

2013

Annual Report (2013): Greater Hazleton Health Alliance; Community Service Report

Lehigh Valley Health Network

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Recommended Citation

Lehigh Valley Health Network, "Annual Report (2013): Greater Hazleton Health Alliance; Community Service Report" (2013).
LVHN Annual & Statistical Reports. .
<http://scholarlyworks.lvhn.org/reports/52>

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Greater Hazleton Health Alliance

2013 Community Service Report

Quality. Compassion. Service. They are the hallmarks of the Greater Hazleton Health Alliance (GHHA). The following report includes GHHA's accomplishments, community service and financial information for fiscal year 2013. Following the close of that fiscal year, in January 2014, GHHA became a part of Lehigh Valley Health Network (LVHN). All further information on community service and finances for 2014 and beyond are included within [LVHN's annual reports](#).

AWARDS AND ACCOMPLISHMENTS

- Announced intention to merge with Lehigh Valley Health Network (merger completed in January 2014)
- Conducted a Community Needs Health Assessment to better understand the health needs of people in the Greater Hazleton area
- Introduced InterStim® bladder control therapy in women's health
- Began planning for the opening of ExpressCARE in the Hazleton Shopping Center (opened mid-2014)
- Negotiated contract with new radiology company (Lehigh Valley Medical Imaging; became effective January 2014)
- Sold the former St. Joseph Hospital building
- **American Heart Association (AHA)/American Stroke Association Get With the Guidelines® Stroke Gold Plus Quality Achievement Award** – Received by Hazleton General Hospital (HGH) for the fifth consecutive year in 2013, this award recognizes HGH's commitment and success in implementing excellent care for stroke patients according to evidence-based guidelines. HGH also was recognized as a recipient of the association's Target: Stroke Honor Roll for improving stroke care.
- **U.S. News & World Report's America's Best Hospitals** – HGH was ranked No. 34 in Pennsylvania out of 260 hospitals. HGH also received regional recognition as being among the Best Hospitals in the Northeastern Pennsylvania/Lehigh Valley region, as well as in the Scranton/Wilkes-Barre metro area. Additionally, HGH received high-performer status for pulmonology.

- **AHA Mission: Lifeline® Bronze Referring Quality Achievement Award** – This award recognizes HGH’s commitment to and success in implementing a high standard of care for heart attack patients. HGH joins 309 other hospitals in the U.S. and is one of 16 other hospitals in Pennsylvania to receive this award. Additionally, HGH joins a very exclusive group as one of nine referral hospitals in the U.S. receiving a performance achievement award. This recognition also appeared in US News & World Report.
- **Healthgrades Pulmonary Care Excellence Award** – HGH received this recognition for the fourth consecutive year. The award recognizes care excellence in COPD and pneumonia.
- **Hazleton Chamber of Commerce 2013 Pride of Place Award** – This award recognizes a local business or organization whose exterior property physically improves or enhances the community and environment in the Greater Hazleton Area. HGH won with its submission of its front entrance beautification project.

COMMITMENT TO A HEALTHIER COMMUNITY

GHHA’s physicians, nurses and staff embrace their responsibility to provide education, programs and sponsorships to promote a healthier community. In 2013, GHHA worked with other community leaders and organizations to develop and promote programs and services to address the health care needs of the diverse populations we serve. Among our 2013 highlights:

