2012

Annual Report (2012): Greater Hazleton Health Alliance; Community Service Report

Lehigh Valley Health Network

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Hazleton General Hospital Awards & Accreditations

In 2012, the Greater Hazleton Health Alliance continued its focus on quality, and the goal of attaining excellence in all that we do. Hazleton General Hospital has advanced significantly in its deliverance of services over the past several years, obtaining recognition as a leader regionally and nationally. These are just some of the recognitions:

**Patient Safety Excellence Award** – Recipient of HealthGrades Patient Safety Excellence Award for the fifth consecutive year. Placed in the top 5% of hospitals in the nation. One of only 268 hospitals to receive this award and one of only five hospitals to have achieved this award for five or more consecutive years.

**Top 100 Hospitals Award** – Recipient of HealthGrades' America's 100 Best Specialty Care Award for Pulmonary Services for two consecutive years. This award places us in the top 100 hospitals nationally and recognizes quality excellence in overall care of patients with pulmonary concerns.

**Heart Failure Gold Plus Award** – Recipient of American Heart Association's Get With The Guidelines Gold Plus Quality Achievement Award for Heart Failure for the fifth consecutive year. Placed on Target: Heart Failure Honor Roll – one of only two hospitals in the country to receive this recognition.

Gold Performance Achievement Award – Recipient of the American College of Cardiology Foundation’s NCDR ACTION Registry–Get With The Guidelines Gold Performance Achievement Award for 2012 for heart attack care – one of only 26 hospitals nationwide to do so.

America's Best Hospitals – Recognized in US News and World Report’s America's Best Hospitals in 2011 and 2012 as a Performance Award Winner for care of Heart Failure, Coronary Artery Disease, and Stroke patients based on the American Heart Association/American Stroke Association's Get With The Guidelines program.

Quality Insights of Pennsylvania Award – Recipient of two excellence awards from Quality Insights of Pennsylvania, the Medicare Quality Improvement Organization for Pennsylvania, for quality improvement efforts and successes with the MRSA Reduction Project and Surgical Care Improvement Project (SCIP).

Chest Pain Center – Accredited by the Society of Chest Pain Centers as a Chest Pain Center, by meeting or exceeding a wide set of stringent criteria, and demonstrating commitment to reducing the time it takes to receive treatment, and increase the accuracy and effectiveness of treatment in a coordinated process that can save lives.
GREATER HAZLETON HEALTH ALLIANCE

MISSION
To provide compassionate, patient-centered, quality health care services and to contribute to the ongoing development of a healthier community.

GREATER HAZLETON HEALTH ALLIANCE
VISION
To be the preferred health care provider in the Hazleton community and throughout the tri-county region, contributing toward creating a healthier community.

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Greater Hazleton Health Alliance Community Service Report 2012
Message from the President/Chief Executive Officer

Dear Friends and Neighbors:

Welcome to our 2012 Annual Community Service Report - a snapshot of the role we play in the Greater Hazleton community; a community we have been connected to for over 100 years. 2012 was a year of great progress and growth, and we are grateful to our Board of Directors, physicians, employees, and community for their continued confidence and support of our community hospital during this environment of health care reform.

GHHA employees are your neighbors, family and friends; we work together to carry out our mission, to provide compassionate, patient-centered health care services and to contribute to the ongoing development of a healthier community. In addition, successful recruitment efforts secure the most talented medical professionals to our Alliance Medical Group team. I am grateful to our outstanding leadership team for the work they do every day to initiate and implement outstanding programs. I wish to thank our strategically-focused Board of Directors, local business people who take the time to serve their local community hospital. At GHHA, we don't believe in standing still. In 2012, we made needed changes and invested in quality and technological advancements, such as our Electronic Medical Records System (EMR), making access to good care easier and safer. Our EMR system is just one more way we work towards a continuum of care, connecting our physician group practices, specialized medical services, and outpatient and emergency care. Our non-profit community hospital, Hazleton General Hospital, was nationally recognized for quality and patient safety in 2012, including being designated a Chest Pain Center and achieving the designation of excellence in stroke, pulmonary, heart failure and coronary artery disease care.

Our community is diverse, and for many English is a second language. In 2012, we took several steps to address this diversity, including providing bi-lingual patient advocate services. Our many community health education, health screenings, and wellness programs are designed to address the community that surrounds us.

