



# Our year in review



## From our leaders to our readers...

Like many hospitals across the country, Logansport Memorial Hospital faces significant challenges in today's complex healthcare environment. Our Board of Trustees and senior leadership continually work together to address each new issue, always maintaining our focus on providing patients with quality care that's close to home.

Our progress and measured success for 2012 is largely tied to our strategic goals, which guide our actions and direct our decisions. In the next few pages of this report, we hope you will see how these achievements fulfilled our mission of making your health our passion.

Here at Logansport Memorial Hospital, we are fortunate to have dedicated employees and volunteers and a talented medical staff. We gratefully acknowledge their work and the continued support we receive from our patients and loyal community.



President / CEO **David Ameen** and Board Chairman **Darryl Hoover** 

#### **Key Statistics** Physician Office Visits Surgeries **Outpatient Registrations** Admissions Births **FR** Visits Scopes 1,966 521 16,507 95,516 3,272 1,257 79,469 **Success with Strategic Goals**

#### New Mission, Vision, and Values

- aligns organization with a new direction for our healthcare initiatives in the community
- changed these statements to reflect how we will address identified key organizational priorities

#### Improved Employee Health

- 59% of participants achieved health track goals
- 82% of participants completed health risk assessment
- success achieved through individualized coaching and health education

#### Achieved 100% on Core Quality Measures

- result of good nursing practice and physician care
- low hospital-acquired infection rate
- 100% compliance with mandatory employee flu vaccinations

#### **Consistent Components for Quality Care**

- low employee turnover
- competent and qualified staff
- low nursing vacancy
- physician engagement

Logansport Surgical Associates

#### **Adding New Physicians**



**Monica Cotet MD** Anesthesiology



Family Medicine



#### **Building New Orthopedics Suite**

- expands services capabilities for orthopedics and increases capacity for access to care close to home
- new location includes 5 exam rooms, improved handicap access, and adjacency to medical imaging



# **OPERATIONS** and **FINANCE**

- **Hospital Reports Profitable Year**
- high revenues and operating margin due to previous investments in information technology
- government reimbursements complimented the management of expenses to yield a healthy profit

#### Our Upcoming Capital Needs for 2013

- additional investments will need to be made in information technologies and hospital infrastructure
- hospital will have to rely on reinvestment of healthy profits and philanthropic support from our community

### **Other Accomplishments**

#### Information Technology

- ePrescribing now available in physician offices and emergency department; soon on acute care floors
- workstation-on-wheels added to medical/surgical floors to facilitate patient education and interaction
- bedside medication verification (BMV) system implemented to appropriately and efficently dispense patient medication

#### **Process Improvement**

- team of 7 hospital employees certifed in different levels of LEAN training
- team is focused on working in all areas of the hospital to maximize productivity for all staff
- hired an operations improvement analyst to work with hospital departments on creating efficient and standardized processes

GROWTH

PEOPLE

SATISFACTION and QUALITY

#### **Logansport Memorial Hospital Foundation**



The Foundation received another grant from the Indiana Breast Cancer Awareness Trust that provides funding for mammograms for uninsured women in Cass County. In 2012, we were able to provide *52 free mammograms* for women, while continuing to raise awareness for breast cancer.



\$71,632

The Foundation also financially supports the hospital in its health and wellness initiatives. The funds raised from each event are appropriately allocated for maximum benefit to the hospital and our community.

Total monetary contribution given to hospital and community in 2012

#### **Our Community Involvement**



593 households supported



Collaborative effort with other local organizations to address community health needs and issues



Partnered with Cass County Reading Railroad to sponsor a literacy center for the Walton community



Using our own data and data from the Cass Logansport

Economic Development Organization, we can see the economic impact we contribute to Cass County.

The money that we spend in payroll for our employees

stimulates the local economy because of how our employees spend that money here at home.

United Way of Cass County

Exceeded our goal as a Pacesetter, raising \$23,000 to be used in our community

#### **Community Benefits Assessment**

Logansport Memorial Hospital is a major driver of the local economy, a charitable non-profit organization, an educator, and a community advocate. Through this combination of roles, the hospital's true impact or "Community Benefit" can be measured.

This illustration demonstrates accountability for our responsibilities and commitment to high-quality healthcare for Logansport, Cass County, and our surrounding counties.

Total Community Benefit	Charity Care	Financial and In-Kind Contributions	Community Health Improvement Services	Community Building Activities	Health Professions Education	
\$3,238,129	\$775,250	\$294,269	\$121,723	\$398,499	\$147,838	

Bad debt and the unreimbursed costs from Medicare and Medicaid have been added into this total. Those numbers are not reflected in this illustration.



It's no surprise that healthcare is an industry that experiences many changes from year to year. But major reform is on the horizon, as industry-wide standards and processes are assessed and ultimately changed, in hopes of improving care for patients. *Much like this cloud, the changes can be confusing and often leave our consumers feeling uncertain.* 

### How will we make sense of what's uncertain for healthcare's future?

Our vision as an organization guides our decisions and actions in ways that exceed your needs. Our strategic plan highlights specific goals that support our vision and begin to implement it throughout the organization. Having a plan based on a patient-centered vision prepares us well for a future of viability, sustainability, and success, regardless of the uncertainty we face.

Why is it important to focus on patients? Because you determine our future. We continue trying to learn from you about what you want in your care experience, so that we can provide it with exceptional quality that earns your trust and confidence.

#### How will we get there? We follow the plan, into 2013 and beyond.

- We will utilize LEAN training methods for continued process improvement.
- We will implement additional best-practice clinical guidelines, using data to support clinical decisions for care.
- We will work with our own Patient Advisory Council to understand and address needs through feedback.
- We will continue recruiting and adding physicians, increasing capacity and access to care that's close to home.
- We will work toward making improvements in infrastructure, maintaining our facilities to the highest standard.
- We will work to raise necessary capital for those improvements, through community investment, good stewardship, and philanthropic support.

The future of the healthcare industry appears uncertain, but with careful planning, we can make our best efforts to anticipate and accommodate what will come our way. The success of 2012 perfectly positioned us to be successful in 2013, as we grow and improve.

But through it all, one thing is for certain.

No matter the changes and challenges ahead, we plan to be here for you, your family, and our community.