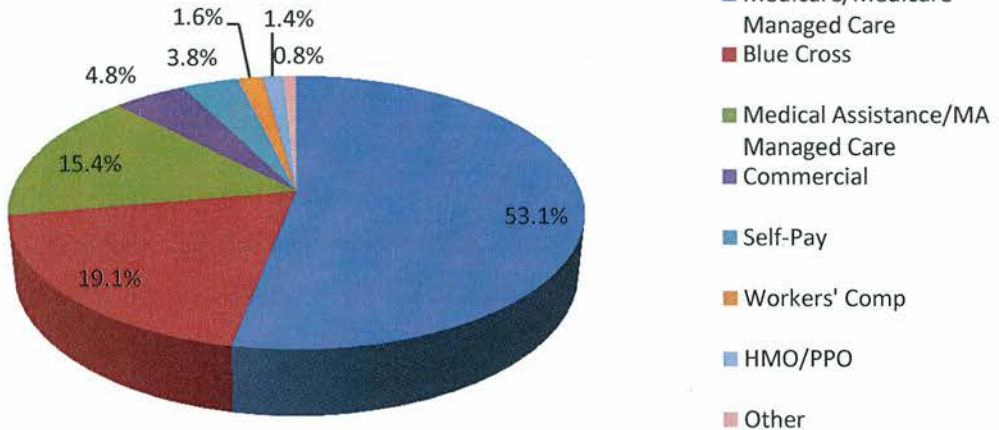
- 5,183 total hours of staff volunteer time provided to our community, including educational services, community health improvement, health fairs and community outreach, community support and coalition building
- 5,148 visits to Healthy Beginnings Plus, helping mothers bring babies into the world
- 2,316 free health screenings were provided to the community, promoting early detection and wellness
- 80 free community education programs were held on a variety of health and wellness topics
- \$389,000 of subsidized health services were provided to children
- \$1,452,000 in total community outreach

COMMUNITY BENEFIT

Each GHHA entity contributed to the community benefit programs in 2013 for a system-wide total contribution of \$19,131,000.

- Uncompensated Care** **\$5,073,000**
The cost of services provided for which no payment is received due to charity care, bad debts or insurance company denials.
- Subsidized Health Services** **\$3,188,000**
The subsidized cost of providing anesthesia, pediatric, radiology and hospitalist services
- Medicare Shortfall** **\$5,331,000**
The difference between reimbursement from Medicare and the actual cost of providing care
- Medicaid Shortfall** **\$4,087,000**
The difference between reimbursement from Medicaid and the actual cost of providing care
- Community Outreach** **\$1,452,000**
The free or low-cost services provided to our communities, such as patient education, health screenings, support groups, shuttle services, as well as financial and in-kind donations to community organizations.

2013 Diversification of Patients Seen By Payer Mix



2013 GHHA LEADERSHIP

GHHA 2013 Board of Directors

Philip Benyo, MD

Anthony Cusatis

James Edwards

Sr. Mary Margaret Jackson, OSF

Atty. Thomas Kennedy

Michael Leib

Mark Lobitz, DO

John Madden, PhD

Joseph Osecki

Donna Palermo

Jill Snyder, DO

Arvind Srinivasan, MD

Anthony Veglia, MD

Michael Washinsky, DO

GHHA 2013 Senior Management Team

James Edwards – president and chief executive officer

John Fletcher – chief operating officer

William Bauer – chief financial officer

Michael Golden – chief nursing officer

Anthony Valente, MD – vice president, medical affairs

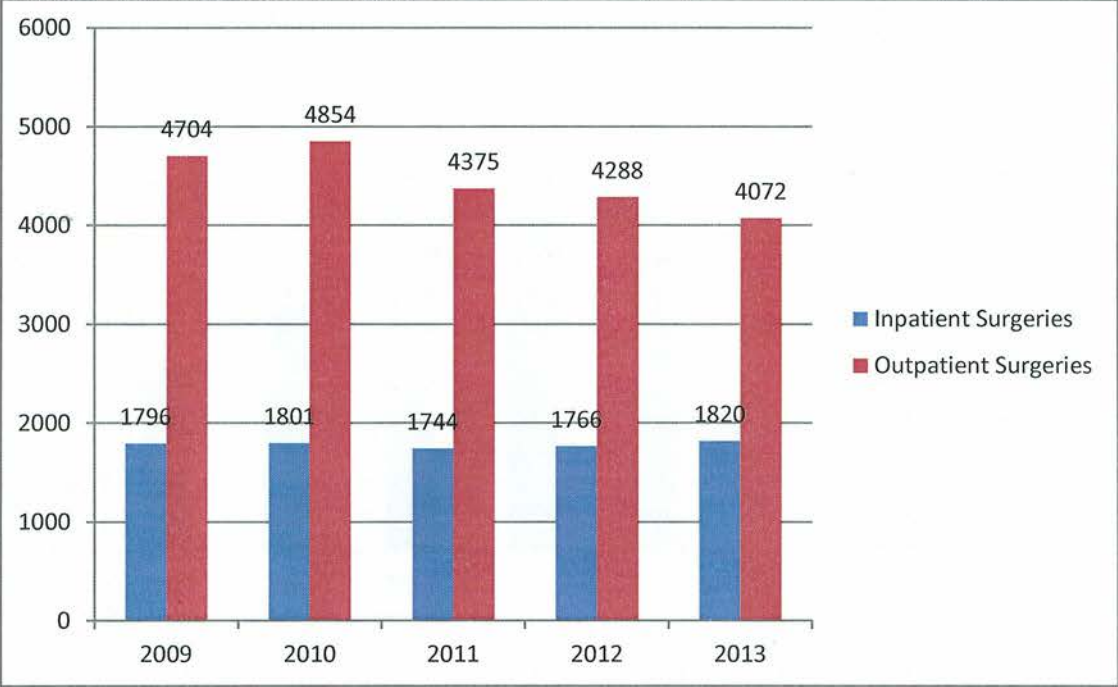
Jane Danish - director, marketing and community relations