I am proud of the progress we made in 2012 built upon our mission of quality, compassion, and service to continuously provide high quality health care to our neighbors and friends.

Sincerely,

[Signature]

James Edwards
President/Chief Executive Officer
HAZLETON HEALTH & WELLNESS CENTER

The Hazleton Health & Wellness Center (HHWC) is a new concept in personalized health care. The HHWC offers comprehensive services in a state-of-the-art facility, equipped with advanced technology. The HHWC provides complete outpatient services— from therapy and fitness to imaging, cardiology, travel health, and more, allowing patients to obtain multiple services in one convenient stop. As the only hospital-based outpatient center in the area, it has the full resources of Hazleton General Hospital at its fingertips.

MI ALERT PROGRAM

Hazleton General Hospital’s Emergency Department’s MI Alert Program, developed in partnership with the Lehigh Valley Health Network (LVHN), provides patients in the Greater Hazleton area with access to high-quality heart care. The MI Alert program allows smaller community hospitals like HGH to quickly identify heart attack patients, and transfer them to a partner hospital like LVHN, a tertiary health care system with the resources to provide optimal treatment, if necessary.

LABORATORY

The state-of-the-art laboratory facility at HGH is directed by a staff of board certified pathologists, is accredited by CLIA/HFAP, and is fully licensed by the PA Department of Health. HGH laboratory services are conducted using the most advanced and up-to-date automated laboratory instruments and technology. Our goal is to provide the highest level of quality and customer service to our patients and their physicians.

HGH Laboratory Services

NO APPOINTMENT NECESSARY.
24-HOURS/DAY, 7-DAYS/WEEK.
WE ARE CONNECTED THROUGH
Quality & Patient Safety Initiatives

PATIENT SAFETY
The physicians, nurses and other health professionals of the Greater Hazleton Health Alliance dedicate their lives to caring for our patients; making the health and safety of our patients our primary concern. In 2012, GHHA was the proud recipient of the HealthGrades Patient Safety Excellence Award for the fifth consecutive year, an honor that recognizes the hospital's patient safety ratings for being in the top five percent of hospitals nationwide. The Patient Safety Excellence Award is presented based on proven patient-safety indicators including categories such as lack of pressure sores, absence of falls, lack of infections acquired at a hospital, and avoidance of serious post-surgical complications.

2012 QUALITY AND AWARDS RECOGNITION
In 2012, numerous regional and national organizations recognized the Greater Hazleton Health Alliance for the significant, positive impact it has made on health care in the Greater Hazleton area:

- Recipient of the Patient Safety Award from the National Patient Safety Foundation for our commitment and membership in the Stand Up for Patient Safety Program.
- Recipient of the Gold Plus Stroke Award from the American Heart Association's Get With The Guidelines Program.
- Recipient of the Heart Failure Gold Plus Award from American Heart Association's Get With The Guidelines program.
- Recipient of American Heart Association's Target: Heart Failure Honor Roll status in 2012 for the first time. Hazleton General Hospital was one of two hospitals in the nation to receive this recognition.
- Recipient of the HealthGrades Excellence in Pulmonary Care and Safety recognitions.
- Recipient of a Five-Star rating for treatment of Heart Failure.
- Recipient of the National Patient Safety Award from HealthGrades for the fifth consecutive year.
- Recipient of the Performance Achievement Gold Award by the National Cardiovascular Data Registry for care of our Coronary Artery Disease/Acute Myocardial Infarction patients.

WE ARE NATIONALLY RECOGNIZED.
WE ARE COMMITTED TO PROVIDING HIGH QUALITY CARE TO OUR COMMUNITY.

