the Dreiling/Schmidt Cancer Institute

2,064

Number of Patients who were seen at DeBakey Heart Institute

3,118

Number of Patients who were seen in the Emergency Room

13,016

Number of Births at Hays Med

723

ON-GOING COMMUNITY INVOLVEMENT



Cancer Support



Cancer Council of Ellis County

Each year the Dreiling/Schmidt Cancer Institute at Hays Med contributes monetarily and participates in Cancer Council events such as the Day of Caring, skin cancer screenings and distribution of nutritional supplements.

American Cancer Society

The Dreiling/Schmidt Cancer Institute serves as the hub for Ellis County and Western Kansas for services of the American Cancer Society. Staff helps register patients and coordinate programs such as mileage reimbursement, wigs/head coverings and nutritional supplement distribution. Each year the Dreiling/Schmidt Cancer Institute is a corporate sponsor for the local Relay for Life.

Cancer Support Group

The Dreiling/Schmidt Institute hosts a monthly support group for cancer patients and their families. These sessions are designed to help those with cancer cope and aid them in the recovery process.

Look Good, Feel Better

A special session that assists women undergoing cancer treatment learn to cope with the appearance-related side effects of treatments and regain a sense of control over their lives. Sessions are held monthly at the Dreiling/Schmidt Cancer Institute by the American Cancer Society.

Midwest Cancer Alliance

The Dreiling/Schmidt Cancer Institute is a member of the Midwest Cancer Alliance (MCA). The MCA affiliation allows patients to participate in clinical trials. The overall goal is that a patient's entire cancer needs can be met at the Institute.

Community Events



Monthly Blood Screens

The Hays Med Volunteers coordinate convenient, monthly blood screens. Nearly 3,691 community members participated in these screenings last year.

Drive Thru Flu

Each year the Hays Medical Center Foundation provides free flu shots to the community. This year 1,102 people received their flu vaccinations courtesy of the many volunteers from Hays Med.

Be Our Guest

Working with a local motel, Hays Med contributes significantly to the cost of accommodations for patients and their families when they are having an outpatient test, procedure or inpatient visit.

Wild West Fest

One of Hays' most well known festivals provides entertainment and fun for families in the Hays and Northwest Kansas area. Held on multiple days during the 4th of July this festival has grown every year. Hays Med continues to be a part of the main sponsorship for this event, funding toward the fireworks display in hopes of reducing fireworks-related injuries.

Ellis County Fair

Nothing is more indicative of summer than the local county fair. The Ellis County Fair has been providing entertainment for families for generations and Hays Med is a proud sponsor of healthy activities through Farm Day events.

Community Thanksgiving Dinner

The annual community Thanksgiving dinner has become a traditional part of the holiday season. The Ministerial Alliance and many groups in Hays come together to help support this worthwhile event. Hays Med contributes annually to this cause.

United Way of Ellis County

As the largest consistent contributor to United Way, Hays Med presented the group with a \$60,461.66 check for their contribution. The majority of the money is raised internally through Associate-driven contests and a hospital-wide contribution campaign.

Special Olympics

Hays Med provides manned first aid stations and supplies for the tournament and has been a proud supporter of the event for more than 20 years.

Fitness/Lifestyle



Healthy Cooking Seminars

Healthy Cooking classes are held monthly at the Center for Health Improvement. The dietician presents programs and introduces foods and food preparation methods that contribute to a healthy lifestyle. In addition, many classes focus on food preparation for disease management.

Community Health Presentations and Field Trips

The staff at the Center for Health Improvement conducts healthy lifestyle presentations for various businesses, organizations and schools in the community. Field trips scheduled throughout the year offer tours of the facility, healthy lifestyle presentations and organized activities.

Healthy Hays 2010

Each month the Community Support Committee at Hays Med publishes a list of free activities and tips to promote health and wellness for a more active lifestyle.

Pound Plunge

The third annual Pound Plunge was held last year with overwhelming response from the community. A total of 351 teams comprised of more than 1,400 people competed to lose weight. There were weekly activities, nutrition tips and the Center for Health Improvement was open several hours every week for participants to use. In the end a total of 12,200 pounds were lost by the group.

Stepping Out Physical Activity

The Center for Health Improvement coordinates the annual Stepping Out program whose goal is to promote an increase in physical activity levels in all ages. Hays Med provided pedometers to 1,956 area residents, who in turn logged their steps for one week. Hays participants logged 68,090,405 steps. For the fourth year in a row Hays Med was nationally recognized for their participation in this event.