NOTEWORTHY NUMBERS

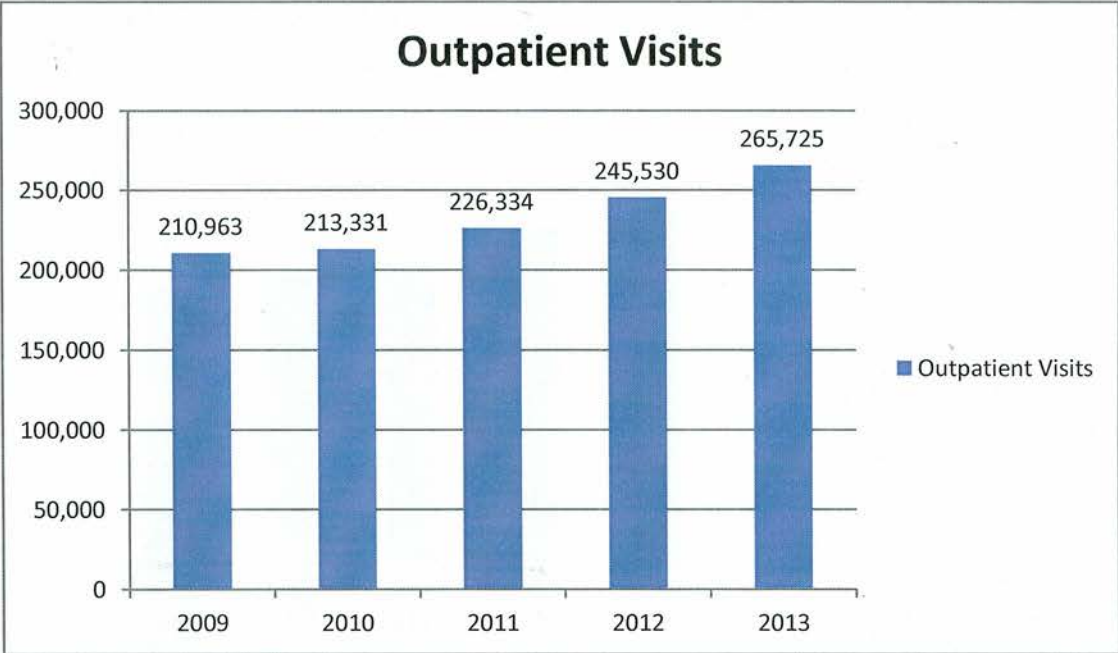
Net GHHA revenue (less bad debt)	\$115,368,000
Total community benefit	\$19,131,000
Community benefit as percentage of total expenses	16.4%
Percent of patient revenue from Medicare	53.1%
Percent of patient revenue from Medicaid	15.4%
Investment in equipment, technology, renovations	\$3,969,000
Inpatient admissions	6,740
Emergency department visits	31,924
Outpatient visits	265,725
Home health visits	18,856
Births	632
Healthy Beginnings Plus visits	5,148
Number of employees	1,192
Employee wages	\$53,905,000
Employee benefits	\$14,589,000
Payroll local tax (including service tax)	\$994,000