2012 Quality Initiatives
Our goal is to meet and, whenever possible, exceed the needs and expectations of the patients we serve. In 2012, the Greater Hazleton Health Alliance implemented and continued the implementation of a variety of important quality initiatives, including:

- Appropriate Care Measures for our Heart Failure, Pneumonia, Acute Myocardial Infarction, and Surgical patients.
- Health Care Excellence for Stroke Patients with our stroke alert program and recognition as a Primary Stroke Center. Greater Hazleton Health Alliance received designation as a “Superior Performer” for our stroke care in 2010 and 2012.
- Accelerating Best Care (ABC) Performance Improvement Program, the hospital-wide program to provide high-quality, safe care. In 2012, Hazleton General Hospital—in collaboration with the State of Pennsylvania, Thomas Jefferson University and Jefferson Medical College, and the Baylor Health Care System—began using the ABC process to improve patient outcomes and baseline performance on national quality measures. Our goal is to reach thresholds of quality by meeting and exceeding national standards.

www.ghha.org | www.hazletonhealthandwellness.org | www.myAMGhealth.org
WE ARE CONNECTED THROUGH Quality & Patient Safety Initiatives

ADDRESSING THE HEALTH NEEDS OF OUR COMMUNITY
Heart attack, congestive heart failure, stroke, diabetes...are among the top chronic diseases and conditions affecting people in the Greater Hazleton area.

The Greater Hazleton Health Alliance addresses the specific health needs of our community through many avenues, including advanced and specialized medical care, community health programs emphasizing education, prevention and recovery, and quality initiatives.

HEALTH CARE EXCELLENCE FOR STROKE PATIENTS
Hazleton General Hospital is recognized as a Primary Stroke Center. GHHA received designation as a “Superior Performer” for our stroke care in 2010 and 2012.

ENDOCRINOLOGY, DIABETES & METABOLISM SERVICES
Recognizing the need for more specialized endocrinology services, GHHA welcomed Ayse K. Mohyuddin, MD, a specialist in endocrinology, diabetes and metabolism to the Alliance Medical Group and Hazleton General Hospital medical staff in 2012.

Dr. Mohyuddin received her Doctor of Medicine degree from the East Carolina University School of Medicine, Greenville, North Carolina, and completed her residency at Yale-New Haven Hospital affiliated program at the Hospital of St. Raphael, New Haven, Connecticut. Dr. Mohyuddin recently completed a fellowship in Endocrinology at New York University Medical Center. She is an associate member of the American Association of Clinical Endocrinologists and The Endocrine Society.

EXPANDED SERVICES HOMETOWN OFFICE
In 2012, Alliance Medical Group’s (AMG) Family Practice office in Hometown was expanded to include adult and pediatric care, an outpatient laboratory, and diabetic care and education. The services were added to address the growing health care needs of Hometown and surrounding communities, an under-served area. Dr. Cynthia Lubinsky, a Family Practice physician who also specializes in chronic wound care, joined Shelley Bassaman, PA-C in practice to ensure patients have access to high quality services without having to travel far to receive them. In addition to Family Practice, the Alliance Medical Group’s Hometown office offers Pediatric care through the Alliance’s Pediatrics practice in Hazleton.

Chest Pain Center
In 2012, HGH received Chest Pain Center Accreditation from the Society of Chest Pain Centers (SCPC), an international not-for-profit organization that focuses on excellence in cardiovascular care by assisting facilities in their effort to bring outstanding quality and patient satisfaction in the provision of heart care services. To the community served by Hazleton General Hospital, this means the care they receive will meet strict criteria aimed at:

- Reducing the time from onset of symptoms to diagnosis and treatment.
- Treating patients more quickly during the critical window of time when the integrity of the heart muscle can be saved.
- Monitoring patients when it is not certain that they are having a heart attack to ensure that they are not sent home too quickly or needlessly admitted to the hospital.

MI ALERT PROGRAM
The MI Alert program allows smaller community hospitals like HGH to quickly identify heart attack patients, and transfer them to a partner hospital like LVHN, a tertiary health care system with the resources to provide optimal treatment, if necessary.
OUR PEOPLE MAKE LIVES BETTER EVERY DAY

Hazleton General Hospital (HGH) continues to compare itself with national health care standards and trends to ensure our patients are receiving the same-or better—care than they would receive at larger health care facilities.

What Our Patients Have to Say:

"Always treated with kindness and the best care. I would rate them (HGH) a (10+)."

"HGH staff made me feel like I was a guest in their home. They worked well together like a family, treating me as family."

"I always tell people our hospital is the best. I would not go anywhere else."

The Greater Hazleton Health Alliance is dedicated to the health and wellness of the people of the Greater Hazleton Area. This dedication is clearly evident in the quality, compassion and caring of our nurses.