Bark in the Park

The Center for Health Improvement, working with the Humane Society of the High Plains, sponsors the annual Bark in the Park. The event, held at the Fitness Trail at Hays Med, helps increase awareness of the benefits of physical activity for pets and their owners.

Non Smoking Campus

Hays Med continues to be an entirely smoke free campus. As a healthcare facility we have a responsibility to promote healthy lifestyles. Eliminating all the smoking areas on the campus also eliminates exposure to second hand smoke chemicals.

Grief Support



Living Through Grief

Hospice and Palliative Care at Hays Med provides this free six-week grief support system for any adult experiencing the death of a loved one. Topics include the myths of grief, denial, depression, anger, funerals, rituals, holidays and reconciliation.

OB Memorial Service for Families Who Have Lost An Infant

The OB Department at Hays Med, along with the Healing Hearts Support Group of Hays, hosted a memorial for families who had lost a child. A special ceremony and reception was conducted in remembrance of the families' little angels.

Hospice Training

Each year Hospice provides training for people who wish to become volunteers. Hospice Volunteers provide the many facets of physical, social, psychological and spiritual care that make Hospice special.

Hospice Grief Information – National Broadcast Program

Each year Hospice hosts a national satellite program on loss and grief. These programs bring current perspectives on dealing with loss and grief and provide the local audience access to nationally known speakers.

Health Education



Diabetes Solutions

With diabetes on the rise, the key to treatment is controlling the disease. Diabetes Solutions was developed to educate patients so they can take care of themselves better. Monthly 8-hour sessions are held so patients and their caregivers can learn proper coping strategies to live better lives with diabetes. Prior to its launch the closest education of this type was several hours away.

Health Information Please

Providing access to physicians to answer listener's questions, Hays Med is the sponsor of the popular radio program on KAYS in Hays and on KVGB Radio in Great Bend and the surrounding areas.

Mass CPR

Seventy-five to 80 percent of all sudden cardiac arrests happen at home, so knowing how to perform CPR can mean the difference between life and death for a loved one. The Debakey Heart Institute and Hays Medical Center Foundation sponsor a yearly CPR Training for the public. Last year the event, utilizing certified trained staff and volunteers, trained 185 people on how to administer CPR.

Smoky Hill Public TV Doctors on Call

Hays Med helps underwrite the Smoky Hills Public Television 'Doctors on Call', a live call-in show where medical questions are answered by a panel of Kansas medical professionals.

Community Health Library

The Center for Health Improvement provides the community with the tools to increase their awareness about the positive aspects of physical activity. The library contains information on healthy habits, disease management and achieving lifelong wellness. A computer is available for public use to research health topics.

Medical Recruitment



Recruitment of Health Professionals

Hays Med continues to successfully recruit health professionals and maintains two full time staff who are continually working to bring in highly skilled physicians, nurses, technicians and other healthcare professionals to practice here.

Nightingale Experience

In collaboration with FHSU Nursing Department, high school students interested in nursing are given the opportunity to attend a nursing lab educational experience, spend a night in a college dormitory and a day shadowing with nursing professionals at Hays Med.

Versant

The Versant RN Residency Program at Hays Med allows new nurses to complete an intense 18-week training designed to help them further enhance their learning

experience. This program helps promote nursing satisfaction, patient satisfaction and nursing recruitment and retention.

Senior Programs



Senior Activity Nights

Monthly gatherings are held for seniors at the Center for Health Improvement. Organized by the CHI Senior Advisory Board, the activities include card night, movie night, game night, croquet, horseshoes and other activities.

Senior Health and Fitness Day

Area seniors benefit from the annual Senior Health & Fitness Day hosted by the Center for Health Improvement. Each May, a free day of fitness activities and informational sessions is provided to encourage healthy aging.

Special Needs/Underserved



First Care Clinic Pharmacy Program

Teaming with the First Care Clinic, this program connects individuals to needed resources. Hays Med provides financial support to provide life saving medication to people who can't afford them. Over \$22,500 was contributed to this program last year. Patients can be referred from any local physician or clinic.

First Care Clinic

After nearly two decades operating a clinic for the uninsured, Hays Med recognized patient need was greater than could be met through its once-a-week schedule. As a result, the hospital established First Care Clinic as a full-time clinic open five days a week plus extended hours. After securing additional funds through a 2009 Community Health Center federal grant, a dentist, dental hygienists and additional medical providers were added to the First Care Clinic staff. Through the grant process the clinic has transitioned to a free-standing organization with its own board of directors and Chief Executive Officer, but the hospital continues to provide financial support.