KEY GHHA METRICS — A FIVE-YEAR SNAPSHOT

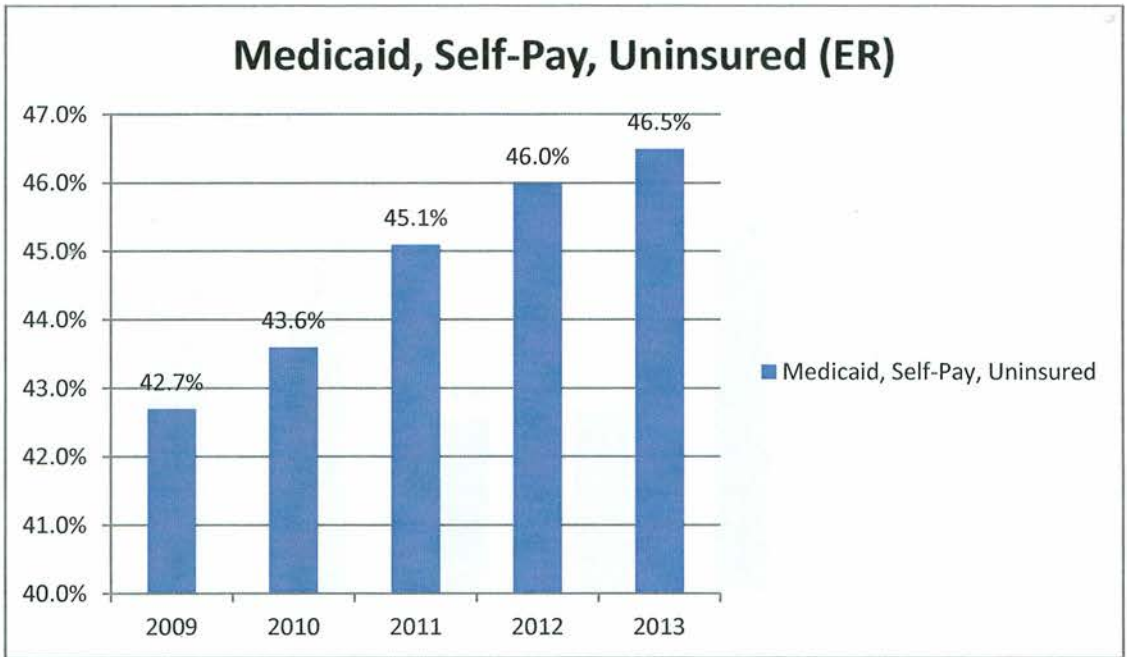
Inpatient and Outpatient Surgeries



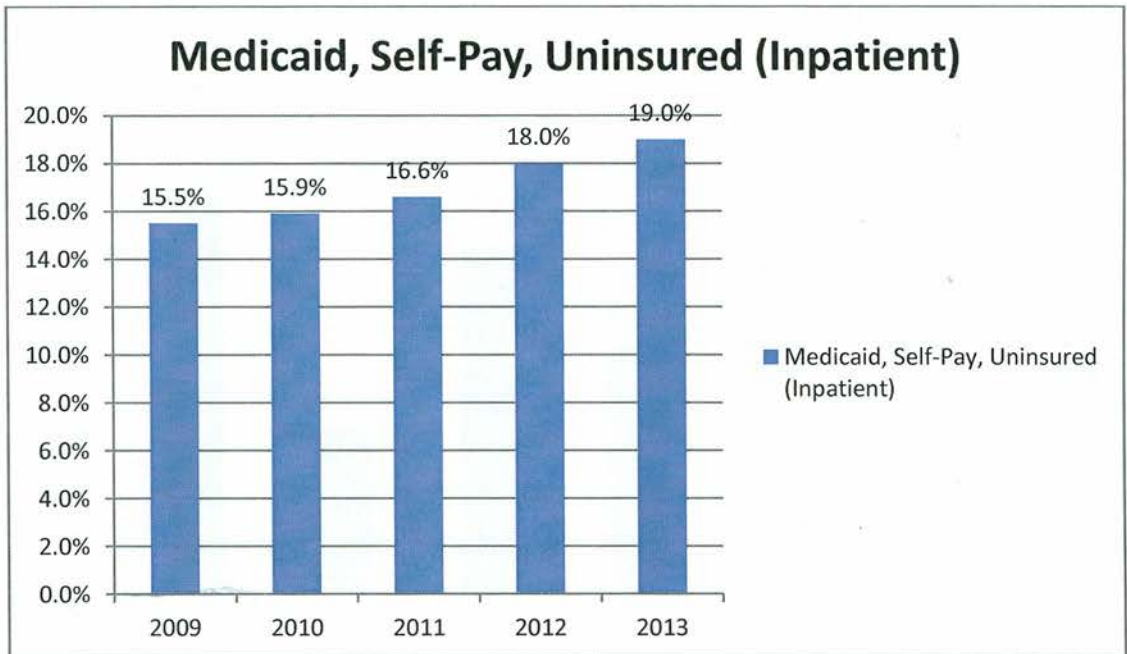
Outpatient Visits (all GHHA entities combined)