Housekeeping

The numerous regional and national quality awards our organization receives demonstrates the kind and compassionate care provided by our highly skilled and experienced caregivers—the heart and soul of our health care system. That caring touch is the goal of our entire staff, including our nurses, housekeeping, and dietary staff.
WE ARE CONNECTED THROUGH Technology

The ability of a health care organization to provide quality, patient-centered services is in large part due to medical technology, which is constantly evolving. Hazleton General Hospital (HGH) brings quality, specialized health care to the residents of the Greater Hazleton area.

Investment in high-tech medical equipment and systems:

$2,624,000

Connected To You through the Electronic Medical Record (EMR)

No more waiting for paper copies of test and treatment results in order to manage patient care. Patient information is securely and confidentially stored in our electronic medical record (EMR).

In 2012, the Greater Hazleton Health Alliance (GHHA) continued to implement a high-speed electronic medical record (EMR) system that provides physicians and caregivers with immediate access to medical records. The EMR enables any health care provider at any Alliance affiliate—HGH, the Hazleton Health & Wellness Center, and Alliance Medical Group—to view patient information real-time or remotely from physician offices. The EMR provides physicians with quicker access to test results, resulting in better care management.

TELEHEALTH - Telehealth is the use of high-tech electronic information and telecommunications technologies to support long-distance clinical health care. Hazleton General Hospital and Lehigh Valley Health Network (LVHN) have joined together to provide telehealth/telemedicine services in our community. HGH, in cooperation with LVHN, began its robust telemedicine program with the tele-burn program, and the system now supports multiple telehealth services, including infectious disease and stroke care. This system provides the tools necessary for a specialist at LVHN to properly examine a patient and make treatment recommendations to the patients' attending physicians at HGH. The teams at both hospitals work closely together through this advanced telemedicine technology to provide consult or care for the individual patient.

ADVANCED IMAGING SERVICES & WOMEN'S CENTER - at the Hazleton Health & Wellness Center provides a variety of comprehensive radiology studies with cutting-edge MRI and CT, and continuously invests in advanced imaging technology.

In 2012, the Advanced Imaging & Women's Center implemented a state-of-the-art digital mammography unit — the MAMMOMAT Inspiration by Siemens — one of the first imaging facilities in Northeastern Pennsylvania using this advanced technology. The new mammography unit offers clearer images, greater comfort, and decreased compression time. Additionally, the new unit decreases radiation exposure up to thirty percent without compromising imaging quality.
WE ARE CONNECTED THROUGH Our Community

As part of our not-for-profit mission, the Greater Hazleton Health Alliance supports and funds an extensive variety of community health services, screenings and programs, including specialty classes for labor and delivery and new parents, medical health education, support groups, cholesterol and blood pressure screenings, and much more. GHHA invests millions of dollars and thousands of hours of staff volunteer time into the diverse community we serve to provide access to compassionate, affordable care and improve the health of our neighbors. In addition, GHHA staff regularly serves our community through volunteer work with various community organizations.

OUR COMMUNITY GOALS:
- Providing quality service to the uninsured population
- Enhancing access to care for our senior and underserved populations through free health screenings
- Improving communication with our patients who have limited English proficiency

Serving Our Community: The Greater Hazleton Area

The Greater Hazleton Health Alliance is proud to serve nearly 100,000 people throughout the Greater Hazleton area. Our community, located in scenic Northeast Pennsylvania, enjoys a rich cultural heritage. GHHA has played a significant role in that history, and like any community, we recognize our community is always changing and has its own challenges.

The Greater Hazleton area is an aging population; the percentage of persons 65 years and over is much higher than the national average. Our population is also becoming more diverse; for many of our residents, English is a second language, leading to communication challenges. In 2012, the economy has still not bounced back to before recession levels. Many low-income people in our community face tough times. As a result, GHHA saw a rise in patients with federal Medical Assistance insurance.

As we recognized these challenges, we did not scale back our efforts to reach out and connect to our community. Rather, we continued to adapt to meet these unique needs. Late in 2012, GHHA started planning to conduct a Community Health Needs Assessment, the findings of which will be reported in 2013. Through this process, we will gain a better understanding of our community's specific health care needs and identify those which need the most attention.