Volunteer Programs



Americorp Program

Utilizing this national program that assigns volunteers to a year long project at a non-profit agency, Hays Med sponsored a Kansas Community Health Corp member.

Volunteer Services

The Hays Medical Center Volunteers are vital members of the Hays Med healthcare delivery team. Volunteers provide that extra dimension of caring that is essential in a highly technological medical world.

Women's Health



Mobile Mammography

The Hays Imaging Center at Hays Med now provides digital mobile mammography services to 14 counties in Western Kansas and Nebraska with life saving screenings for areas that do not have the services available locally.

Go Red

The DeBakey Heart Institute hosted its annual Go Red event for women. Designed to educate women on risk factors and warning signs, the program focused on how heart disease in women differs from that in men. More than 230 women attended the event.

Youth Programs



Resource Directory

Every year Hays Med provides the printing for the Hays Interagency Coordinating Council Resource Directory that lists the services available for infants, toddlers and preschool children in Ellis and Rush Counties.

Head Start

This early intervention, for children birth to age four, provides high-quality programs that enhance children's development during their formative years, and enables parents to be better caretakers. The local Head Start provided families with books about "What to Do When Your Child Gets Sick", a first aid kit and thermometer for which Hays Med provided the funding.

Hays Area Children's Center Rope 'em and Ride 'em

Hays Area Children's Center is a private, non-profit agency that has provided quality services for children since 1966. Hays Med is a sponsor of the annual Rope 'em and Ride 'em biking event.

Ellis County Schools

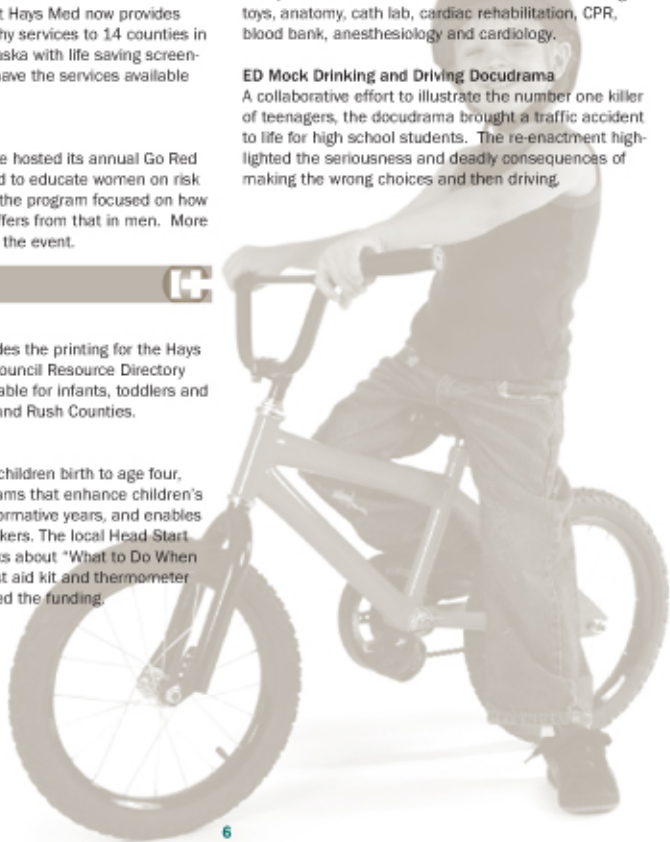
Each year Hays Med sets aside support for each school in Ellis County to contribute to that individual school's project for the year. Local high schools receive funding for individual health improvement programs.

DeBakey Kids Heart Fair

Every year the DeBakey Heart Institute hosts a Circulatory Science Fair for middle school students from Hays. The students move through a series of stations that provide heart and circulation information through toys, anatomy, cath lab, cardiac rehabilitation, CPR, blood bank, anesthesiology and cardiology.

ED Mock Drinking and Driving Docudrama

A collaborative effort to illustrate the number one killer of teenagers, the docudrama brought a traffic accident to life for high school students. The re-enactment highlighted the seriousness and deadly consequences of making the wrong choices and then driving.



**Pawnee County Community Health**

Hays Med partnered with the Pawnee County Community Health Organization to maintain health services after the local hospital announced it would close last September. The Pawnee Valley Community Hospital will be managed by Hays Med, thus ensuring that the people of the Larned area will have access to health care locally.