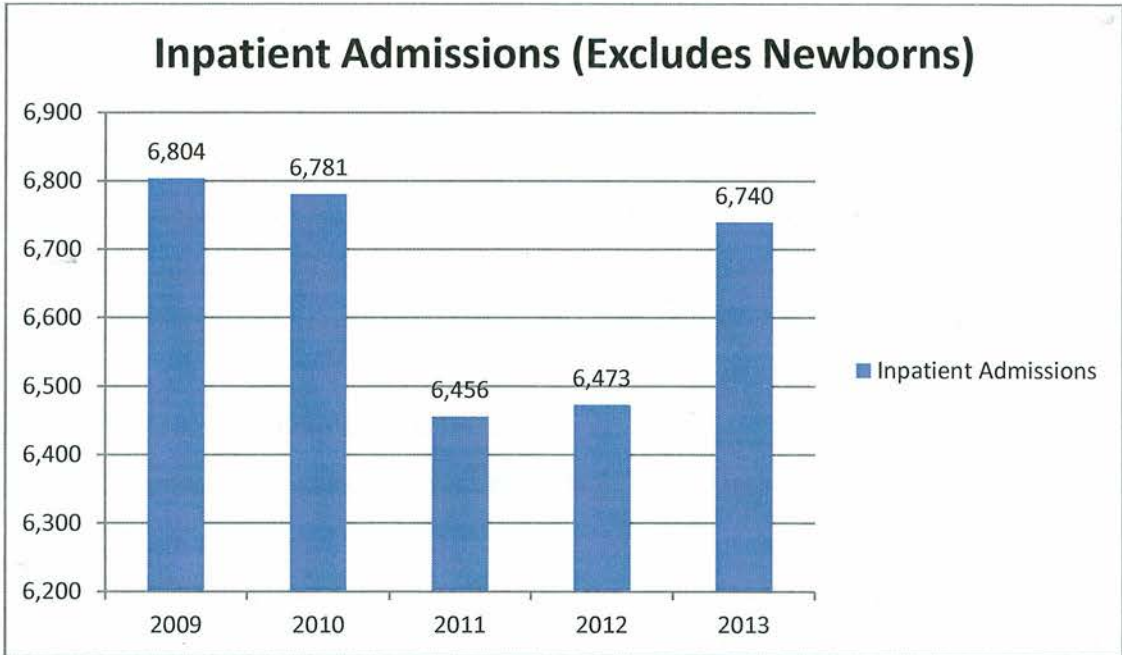
Percent of Medicaid and Self-Pay/Uninsured Patients (Emergency Visits)



Percent of Medicaid and Self-Pay/Uninsured Patients (Inpatient)



Inpatient Admissions (Excludes Newborns)



Emergency Visits