6,094 hours of staff volunteer time in our community in 2012
ADDRESSING COMMUNITY DIVERSITY
The Greater Hazleton area is experiencing changing demographics and a new wave of immigration. Our community is becoming much more diverse; according to the US Census Bureau,

37% of Hazleton city's population is of Hispanic or Latino ancestry,

up from just 5% in 2000. Many community members were born in another country, and over 30% of residents speak a language other than English at home.

In order to meet the changing needs of the population we serve, and promote better communication and understanding, the Greater Hazleton Health Alliance has initiated Hispanic community outreach programs and initiatives. Among the most important of these initiatives is our Patient Advocacy service.

Meet Hipolito "Hip" Madera, GHHA's Patient Advocate. Hip brings his valuable bi-lingual language skills to a very important role at GHHA – that of Patient Advocate. The Patient Advocate provides a wide range of services geared toward improving the patient experience, including addressing patient concerns. In addition, our Patient Advocate brings translation skills, and works as a liaison for our Spanish-speaking patients.
Bi-lingual Health Services: Addressing Diversity

Patient Advocacy: Our patient advocacy service is one of many ways that we are addressing the growing needs of the community we serve. This service is designed to respond to any concerns, complaints, and/or grievances that patients may have in a professional and timely manner, hopefully before they even leave the health care facility. Our patient advocate serves as a liaison between our patients and our caregivers, assuring our patients’ needs and expectations are being met. Our Patient Advocate is proficient in both English & Spanish, therefore, able to improve communication.

- Special translation technology:
  - Phone Interpretation Services, giving patients access to over 200 languages, 24/7, at Hazleton General Hospital, Alliance Medical Group offices, and the Hazleton Health & Wellness Center.
  - Web site translation: with a click of a button, our Hazleton Health & Wellness Center and Alliance Medical Group websites are immediately translated into Spanish.

- Recruitment of bi-lingual personnel from both inside and outside of our community.

- Support of the establishment of a free clinic in the Greater Hazleton area.

- Community Health Needs Assessment: In 2012, GHHA initiated the process of an in-depth analysis of the specific health needs in our community.

- Targeted Community Health Programs:
  - Breast Cancer Awareness
  - Health Screenings

www.ghha.org | www.hazletonhealthandwellness.org | www.myAMGhealth.org
WE ARE CONNECTED BY Reaching Out

Industry Relations

Our employer health promotion and wellness programs are proactive ways to promote the health of employees and help control medical costs for employees and employers.

The Greater Hazleton Health Alliance Occupational Health Services (OHS) Clinic offers comprehensive industrial relations services for area businesses, including health promotion programs and health fairs. OHS presents a variety of educational programs at the worksite, including vital health screenings such as blood pressure and cholesterol testing. These programs also provide important health information, including proper body mechanics and self-stretching programs. OHS also administers preventative vaccines, such as flu shots, at the worksite.

Industry relations health programs are available for both insured and non-insured employees.

GHHA's full-service Occupational Health Services Clinic provides:

- Occupational Health Physicals
- Drug & Alcohol Testing
- Pre-placement Physical Exams

The OHS Clinic also provides comprehensive prevention, treatment, and rehabilitation services:

- International Travel Medicine Services
- Work-Conditioning Rehabilitation Program - to allow workers to regain functional work skills.
- Industrial Rehabilitation Programs
- Work-Related Injury Services - one of the primary functions of OHS is the evaluation and treatment of work injuries & illnesses. We offer 24/7 (24 hours a day/7 days a week) care through the use of the Hazleton General Hospital (HGH) Emergency Department after hours for initial injury care.
- Department of Transportation Physical Exams - to help employers stay in compliance with Department of Transportation (DOT) regulations, we offer physicals and drug and alcohol testing by Medical Review Officer (MRO) certified physicians.
- Hearing Testing - certified audiometer is used for administering hearing tests to address audiological needs.
WE ARE CONNECTED BY Promoting Healthy Babies & Children

The Family Birthing Center

The Family Birthing Center at HGH is a modern and secure maternity unit that offers a variety of accommodations to ensure the comfort, safety, and security of our patients. In preparation for birth, the Family Birthing Center staff offers an array of free or low-cost prenatal education classes, including:

- 6-week labor and delivery
- Breastfeeding classes and support group
- Infant and child CPR
- Parenting/Sibling Classes
- Free car seat checks

The GE Healthcare Centricity Perinatal electronic medical record (EMR) system was recently installed at the Family Birthing Center. This system provides caregivers immediate access to the latest clinical findings, so they are equipped to deliver safe, appropriate care for mothers and their newborns.

