



# JOURNEY TO EXCELLENCE



## LETTER FROM THE PRESIDENT

We're pleased to present our 2007 report to the community. Each year we share with you information about your hospital, and its efforts to care for all members of the community. Innovative partnerships and improving efficiency continue to allow us to provide compassionate care to everyone. In fact, in 2007, we provided nearly \$45 million in charity care and uncompensated care to the people of our region. These figures represent the highest levels of charity and uncompensated care we've given in our 104-year history, and represents one of the most dramatic ways in which we provide Total Care to the communities we serve.

**JEFFREY S. MILLER**  
HPRHS President

We are also working to continually improve the care and service we provide to you and your loved ones. Many of those efforts are acknowledged and rewarded publicly.

This year we were honored to receive the Level 3 Award by the North Carolina Awards for Excellence, the only hospital in North Carolina to achieve this designation in 2007, and one of only three hospitals in the state to ever garner this prestigious honor. The Award for Excellence acknowledges High Point Regional is advancing on its journey to be one of the best hospitals in the country.

We were also pleased to be recognized by the Business Journal as one of the Triad's Best Places to Work, especially since the award qualification comes from objective surveys of our own employees.

Another award, called Health Care Heroes honored two of the many volunteers who help us keep things running smoothly at the hospital. Their honor represents the hundreds of volunteers who are the first to greet patients, the last to help them begin their journey home, and everything in between.

One of the other hero groups forming our team is our Magnet Nursing staff. The Magnet Nursing designation is a national recognition program created to recognize health care organizations that provide excellence in nursing. Three of our celebrated nurses were inducted into another nursing excellence recognition program, the Great 100 in 2007. These Great 100 honorees, Valerie Dorsett, Teresa Hembree and Della Nance are selected by nurses from across the state as excellent in the field of nursing. At High Point Regional, we are proud to have had 109 nurses honored by the Great 100 since inception of the program.

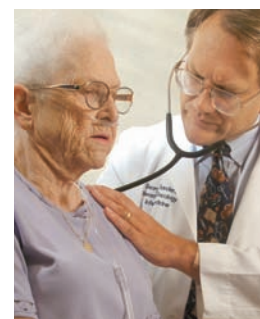
We were also recognized by ADVANCE for Nurses newsmagazine as we were chosen as one of the select "top hospitals" in the magazine's first Readers' Choice survey for the Southeastern States.

Although each of these awards is gratifying, we at High Point Regional pledge to never stop improving. We will not rest on our laurels. We will continue to work each day to earn your trust and support, and to provide you with the exceptional health services you so richly deserve.

Jeffrey S. Miller  
President  
High Point Regional Health System

## CHARITY AND UNCOMPENSATED CARE

Not everyone can afford to pay for the medical care they need. As a result, we provide charity care and uncompensated care as part of our commitment to care for everyone.



2007 CHARITY AND UNCOMPENSATED CARE: **\$44,226,167**

## OTHER COMMUNITY SUPPORT

We accept the responsibility of taking the message of good health into the community. That's why we do community outreach, provide clinics, and make in-kind donations.



2007 OTHER COMMUNITY SUPPORT: **\$112,976**

## ENDOWMENT FUNDED PROJECTS

High Point Regional's Endowment Fund helps support many important health-related programs in our community. In 2007, the fund met these needs.

- COMMUNITY CLINIC OF HIGH POINT served 6,710 patients last year and filled 15,723 prescriptions.



FUNDED: **\$225,000**

- MILLIS REGIONAL HEALTH EDUCATION CENTER has taught more than 50,000 children about health-related topics since opening in 1998.



FUNDED: **\$153,608**

- MEDICATION MANAGER SYSTEM facilitates safe medication administration initiatives including bedside bar-coding and computerized order entry for medications.



FUNDED: **\$564,312**

TOTAL ENDOWMENT FUNDING: **\$942,920**

**TOTAL COMMUNITY SUPPORT \$45,282,063**



**High Point Regional Health System**