Hays Med Goes Green

Hays Med belongs to a national initiative called Practice Greenhealth. As a major employer in the community we are working to identify ways to be good stewards of community resources. Recyclables at the hospital include aluminum cans, cardboard, batteries, x-ray film, fluorescent lights and paper. Use of skylights, high efficiency lights, reduction of hazardous waste and less toxic cleaning supplies are other ways Hays Med contributes to conserving natural resources.

Patient Parking and Hospital Access

With the completion of 22nd street Hays Med is renovating the parking lots which will result in a direct access road from 22nd street and expanded patient parking. Scheduled for completion this fall the project will result in 250 additional parking spaces and allow patients to park closer to the hospital's south entrance while improving safety at crosswalks and bringing the helpaid closer to the emergency department services.

Certified Breastfeeding Program

Hays Med provided a statewide program to certify breast-feeding educators. Sixty one people from throughout the state of Kansas obtained this specialized certification designed to give them the background to help support women who choose to breastfeed their babies.

Pain Management Public Program

Sue Noll, RN at Hays Med, received her board certification in Pain Management and provides public programs on pain. She serves as a community resource on identifying pain management techniques and reducing pain especially in the elderly populations.

H1N1 Flu Committee & Hotline

Hays Med mobilized an H1N1 Task Force to address the affects of the potential epidemic. This included a

Toll Free Hotline manned by Hays Med Associates that was available throughout western Kansas, coordination of vaccine distribution in the community, establishing a website on flu information for the public and weekly teleconferences with hospitals in the region to coordinate the updates in information.

Unused Medication Disposal

The Miller Medical Pavilion Pharmacy hosted a day where people could bring in their unused medications for disposal. The staff of the pharmacy logged the receipt of the medication and made arrangements for environmentally friendly disposal of the drugs. This program is ongoing and accepts unwanted medication during regular business hours.

30 Years of Mobile Services

Hays Med celebrated 30 years of outreach services to the area communities. The first mobile services were started in 1979 when Hadley Hospital partnered with Great Plains Health Alliance to create a mobile medicine service to provide care in the rural area. Today Hays Med continues that tradition by providing 14 health services to 34 communities in western and central Kansas.

Pink Scarf Project

Lead by the Hays Medical Center Foundation and Hays Med Volunteer Services, the national My Pink Scarf project was brought to the Dreiling/Schmidt Cancer Institute. Started in North Dakota, the program provides handmade scarves to women battling cancer. Over 1,100 scarves were donated and distributed to female patients at the Dreiling/Schmidt Cancer Institute.

Expanded CPCU

Remodeling in the DeBakey Heart Institute relocated the 11 beds in the In-Patient Rehab unit and created a centralized 22-bed cardiac progressive care unit on the second floor. This will allow ample rooms for the increase in patients needing high-level services and who stay in the hospital longer.

Pediatric Center Upgrade

The pediatric center upgraded their space to expand their offices to accommodate more patients. The upgrade included the addition of two exam rooms, additional office space and remodeled waiting area.

Nephrology Center

Patients who previously had to travel for kidney care can now receive treatment locally. The Nephrology Center opened this past summer and Dr. Joanna McCullagh provides care to patients facing renal failure, kidney stones, high blood pressure and other disorders.

New Logo

After nearly two decades under the same icon, Hays Medical Center adopted a new logo that represents our historic brand while giving it a fresh, new look. Hays Med, a name many people already associate with the hospital, was incorporated into a new logo last fall. The new logo and green color represent life, growth and health. It mirrors our commitment to improving people's lives, growing services for the region and reaching out to improve the health of people in Western Kansas.

Stage 6 EMR Recognition from HIMSS Analytics

Hays Med reached Stage 6 recognition for adoption of the electronic medical record (EMR). The Healthcare Information and Management Systems Society has established seven stages to measure the progress of

healthcare entities in implementing EMR. Hays Med continues to be a leader in the implementation of technologies to improve patient care.

Cardiac Coffee & Conversation

The Debakey Heart Institute launched a series of programs for the public on cardiac issues. Coffee & Conversation offers an informal format for people in the community to talk with the heart specialists and ask questions about their heart health.

Salvation Army

Hays Med contributed to the yearly Christmas donations that provide Christmas dinners, clothing, and toys for families in need. Financial assistance also helps with basic necessities, along with seasonal aid.

Best Places to Work

For the second consecutive year, Hays Med was named one of Modern Healthcare magazine's Top 100 Best Places to Work. Modern Healthcare recognizes healthcare organizations that have successfully built workplace excellence, enabling employees to perform at optimum levels and to deliver excellent patient outcomes.



HAYSMED

2220 Canterbury Drive - Hays
1-800-248-0073
www.haysmed.com