587 Babies Born at the Family Birthing Center in 2012

Healthy Beginnings Plus
The Greater Hazleton Health Alliance believes strongly in the importance of prenatal care. Healthy Beginnings Plus is a state-funded program designed to provide low-income mothers with an opportunity to receive proper prenatal care. The program is available to women who are eligible for Medical Assistance. Healthy Beginnings Plus offers regular mother and fetal check-ups, ultrasounds, as well as birthing classes and support groups. Mothers in the program deliver at HGH's Family Birthing Center. Healthy Beginnings Plus programs are available at two convenient locations:

Center City Complex, 1st floor
20 North Laurel Street
Hazleton, PA 18201
(570) 459-0082

241 Claremont Ave
Hometown, PA 18251
(570) 688-3868

"I am truly thankful for everyone's work and kindness from the anesthesiologist to the exceptional nurses and doctors in my experience becoming a first time mom. It was bittersweet when it was time to go home. It sounds strange, but I enjoyed it all - even my room! Thank you again to everyone!"

— A First Time Mom
The Family Birthing Center
WE ARE CONNECTED BY

Our Commitment to a Healthier Community

The Greater Hazleton Health Alliance recognizes that health is not a matter of simply treating illness. Our physicians, nurses and staff embrace the responsibility to provide education, programs, and sponsorships to promote a healthier community.

At GHHA, we work diligently 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, from our Healthy Beginnings Plus program to help mothers bring babies into the world, through the transition into adulthood, and to our valued senior citizen population with our popular Senior Choice program.

In 2012, we sponsored

6 community blood drives
in support of the Miller-Keystone Blood Center.

2,899 free health screenings were provided to the community to promote early detection and wellness.

136 free community education programs were held on a variety of health and wellness topics in 2012

$1,009,000 million in total community outreach was provided in 2012

Community Events
GHHA has established a robust, direct link to our community through our many free education and health promotion programs. In 2012, these included:
- Educational programs for stroke, sleep apnea/ sleep disorders, heart disease, diabetes, thyroid disease, childhood asthma, obstetrics/gynecological care, wound healing and ADHD.
- Breast cancer awareness events.
- Weight loss, bariatric surgery, stroke, epilepsy & seizure disorders support groups.
- Senior Choice Program events.
- American Cancer Society Information sessions.
- Community events, including: National Trails Day Hike & Bike, Walk from Obesity, Alliance Family Fun & Health Day, and the Hazleton Latin Festival.
- Safe sitter classes.

Health Fairs/Screenings
In 2012, GHHA participated and sponsored many local health fairs, which provide free clinical screenings, educational materials, and often health education by medical experts, including:
- Heel scans
- Blood pressure
- Cholesterol screenings
- Vision screenings
- Prostate examinations

Communication
Some of the most important ways we reach out with vital health information is through community media, our complimentary Healthy Horizons health publication, our web sites, and the increased use of social media outlets, such as Facebook.
An important component of Hazleton General Hospital's mission is to provide medically necessary care to all members of the community regardless of their ability to pay.

**Patient Financial Assistance**
An important component of the Greater Hazleton Health Alliance's mission is to provide medically necessary care to all members of the community regardless of their ability to pay.

Information regarding the availability of Patient Financial Assistance is provided in multiple ways. Signage is posted in registration waiting areas and the Patient Financial Assistance policy is posted on the GHHA website. Information about Patient Financial Assistance also is included in the patient’s handbook and other patient correspondence. Patient inquiries are referred to a financial counselor who assists the patient in applying for available government programs (such as Pennsylvania Medicaid & CHIP), in addition to hospital financial assistance. The financial counselor collects the necessary documentation in order to evaluate and determine eligibility.

To obtain a patient financial assistance application or learn more about our program, please contact the Patient Financial Counseling Department at (570) 501-4813, Monday through Friday, 8:30 a.m.-4:30 p.m.
WE ARE CONNECTED THROUGH Our Medical Staff & Services

The Greater Hazleton Health Alliance serves more than 80,000 people throughout the Greater Hazleton area. Our highly qualified physicians, nurses, and medical staff members are well equipped and dedicated to providing our patients with the best in emergency, diagnostic, and therapeutic medical services.

Hazleton
Pardeesville
Conyngham
Weatherly
Drums
Mountain Top
Treskow
McAdoo
Hometown
Jeddo
Sugarloaf
Freeland
Beaver Meadows.
West Hazleton

"Excellent care. Very kind and concerned physicians and staff."

"I feel proud to have a hospital like this in my town; I have that blessing every day!"

We Are Growing! Through intensive recruitment efforts, GHHA was able to add the following highly-qualified providers to the AMG staff in 2012:

Edward Polashenski, DO, FACi, GI & Internal Medicine
Robert Yamulla, MD, GI & Internal Medicine
Philip Berroa, MD, Geriatric Medicine
Phillip P. Benyo, PA-C, Geriatric Medicine
Shu Xu, MD, Neurology
WE ARE CONNECTED THROUGH Our Physicians

The Alliance Medical Group (AMG) is comprised of highly qualified, experienced, and compassionate health care providers and clinical support staff who work together to enhance the level of quality care available to the community.

As part of the Greater Hazleton Health Alliance, our providers have access to a wide variety of comprehensive medical resources to ensure individualized care for patients who range in age from infancy throughout adulthood. This ensures that patients receive convenient access to high-quality care in a comfortable, customer-focused environment. The AMG medical staff consists of close to 30 highly-trained and well-respected physicians in a wide variety of specialties, including:

- Internal Medicine
- Cardiology
- Endocrinology, Diabetes & Metabolism
- Family Practice
- Gastroenterology
- Geriatrics
- Neurology
- Obstetrics & Gynecology
- Pediatrics
- Physical Medicine & Rehabilitation
- Surgical Services (General, Vascular, Thoracic, Breast & Bariatric)
Our mission is to provide access to specialized services to patients in their own community. Through our partnership with Lehigh Valley Health Network (LVHN), our Emergency Care patients receive high quality, convenient health care services close to home. By sharing the resources of a nationally recognized health care network, we are able to provide our patients with specialized and expedited results right here in Hazleton. Our Emergency Department is staffed with physicians who are all board-certified in emergency medicine, and provides patients with easy access, via air and ground transport, to advanced services that are not offered at our community hospital, such as trauma and advanced cardiac care. Hazleton General Hospital (HGH) is also working diligently in collaboration with LVHN towards the goal of attaining designation as a trauma center.

Our goal is to deliver the highest level of care during the most critical time 24 hours a day/7 days a week.

No patient in need of emergency medical services is ever turned away.

**Hypothermia Therapy:** Our Emergency Department physicians are using an innovative, life-saving treatment for patients suffering from cardiac arrest: Hypothermia Therapy, or the icing of a patient, works to lower the patient’s body temperature, allowing brain cells to function on less oxygen and provide better blood flow to the brain, reducing the risk of brain damage.

**Stroke Alert:** Hazleton General Hospital and LVHN co-developed a Stroke-Alert Program that ensures potential stroke patients are quickly assessed, provided with a CT Scan in 20 minutes or less, and treated with quality stroke care right here in Hazleton. If additional medical attention is needed, patients are transferred to a larger acute-care facility to receive optimal treatment.

**Emergency Cardiac Care:** Heart disease and various cardiac complications are the most prevalent reason patients come to the Emergency Department. In 2012, with the assistance of LVHN, HGH opened its Chest Pain Center. The Chest Pain Center provides specialized cardiac care to determine whether a patient is having a heart attack. A determination can then be made to treat the patient at HGH, or transfer the patient to a tertiary facility for advanced cardiac care. HGH and LVHN have also developed the award-winning MI Alert Program, which enables smaller community hospitals like us to quickly identify heart attack patients, and transfer them to a partner hospital with the resources to provide optimal care.

Greater Hazleton Health Alliance Community Services Report 2012
Our Programs & Services
The Greater Hazleton Health Alliance continues to grow and add new programs and specialty services to meet the ever-increasing diverse medical needs of our community.

New Programs & Services
In 2012, we introduced several new programs, including the Back Pain Clinic at the Hazleton Health & Wellness Center (HHWC). The Back Pain Center's mission is to provide comprehensive treatment and care with respect to back problems, pain and injuries.

Held at the HHWC Fitness Center, Healthy Steps: Moving You to Better Health with the Lebed Method is an international therapeutic movement program, done to music, which is proven to enhance the well-being and improve overall wellness, range-of-motion, balance, strength and endurance of those with cancer or other chronic illnesses.

Clinical Affiliations & Partnerships
Quality health care is all about building relationships within the medical community and other health care providers to increase the access to high-quality services to our community. Our partnerships with Lehigh Valley Health Network have allowed the Greater Hazleton area to experience the acute-care resources of a larger health care provider right here at home.

GHHA also partners with local educational institutions, including the Commonwealth Medical College, to recruit high-quality employees and provide continuing education opportunities to our staff.
## Finance

### Noteworthy Numbers

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>1</td>
<td>Net GHHA revenue</td>
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<td>2</td>
<td>Total community benefit</td>
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<td>3</td>
<td>Community benefit as % of total expenses</td>
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<td>4</td>
<td>% of patient revenue from Medicare</td>
<td>52.6%</td>
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<tr>
<td>5</td>
<td>% of patient revenue from Medicaid</td>
<td>14.7%</td>
</tr>
<tr>
<td>6</td>
<td>Equipment/technology/renovations/other</td>
<td>$9,621,000</td>
</tr>
<tr>
<td>7</td>
<td>Inpatient admissions</td>
<td>6,473</td>
</tr>
<tr>
<td>8</td>
<td>Emergency visits</td>
<td>31,339</td>
</tr>
<tr>
<td>9</td>
<td>Outpatient visits</td>
<td>245,530</td>
</tr>
<tr>
<td>10</td>
<td>Home health visits</td>
<td>14,596</td>
</tr>
<tr>
<td>11</td>
<td>Births</td>
<td>587</td>
</tr>
<tr>
<td>12</td>
<td>Healthy Beginnings Plus visits</td>
<td>4,420</td>
</tr>
<tr>
<td>13</td>
<td>Number of employees</td>
<td>1,009</td>
</tr>
<tr>
<td>14</td>
<td>Employee wages</td>
<td>$48,683,000</td>
</tr>
<tr>
<td>15</td>
<td>Employee benefits</td>
<td>$13,881,000</td>
</tr>
<tr>
<td>16</td>
<td>Payroll local tax (including service tax)</td>
<td>$895,000</td>
</tr>
</tbody>
</table>

### Community Benefit

Each entity of the Greater Hazleton Health Alliance contributed to the community benefit programs in 2012 for a system-wide total contribution of $18,247,000.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Uncompensated Care - the cost of services for which no payment is received due to charity care, bad debts, or insurance company denials.</td>
<td>$5,135,000</td>
</tr>
<tr>
<td>18</td>
<td>Subsidized Health Services - the subsidized cost of providing anesthesia, pediatric, radiology and hospitalist services.</td>
<td>$3,162,000</td>
</tr>
<tr>
<td>19</td>
<td>Medicare Shortfall - the difference between reimbursement from Medicare and the actual cost of providing care.</td>
<td>$4,356,000</td>
</tr>
<tr>
<td>20</td>
<td>Medicaid Shortfall - the difference between reimbursement from Medicaid and the actual cost of providing care.</td>
<td>$4,585,000</td>
</tr>
<tr>
<td>21</td>
<td>Community Outreach - 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.</td>
<td>$1,009,000</td>
</tr>
</tbody>
</table>

### 2012 Diversification of Patients Seen by Payor Mix

- **Medicare**: 52.6%
- **Blue Cross**: 19.0%
- **Medical Assistance**: 14.7%
- **Commercial**: 5.5%
- **HMO/PPO**: 1.8%
- **Self Pay**: 4.2%
- **Workers Comp**: 1.8%
- **Other**: 0.4%
Inpatient/Outpatient Surgeries

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

Inpatient Admissions (Excludes Newborns)

Outpatient Visits*

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

Emergency Visits

*Includes outpatient visits from all Greater Hazleton Health Alliance entities combined.